



CAPABILITIES STATEMENT

Information technology is fueling innovation and improving mission performance like never before. However, many organizations still face rising IT costs, aging IT infrastructures, unacceptable cybersecurity risks, poor customer service, frustrated mission partners, and need help with their digital transformation. This stark difference, between achieving significant performance and productivity gains and continual obstacles in keeping IT systems operational, led us to start Technology Management Solutions LLC, and is the foundation for everything we do. Our experienced team will help your organization achieve its fullest performance potential.

CORE COMPETENCIES



IT ADVISORY & CONSULTING

NAICS CODES: 54151S, 541511



PROGRAM & PROJECT MANAGEMENT

NAICS CODES: 541618, 541513



FINANCIAL MANAGEMENT

NAICS CODES: 921130, 541611



ORGANIZATIONAL ASSESSMENT

NAICS CODES: 541611, 541612

CORPORATE EXPERIENCE

TSA: Program Operations and Mgmt Support

Full-range operational management services including financial analysis, acquisition support, stakeholder engagement planning, & business process development

PBGC: Pension Benefit Guarantee Corp

Call center support, data analysis, and correspondence review, improving pension transparency for customers as well as agency mission performance

FEMA ARRO

Program level risk management, IT advisory services and agile software testing for FEMA's Grants Management and Modernization (GMM) program

FEMA OCAO

Organizational Modernization including program management, financial management and HR support for FEMA's Office of the Chief Administrative Officer

DHS and DOJ: OCIO

IT Advisory services, organizational assessment, program management, acquisition support services, IT disaster recovery, and organizational assessment, communications, change management

COMPANY PROFILE

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Certified Disabled Veteran Owned Small Business

BENEFITS & OUTCOMES

We apply organizational excellence frameworks, industry-leading processes, skilled and certified professionals to ensure our customers objectives are achieved. We do the necessary work to understand your mission, customers, strategies, plans, operating parameters and objectives before an engagement. Once onboard, we design and implement comprehensive improvement strategies, manage the risks, measure the benefits, and ensure governance processes are in place for long-term success.

IT ADVISORY & CONSULTING

We can help advance your organizations operational and technological maturity by providing high level and project specific guidance on IT strategy, architecture, governance, software, systems, key processes (ITIL, agile, DevSecOps, cloud, zero trust) or other IT modernization priorities. We created IT roadmaps both DOJ and DHS OCIO, and developed targeted implementation plans for specific customer interest areas like moving to Microsoft 365®, Disaster Recovery, Incident Management and IT governance. Our Subject Matter Experts apply proven processes to provide our clients with insightful and actionable information to inform key decisions, drive organizational change strategies and improved stakeholder engagement. By simplifying change and providing practical, affordable and informed advice, we give you the confidence needed to advance your IT strategies.

- Planning (Digital Strategy, ITIL, Zero Trust, DR)
- Cost Benchmarking and Technology Business Mgmt
- Software Testing and Automation
- Agile Coaching
- Performance Excellence Monitoring

FINANCIAL MANAGEMENT

Financial operations require flexibility and constant consideration of the federal budget climate, emerging technologies, and agency specific requirements. We provide streamlined, data-driven processes that can be implemented in new and existing financial software systems. Our strategies emphasize the importance of readily available financial reporting, collaborating with key stakeholders to understand needs, and utilizing best practices across the federal government to improve overall financial transparency and performance for our clients.

- Financial Report Development and Analysis
- Spend Plan/Budget Formulation, Tracking, and Interpretation
- Cost Modeling
- Acquisition & Contract Lifecycle Support Services
- Asset and Risk Analysis
- Financial Execution Review
- Financial Software System Expertise
- Invoice Processing

QUALITY COMMITMENT

TMS uses experienced and qualified staff and proven processes to ensure our professional services exceed client expectations. We partner with industry leading firms to extend best-in-class solutions. Because all customers and environments are unique, there's no one-size-fits-all solution for everyone. However, using our proven processes, TMS can quickly review and assess fundamental technology, operational, or financial challenges and opportunities to focus on. These focus areas can serve as the centerpiece of a larger and comprehensive digital transformation effort, or a more tactical/surgical engagement targeting specific improvement opportunities.

PROGRAM & PROJECT MANAGEMENT

TMS leadership and Project Management Office helps ensure your project will be professionally managed and exceed your objectives. We approach each project with a unique lens, and collaborate closely with stakeholders to understand requirements, external factors, and the ideal response to any given problem. Whether utilizing traditional, agile, or hybrid models, TMS utilizes experienced staff and proven processes to ensure long term solutions.

- Agile Project Management
- Agile Coaching
- Data Reporting
- Stakeholder Management
- Business Process Development
- Strategic Communication

ORGANIZATIONAL ASSESSMENT

We've helped several organizations plan, implement and improve service delivery and mission performance. Our comprehensive and integrated approach to organizational excellence helps create better customer connections, align product and service delivery to improvement opportunities and track and report key results to demonstrate success. We develop Organizational Concept of Operations to document Division/Branch functions and standards and facilitate organizational change management. We can review, re-write and prepare positional packages for OCAO reclassification and approval. Whether your organizational needs are program-wide or project specific, TMS is here to help. Specific ideas and practice areas include:

- Org Assessments, Governance, and Incident Reviews
- Vendor and Contract Management
- Organizational Restructuring and Change Management (Conops, Org Charts, Position Descriptions)
- Standard Operating Procedures Development

IT ADVISORY AND CONSULTING

We can help advance your organization's operational and technological maturity by providing high level and project specific guidance on IT strategy, architecture, governance, software, systems, key processes (ITIL, agile, DevSecOps, cloud, zero trust) or other IT modernization priorities. We created IT roadmaps for both the DOJ and DHS OCIO, and developed targeted implementation plans for specific customer interest areas like moving to Microsoft 365, Disaster Recovery, Incident Management and IT governance. Our Subject Matter Experts apply proven processes to provide our clients with insightful and actionable information to inform key decisions, drive organizational change strategies and improved stakeholder engagement. By simplifying change and providing practical, affordable and informed advice, we give you the confidence needed to advance your IT strategies.

CORE SERVICES

- IT Planning
 - *Digital Strategy, ITIL, Zero Trust, DR*
- Cost Benchmarking
- Technology Business Mgmt.
- Software Testing & Automation
- Agile Coaching
- Performance Excellence Monitoring

CORPORATE EXPERIENCE & FEATURED CLIENTS

U.S. Department of Homeland Security

Technology Management Solutions reviewed and facilitated DHS Cloud Pilot Projects for alignment with DHS Cloud Policy, Learning Objectives and DHS IT Strategic Goals. TMS created supporting processes and checklists to help ensure the successful execution of the pilot projects.

Contract: HSHQDC-14-R-00109

Program Management

- Comprehensive program management including evaluation, implementation, and lessons learned for system change.
- Contract/Acquisition Support Services
- Agile approach to process implementation and software testing
- Successful implementation of cloud services and transition to stakeholder ownership/daily use
- Contract and Performance Management
- Budget Controls
- Communication Services

IT Consulting

- Delivered strategic assessments of enterprise IT cloud services that support the core business functionality
- Software and Process Risk Mitigation
- Identifying gaps between existing practices and cloud service best practices
- ECS Process Engineering
- Framework Development

Federal Emergency Management Agency

Technology Management Solutions developed and managed projects offering analysis, assessment and implementation planning for FEMA's grant management modernization effort.

Contract: HSFE-40-16-P-0242

Core services included planning, initiation and successful delivery of the following:

- **IV&V/Software Testing**
- **System Implementation**
- **Resource Management/Allocation Planning**

TESTIMONIALS

"Your idea to create and conduct an exercise to help us prepare the Grants Management and Modernization (GMM) System for a major production release demonstrated understanding of FEMA's culture and developed something that is likely to become a standard operating procedure."

-FEMA GMM (ARRO)

"The Disaster Recovery assessment helped us understand the extent to which our Mission Essential Systems are vulnerable to service disruptions along with recommendations for addressing these shortfalls."

-DHS OCIO ECS

PROGRAM & PROJECT MANAGEMENT

TMS leadership and Project Management Office helps ensure your project will be professionally managed and exceed your objectives. We approach each project with a unique lens, and collaborate closely with stakeholders to understand requirements, external factors, and the ideal programmatic response to any given problem. Whether utilizing traditional, agile, or hybrid models, TMS utilizes experienced staff and proven processes to ensure long term solutions.

CORE SERVICES

- Agile Project Management
- Agile Coaching
- Data Reporting
- Stakeholder Management
- Business Process Development
- Strategic Communication

CORPORATE EXPERIENCE & FEATURED CLIENTS

Transportation Security Administration

Technology Management Solutions provides full-scale programmatic, operational, and management support services for TSA's Enrollment Services & Vetting Programs.

Contract: HSTS02-17-F-OIA176

Administrative Support

- Documentation writing, editing, quality assurance
- SharePoint tenant/Site administration
- Business process improvement
- Internal Controls Governance
- Program and staffing analysis and improvement
- Capital planning and investment

Reporting and Analytical Support Services

- Subject Matter Expert (SME)
- Compliance Audits
- Reporting Capabilities
- Performance Metrics Development
- Training, Development, and Succession Planning
- Risk Analysis
- Data Management Plans

Communication and Stakeholder Engagement

- Strategic Communications Planning
- Internal and External Stakeholder Engagement
- Marketing and Outreach
- Stakeholder Management Dashboards

U.S. Department of Homeland Security

Technology Management Solutions developed and maintained a Program Master Schedule to track and highlight the major milestones and deliverables for each of the DHS OCIO Project/Task area. The Master Schedule was updated regularly to show the status of key milestones, and highlight risks and mitigation strategies throughout the Program Lifecycle.

Contract: HSFE-40-16-P-0242

The Master Schedule served as a tool to evaluate the interrelationships between the various tasks, view upcoming milestones, and organized priorities.

TESTIMONIALS

"Deliverables and solutions showing skills in analysis, critical thinking, organizing, coordinating, and communicating."

-TSA POMS

"Your idea to create and conduct an exercise to help us prepare the Grants Management and Modernization System for a major production release demonstrated understanding of FEMA's culture and developed something that became a standard operating procedure."

- FEMA GMM (ARRO)

FINANCIAL MANAGEMENT

Financial operations require flexibility and constant consideration of the federal budget climate, emerging technologies, and agency specific requirements. Technology Management Solutions provides streamlined, data-driven processes that can be implemented in new and existing financial software systems. Our strategies emphasize the importance of readily available financial reporting, collaborating with key stakeholders to understand needs, and utilizing best practices across the federal government to improve overall financial transparency and performance for our clients. Whether developing budget templates, financial reports, or analyzing your financial performance, TMS uses proven process that simplify and improve your financial operations and management processes.

CORE SERVICES

- Financial Report Development and Analysis
- Spend Plan/Budget Formulation, Tracking, and Interpretation
- Cost Modeling
- Acquisition & Contract Lifecycle Support Services
- Asset and Risk Analysis
- Financial Execution Review
- Financial Software System Expertise
- Invoice Processing

CORPORATE EXPERIENCE & FEATURED CLIENTS

Transportation Security Administration

Technology Management Solutions provides comprehensive financial management services across various TSA Program Offices. Core functions include spend plan support, financial system and funding analysis, and procurement support programs.

Contract: HSTS02-17-F-OIA176

Spend Plan Development and Analysis

- Daily Spend Plan Tracking and Reconciliation
- Budget Formulation
- Identifying efficiencies, cost savings, requesting change approval and adjusting the spend plan allocations
- Documentation of financial execution
- Year-End budget reconciliation

Financial Reporting/Analysis

- Running, creating, and analyzing financial reports (i.e. SOF, obligation/commitment report, LOA execution summaries)
- Communicating shortfalls and constraints to procurement
- Cost Share Development
- Financial summaries, schedules, statistical evidence, and written justifications for the resource allocation

Acquisition/Operation Support

- Processing procurement requests
- Contract Amendment Analysis
- Development and Maintenance of procurement tracking tools
- Financial/Procurement System Processes (FSMS)
- Training federal counterparts on system(s) processes

Federal Emergency Management Agency

TMS provided financial management process development, analysis, and budgetary support for the FEMA Office of the Chief Administrator, supporting the viability and efficient financial performance during their programmatic modernization and organizational restructuring.

Project deliverables included:

- **Accurate Cost Modeling**
- **Financial Management Structures**
- **Resource Allocation Planning**
- **Budget and Billing Code Documentation**
- **Budget Justifications and Summaries**

TESTIMONIALS

"Deep and comprehensive understanding of federal budget cycle and financial reporting needs at TSA. After joining our resource management team, you quickly learned our procurement processes, and offered thoughtful ways to improve upon contract execution."

- TSA RMO/I&A

"By analyzing actual costs and developing a fair and transparent cost allocation and charge-back methodology, we were able to understand the cost of individual services and gain back the trust of our customers."

- DHS OCIO ECS

ORGANIZATIONAL ASSESSMENT

Technology Management Solutions LLC has helped several organizations plan, implement and improve service delivery and mission performance. Our comprehensive and integrated approach to organizational excellence creates better customer connections, aligns product and service delivery to improvement opportunities, and tracks and reports key results to demonstrate success. We develop Organizational Concept of Operations to document Division/Branch standards and facilitate organizational change management. We can review, re-write and prepare positional packages for OCAO reclassification and approval. Whether your organizational needs are program-wide or project specific, TMS is here to provide ongoing support and solutions for continual and sustainable improvement.

CORE SERVICES

- Org Assessments, Governance, and Incident Reviews
- Vendor and Contract Management
- Organizational Restructuring and Change Management
 - *Conops, Org Charts, Position Descriptions*
- Standard Operating Procedures Development

CORPORATE EXPERIENCE & FEATURED CLIENTS

Federal Emergency Management Agency

Technology Management Solutions provided planning and project delivery supporting FEMA's Office of the Chief Administration Officer (OCAO) organizational restructuring. Project deliverables included:

Human Capital and Organization Analysis

- Program performance management
- Program and staffing analysis and improvement
- Organization Analysis and improvement
- Operating Model Assessment

Human Capital Planning and Execution

- Human Capital Strategic Planning and Alignment
- Human Capital Assessments
- Training, Development, and Succession Planning
- Resource Allocation models
- Leadership Development
- Culture Assessments

Communication and Stakeholder Relationships

- Stakeholder Engagement
- Strategic Communications related to organizational structure and staffing
- Message Development
- Meeting Planning

Financial Management

- Accurate and aligned costing models
- Resource Allocation Planning and Budget Execution

Federal Emergency Management Agency

Technology Management Solutions developed and managed projects offering analysis, assessment and implementation planing for FEMA's grant management modernization effort.

Contract: HSFE-40-16-P-0242

Core services included planning, initiation and successful delivery of the following:

- IV&V/Software Testing
- System Implementation
- Resource Management/Allocation Planning

TESTIMONIALS

"TMS took an organization that hadn't been changed for more than 20 years and completely transformed it for the work we're doing today and made it look easy."

- FEMA OCAO

"The mentoring you provided our Infrastructure Team Lead helped develop untapped potential and made us better as an organization."

- National Institute of Mental Health, OCIO