Our response to COVID-19
For Perspecta, the mission-critical work we do in support of federal, state and local customers does not slow down in a time of crisis. In fact, our customers are counting on us now more than ever. As supporters of our nation’s critical infrastructure, our customers depend on our services and solutions to ensure continuity—even under the most extraordinary circumstances.

As we continue to evolve the way we conduct business, we are also helping our customers to do the same. From the very beginning of the COVID-19 pandemic, our customers were required to quickly pivot their infrastructure and policies to ensure support for a record number of teleworkers. I couldn’t be prouder of what our team has accomplished in such a short time:

- Within just a few weeks, we enabled more than 144,000 government employees to work remotely
- Implemented virtual call center capabilities to provide continued support for the Defense Health Agency, U.S. Navy, U.S. Marine Corps and other government customers
- Partnered with the Centers for Disease Control and Prevention (CDC) to create the COVID-19 Data Tracker, a publicly available series of data dashboards that make critical COVID-19 data and information from the CDC available to the public
- Expanded the Navy’s capacity from supporting 25,000 concurrent connections to more than 123,000 concurrent connections
- Helped the U.S. Senate move into a telework model, ensuring critical email communication infrastructure was always available
- Provided connectivity and equipment to allow the County of San Diego to conduct marriage services through a “hitch hut” outside of their regular facility
- Leveraged secure video teleconferencing technology to complete more than 36,000 security clearance cases

As you read this report, you’ll find more examples of how Perspecta has found creative new ways to solve some of our customers’ most pressing challenges during the pandemic. The ongoing efforts of our collective team demonstrate the bold, fearless, transformative thinking that makes Perspecta unique and explains why we are a trusted partner of government agencies nationwide.

Mac Curtis
President and Chief Executive Officer
Our response to COVID-19

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Perspecta supports Marine Corps Enterprise Service Desk’s move to remote work solution

Like many organizations, the Marine Corps moved to a mostly telework environment in response to the COVID-19 pandemic. This push to work remotely included the Marine Corps Enterprise Network (MCEN) Enterprise Service Desk (ESD) locations in Kansas City, Mo., 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 provides around-the-clock IT support to the MCEN and Marine Corps end users around the globe.

Within 10 days, Perspecta and the Marine Corps worked together to launch a service desk capability that allowed all unclassified work to be done remotely. According to Pat Gleeson, deputy program director for Perspecta’s U.S. Marine Corps account, this was no easy feat. “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 Gleeson.

Throughout the transition, every effort was made to ensure no disruption in service for the Marine Corps. “The ESD 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 Perspecta’s Marine Corps ESD account in Kansas City. “Microsoft Teams helped us breakdown the geographical barriers and really let us collaborate and serve the customer.”

In fact, the telework arrangement improved service delivery to the Marine Corps. “The bright spot is that while teleworking, the ESD actually improved performance against several service level targets (SLTs) and maintained the remaining measures to continue our expected world-class service to the Marine Corps,” said Gleeson.
Perspecta team doesn’t miss a beat while supporting Centers for Medicare & Medicaid Services

As the United States battled the COVID-19 pandemic, the Centers for Medicare & Medicaid Services (CMS) worked to ensure America’s health care facilities and clinical laboratories were prepared to respond to the threat.

CMS, part of the Department of Health and Human Services, is one of Perspecta’s longest customer relationships, dating back to the inception of the federal Medicare program in 1965. CMS administers the nation’s major health care programs, including Medicare, Medicaid, the Children’s Health Insurance Program (CHIP) and the state and federal health insurance marketplaces. CMS collects and analyzes data, produces research reports and works to eliminate instances of fraud and abuse within the health care system.

During the pandemic, more than 500 Perspecta CMS team members, geographically dispersed across the country, shifted to working remotely, as did the customer. “As both teams shifted to remote work during the pandemic, we shifted the way we collaborate,” said Mike Rozendaal, vice president and CMS account executive, health payer segment. “Meetings that used to be held in agency conference rooms are now virtual, leveraging online tools such as Skype and WebEx.”

One of the key services Perspecta provides to CMS is systems for processing claims for Medicare Part A and B Fee for Service beneficiaries. As the largest payer of health care claims in the country, it was important that Medicare claims and payment processing continued seamlessly during the pandemic. “We have a dedicated team of individuals who haven’t missed a beat in day-to-day activities, responding to questions on system functionality or processing COVID-19 claims,” Rozendaal said.

The Perspecta team also implemented new coding into the system to track COVID-19 treatment and testing. This allowed for better tracking of the public health response for this particular strain of the coronavirus to help protect people from the spread of this infectious disease.
Perspecta keeps the Food and Drug Administration connected and on the COVID-19 front lines

The support we provide to the Food and Drug Administration (FDA) is a prime example of mission-essential services, especially as they worked with the CDC and international partners to address the pandemic.

In addition to ensuring the safety of our nation’s food supply, the FDA also advances public health by helping to speed innovations that make medical products safer and more effective and affordable. In support of that mission, Perspecta operates and maintains the FDA’s enterprise infrastructure and data center environment. Perspecta supports hundreds of FDA applications and provides network, security, Voice over Internet Protocol and other mission-critical functions.

While a large portion of Perspecta’s FDA team regularly worked remotely prior to the pandemic, 100% teleworking was new for the government employees. Our team worked with the customer to ensure the necessary infrastructure was in place to allow FDA employees to telework full time. “The critical component to ensure a smooth transition was the reliability and capacity of the virtual private network (VPN),” said Christopher Incarnato, Perspecta vice president, health promoter segment. “Fortunately, the agency had recently installed higher-capacity VPN devices that have successfully handled the nearly 20,000 daily connections.”

In addition to the remote infrastructure, Perspecta also supported several other urgent requests to outfit network and voice-related capabilities in the Metro D.C. area. These changes support emergency operations and COVID-19 pandemic-related tasks.

A key to the success of this project was a solid customer relationship and an extensive knowledge of agency IT operations and business processes. “As a trusted partner to the FDA for more than a decade, we have the knowledge and experience to support their network, infrastructure and data centers reliably and efficiently,” said Incarnato. “This experience and reliability were vital during times like this when much of the country—and quite frankly the world—was looking to our health care organizations for answers, guidance and expertise on how to manage the global health crisis.”

As part of the FDA’s collective infrastructure support team, Perspecta team members enable researchers, scientists, chemists, inspectors and other agency personnel to conduct their daily mission. During the pandemic response, that means helping to ensure FDA employees can access their network, applications and servers to partner with industry leaders to rapidly develop potential treatments; granting emergency-use authorizations for diagnostics; and protecting consumers from fraudulent products.
Supporting the CDC’s data-driven COVID-19 response

At the forefront of our nation’s response to the COVID-19 pandemic, the CDC is aggressively responding to the global outbreak of COVID-19 and community spread in the United States. From providing guidance to limit the spread of the virus to the daily tracking of cases across the country, the CDC is the primary source of virus data for the country. Perspecta has supported the CDC’s analysis and visualization of this type of public health data for more than 20 years through the Geospatial Research, Analysis and Services Program (GRASP).

Through the GRASP program, Perspecta uses a multidisciplinary approach to spatially analyze data, which helps the CDC protect against public health threats like the COVID-19 pandemic, while also supporting public health research for the preparedness and prevention of future threats.

In response to the pandemic, the Perspecta CDC team leveraged their close working relationship with the customer to quickly meet emerging needs. “Several GRASP team members were already supporting the CDC Emergency Operations Center (EOC),” said Chris Incarnato, Perspecta vice president, health promoter segment. “When that team was tapped to provide situational awareness and recommendations on the nation’s pandemic efforts, it was very helpful to have existing relationships and embedded knowledge of operations.”

In partnership with the CDC, Perspecta also developed the CDC COVID Data Tracker, a publicly available series of COVID-19 data dashboards, including dynamically updated maps, charts and tables. The website makes critical COVID-19 data and information from the CDC available to the public. The website includes interactive visualizations of the COVID-19 outbreak at global and domestic scales, the development of the outbreak over time by state, aggregate characteristics of the COVID-19 patient population, trends in ER visits, the social impacts of the pandemic in the United States and more.

Our Perspecta CDC team also supports the COVID-19 internal dashboards that provide dynamic and interactive visualizations of epidemiologic data. The data is represented in varying time series to aid with situational awareness and decision-making in the CDC EOC and for internal and external partners.

In addition to the Data Tracker and internal dashboards, Perspecta provides continuous support of ad-hoc mapping and analysis requests from the CDC EOC for one-off maps or spatial analysis needed for coronavirus response. For example, the Perspecta team supplies ongoing evaluation of the impact of social distancing measures on near-real-time population movement in the United States. That data is then used to identify areas with social gatherings and / or increased COVID-19 risk for targeted public health communication messaging via smart phone media channels.

According to Incarnato, although the Perspecta CDC team worked hard to meet changing customer requirements in a short amount of time for the COVID-19 response, it wasn’t without satisfaction. “It is rewarding work for our team, knowing that we are playing a part in helping our nation overcome this pandemic,” Incarnato said. “As a nation, we are all learning about the movements of the virus and how citizens are reacting to it. Working with the CDC on the pandemic response puts our team at the forefront of making critical COVID-19 data and information available to those who need it.”
When the Federal Aviation Administration (FAA) Southern California Terminal Radar Approach Control (TRACON) facility had an emergent COVID-19 need, the Perspecta County of San Diego (CoSD) team answered their call for help.

In March, the FAA kicked off their COVID-19 contingency plan, but they were short 25-30 network couplers (parts used to sample high frequency signals). This meant they would be unable to complete their networking plan. With all stores closed, their supplier shut down and running against the clock, the FAA had limited options. The FAA contacted the CoSD team to ask if they could spare any couplers. The Perspecta team reached out to our partner organizations who found the couplers and had them delivered to the FAA in under an hour.

The CoSD team received a thank you from the FAA branch in Southern California. About Perspecta’s response the FAA wrote, "Had it not been for your direct support and professionalism, the success of our mission here at the FAA would have been difficult to achieve. We succeeded in our mission to support the flying public through you. Again, we owe you our thanks for your support."

The Southern California TRACON serves most airports in Southern California and guides about 2.2 million planes over roughly 9,000 square miles in a year, making the facility one of the busiest in the world.
Perspecta delivers equipment to senators during COVID-19

Perspecta’s team provided increased customer support by finding creative ways to deliver IT equipment to U.S. Senators. This helped the Senate move into a telework model and ensured that critical email communication infrastructure was always available. The support did not go unnoticed. The team received kudos from many different Senate officials, including committee chairs and senior leadership.

“Thank you all so much.” Senator Murkowski’s office said of the Information Technology Services Contract. “From everyone on the Murkowski Staff, we really appreciate you all taking care of us during this crazy time. The service has been fantastic!”

“Many of our mission-critical systems reside within our Senate Messaging and Authentication Services group, an area almost solely supported by the Perspecta team. The operational support requirements evolved almost daily, sometimes going late into the evening or worse, into the next morning,” said the Senate Sergeant at Arms. “As always, the Perspecta team responded to the needs of the Senate Sergeant at Arms without question. Many of the engineers shifted schedules, juggled daily responsibilities while still handling off-hour requests, some even postponing vacation days; unequivocally proving day in and day out that their primary focus was an invaluable commitment to excellence in customer service. The team should be commended for their selfless support.”
Prior to the COVID-19 pandemic, County of San Diego (CoSD) representatives regularly performed marriages inside the county’s administration center. To continue providing wedding services, CoSD opened an external facility just outside the county office, affectionately called the “hitch hut.”

“We had 1,600 people who had reservations to get married,” said San Diego County Assessor, Recorder and Clerk Ernie Dronenburg in a recent interview with the local NBC news affiliate.

To help Dronenburg’s team meet the growing need, Perspecta provided the connectivity and equipment in support of this new facility and had it up and running in less than one day.

Thanks to the quick work of our team, more than 1,000 couples were able to submit paperwork and get married.

“A problem is not a problem. It’s a challenge,” said Dronenburg in his NBC interview. “This makes me feel like we did something that nobody else did for the sake of our people in San Diego County.”
City of Irvine gives kudos to Perspecta for quickly establishing a COVID-19 hotline

In response to the current pandemic, the City of Irvine, Calif., joined forces with public health partners across the county, state and nation to ensure Irvine has best practices in place to protect the health and well-being of its community.

To create an immediate communications channel for residents, the city tapped Perspecta to establish an Ombudsman Hotline for nonmedical COVID-19 questions that pertain to Irvine. Understanding the urgency, the Perspecta team had the hotline set up and operational in less than 24 hours.
To support a defense customer’s need to shift their employees to a remote working environment during the pandemic, Perspecta partnered with the customer to fill a short-notice, high-priority authorized service interruption to increase telework capabilities.

Thanks to this combined effort, the organization scaled up from being able to support 1 million telework users to up to 5 million users. The project required only 10 minutes of network service interruption, meaning the mission-critical work of many users was virtually uninterrupted.
Perspecta provides continued clearance support during COVID-19

As our federal government customers largely transitioned to telework arrangements in response to the pandemic, Perspecta’s risk decision group, the largest provider of federal background investigation services, quickly pivoted to ensure continued services. This responsiveness to our customers and agility in our investigations led to continuity in the investigations process.

Perspecta’s investigative services are a critical component to government operations, as they relate directly to issuing and renewing security clearances. The government leverages the security clearance process to determine if employees are able and willing to safeguard classified national security information, based on his or her loyalty, character, trustworthiness and reliability.

Throughout the pandemic, Perspecta’s investigators maintained uninterrupted service to our nation, leveraging remote pilot programs with select customers. Using secure video teleconferencing technology, investigators completed more than 36,000 cases that typically would have required in-person meetings.

Perspecta’s risk decision group consists of thousands of highly trained and vetted investigators and inspectors around the country who help government organizations identify, investigate and mitigate risk. Our investigative workforce can physically reach 98% of the country’s population in less than 90 minutes and are exploring contact tracing solutions with several federal, state and local agencies.
Perspecta provides expanded customer telework for the Navy

During the COVID-19 pandemic, sailors and Marines around the globe relied on Navy Marine Corps Intranet (NMCI) services more than ever, requiring the Navy and Perspecta to support a record number of Navy and Marine Corps remote workers.

In less than 30 days, Perspecta and the Navy expanded capacity from 25,000 concurrent connections to more than 123,000. The speed of those connections improved from 1 Gbps throughput to 10 Gbps. Those improvements, as well as the speed at which they were delivered, were vital to keeping critical lines of communication up and running for the Navy.

To allow additional users to access their email via the web, we improved the connectivity speed of the Outlook Web Access service. During this time, Perspecta moved aggressively to 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 faster resolution and to allow for expanded 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 mobile users could access what they needed, when they needed it, the team also eliminated dormant mobile accounts to free up much needed availability.
NMCI Service Desk gets a system makeover—and a new voice

To provide a more flexible and sustainable call center response, Perspecta transitioned the NMCI Service Desk call handling system to the Amazon Connect solution. The NMCI Service Desk, which responds to nearly 100,000 calls per month, is a key service for 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 COVID-19 pandemic. “When we push a new solution out to 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, web browser and 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, Idaho; Norfolk, Virginia; and San Diego, California 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.”

The new solution also provides estimated wait times for each service and allows customers to leave a callback number if wait times will be longer than eight minutes. 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,” Coghlan said. “We really wanted to be considerate of their time and limit any impact to productivity.”
The COVID-19 pandemic reshaped the way our customers consumed our services, and nowhere is that more evident than with our NMCI customers. The Perspecta NMCI team quickly responded to those changing demands by leaning into the delivery of mission-critical services.

For example, one of these efforts was in response to an urgent need from the fleet commanders. With an around-the-clock operating tempo, multiple flag officers required NMCI access in remote locations. Normally a six-week process, the team gathered the necessary resources to accomplish the task in just eight days.

“We had a lot of key players engaged,” said Ted Branch, senior vice president and general manager of Perspecta’s Navy and Marine Corps group. “Our top priority was to get the admirals’ classified network nodes online and operational so that they could continue their mission-critical roles remotely.”
Perspecta NMCI team supported USNS Comfort departure in Norfolk

When the U.S. Navy deployed two hospital ships to support the COVID-19 relief efforts, the Perspecta NMCI pier-side support team went above and beyond to ensure the USNS Comfort had everything the onboard team would need to stay connected while in New York City. The Comfort, a 1,000-bed hospital ship, stayed in New York for a month to provide support to the city's health care system while at the peak of 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 on the pier to be available for the next ship. 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. 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 provided similar support to USNS Mercy, which delivered pandemic treatment support in Los Angeles. In addition to sending the Mercy off with the UCA to provide connectivity while pier side in Los Angeles, the Perspecta team was on call to provide any support the ship's crew needed while there.