

The Washington Post

TOP WORK PLACES 2014

## SECTION 508: HR INFO



### WELCOME, PAYCOM

Washington DC — In May of this year, Federated IT introduced our new payroll and HR system, Paycom. Federated wanted an HR system that would allow team members and managers to have more control and access to manage their information. After exhaustively researching different options, Paycom stood out as the clear winner. With this new system, you now have

the ability to view pay rates, scheduled earnings, deductions, and pay stubs anytime. You can also update contact information and enroll in benefits. Additionally, Paycom provides tools that aid in decision making, like the paycheck preview feature. When enrolling for benefits or adjusting deductions, you can view a sample of your paycheck to preview what effect the newly selected deductions will have.

The Federated HR team understands how hard you are working to support our customers and we want you to know that we are working equally hard to support you. We're constantly reviewing our benefits, processes, and corporate communications in an effort to make your experience with Federated IT the best possible. We hope your interaction with the new Paycom system will be easy and enjoyable.

## AND THE AWARD GOES TO...

On Thursday, April 16th Federated IT was honored, alongside 16 other companies, at the Department of Homeland Security's (DHS) 11th Annual Small Business Awards Ceremony. Federated IT was selected to receive the 2015 Small Business Achievement Award for its, "outstanding work in support of the DHS mission." The award came as result of Federated IT's exemplary work on the Transportation Security Administration's (TSA) Transportation Threat Assessment and Credentialing (TTAC) program. While Federated's focus is on the support and enhancement of the national defense infrastructure, we greatly appreciate how this award reflects on all of the hardworking Federated team members that supported the program and we were honored to accept it on their behalf. Congratulations, and thanks to all who were involved in this win!

## THE LAUGHTER CACHE

A programmer's wife tells him: "Run to the store and pick up a loaf of bread. If they have eggs, get a dozen". The programmer comes home with 12 loaves of bread.

Volume 2; Issue 3  
July 2015



## WE WANT TO HEAR FROM YOU

As you may know, The Federated Times newsletter was created as a result of an employee survey in which we learned Federated employees desire more communication about what the company as a whole is working on and where we're headed as a company. We took the results of the survey to heart and started working on an enhanced communications plan. As part of that plan, we asked that all Federated IT Project Managers submit content each quarter for a Newsletter that would be sent to the homes of all Federated team members. We suggested content include things like: project descriptions, employee recognition, team achievements, and other notable information that would be of interest to the company as a whole. We also asked that the Executive Leadership provide insight as to the plan for the company moving forward and upcoming projects.

This issue of the newsletter will mark the fourth that we've sent out and we'd now like to ask you, the readers, to provide feedback. Do you find this newsletter to be helpful in staying abreast of company information? Is there a subject not covered that you'd like to hear more about? Do you have a Federated co-worker whose accomplishments you would like to see highlighted in the next issue? Is there content you wish to submit for inclusion in the next edition? Please email your comments to [news@FederatedIT.com](mailto:news@FederatedIT.com).

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# FEDERATED TIMES

## ISO 9001:2008 Quality Policy Statement

"The Federated IT Management Team is committed to understanding our Customers' requirements and delivering services that meet, and when possible exceed, those needs. We are committed to ensuring ongoing refinement in the efficiency and consistency of our operations through continual improvement of our processes. The entire Management Team is devoted to the ongoing execution and support of this policy".

## Information Technology

### In the Heart of Texas



**San Antonio, TX—** In the Summer of 2007, Headquarters Air Force/A2 (HAF/A2) put together a concept that would consolidate 50 disparate Joint Worldwide Intelligence Communications System (JWICS) domains into a single AF JWICS enterprise. The intent was to bring together an estimated 30,000 users from over 170+ sites across the globe.

Several attempts were made to realize this ambitious goal, but due to the complexity of the task, none had proven to be successful. Federated IT was afforded the opportunity to bring our own brand of technical capability to the table and partnered with the Air Force JWICS PMO to function as the 25th Air Force Migration Team. Our approach was to implement a controlled, task based approach that brought both structure and standardization to the enterprise. Our actions have resulted in some amazing metrics! In the past 12 months our team has successfully migrated almost 15,000 JWICS users and almost 8,000 workstations. We have enjoyed a 98% average cut-over success rate with a remarkable 1.71% "Remedy ticket generation rate" and "problem percentage rate".

When we embarked upon this journey the customer had projected migration completion by end of year 2018. With our combined team efforts, disciplined planning, and technical expertise, we are now looking to complete migrations by early spring 2016. That's nearly 2 years ahead of schedule!

The migration task that we have and the requirement to consolidate all those disparate domains into a single domain is only half of the battle. Other aspects of our project have us modernizing the enterprise from the Desktop to the Cloud. Our SDC team has

received a Certification to Field (CTF) for a standardized Windows 7, Windows 8 and Server 2012 Image. We are actively deploying all of these images to the enterprise. The SDC team is very eager to start developing a Windows 10 image as soon as it is released. We have created and put in place a technology roadmap that will keep the AF JWICS enterprise on the forefront of technology for years to come.

The efforts expended by our team have been noticed and greatly appreciated by the client. As a result, all of our Contractor Performance Assessment Reports System (CPARS) ratings thus far have been 5's across the board. One of our AF JWICS clients commented, "Entering into this contract with Federated IT (FedIT) was a step forward for the AF JWICS

**"FedIT's performance has been outstanding"**

Program Management Office (PMO). Because of the ever changing interruptions (to include shifting MAJCOM priorities and government organizational restructure) and several

delays in meetings, the migration timelines contributed immensely to the continued performance of the FedIT personnel. They hit the ground running and quickly became an integral part of the AF JWICS Enterprise planning and operations. They were responsive to the issues we presented them and provided timely and detailed responses and solutions to correct them. Because of the technical expertise of the personnel assigned to this contract, the accomplishments we have experienced to date would not have occurred without FedIT personnel being 100% devoted to the success of this monumental task of providing AF JWICS to AF users worldwide." Another client added, "FedIT's performance has been outstanding. They have consistently demonstrated a measure of professionalism and performance second to none. The personnel have been of the highest caliber and their expertise in execution of the performance work statement tasks has been exceptional. I would highly recommend Federated IT for similar type work."

## PRESIDENTIAL ADDRESS



Matthew Bucholz, President

### SOMETIMES IT'S THE LITTLE THINGS

When I was a young Lieutenant in the Marine Corps (waaaay back in the day) I had the privilege of serving under some of the finest leaders I will ever meet. One particular man, Major General D.J. Murphy, was particularly inspirational in just about every aspect of his personal and professional life. He was a high achiever who worked hard and paid close attention to details. His High School grades were good enough to get him accepted to Georgetown University and his athletic skills got him on the basketball team. His sincere goal to serve his country led him to Vietnam, where he fought with distinction and was wounded in battle. He advanced through the ranks where I met him at the pinnacle of his military career and I never heard him take credit for any of his achievements. He always attributed his success to his mentors, his coaches in college, or his subordinate commanders, and he was constantly thanking everyone for everything they did on a daily basis. His leadership style made a great impact on me and I'd like to share this observation with you. He would usually say something like (I'll have to paraphrase because this experience is over 30 years old) "If you don't commit yourself to the daily grind and tackle the tedious tasks every day then there will be no brilliant achievement. Thank you for taking care of the everyday tasks. They will take us where we need to go." Sun Tzu said something similar, but this seems simple right? Oh we always celebrate the wins, the touchdown pass or the homerun, but do we acknowledge the little things our team does to put us in position to achieve victory? Sometimes the everyday things we do in business seem mundane and unexciting. **(continued to right)**

**(continued from left)** The boring, routine tasks are seldom noticed, but as leaders we need to acknowledge their importance. Acknowledging the victory with a pat on the back, a spot bonus, a day off or a plaque given in a public forum is important, but the other half is acknowledging the daily grind. The daily tasks of homework, working out at the gym, reading your professional journals or updating server documentation may not be glamorous but it helps you get the job done and puts you in a position to win. And recognizing this part of performance is one of your jobs as a leader. Is there anyone on your team who never quits and is always taking care of the routine unexciting stuff? I'll bet there is and I'll bet they'd be thrilled if their efforts, not just their 'wins' were noticed. Take a moment today and be a

## SUMMER SPOTLIGHT: DEPARTMENT OF LABOR



**Washington, DC** - Federated IT's Information Security contract with the Department of Labor (DOL) Office of the Chief of Information Officer (OCIO) has been expanding its support boundaries and has increased the number of systems Federated IT will secure. The new responsibility has heightened awareness of OCIO's security staff and functionality, increasing the tasking for the OCIO security support staff. Federated IT has emerged as the resource of choice to assess and manage the increase in tasking. The Federated IT Program Manager receives tasking for distribution and assignment to the OCIO Security support team which consists of Federated IT personnel and other contractors. The increased tasking demonstrates the trust and confidence the Federal team has in the Federated IT INFOSEC Team, which is due largely to their proven ability to rise to the challenge. The team provides qualitative and timely deliverables and has adapted to the increase in responsibility. The Federated IT INFOSEC Team, comprised of **James Chandler, Stephen Bailey, Khanj Heath, Ryan Bakshi, Denise Hawkins, Kevin Walsh, Matt Jones, and Armand Covington** is deserving of acknowledgement for the dedicated work they have provided. The efforts and achievements of this team are greatly appreciated and recognized by Federated IT, as are the achievements of the DOL Unix Team. The Unix team received verbal acknowledgment from the new Federal Program Manager on the work they did to stabilize the Unix environment. The team worked weekends and late evenings for months to achieve this goal. Jobs that were taking 2 hours are now taking only 15 minutes to complete due to the re-engineering completed by the Federated IT Unix Team. The Federal Program Manager has stated that she is impressed and confident in this team's competency. Federated IT's Program Manager adds that the Unix team, consisting of **Jerry Adusei-Poku, Eddie Onadeko, Ejike Echianu, Darrell Lee, and Calvin Byrd (Insight Global)**, are a pleasant group of gentlemen, articulate, extremely knowledgeable, and talented.

### CEO'S CORNER : CUSTOMER SERVICE



**Washington, DC**— The definition of poor customer service can vary depending on who the recipient is, but it's something we've probably all experienced at one time or another. It could be bad service at a restaurant or placing an order for an item only to have the wrong item show up or the correct item delivered with a major malfunction. Think of the frustration and disappointment that may have come after you paid good, hard-earned money and did not receive the service or item you were expecting. Then, remember that feeling when working with our customers and reflecting on the service we provide them. When a mistake is made, what priority is assigned to fixing the issue? If it's not your number 1 priority, there's a problem. Sam Walton, the founder of Walmart, stated it quite frankly when he said, "There is only one boss. The Customer. And he can fire everyone in the company from the Chairman on down simply by spending his money somewhere else." In today's business environment, attention to the customer is everyone's responsibility. We thank you, our Federated IT team, for making customer service your number 1 priority.

Kyle von Bucholz, CEO | [KvonBucholz@FederatedIT.com](mailto:KvonBucholz@FederatedIT.com)

## CONTRACT CAPTCHA



**Washington, DC**— It's been a busy time since we last talked about what's happening in the Federated contracts realm. We continue to pursue opportunities like HITSS II, ITES-3S, DHS, DoD, and Air Force opportunities which will be upon us in short order! We are also closing in on Department of Energy opportunities where we sustain close relationships and communications with the pulse of programs and their leaders. Federated IT successfully delivered the DEA INFOSEC proposal, and we also submitted our 6th Medical Group Proposal for Network Engineering support located in Tampa Florida. Our response for the Government's Request for Information is looking very strong – these responses help the Government understand what capabilities industry can bring to bear for specific needs, and they also get a sense of what companies are appropriate for the work should it result in a Request for Proposal. We have several contracts that are in the renewal process, and we are excited to say that the Government intends to continue working with Federated on all renewals – thanks for the great work you are all doing!

As you all know the Government Contracting arena is a very competitive landscape. Through hard work and diligence in developing a solid connection with the Microsoft Account Team, Federated was awarded a Blanket Purchase Agreement in support of the Washington Headquarters Service Enterprise Information Technology Services Directorate (WHS EITSD). Congratulations to all those who made it possible. This BPA will open the doors for us to deliver upper scale Microsoft Premier Services and Microsoft Consulting Services for several of our current clients. Thanks to all for a job well done!

Carlos Rivera, Executive Vice President | [CRivera@FederatedIT.com](mailto:CRivera@FederatedIT.com)

## JAMES CHANDLER: F.I.T.N.E.S.S AWARD WINNER



**Washington, DC**— The Federated IT team at the Department of Labor would like to recognize **James Chandler** as the recipient of their F.I.T.N.E.S.S award for the month of March 2015. The F.I.T.N.E.S.S award, created by the team at the Department of Labor, stands for Federated IT Nomination for Excellence in Support and Service. Mr. Chandler received this honor as a result of his tenacity, technical support, and exceptional contribution to the Department of Labor Lockout Investigation. Mr. Chandler was recognized by his colleagues in Salt Lake City, UT and Washington, DC. A colleague of Mr. Chandler's stated, "He has been in beast mode with the log review and his technical knowledge of the systems is very impressive. He has also helped me personally with onboarding and getting acclimated."

Federated IT joins with Natalie Morales and the rest of the Federated Department of Labor Team in recognizing and thanking **Mr. Chandler** for his efforts.

Natalie Morales, Program Manager, DOL | [NMorales@FederatedIT.com](mailto:NMorales@FederatedIT.com)

## SECURITY: INSIDER THREAT TRAINING COMING SOON



**Washington, DC**— An Insider Threat is an act of commission or omission by an insider who intentionally or unintentionally compromises or potentially compromises DoD's ability to accomplish its mission. These acts include, but are not limited to, espionage, unauthorized disclosure of information, and any other activity resulting in the loss or degradation of departmental resources or capabilities. Insider threats have been damaging U.S. national interests since the American Revolution and have only continued to grow more prevalent and damaging in the age of the internet. To help combat the Insider Threat, the Department of Defense Security Service (DSS) will soon require that all cleared Government Contracting companies have an established Insider Threat Program to educate, prevent, and stop insider threats. Federated will soon be providing all team members with the training needed to recognize, prevent, and report insider threats.

Meghann Ferguson, FSO | [MFerguson@FederatedIT.com](mailto:MFerguson@FederatedIT.com)

## STAFFING & RECRUITING



Katie Alber HR/Recruiting Generalist

### FEDERATED REFERRAL BONUS

Federated IT is always searching for the most talented, quality professionals to join our organization. What better resource to find these individuals than our own group of talented employees! Studies show that **employee referrals are the number one source of quality hires**. We believe in this study, and realize that some of the best talent on the market is often a quick phone call away. With new opportunities constantly arising, Federated IT is always looking for great people like yourself, and you can help! If you know of a talented professional who would make a great addition to the Federated IT team, you can refer them to us by emailing their resume or contact information to Lead Recruiter Gary Deitch ([GDeitch@FederatedIT.com](mailto:GDeitch@FederatedIT.com)). We pride ourselves on hiring top quality talent and like to recognize our employees who refer the quality hires that enhance our Federated IT mission. That is why, for a limited time, **we are offering DOUBLE the rewards for employee referrals**. Simply check the career page of the Federated IT website for a current listing of open positions and, if you know of someone who might be a good fit, email Gary Deitch or Katie Alber with the information. If your referral is hired, you will be contacted with information on your bonus award! It's that easy. If you have any questions, please feel free to contact Gary Deitch for additional information. Thank you!

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