



Department of Transportation

Federal Aviation Administration Air Traffic Organization
IT Service Management Tool & Support Services

Size: \$20 million

Scope

THE CENTECH GROUP (CENTECH) is leading the transition of various contracts for the Federal Aviation Administration (FAA) Air Traffic Organization (ATO) into a consolidated service provided within an ITIL framework. The contract requires implementing a single set of service management tools and transforming the ATO information technology (IT) service delivery. Requirements include analyzing multiple service desks to develop an end state with derived Service Level Agreements (SLAs) based on an ATO criteria and industry benchmarks. CENTECH is currently engaged supporting over 30,000 users in three (3) service areas. The service delivery platform is BMC Software's Remedy version 7.1.

Technical Requirements

- > Engineering Services
 - Systems Design, Development & Support
 - Help Desk & User Support Services
- > Enterprise Software Applications
 - Configuration Management
- > O&M Support Services & Outsourcing
 - Help Desk & User Support
 - 24/7/365 Operations Support
 - Technology Evaluation & Recommendation
- > Training/Knowledge Transfer Systems & Services
 - Curriculum Design, Development and Implementation

Performance Accomplishments

- > Two-year deadline for consolidation is on track to complete the transition to one virtual service desk at three physical sites and from approximately 370 agents to 90.
- > CENTECH is leading the service improvement initiatives and the response to the ITIL workflow and IT Service Management transition has been well received.
- > Customer satisfaction surveys on performance have shown less than 1.5% negative feedback, even in areas where there has been resistance to change.
- > The ATO goal of establishing a more mature IT Services Model, based on ITIL best practices, has been defined and established via a structured requirements development process and baselined under requirements management.



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THE CENTECH GROUP, Inc.

TRUST · QUALITY · SERVICE · VALUE

Since 1988, THE CENTECH GROUP, Inc. (CENTECH) has been a proven, successful provider of systems and solutions for a multitude of federal agencies. Providing IT services and solutions for numerous federal agencies we have achieved a stellar reputation operating under the principles of Trust, Quality, Service and Value.

Certifications and Accreditations

- ISO 9001:2008 & ISO/IEC 20000-1:2005
- CMMI Maturity Level 3
- All Project Managers PMP Certified
- ITIL Certified Professionals
- Secret Cleared Facility
- Highest D&B rating for a company our size

Technical Competencies

- Engineering Services
- Network & Infrastructure Services
- Enterprise Software Applications
- Operations & Maintenance Support Services & Outsourcing
- Logistics Support Services
- Systems Engineering/Technical Assistance
- Advisory & Assistance Services
- Training/Knowledge Transfer Systems & Services

CENTECH Contract Vehicles



DHS-EAGLE



GSA
CNX II



GSA
Alliant (Large)



GSA
IT Schedule 70



GSA
MOBIS



GSA
PES



U.S. Navy SeaPort-e



USAF
CAPS



USAF
NETCENTS

And now... SPAWAR-Atlantic

DISA ENCORE II

DTIC Systems, SNIM

FDA ELMS

Marine CEOss

VA VRM ITSS

Select Project Locations

- Federal Aviation Administration – Oklahoma City, OK
- Ft. Sam Houston DOIM/ITT – Ft. Sam Houston, TX
- Interim Work Information Management System(IWIMS)/ Automated Civil Engineering System (ACES) – Maxwell AFB-Gunter, AL
- National Institute of Standards & Technology (NIST) – Gaithersburg, MD
- U.S. Air Force DoD Medical Evaluation Review Board – Colorado Springs, CO
- U.S. Air Force Software Engineering & Systems Support Services – Colorado Springs, CO
- U.S. Coast Guard Academy – New London, CT
- U.S. Coast Guard Headquarters – Washington, DC
- U.S. Customs & Border Protection – Springfield, VA
- U.S. Navy Network Support Services – Portsmouth Naval Yard, NH

Partial List of Clients

- Department of Homeland Security
 - o Customs & Border Protection
 - o U.S. Coast Guard
- Department of Defense
 - o U.S. Air Force
 - o U.S. Army
 - o U.S. Navy
- Department of Commerce
 - o Census
- Department of State
- Department of Veterans Affairs
- National Institute of Standards and Technology
- Federal Aviation Agency

To find out more about THE CENTECH GROUP, Inc. please visit our website at www.centechgroup.com

