June 2020

Powering forward
Modernizing the Navy Marine Corps Intranet
As we all continue to adjust to our new normal, Perspecta is also looking toward the future. Our top priority is the health and well-being of our employees and customers, as well as mission accomplishment. Over the next weeks and months we will continue to follow DoD/Navy direction and work closely with the local base commanders as the ‘new normal’ evolves.

A silver lining to the current pandemic is how our joint teams are leaning forward and introducing new, innovative tools to enhance the current NMCI end user experience. We appreciate the way our Navy acquisition partners have worked with us to streamline processes, increase the speed of delivery, enhance and expand the teleworking environment for Sailors and Marines. The ability to significantly expand the broadband unclassified remote access service (BURAS) access is a direct result of this partnership.

Our team is also charging forward on much needed modernization projects which began prior to COVID-19 and continue to progress during this time:

- Migrated 95% percent of the NMCI enterprise to Exchange 2013, providing additional end user functionality and a reduced network footprint
- Implemented fingerprint (TouchID) and facial (FaceID) recognition on NMCI-connected iPhones to provide an added layer of security
- Kicked off the enterprise migration to Microsoft 365, cloud-based productivity services in line with Department of Defense (DOD) and Navy cloud-first initiatives
- Implemented more than 94% of the planned NGEN network infrastructure upgrades and working jointly with the Navy to deliver the final, remaining components

As you read this report, you’ll find more examples of how Perspecta is continuing to support our customers’ missions in new and innovative ways. As always, I appreciate your partnership as we continue to work through these challenges and adjust to a new way of life. I welcome your feedback via email or telephone.

Stay well and very respectfully,

Ted Branch
SVP and General Manager
Navy and Marine Corps Group
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Perspecta. Powering forward.
The Navy Marine Corps Intranet (NMCI) is the first-of-its-kind, enterprise IT platform and has matured over the past 18 years into a stable, flexible, cost-effective and secure IT platform for more than 700,000 Sailors and civilians in the continental United States, Hawaii and Japan. In building NMCI, Perspecta and the Department of the Navy (DoN) have transformed DoN IT infrastructure, combining a myriad of disconnected and dissimilar networks into one of the largest intranets in the world.

Through the Next Generation Enterprise Network (NGEN) contract, Perspecta provides comprehensive IT services to the Navy and staffing support to the Marine Corps. NMCI is the foundation that underpins the DoN's enterprise IT capability, raising it to new levels of functionality, mobility, flexibility, adaptability, reliability and security.
Perspecta NMCI team provides for expanded customer telework

Around the globe, Sailors and Marines are relying on NMCI services now more than ever. To that end, the Navy and Perspecta have partnered to support mission and business-critical operations and to accommodate the record number of Navy and Marine Corps remote workers.

Two of the areas requiring immediate improvement were to increase the capacity of the Navy’s ability to securely connect to NMCI via Virtual Private Networking (VPN) and to improve the speed and capacity of web mail services.

For VPN services, the Navy directed improvements to their Remote Access Service (RAS). In less than 30 days, Perspecta and the Navy were able to expand the Navy’s capacity from supporting 25,000 concurrent connections to supporting more than 123,000 concurrent connections. The speed of those connections has also improved from 1 Gbps throughput to 10 Gbps throughput. Those improvements, as well as the speed at which they were delivered, have been vital to keeping the critical lines of communication up and running for the Navy.

To allow additional customer access to their email via the web, the Navy and Perspecta have moved to improve the connectivity speed of the Outlook Web Access (OWA) service. Perspecta has moved, at the Navy’s direction, to aggressively increase the speed and capacity of the Navy’s web services.

The Perspecta team also adjusted the NMCI Service Desk call management systems to direct calls related to remote access issues to expert agents for a faster resolution and are expanding call handling capacity. Should physical NMCI Service Desk locations become inaccessible, Perspecta has a continuity of operations plan in place that includes an innovative adjustment to the Service Desk call management systems to route service desk calls to agents working remotely.

To ensure NMCI users who are accessing resources from their mobile device can get what they need, when they need it, the team also eliminated dormant mobile accounts to free up much needed availability for NMCI Mobile Device Management (MDM) users.

As we continue to work through this crisis with our customers, Perspecta will continue to lean into improvements like these to make the NMCI end user experience better. We know that Sailors and Marines are counting on Perspecta to deliver the very best services now more than ever.
NMCI service desk gets a system makeover – and a new voice

To provide a more flexible and sustainable call center response, Perspecta has transitioned the NMCI Service Desk call handling system to the Amazon Connect solution. The NMCI Service Desk, that responds to nearly 100,000 calls per month, is a key service for the more than 500,000 Sailors, Marines and Civilians who rely on NMCI every day.

The new solution allows Perspecta to rapidly scale the NMCI Service Desk up or down in response to known maintenance periods or unplanned events such as the current COVID-19 pandemic. “When we push a new solution out to the NMCI end users, we will typically get a spike in calls to the service desk from users with “how to” types of questions,” said Pat Coghlan, NMCI End User Services Director. “This new solution allows us to seamlessly assign additional resources to meet that increased demand and then quickly scale back down when the event has passed.”

Amazon Connect also provides Perspecta NMCI agents the ability to securely receive service desk calls remotely with a phone, a web browser and an internet connection. This feature provides additional business continuity for the Perspecta team in the event any of our service desk locations should be impacted by the coronavirus. “We are currently taking calls from our Boise, Norfolk and San Diego locations,” said Mike Headen, the Norfolk NMCI Service Desk Manager. “Should the pandemic impact one of our locations, we now have the option for our team to continue supporting the Navy from an alternate office location or, if needed, their homes.”

As part of the upgrade, the NMCI Service Desk phone greeting will also change. End users who contact the service desk via 1-866-THE-NMCI will now hear a woman’s voice. Jim Costello, the NMCI Telecom Analyst who had supplied the NMCI Service Desk greeting for many years, was a bit sentimental about the change, but didn’t want to stand in the way of progress. “After almost 16 years of being the voice of NMCI, I am sad to be saying good-bye,” Jim said.

The new solution now provides estimated wait times for each service and if the wait time will be longer than eight minutes, the system will allow customers to leave a callback number. Once the next agent becomes available, the system automatically calls the customer back and connects them to an available agent. “This system was designed with an eye toward the end user,” Pat said. “We really wanted to be considerate of their time and limit any impact to productivity.”

“This new solution allows us to seamlessly assign additional resources to meet that increased demand and then quickly scale back down when the event has passed.”

- Pat Coghlan, NMCI End User Services Director, on meeting end user call demand
Perspecta NMCI team springs into action to keep key flag officers connected

The current COVID-19 pandemic has reshaped the way our customers are consuming our services and nowhere is that more evident than with our Navy Marine Corps Intranet (NMCI) customers. The Perspecta NMCI team is quickly responding to that changing demand by leaning into the delivery of mission critical services.

The most recent example of these efforts was in response to an urgent need from the fleet commanders. With an around-the-clock operating tempo, multiple flag officers now require NMCI access in remote locations. Normally a six-week process, the team is able to gather all the necessary resources to accomplish the task in eight days.

“We have a lot of key players engaged,” said Ted Branch, Perspecta Senior Vice President and General Manager, Navy and Marine Corps. “Our top priority is to get the admirals’ classified network nodes (SECNET) online and operational so that they can continue their mission-critical roles remotely.”

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The Perspecta NMCI pier-side support team recently went above and beyond to ensure the Navy’s hospital ship USNS Comfort had everything the onboard team would need to stay connected when they reached New York City. The Comfort, a 1,000-bed hospital ship with large red crosses on its sides, which arrived in New York on Monday, March 30, 2020, continues to relieve the city’s health care system, since its breaking point from the COVID-19 outbreak.

The typical process to get a Navy ship underway is to simply disconnect their umbilical cable assembly (UCA) and secure it locally to be available for the next ship. The UCA is a fiber cable Navy ships use when in port to connect their IT systems to the shore side network. When not in use, the UCAs are typically stored locally in a reel and frame. In this instance, the UCA was sent with the ship to ensure they would have the ability to connect once they arrived in New York.

Not knowing what conditions the Comfort would encounter, the Perspecta NMCI team sent the disconnected UCA with the ship and quickly sourced an additional UCA for them to take to provide additional flexibility when they were pier side in New York. The team also sent multiple fiber connectors to ensure the ship would be able to connect the UCA to commercial connectivity as well as several spare parts and testing equipment.

The Perspecta team also provided similar support to USNS Mercy, which arrived in Los Angeles on Friday, March 27, 2020. In addition to sending the Mercy off with the UCA to provide connectivity while pier side in Los Angeles, the Perspecta team stands ready to provide any support the ship’s crew may need while there.

The Comfort sailed to New York in 2001, following the Sept. 11 terrorist attacks, and has since undertaken domestic missions in the Gulf of Mexico in the wake of Hurricane Katrina in 2005, the Haiti earthquake in 2010 and in Puerto Rico after Hurricane Maria in 2017.
Perspecta completes assessment of Marine Corps applications, IT delivery organizations

The Marine Corps recently tapped Perspecta to conduct an assessment of select applications and information technology service delivery organizations. The project was part of an effort to help the Marine Corps develop a component enterprise data center model and build readiness for Marine Corps cloud capability. Over three months, Perspecta reviewed documentation and conducted interviews with Marine Corps leaders, application owners, service providers and other key stakeholders across multiple locations to create a comprehensive picture of the Marine Corps environment.

As part of the assessment, Perspecta applied industry best practices and decades of Department of Defense and federal data center operations expertise to assess service delivery methods and capacity. Perspecta also provided applications rationalization, modernization and cost savings recommendations.

Perspecta teamed with Hewlett Packard Enterprise to conduct readiness and cloud suitability assessments for nine Marine Corps applications. The report recommended four first-mover applications that could transition to government cloud capability with relatively minimal work. Other, more complex applications were evaluated and the substantive options for their transformation were provided. Further study resulted in specific operational cost estimates for commercial cloud provider environments, such as Amazon Web Services.
Like many organizations, the Marine Corps has moved to a mostly telework solution in response to the current COVID-19 pandemic. This push to work remotely included the Marine Corps Enterprise Network (MCEN) Enterprise Service Desk (ESD) locations in Kansas City and New Orleans.

The MCEN is the Marine Corps’ network-of-networks and provides robust, seamless and secure end-to-end communications – from the supporting establishment to forward deployed forces. For more than four years, Perspecta has been supporting the ESD and providing around-the-clock IT support to the MCEN and its Marine Corps end users around the globe.

Within just a few weeks, Perspecta and the Marine Corps worked together to launch a service desk capability that allowed all but classified work to be done remotely. Something that was no easy feat, according to Pat Gleeson, deputy program director for Perspecta’s U.S. Marine Corps account. “To take a strictly on-premise workforce and transition them to a remote working environment – in just a few days – took an enormous amount of dedication and out-of-the-box thinking,” said Pat.

Throughout the transition, every effort was made to ensure no disruption in service for the Marine Corps. “The Enterprise Service Desk provides vital IT support to Marines around the world,” said Brian O’Keefe, Perspecta’s director of cyber and tactical solutions for the Marine Corps. “Shutting it down while transitioning to a telework solution was not an option.”

A key success factor in the transition was flexibility and collaboration. “This pandemic required us to quickly change our processes and to be flexible in how we collaborate with our analysts who are now physically sitting somewhere else,” said Dan Jacob, the operations lead for our Marine Corps Enterprise Service Desk account in Kansas City. “Microsoft Teams helped us get rid of the geographical barriers and really let us collaborate and serve the customer.”

In fact, the telework arrangement has improved service delivery to the Marine Corps. “The bright spot is that while teleworking, the ESD has actually improved several of the service level targets (SLTs) and maintained the remaining SLTs to continue our expected world class service to the Marine Corps.”

For those employees performing critical functions that must be done onsite, the increased teleworking provides additional social distancing for those employees. “To ensure the safety of our team, we encourage everyone to practice the recommended precautions of washing their hands, sanitizing their environment regularly, social distancing and wearing face masks,” said Vinh Le, Enterprise Service Desk Operations Lead in New Orleans.
The Navy and Perspecta recently kicked off the enterprise migration to Microsoft 365, cloud-based productivity services in line with Department of Defense (DOD) and Navy cloud-first initiatives. As of June, more than 30,000 end users are enjoying increased collaboration and productivity, thanks to the NMCI Microsoft 365 solution, including 5,000 newly transitioned Naval Information Warfare Systems Command (NAVWAR) customers.

Prior to getting the green light on the enterprise deployment, the joint Navy-Perspecta team built out required network infrastructure enhancements to handle the West Coast Microsoft 365 load. To support the new data traffic flows to the cloud, the team installed network bandwidth upgrades in NMCI's San Diego data center.

In addition to the Active Directory Federation Service (ADFS) stacks required for the Microsoft 365 solution, the team installed new F5 network gear and virtual servers to expand capacity for Remote Access Service (RAS) and Outlook Web App (OWA) capabilities. These upgrades will directly support the increased number of Navy remote users during the current COVID-19 pandemic.

The Microsoft 365 project has leveraged agile development to accelerate the overall project timeline. Agile development allows requirements and solutions to evolve through collaboration between self-organizing, cross-functional teams. It promotes adaptive planning, evolutionary development, early delivery and continuous improvement, and it encourages rapid and flexible response to change.

Moving to the Microsoft 365 solution provides end users with greater productivity, robust applications security and the ability to access needed tools from any computer that has an internet connection.
Perspecta team supports Navy data-driven effort to match Sailors to jobs

In support of the Navy’s effort to better match incoming Sailors with occupations, Perspecta has developed a robust analysis and simulation capability that leverages multiple data streams to make better qualification decisions.

Previously, the Navy relied heavily on applicant Armed Services Vocational Aptitude Battery (ASVAB) scores to match applicants to open jobs in the Navy. The ASVAB is a mix of aptitude, ability and knowledge-based tests that are used by all of the military services as their primary cognitive instrument for selecting military applicants and classifying them into enlisted occupations.

The ASVAB, however, is only an indication of what an applicant has learned and not a good predictor of how well they can learn future subjects. To that end, new tests are now being considered as additions to the ASVAB as technology and military jobs change. Because Sailors who fail training can be set back in their careers, and because failures add to the Navy’s training costs, establishing and maintaining effective enlisted occupation entrance standards is an essential military operational function.

“Our analysis and simulation capability set the standard for the Department of Defense,” said Dr. Stephen Watson, director Navy selection and classification/Navy testing sciences. “The ASVAB is mainly culturally biased in that academics and technical exposure drive test scores. However, we are now able to demonstrate through analysis and simulation that there are non-cultural types of tests available to measure abilities that relate directly to how one performs in training and on the job.”

The new data-driven analytical process focuses on trade-offs between qualification rates, training setback and failure rates, while also considering alternative combinations of ASVAB subtests that may result in a higher predictive validity for success.

To create a better predictor of success, the nine-month project focused on implementing alternative occupational entry standards using a combination of ASVAB subtests containing the culturally fair Assembling Objects (AO) test for eight Navy technical ratings. The results included average increases of 19% in annual qualified applicants, with larger increases for female (45%), African American (29%) and Hispanic (19%) applicants, without any adverse impact to predicted training success.

The new capability developed by Perspecta will have lasting, positive impacts to the Navy. Since implementing these changes, average student enrollments in these technical ratings increased 13% for African-Americans and 23% for Hispanics.
Perspecta was recently awarded an Other Transaction Agreement from the U.S. Army Training and Doctrine Command to deliver the Army Training Information System (ATIS).

The award is for Phase II of the ATIS program and includes the development, integration, delivery, operation and maintenance of an enterprise capability for Army training and education information. The Perspecta solution will consolidate 28 legacy systems, implement proven processes and migrate data into a single-entry, integrated, cloud-based system. This will provide the Army with a real-time understanding of combat readiness with reduced cost and complexity.

“As a leader in digital strategy and transformation, we are committed to bringing the most innovative solutions to our customers in order to enable mission success,” said Jeff Bohling, senior vice president of the defense group of Perspecta. “This award is a testament to our success during Phase I of the program, and we look forward to bringing this new capability to life in support of the Army’s readiness goals.”

Perspecta successfully completed Phase I of the ATIS program in 2019 where the company delivered a prototype of its ATIS solution, which included Fox, a commercial-off-the-shelf software from Britannica Knowledge Systems. The Fox Training Management System is deployed in another Army command and in multiple enterprises where training is critical to the mission.
Perspecta has been named public sector Application Platform Success Partner of the Year by Red Hat, Inc., the world’s leading provider of open source solutions. This award is part of the annual Red Hat North American Partner Awards, which aim to honor partners for continued efforts to support customers on the path to IT modernization.

Perspecta was honored for its dedication to providing innovative open source solutions to customers in the public sector. Specifically, Perspecta was recognized for its HealthConcourse solution that supports the public sector health industry. HealthConcourse is a standards-based, open technology-driven digital health platform built to connect health care data producers, consumers, services and storage, in a highly scalable, cloud-agnostic infrastructure. At its core, HealthConcourse improves health care for patients and providers by amalgamating disparate data sets to make current and historic health records interoperable and more accessible.

“Red Hat’s technology gives our HealthConcourse solution true portability across the hybrid and multi-cloud landscape, bringing health exchange capabilities to where the customers need it most,” said Bill Lovell, senior vice president and general manager of Perspecta’s health business group.

“We thank Red Hat for this recognition as public sector Application Platform Success Partner of the Year and look forward to a long-standing, continued collaboration in delivering successful cloud migrations and digital transformations to government customers.”

Perspecta was recognized for its HealthConcourse solution that supports the public sector health industry.

Red Hat’s 2019 North American Partner Awards honor both commercial and public sector partners for their dedication to successfully delivering innovative open source solutions to customers. Honorees were recognized for outstanding performance in 2019 across several categories that span Red Hat’s open source portfolio and their dedication to delivering customer success.

“Perspecta is a valued channel partner to Red Hat, and we are pleased to honor them with this well-deserved award,” said Paul Smith, senior vice president and general manager, public sector sales, Red Hat. “We look forward to our continued relationship with Perspecta and helping them provide the best in open source solutions to their customers.”
Perspecta approved for continued accreditation as FedRAMP Third Party Assessment Organization

Perspecta has renewed its accreditation to evaluate cloud-based solutions for federal government agencies as a Federal Risk and Authorization Management Program (FedRAMP) Third Party Assessment Organization (3PAO). Perspecta is one of fewer than 40 accredited assessors in the United States with this capability.

In order to maintain its 3PAO status, Perspecta underwent a rigorous assessment conducted by the American Association for Laboratory Accreditation (A2LA) to verify the company’s technical competence according to FedRAMP requirements and compliance with international standards. Successful completion of the requirements was acknowledged via A2LA certificate number 3825.01. A2LA is an independent accreditation body that performs competency and independence assessments of 3PAOs as part of the FedRAMP program.

“With the federal government growing more focused on utilizing and migrating to FedRAMP certified services, this accreditation validates our commitment to delivering the quality solutions our customers can rely on,” said Mac Curtis, president and chief executive officer, Perspecta Inc. “As a long-standing 3PAO, we look forward to leveraging our expertise in cloud migration and cybersecurity to partner and consult with our government customers along every step of their cloud modernization journeys.”

FedRAMP is a government-wide program that provides a standardized approach to security assessment, authorization and continuous monitoring for cloud-based services. Under the Security Assessment Framework, 3PAOs are required to be accredited by A2LA in order to be recognized by the FedRAMP Project Management Office (PMO).

Perspecta received the original accreditation to become a FedRAMP 3PAO in June 2013.
Perspecta recently completed the acquisition of DHPC Technologies (DHPC), a niche developer of innovative electronic warfare (EW) technologies with market-leading technical solutions and a solid, proven reputation with Army customers. The transaction converges DHPC’s proven, rapid-prototyping expertise in information warfare with Perspecta’s leadership positions in cybersecurity, advanced analytics and secure communications.

Perspecta Labs, the innovative applied research arm of Perspecta, is already a trailblazer in developing mission-essential applied research solutions for the electronic battlefield in the areas of cybersecurity, advanced analytics and secure communications. Perspecta’s acquisition of DHPC further enhances its ability to support its customers with robust, comprehensive, full life cycle EW capabilities in design, prototyping, deployment, integration, and testing across multiple domains, including manned and unmanned air, ground, and missiles. The transaction also allows Perspecta to comprehensively address the emerging area of cybersecurity/EW convergence.
Invictus JV, LLC, a joint venture of Perspecta subsidiary Knight Point Systems, LLC, was recently awarded a prime position on the Small Business Enterprise Applications Solutions (SBEAS) program from the United States Air Force Materiel Command (AFMC) as a partner of the Invictus JV, LLC joint venture.

Invictus JV, a joint venture comprised of Knight Point Systems and Oasys International Corporation, is a qualified service-disabled, veteran-owned small business that launched in June 2017. The JV represents a qualified small business, eligible based on criteria for mentor-protégé relationships as set forth by the U.S. Small Business Administration (SBA). The organization provides systems engineering and integration services, cloud computing, cybersecurity, infrastructure/data center services, program management and service desk support to customers across defense, intelligence and federal agencies. Knight Point Systems became a subsidiary of Perspecta on August 1, 2019.

The purpose of the SBEAS program is to provide Air Force organizations and other supporting government agencies with a platform to procure a comprehensive suite of IT systems and software development in a variety of environments and infrastructures. This work will include technology upgrades, cybersecurity, commercial off-the-shelf product management, training, documentation, information display and business analysis services. Specifically, Invictus JV, will compete for task orders to provide systems engineering, system architecture and design, cloud migration and advisory services, cybersecurity and risk management and agile software development services.

“The complementary capabilities of Knight Point Systems and Oasys International Corporation were brought together to provide the deepest breadth of capability possible to the Air Force,” said Mac Curtis, president and CEO of Perspecta. “We are excited about the work ahead and look forward to providing game-changing IT services and solutions to, and building a strong partnership with, our Air Force customer.”

“We are honored to be chosen to provide next-generation cyber, digital services and technology transformation solutions for the Air Force enterprise,” said Tony Johnson, CEO of Oasys International Corporation. “At Invictus, we look forward to putting our combined proven best practices and innovation to the test to address the Air Force’s technology challenges.”
Perspecta Labs wins award for autonomous defensive cyber operations

Perspecta Labs was recently awarded the Autonomous Defensive Cyber Operations program from the U.S. Army Combat Capabilities Development Command (CCDC), Command, Control, Computers, Communications, Cyber, Intelligence, Surveillance and Reconnaissance Center (C5ISR), Space and Terrestrial Communications Directorate.

The objective of the program is to develop a suite of cyber capabilities for the U.S. Army that are autonomous, secure, easy to deploy and configure, adaptive and resilient to adversarial deception. On the program, Perspecta Labs will research, design, develop, demonstrate and deliver a machine learning for defensive cyber operations solution for training, rapidly deploying and retraining containerized cyber sensors that detect both known and unknown vulnerabilities, attacks and malware. These highly autonomous capabilities are lighter weight and much quicker to respond than traditional approaches that require human intervention which is critical in the dynamic and resource-constrained tactical environment.

“Perspecta Labs will leverage its extensive expertise in machine learning, cybersecurity and tactical networking to provide innovative and effective autonomous defensive cyber operations to the Army,” said Petros Mouchtaris, Ph.D., president of Perspecta Labs. “We are honored to have been selected to develop a solution that meets the Army’s tactical needs for autonomy, security, ease of use, adaptability, efficiency and robustness.”

Perspecta Labs’ solution will utilize the company’s novel machine learning paradigm called LUPI (Learning Using Privileged Information) to create highly accurate cyber sensors in a heterogeneous environment. These cyber sensors are resilient to adversarial machine learning attacks and can be efficiently and dynamically retrained to take into account the large variations present in the tactical environment. The solution’s architecture harnesses these cyber sensors to detect diverse attacks and incorporates a cognitive agent for automatically generating courses of action for the cyber defender.
Perspecta recently achieved Amazon Web Services (AWS) Migration Competency status. This certification validates Perspecta’s ability to move existing applications to the cloud to reduce cost, increase agility and improve security for the federal government.

The AWS Competency Program is designed to highlight AWS Partner Network (APN) companies who have demonstrated technical proficiency and proven customer success in specialized technical solution areas. Perspecta received the AWS Migration Competency for its scalable end-to-end enterprise approach to cloud migration, which is designed to ensure that migrations to the cloud encompass all relevant IT system assets to include data, infrastructure, and applications. By focusing on pre-planning, readiness assessments, and the service optimization end state, Perspecta’s enterprise approach positions U.S. government customers to achieve an effective post migration cloud operation, identifies and recommends cost containment efficiencies, and minimizes downtime and failed attempts.

“I couldn’t be more proud to join the prestigious group of APN Partners who have achieved AWS Cloud Migration Competency status,” said Mike Kirkland, senior vice president of offerings and solution development for Perspecta. “By taking a holistic approach to cloud migration at enterprise scale—focusing on strategy, resources, governance, tools and culture—we ensure that our government customers gain the full potential of cloud.”

As an AWS Public Sector Partner, Perspecta has been recognized for its solutions and experience in delivering government missions and has previously achieved AWS Government Competency status as well as AWS DevSecOps Competency status.

“I couldn’t be more proud to join the prestigious group of APN Partners who have achieved AWS Cloud Migration Competency status.”

— Mike Kirkland, Senior Vice President of Offerings and Solution Development for Perspecta
Perspecta has recently achieved Amazon Web Services (AWS) DevOps Competency status. This certification validates Perspecta’s ability to securely drive the delivery and efficiency of advanced cloud-based technology solutions across the federal government.

The AWS Competency Program is designed to highlight AWS Partner Network companies who have demonstrated technical proficiency and proven customer success in specialized technical solution areas. Perspecta received the AWS DevOps competency for its established multiphase approach and tools to advise, transform and manage DevSecOps transformation for U.S. Government customers. The company’s DevCloud framework provides an adaptable AWS continuous integration and continuous delivery (CI/CD) pipeline to streamline operations and agility.

“The AWS DevOps Competency further highlights our ability to help government customers deliver mission-critical workloads and applications on the AWS Cloud,” said Mike Kirkland, senior vice president of offerings and solution development for Perspecta. “Our proven solutions and deep experience implementing CI/CD practices and automating infrastructure provisioning and management on AWS demonstrate our commitment of providing leading-edge cloud and transformation capabilities to our customers.”

As an AWS Public Sector Partner, Perspecta has been recognized for its solutions and experience in delivering government missions and has previously achieved AWS Government Competency status.
Perspecta team launches sixth NMCI enterprise Windows upgrade

The Navy and Perspecta recently kicked off an enterprise update to Windows 10 version 1909, leveraging the Microsoft Semi-Annual Channel to update NMCI devices. The joint team will migrate nearly 350,000 end-user devices by the end of November 2020.

The Perspecta team is leveraging lessons learned from previous Windows updates, although the deployment of the pre-staged update packages has been different with the majority of NMCI end users working remotely through broadband unclassified remote access service (BURAS) access. Each end user device must receive preloaded packages that are typically pushed to the machines during non-working hours. “The COVID-19 impact has been the limited availability of machines to receive the required packages,” said Joel Thoreson, the Perspecta NMCI account service executive for end user services. “The challenge has been trying to get those packages to seats that have only been connected via RAS since COVID activities started, but the collective teams have worked tirelessly to find alternative methods for provisioning.”

Recent modernization efforts in response to the COVID-19 pandemic have helped to mitigate the challenges associated with the new remote working arrangements. “The expanded BURAS capability and Tanium infrastructure upgrades have really increased our ability to get over those challenges,” said Joel.

This is the sixth NMCI enterprise Windows upgrade, giving the Perspecta team a wealth of experience and knowledge to draw upon. “Each upgrade deployment resulted in lessons learned, which prompted changes to the next design,” Tim Draper, Perspecta NMCI domain architect. “As the NMCI network environment changes, more challenges are introduced to overcome.” The Perspecta also leveraged Agile DevOps methodology to overcomes these challenges and leverage lessons learned through continuous improvements.

One key difference in the current 1909 effort versus the previous 1803 project is that end users will be able to initiate the update via a desktop-based tool. This tool will determine if the seat is ready to update and will allow the end user to initiate the update once the seat passes the pre-check. This feature provides the end user with the flexibility to choose a time that works best for them. The team is also leveraging an early adopter process that encompasses 6% of each possible and different configuration in the enterprise, allowing the team to identify and mitigate any risks before deploying to the entire enterprise.

To ensure a smooth Windows 1909 transition, NMCI end users should pay close attention to the Naval Network Warfare Command user alert bulletins, as well as the relevant Homeport articles. End users should also make their machines available for the update by keeping them turned on and connected to the NMCI network, either via BURAS or an NMCI hardline connection.

A key success factor through all the enterprise Windows deployments is how well the Perspecta and Navy project teams have worked together over the years. “This team continues to work tirelessly together day in and day out to ensure all of our customers receive the absolute best product with the least amount of impact to their work lives,” said Tammy Holcomb, the Perspecta program manager for Windows 10. “Our joint team is compromised of the best of the best personnel from both the Navy NGEN program office and Perspecta who have all dedicated themselves to the successful delivery of this sixth Windows upgrade.”