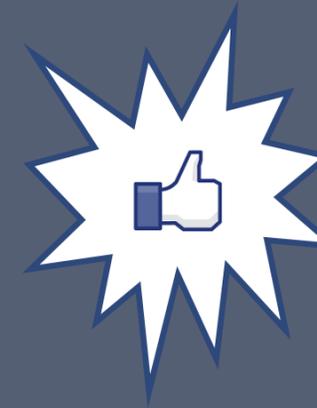


The Washington Post

TOP WORK PLACES 2014

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FEDERATED TIMES



### FEDERATED IN THE FACEBOOK TWITTERVERSE

Federated IT is looking to grow and expand our Social Media presence and we need your help! Federated recently refreshed our Facebook business page to include updated, relevant company news and current hiring needs.

Our Facebook page is a nice complement to the Constant Contact emails and the quarterly newsletter that we currently send out. It allows us to provide exciting company news without delay, keeping the team informed about contract wins, awards we've earned, relevant technology articles, and job openings. If you have a Facebook account, please be sure to visit us at <http://tinyurl.com/pgmutzt> and click the link to follow Federated! You can also share the page with other IT Professionals who might be interested in our current job openings.

You can also follow us on Twitter at

<https://twitter.com/FederatedIT>



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## SECTION 508: HR INFO

### SPOTLIGHT: EXCELLENT CUSTOMER SERVICE



Washington DC — On Federated IT's migration contract with the Department of Housing and Urban Development (HUD) two personnel on the contract, **Lisa Jackson** and **Andy Shepherd**, were recently singled out by the customer for their excellent customer service. During a migration, one high-profile user lost access to a needed resource which severely impacted his ability to perform his job. I can do no better summary than to present the customer's own words: "I just wanted to take a few minutes and commend your staff for the best support I have ever received....I called in the issue and Andy and Lisa went above and beyond to correct the problem. A great job by the two of them." And we at Federated are just as grateful to Lisa and Andy for their outstanding work!

### CEO'S CORNER : FACING YOUR FEARS



Washington, DC— Rick Houcek once stated, "Fear is seldom overcome. It is merely faced. Never assume that all who win have conquered their fears. Sometimes they courageously take action in spite of their fears." Who hasn't been faced with the un-known and dreaded taking that next step? Face it, we encounter some type of fear every day. It could be the simple things like a phone call to an irate customer or a physically life threatening situation. Fear is a normal human reaction. It is what we do when faced with fear that makes us winners. During the normal course of our day and our interaction with management and customers, we will encounter some type of fear. It could be fear of disappointment, fear of failure, or fear of not measuring up. True winners will face that fear, they will formulate a strategy, weigh options and seek optimum results. Be it in your personal or professional life accept your fears and accept the challenge. Your customers, your families, and even you will respect your courageous action in spite of your fear.

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

### THE LAUGHTER CACHE

Why do Java developers wear glasses? Because they can't C#

### 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

### DOL : Mission Support



Washington, DC— The Department of Labor (DOL) sits just steps from the United States Capitol. While many hear about the DOL in the news whenever the latest job statistics are published, most are unclear about the DOL's core mission.

Their mission statement reads as follows: "DOL seeks to foster, promote, and develop the welfare of the wage earners, job seekers, and retirees of the United States; improve working conditions; advance opportunities for profitable employment; and assure work-related benefits and rights". Composed of 28 diverse federal offices and agencies, the Department has approximately 17,000 employees operating in offices all across the country. These dedicated staff members enforce hundreds of workplace laws protecting 140 million workers in more than 7 million workplaces.

Federated IT has a key role in supporting this mission. We have two main contracts with DOL. One contract focuses on Information Technology Security and the other contract provides IT Operations and Maintenance (O&M). The IT Security contract provides support for DOLs critical infrastructure. Our IT Security team consists of policy experts, firewall engineers, and Subject Matter Experts (SMEs). The Federated team performs a number of tasks including virus scanning and patching, penetration testing, and support for DOLs Security Operations Center (SOC). Our dedicated team is also an integral part of incident response and risk management.

Our O&M contract provides a myriad of support services to our Government customer. We have SMEs that cross cut operations and work in network backup and storage management. We also provide capacity planning along with managing the Storage Area Network (SAN). We have resources that work on the messaging team and support general IT service delivery. Additionally, Federated IT has a dedicated Unix team that supports the DOL's various Unix and Linux platforms, as well as a network team providing services

such as IP space management, device status monitoring, and circuit monitoring. We look forward to continued success in supporting this key customer.

### OCCH: The Evolution of ChapNet

Washington, DC— The Federated IT team at the Office of the Chief of Chaplains (OCCH) has been working diligently and the contract is going well. We look forward to another great year working with the communications team to advance the strides we have made on our three main projects. Thanks to our superb teamwork with **Mark Garrison** (Stringer Consulting) we have turned around the .net/apsx Budgeting application, "CMRP". It was a daunting task when Mark came on board but, due to his knowledge, understanding and direction, the OCCH team managed to break it down and get the work done. The team demonstrated excellent leadership skills and a keen understanding of the client goals.

The new SharePoint Enterprise site has been created, it is up and running. The new design and features accomplished the goal to make the site more user friendly and interactive. Several departments are now involved in creating new sites and managing their teams with better workflow, shared documents, and calendars. Training continues and we look forward to expanding the site as the client needs and goals expand. The WordPress "ChapNet" site that was designed and built two years ago continues to evolve. We expect to have over 150,000 hits before the end of this year. Next year, we hope to steer the site to reach triple that number.

Congratulations to the OCCH team on their accomplishments! **\*Editors Note:** The above article was written by **Felicia Niemeier** and she does not point out that she has been instrumental in the success of the contract and a big part of the reason we received additional work from the customer. **Thank you, Felicia.**

## PRESIDENTIAL ADDRESS



Matthew Bucholz, President

### If the Customer is King, Then Customer Engagement is the Key to the Kingdom

Today there are literally tens of thousands of companies supporting the Defense contracting industry and more are created every week. With the economic uncertainty plaguing the commercial market it's no wonder entrepreneurs flock to the relative security of the government sector. But this saturation comes at a price. Companies struggle to differentiate themselves in a market where IT services are increasingly commoditized. And while everything in the information technology field seems to change at a lightening pace, there is at least one glaring constant. . . the human dynamic.

From a psychological perspective people want to feel they are being listened to, that they are important. They want to be taken care of. As a consumer you are willing to pay a premium at a nice restaurant because the service is superior. You buy at Nordstrom's instead of Macy's because the sales clerk greets you warmly and walks with you as you make your buying decision. It may sound cliché to say that the "Customer is King", but our corporate fate is ultimately decided by the person or organization that buys what we are selling. And while the product/service must be as good or better than the competition, the service at the point of the client engagement must be superior. Let's face it, our customers have choices and price is definitely a motivating factor in the buying decision. But overwhelmingly the most significant determining factor is whether they like you and trust you to give them what they are asking for.

This does not mean that individual customers are always right, or that we should feel compelled to pander to irrational behavior. We are there to help them meet their organizational mission after all (**continues on right**)

(Cont. From Left) The way to do it successfully is to engage the client completely. Take a moment to objectively look at your own project and the customer you support. Do you comprehensively understand your tasks as they are written in the contract? When you speak with the client do you truly listen to their answers; do you make the customer's mission your own? Do you seek client buy-in on new initiatives; do you elicit feedback on the impact of decisions? As my Mother used to say: "You can write love letters to your sweetheart but it's the Mailman who will marry the girl." Why is that? Because he sees her everyday. If you aren't totally engaged with the client then believe me someone else is.

## Southern Command



**San Antonio, TX** – The Federated IT 25th Air Force team continues to make phenomenal progress as it transforms the traditional JWICS Architecture to a modernized computing platform poised to service the critical ISR mission as they embark upon their journey to cloud computing. To date this highly collaborative and tight knit team has migrated more than 17,000 JWICS users leaving only 35% of the enterprise to be migrated. Continuing at this pace **the team will complete the Air Force JWICS modernization 2 years ahead of the initial schedule.** Due to the great work that this team has done and the way they have become an indispensable asset to the JWICS PMO, Federated IT has been awarded a new 2 year contract to continue the migration and consulting service as well as prepare and position the Air Force Joint Worldwide Intelligence Communications System (JWICS) domain to transition to the Intelligence Community Desktop Environment (IC DTE).

In addition to the follow-on contractual activity, we were also provided an opportunity to take to the stage at the Defense Intelligence Agency (DIA) 2015 Department of Defense Intelligence Information Systems (DoDIIS) Worldwide Conference that took place in August to brief attendees on the specifics of how our team is migrating and setting the technology roadmap for the 25th Air Force. Our message aligned seamlessly with this year's conference theme "Accelerating Intelligence Integration-Powered by Innovation & Technology" and our presenters **Michael Blanton, Michael DiCosimo** (Federated IT Consultants) and our government PM Ruben Martinez addressed a room packed with Senior Technology and Intelligence community leaders. The content of this presentation resonated clearly with all who attended and underscored the DIA CIO's objective of providing technological capabilities that leads to a clear unification of the defense intelligence infrastructure and information sharing initiatives through innovation, collaborative partnerships and technologies. This session was so impactful that it was highlighted as part of the following day's Keynote provided by Dominic Pohl (Executive Director, 25th Air Force).

As mentioned in the previous newsletter the Federated IT Standard Desktop Configuration team is doing some amazing work and their achievements continue to expand with every release of software that Microsoft brings to market. Unless you have been living under a rock or live the life of a penguin you know that Windows 10 was launched for consumer PCs and tablets on July 29th, 2015 and Microsoft Office 16 has been available for consumer download since September 22nd. Well the team didn't waste any time and had actually been testing the bits in their Beta version, and was prepared on the day of release with a completely tested and configured image. They are now at a point to where they are ready to submit this image through the security process to gain a Certificate to Field. This proactive approach to preparing technology for security accreditation and fielding sets this team apart from anyone else within the Department of Defense or the Intelligence community and places AF JWICS on the forefront of technology. "We will be the first to field Windows 10 and Office 2016 in the DOD" says **Chris Fields** and **Isaac Santiago** of the Federated IT SDC team.

In other exciting news, our Texas Team is growing! We have added 3 new members to our Federated IT family in the past few weeks. These new folks will be providing consulting services via a subcontracting agreement to one or our partners located alongside our team at the 25th Air Force. Their roles will have them providing Information Technology subject matter expertise and guidance to the Enterprise Service Centers distributed around the globe. When you

have the opportunity to meet them, please make sure that you welcome them to the family!!

**Brandon Salisbury** is very passionate about technology. He's an US Army veteran that comes to us from Houston and he will be supporting operations for AF JWICS as an Exchange administrator. He is a single father with a son that lives with him. He enjoys the outdoors, loves to hunt, stay in shape and at the ready to do anything with his family.

**Louis M Garcia Jr** (AKA "Marcelo") is newly retiring from the US Navy after 19+ years as an Information Technology Specialist. During his Naval career he served in multiple commands as Information Systems Security Manager, Network/System Administrator, Information Assurance, Instructor, and System Analyst positions in locations around the world. He will be supporting operations for AF JWICS as a SQL administrator. Marcelo is happily married with two teenagers in high school; he comes from a long family line of sailors, airmen, and marines who have answered our nation's call to serve including his wife, mother, step-father, sister, cousins and three uncles. Transitioning into the civilian workforce he is looking forward to taking on new challenges and growing in the Information Technology field with the Federated IT family. When not at work Marcelo enjoys a variety of family activities both in and outdoors when weather permits.

**Justin Morrell** comes to us locally from the San Antonio area. He is a veteran of the U.S. Air Force from 2003 to 2007 as a Ground Radio Communications Technician, which is where he was introduced into the Intelligence Community. He is very passionate about all facets of technology and he will be joining our Federated IT family as an Solutions Architect. Justin is very happily married to the love of his life and enjoys numerous outdoor activities. He is very excited to be part of the Federated IT family and is looking forward to working alongside some of the best minds in the industry!

## CONTRACT CAPTCHA

**Washington, DC** Hello, Team Federated! Federated has been extremely busy since we last reported



on our activities in the previous newsletter. I'm deviating from the usual contract jargon to announce that **Brenan Roper**, our Director of Operations, and **Jeff Marion**, our GIS Analyst at HHS are both proud fathers – Congrats to the new Dads!! With the addition of the new family member, we can attest that both have been somewhat sleep deprived with a new baby in the house! Nevertheless, they continue to march on and do great work for our company and customers. Now to the exciting stuff: Federated

is excited to announce that we have expanded our support to DLA as part of the transition and migration of the DLA DISS Clearance Adjudication Tracking System. Through hard work and diligence from the CATS team led by **Chris Smith**, the team just received an award to continue Operations and Maintenance while orchestrating the re-host of the entire architecture to the Defense Manpower Data Center. Chris, aided by **Brad Glasco**, our Defense / Intelligence Community vice president invested countless hours of difficult discussions and analyses of alternatives. As a result, our solution was accepted and we are to commence the migration plan on the 21 of September – congratulations to the DLA team! There is much yet to do, so please wish them well during this complex task. In addition, the Department of State HITSS II solicitation was released and we are in full swing with a great team to support our prime bid for a position on the Blanket Purchase Agreement the client intends to award. Federated is also in the process of completing our response for a new contract and a follow-on contract for our Air Force work in San Antonio, and our Army work here in Washington DC. We are also in the early preparations two Federal Civilian solicitation responses that look to be very strong opportunities for our company. None of these responses could be accomplished without the great effort and results the Federated Team at large delivers to the client every day! Keep doing what you're doing - you are clearly great at it!



### SECURITY: THE DISAPPEARING ACT

**Washington, DC**— It is important to remember that a Government Security Clearance is a privilege, not a right, and that privilege comes with a great many responsibilities. Not only are you held to a higher standard of conduct, but there are also actions that you must take, that a uncleared person might not. For example, you must notify your Facilities Security Officer before you go on Foreign Travel or if you change your marital status. Additionally, you must notify your supervisor if you are not going to be at work on a day that you are scheduled to be there or if you need to leave early. Failure to do so will result in an incident report being filed and, potentially, a loss of employment and/or clearance. This requirement exists out of concern for your health and safety, as well as for the protection of classified and sensitive information.

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

## STAFFING & RECRUITING



Gary Deitch / Senior Recruiter

### FEDERATED EMPLOYEE REFERRALS

Our employee referral program encourages you to introduce your talented friends, family members, or former colleagues to career opportunities at **Federated IT**. We are 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**. That's where you come in! If you know someone who will be a good addition to Federated, and they meet the qualifications for the open position, you may be rewarded if they are hired.

Federated IT rewards employees for referring qualified candidates who are subsequently hired within the company. To get started, simply send the resume of the individual you are seeking to refer to my email, which is listed below. Please feel free to give me a call at **202-436-9138** to discuss further or if you have any questions regarding our employee referral program.

Gary Deitch | Senior Recruiter  
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