

Information Technology Coalition, Inc. (ITC) is a certified Service-Disabled Veteran-Owned Small Business (SDVOSB), with over 10 years of experience providing administrative, technical, and business support services to U.S. Government entities. ITC is the only Silver ServiceNow Partner with SDVOSB status in the Federal sector.

ITC helps organizations achieve greater business value from their ServiceNow investment. They specialize in helping customers leverage the ServiceNow platform to improve what they deliver, how they deliver it, and your overall efficiency. ITC has proven success in harnessing the power of ServiceNow to support lines of business that include Program and Project Management, Human Resources, Financial Management, Procurement, Facilities Management, Help Desk and IT Operations and Support.

ITC's ServiceNow offering uses this dynamic and powerful technology platform to provide value-added solutions to clients with high velocity at a competitive cost. ITC offers support for end-to-end ServiceNow implementations from initial business process and needs analysis, tool mapping, and requirements to iterative development, testing, product go-live and stabilization efforts. This support includes, but is not limited to, project management, product development, product testing, change management, training, and quality assurance. ITC also offers consulting services for business process and need analysis, tool mapping; project management; development; custom application development; product optimization and enhancements; testing; system integrations; and upgrade support.

## NASA Shared Services Center

ITC partnered with the NASA Shared Services Center moving over 60 of NSSC's major business functions from an on-premise BMC Remedy installation to a ServiceNow platform in their Federal Cloud. This ServiceNow Migration project was the NSSC's highest priority project from 2013-2015, and it resulted in a resounding success! ITC provided top-notch technical support, including the lead architect, change manager, senior developers, lead regression testers, lead business analyst, and scrum master. All services for Procurement, Financial Management, Human Resources, Information Technology, Enterprise Service Desk, Document Imaging, Customer Contact Center, Strategic Operations Directorate, and the Program Management Office were transformed into to ServiceNow solutions.

ITC helped deliver a fully integrated software solution that was designed from the platform up. Through this implementation, the NSSC now has a simple licensing solution that covers all modules included with the software. Periodic patches and upgrades are applied with minimal effort at no extra cost. With the help of ITC, the NSSC now has its first true cloud solution and one of the first large-scale Software-as-a-Service applications at NASA.

## CASE MANAGEMENT TECHNOLOGY

- Case Management Application

- Extended the out-of-the-box HR Case Management Application into 4 independent silos: Human Resources, Financial Management, Procurement and Support Office Directorate
- Extended data capturing, processing, and reporting capabilities for each of NSSC's unique departments, and the groups within the departments
- Ensured the current needs of the business were met, while eliminating the obsolete workarounds that have accumulated over the years in an antiquated tool
- Streamlined business processes by shortcutting unnecessary steps within the tool o Brought useful and effective reporting tools within finger's reach of our users/managers
- Built a custom quality review capability into Case Management that aligned to NSSC's needs
- Customization of scheduled event creation for future notifications based on specific business needs
- Improved on the core assignment group lookup functionality to work independently across each silo with wildcard lookup options on categories and subcategories within each silo
- Records Management Custom Solution
  - Developed a custom solution to identify, classify, monitor and disposition records in accordance with NASA processes and retention schedules

### WORKFLOW AND INTEGRATION MANAGEMENT TECHNOLOGY

- Incident Management Application
  - Configured to meet NSSC specific needs
  - Added custom web service integrations to communicate with systems for third party vendors
  - Added custom integrations between the Incident Application and New Call Application to improve call desk efficiencies
- Service Catalog Application
  - Created over 220 service catalog items for NSSC and I3P services
  - Customized a data-driven routing solution for approvals and fulfillment based on CI (Configuration Item) and/or service type
  - Built custom web service integrations to dispatch ACES and NICS service requests to third party vendors and to maintain status updates and comments between their external systems and ServiceNow
  - Designed a custom solution to allow routine catalog requests to be scheduled to occur at specified time intervals
- Problem Management Application
  - Configured the application to support NSSC IT's problem management workflow, including auto-generated steps for certain statuses
  - Change Management Application
  - Developed a workflow within ServiceNow for handling Routine, Comprehensive, Emergency, Break-Fix and Rollback changes for NSSC IT. This workflow

- streamlines the process for requesting, approving and implementing changes, eliminating numerous emails and manual routing.
- Asset Management Application
- Configured application to collect and report on the data needed to manage NSSC's hardware and software assets
- Implemented custom notifications to alert asset managers to upcoming purchase needs in enough time to initiate the procurement process
- CMDB (Configuration Management Database) Application
  - Configured CMDB to align to NSSC's business needs and collect the information previously housed in numerous scattered documents and spreadsheets
  - Applied levels of security to CI details to provide correct protection of information to different groups on a need-to-know basis
  - Leveraged the CMDB structure to drive functionality in the Service Catalog Application and Change Management Application
- Scrum / SDLC – customized an “NSSC Scrum Project Application”
  - Tailored Scrum Project Management application to collect information for and organize Products, Releases, Sprints and Stories in a way that facilitated multiple concurrent scrum teams working on the same project and met all status and review deliverables for NASA
  - Added auto-generated tasks within the Scrum lifecycle to support design analysis, coding, peer review, testing, documentation and security requirements
  - Created a testing workflow within the Story process to ensure findings were routed to the developer or to the product owner as appropriate
- Ideation / Demand Management Application
  - Designed and implemented a custom flow to tie idea records into Demands and generate Scrum Releases and associated Scrum User Stories upon approval
- Notifications Management Application
  - Created a custom subscription and email notification distribution tool for NASA I3P activities
- Scripted Web Services
  - Designed and implemented a secure architecture for exchanging information across network zones in accordance with NASA's security requirements
  - Implemented incoming and outgoing web services with both in-house and vendor-hosted systems
- LDAP integration using MID Server
  - Implemented an hourly sync from NASA's enterprise directory for user information across an architecture that complied with NASA's security requirements

## KNOWLEDGE MANAGEMENT TECHNOLOGY

- Knowledge Management Application

- Tailored the Knowledge Management Application workflow to support NSSC and I3P processes
- Added a record producer to the Service Catalog to allow end users to enter submissions for suggested knowledge articles

## CONTACT MANAGEMENT TECHNOLOGY

- New Call Application
  - Modified form to capture data elements needed to support NSSC business processes and metrics reporting
  - Added custom flows from New Call into Incident and Case Management to easily escalate to the correct teams through those other applications
  - NSSC Customer Contact Center and Enterprise Service Desk agents utilized this capability for tracking calls, emails and faxes.

## PORTAL

- CMS (Content Management System) Application / ESS (Employee Self-Service) Application (including responsive design for mobile devices)
  - Designed and created a custom Tier 0 web presence using CMS that allows customers to:
    - Submit New Call tickets
    - Access the Service Catalog and submit requests
    - View the status of their New Calls, Incidents and Service Requests
    - View their IT assets
    - Provide Customer Feedback
    - Access NASA I3P notifications
    - Access knowledge articles, including highlighted trending articles
    - Access quick links to commonly used NASA web resources and NSSC social media
  - Implemented a modern, user-friendly, responsive design that automatically adjusts the screen layout and navigation style to fit the device size from which the site is accessed

## DATA WAREHOUSE

- JDBC connections using MID Server
  - Configured data integrations to and from ServiceNow from NSSC databases in a manner that complied with NASA's security requirements
- Metrics / SLA Management Application
  - Configured SLAs for Incidents and Catalog Tasks to align to NSSC's performance standards
  - Implemented custom metric definitions code for reporting Met/Not Met criteria on various conditions for each of the silos

## SYSTEM INTEGRATOR SERVICES

- Used Scripted Web Services and JDBC connections to exchange data between ServiceNow and external NASA systems for various integrations including:
  - Third party tools used by vendors for Incident Management
  - Third party tools used by vendors for Service Catalog Requests
  - NSSC Business Intelligence Database warehouse
  - Grant Status Search web application
  - Training Purchases Reconciliation Tool
  - Kofax document imaging and TechDoc document management systems

## ENHANCEMENTS AND EXPANSIONS

ITC supported the NSSC in their first implementation and use of Agile Scrum for managing projects. The ITC Implementation Team used the ServiceNow platform to configure a 'NSSC Scrum Project Application'. The team learned and analyzed the NSSC's project management processes and deliverables to personalize the ServiceNow SDLC tool into a 'NSSC Scrum Project Application' to better meet the needs of the NSSC Management team and NSSC future scrum teams. Emphasizing full project transparency to stakeholders, the 'NSSC Scrum Project Application' was an immediate success. This was an essential component of ensuring a project of this magnitude was accomplished in accordance with customer needs in a timely and iterative manner. ITC's Implementation Team was integral to teaching everyone to use the new project tool for scrum team collaboration and executive leader observation. All scrum team members; product owners, scrum masters, developers, testers, business analysts, and subject matter experts (SMEs), collaborated through the tool by documenting their work, passing tasks, capturing meetings, test results, and task boards. At any given time, the implementation team managed between 3 and 6 concurrent Scrum teams working in multiple ServiceNow environments to accomplish the deliverables within the desired timeframe. ITC's Implementation Team leadership was crucial in the effort to implement Agile Scrum at NASA and is being recognized alongside our NASA counterparts at the Agency level for Innovation Awards.

## TRAINING DEVELOPMENT SERVICES

ITC developed training materials, hosted train-the-trainer and functional area-specific training for NSSC personnel as part of the ServiceNow Migration effort. Documentation included screenshots and instructions that assisted the user in understanding the basics of how to use the ServiceNow platform as well as specifics about how their function utilizes capabilities that are targeted to their business process. Training sessions provided overviews, instructions, hands-on breakouts, and question/answer time.

## Federal Election Commission

ITC supports the Federal Election Commission (FEC) by providing agile project management, requirements development, technical implementation, testing and familiarization training to their Correspondence Tracking and Information Technology departments.

## CORRESPONDENCE TRACKING

Working with SMEs in the Reports Analysis Division (RAD), Information, Press, and Electronic Filing offices, ITC is tailoring the ServiceNow Incident application to process the submission, routing and approvals required to respond to inquiries submitted to the various FEC departments. This capability leverages a REST API to retrieve up-to-date Committee information for use within the workflow. ITC's developers are implementing a robust templating capability that allows analysts to quickly find and utilize preformed email responses, blurbs, and related attachments when crafting responses, providing standardization, uniformity and significantly improved performance for answering inquiries. ITC is also working with FEC SMEs to map and migrate historical data from their legacy GoldMine system into ServiceNow.

## SERVICWATCH, CMDB & CHANGE MANAGEMENT

ITC is coordinating with FEC system administrators and IT security specialists to install and configure a ServiceNow MID server within the FEC network. This project includes configuring ServiceWatch to define entry points, discovery patterns and discovery steps to find FEC nodes and use discovered information to populate the CMDB. ITC is also configuring the Change form and workflow to collect the data required by FEC for changes that will allow the changes to be routed through their governance/approval process and the appropriate fulfillment team for implementation.

## Bureau of Labor Statistics

ITC is working with the Bureau of Labor Statistics (BLS) to implement Request Management, Incident and Problem within the ServiceNow platform. Coordinating with BLS SMEs, ITC is configuring forms, lists and catalog items that contain the fields required to track the information required for the Division of Enterprise Web Systems (DEWS) incident, problem and service request processes. In addition to technical implementation, ITC is providing coaching and mentoring support for in-house BLS development team as they learn how to use, configure, administer, script and deploy changes within the ServiceNow platform.

## Agriculture Marketing Service

ITC worked with the United States Department of Agriculture (USDA) Agriculture Marketing Service (AMS) to transition from BMC Remedy, SharePoint, and Close Support into ServiceNow for their Incident, Change, Asset Management and CMDB processes. Collaborating with USDA SMEs, ITC configured groups, roles, forms, lists, custom workflows, assignment rules, notifications, SLAs and reports to provide a solid foundation for these processes. ITC also successfully performed a SAML integration with USDA's eAuthentication system for Single Sign-on. Additionally, legacy data was identified, mapped and imported into ServiceNow. Following the completion of development, ITC supported an extensive User Acceptance Testing phase and end-user familiarization training with the AMS SMEs and end-users to ensure a smooth and successful transition operationally.

## U.S. Department of State

ITC worked with the U.S. Department of State (DOS) to implement Request Management and Incident Management within the ServiceNow platform to replace a custom-built system that utilizes Microsoft SharePoint. Coordinating with DOS SMEs, ITC configured forms, lists and catalog items to contain the fields needed to track the information that is required to support both internal and external customer of for the Directorate of Defense Trade Controls (DDTC) Incident and Service request processes. In addition to technical implementation, ITC provided coaching and mentoring support for in-house DOS development team as they learned how to use, configure, administer, script and deploy changes within the ServiceNow platform.

## National Finance Center

ITC is working with the National Finance Center (NFC) to transition from Remedy into ServiceNow for their Incident, Problem, Request, Knowledge, and Change management processes. Collaborating with Accenture team members and NFC SMEs, ITC is assisting with configuring groups, roles, forms, lists, workflows, assignment rules, notifications, SLAs and reports to provide a solid foundation for these processes. Additionally, ITC is providing an Agile Scrum Master to drive user story development, agile scrum coaching, and testing support. With the first phase of the enterprise project involving the move from Remedy to ServiceNow, ITC is providing support for managing legacy data. Later phases involve supporting SDLC and CMDB configuration.

## U.S. Department of Education

ITC developed a custom ServiceNow portal application for the US Department of Education's Office of the Chief Financial Officer (OFCO). Working with financial management subject matter experts, ITC built the Continuous Controls Monitoring System (CCMS) by implementing a user-friendly front-end interface, robust backend workflows and insightful reports to support integrity checks and debt management activities. To construct this custom portal environment, ITC employed custom JavaScript and Jelly code within the ServiceNow Content Management System (CMS) application.

## Department of Justice

ITC provided Senior Engineer Support for both ServiceNow and Remedy at the Enterprise Standard Architecture (ESA) IV program. ITC supported ESA IV's migration of eRequest (an outdated request system) on a Legacy Remedy system into ServiceNow. This migration included creating and developing custom processes for requesting services from multiple groups across the organization who will submit and process submitted requests. In

In addition, access to proprietary and COTS applications is a key factor as well as tracking the renewal of access to these systems by automating processes to ensure that users who should not have access are disallowed from accessing information. ITC also led several web services development efforts for the eTrace and HRConnect systems that ensured user data is populated into ServiceNow and into a newer Remedy ITSM System. ITC concurrently worked to onboard another key DOJ component into both the ServiceNow platform and Remedy ITSM system so that ESA IV could provide incident, service catalog, desktop refresh, and asset management services in their multitenant ServiceNow and Remedy systems. Additionally, ITC provided web service integration support for the transfer of incident, asset and service catalog requests for the DOJ Justice Management Division (JMD) from their support management system.

## Department of Labor

ITC partnered with the Department of Labor to modernize the Workforce Recruitment Program (WRP) Office of Disability Employee Policy (ODEP). Team ITC provided a project manager, business analyst, developers, and testers to support this effort. Following the Agile framework, ITC developed a custom application within the ServiceNow platform to support ODEP's WRP processes. To help simplify the WRP process, ITC automated and optimized comprehensive workflows for WRP's employers, school coordinators, recruiters, and students to increase efficiency and reduce human error. ITC built a ServiceNow Portal to facilitate the registration, application, interview, evaluation, and selection processes that aid students with disabilities seeking employment. Additionally, ITC identified, mapped, and migrated legacy data into ServiceNow and provided dashboards to improve visibility across the organization. Finally, to supplement the technical implementation, ITC provided customized online instructor led training to guide the WRP staff through the various system roles and familiarize them with key concepts and features of the ServiceNow platform. Through reusable customized training content, the DOL team was equipped with the tools and knowledge needed for sustainability and future enhancements.

## USDA Foreign Agricultural Service

ITC provides prime contractor support to the USDA Foreign Agricultural Services (FAS) including both O&M and Enhancement implementation projects. ITC ServiceNow specialists work with the FAS team to drive efficiency and innovation across the lines of business. ITC configured Incident Service Level Agreements (SLA) for the FAS Tier 1 and Tier 2 Service Desk support groups, and in doing so provided FAS executive leadership the ability to monitor their internal incident processing efficiency. ITC automated FAS mobile and laptop loaner requests by implementing custom Service Catalog Request and Requested Item (RITM) approval and fulfillment workflows. ITC configured FAS Asset Management with their mobile and laptop loaner request workflow process so that their fulfillment team can easily track the current assignment, scheduled distribution, and reacquisition status of their hardware assets. ITC configured the FAS Service Portal and Service Catalog to provide end users the capability to request mobile and laptop loaner devices and track the status of their



requests. ITC provides ongoing on-site familiarization training and documentation for FAS OCIO, operational leadership, and operational staff members. The purpose of the familiarization training is to ensure FAS users are equipped with the basic knowledge and skillsets necessary for supporting their operational duties within the ServiceNow platform. ITC continues to work with FAS to solution and configure their application incident assignment, escalation, and visibility processes. In preparation for the FAS ServiceNow upgrade from Jakarta to Kingston, ITC advised FAS on best practices to ensure a successful upgrade.

## NASA Jet Propulsion Laboratory

ITC worked with the NASA Jet Propulsion Laboratory (JPL) to implement their ServiceNow HR Scoped Application, HR Knowledge Base, HR Service Portal, HR Service Catalog, Surveys, and Notifications. ITC utilized the Agile Scrum methodology during the implementation and provided JPL with Scrum Master, Business Analyst, Senior Developer, and Quality Assurance Specialist support throughout the course of the entire project. ITC configured over 20 HR support groups each with unique visibility and operational capabilities to help support more than 115 HR business processes while ensuring that all sensitive HR user data remained secure. ITC configured the HR Knowledge base, visibility access controls, and knowledge article publication workflows. ITC configured HR Service Portal and HR Service Catalog to grant end users the ability to submit over 30 HR case types and track the status of their open cases. ITC worked with the JPL Oracle DBA team to implement a web service integration between their HR Oracle database and ServiceNow that pushed additional HR information into ServiceNow and related it directly to corresponding user profiles daily. ITC worked with 3CLogic, Inc. to configure ServiceNow with their integrated IVR solution. ITC also provided familiarization training and documentation to the JPL HR operational team to provide their team with the knowledge needed to perform their daily operations within the ServiceNow platform.

## NASA – LARC

ITC provided Senior Engineer Technical Consulting Support to the National Aeronautics and Space Administration Langley Research Center for process analysis, design, and product development. The ITC SME collaborated with the customer to design and develop a custom ServiceNow portal application called RDComm. The RDComm initiative was approved to streamline internal processes by allowing a single point of entry for processing and communication. The effort improved processing timelines and accuracy. To accomplish this, ITC implemented a user-friendly front-end interface to display department/branch dashboards and staffing plans. These dashboards allowed for reporting and analysis activities in real time. ITC employed custom JavaScript and Jelly code within the ServiceNow Content Management System (CMS) application to build the application. ITC created scheduled jobs to update underlying data and reports which consolidated data and reduced the margin of human error. By providing end to end implementation support from requirements gathering, development, and training, the ITC team was able to help LARC successfully launch the RDComm tool.

## National Gallery of Art

ITC supports the National Gallery of Art (NGA) by providing technical implementation and maintenance services, software quality assurance testing and familiarization documentation.

### UNIFORM MANAGEMENT

ITC is currently working with NGA staff to implement a new inventory tracking system to manage the assignment of uniforms issued to NGA security personnel. The Uniform Management application utilizes and extends the Asset Management model of ServiceNow to achieve the functionality of inventory administration, shipping and receiving items between various locations at NGA, assignment of items or packages to officers and disposal of items. ITC also developed reports that enable the users of the application to see the trends in the available inventory, shipping activity, receiving history, order accuracy and disposal transactions.

### ART FRAME LABELS

ITC implemented an enhancement to the existing Art Frames application that allows NGA personnel to print labels for the numerous picture frames that are inventoried in the Gallery's warehouses. This allows Gallery staff to quickly see a frame's dimensions, country of origin, style, century, type, finish and vendor at a glance by looking at the label printed from the application. This allows them to select a frame from inventory to appropriately pair with famous works of art for upcoming exhibits without needing a computer terminal nearby to look up an asset tag number.

### ENHANCEMENTS TO EXISTING APPLICATIONS

ITC is currently working with NGA personnel to enhance and maintain various pre-existing applications, originally developed by other vendors, with the goal of improving the user experience and automating manual processes in order to enhance the business value gained from the applications. Some of these include updates to their Asset Verification process, DWEB Request System, Laptop Reservation request, IT Security Waiver form, and Security Incidents.

## Department of Commerce

ITC partnered with the Department of Commerce Enterprise Services Enabling Technologies team to streamline customer interaction and back office management of their Financial Management, Human Resources, Information Technology and Acquisition services. ITC collaborated with over 5 vendors on this project to ensure uniformity and a smooth go-live across all lines of business. ITC provided end to end implementation support, including the lead architect, senior developers, lead business analysts, quality assurance engineers and scrum masters. ITC delivered a fully integrated Service Portal for Department of Commerce Bureau users and configuration of the ServiceNow console for DOC ES administrators to provide a central hub for DOC employees to easily find the services and help they need.

## SERVICE PORTAL

- Allows users to log in, search for knowledge, submit incidents and requests, receive and provide status updates on open tickets.
- Orchestrated solution for Single-sign on page with 10+ different government authentication solutions
- Delivered a consistent look, feel and experience between partner portals where users navigated back and forth between multiple platforms seamlessly

## INCIDENT MANAGEMENT

- Added custom web service integrations to communicate with systems for third party vendors
- Implemented access controls by business service limit access for vendors

## SERVICE CATALOG

- Built custom web service integrations to maintain status updates and comments between with systems for third party vendors

## PROBLEM MANAGEMENT

- Configured the application to support DOC ES IT's problem management workflow

## CHANGE MANAGEMENT

- Configured a workflow within ServiceNow for handling Normal, Standard and Emergency changes for DOC ES IT. This workflow streamlines the process for requesting, approving and implementing changes, eliminating numerous emails and manual routing.

## KNOWLEDGE MANAGEMENT

- Created multiple Knowledge bases to support portal web content, self-service support, and internal documentation.
- Installed ServiceNow's new Knowledge versioning capability to help track article revisions.
- Implemented a category-based structure for article approvals.

## BASIC CASE MANAGEMENT

- Created Case and Incident tie in
- Created a groupwide notification when notices are created
- Configured Reports and Surveys for Case Management
- Provided Performance Analytic Dashboards for Case Management

## SCRUM / SDLC

- Organized Releases, Sprints and Stories in a way that facilitated multiple concurrent scrum teams working on the same project and met all status and review deliverables

- Added auto-generated tasks within the Scrum lifecycle to support coding, testing and documentation

## REPORTING & PERFORMANCE ANALYTICS FOR SERVICE MANAGEMENT

- Developed several custom reports and multiple custom operational and trending dashboards to monitor customer operations and performance targets.

## LDAP INTEGRATION USING MID SERVER

- Worked with Bureau technical staff to install and configure MID Server software within the customer network to support LDAP integration

## ADDITIONAL CONFIGURATIONS

- Domain separation

ITC performed a standard installation for the following to allow use of the tool while DOC ES continues to refine their business processes for these areas.

- Risk Management
- Test Management
- Demand Management
- Release Management

ITC business analysts provided UAT Familiarization/Training materials/sessions/recordings for all aspects of the implementation tailored to the client needs. The client was able to use these materials as a basis for expanded testing as well as training.

Team ITC also played a major role in transition activities. The team guided the effort to ensure the O&M support team was prepared for ongoing activity and sustainability. The Transition Manager stated that it was a very positive experience to work with ITC during the transition to the O&M team and this sentiment was echoed by the PM as great teamwork.