Implementing new, more effective ways of doing business

Civilian, state and local value report
Fall 2020
We have recently come through a time that was filled with both challenges and victories. We have worked with our customers and delivered IT equipment, helped them move into telework models, supported mission requirements and even hosted virtual planning sessions. On behalf of Perspecta, please allow me to extend my personal and genuine appreciation to each and every one you for your valuable contributions to the civilian, state and local business group.

To highlight key examples of our ongoing customer support, our group will produce a report each quarter that showcases how our work supports federal and state governments, space and science programs, transportation, national security, population, roads, water, housing, mail and education. This quarter’s report features many examples of how Perspecta supports our customers’ missions in new and innovative ways, to include:

- Helping the Commonwealth of Virginia transition to mainframe as a service
- Finding creative ways to deliver IT equipment to U.S. Senators, which ensured that critical communication was always available
- Providing cloud services to the County of San Diego

As always, I appreciate your partnership as we continue to work through these challenges and adjust to a new way of life.

Stay well.

Respectfully,

Rocky Thurston
Senior vice president and general manager
Civilian, state and local business group
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Perspecta goes above and beyond for the Federal Aviation Administration's mission

Although the Federal Aviation Administration (FAA) Southern California Terminal Radar Approach Control (SoCal TRACON) facility is not a direct customer, the Perspecta County of San Diego (CoSD) team still provided excellent support when the agency needed help.

In March, the FAA kicked off their COVID-19 contingency plan, but the SoCal TRACON, as it is nicknamed, was 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 and their supplier shut down, the FAA was in a race against the clock with limited options.

The FAA contacted our CoSD team to ask if they could spare any couplers. The team reached out to partner organizations to locate the needed couplers and had them delivered to the FAA in under an hour.

In a thank you note received from the SoCal TRACON, 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 SoCal 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

Perspecta’s Senate teams provided increased customer support over the last few months, finding creative ways to deliver IT equipment, help the United States Senate move to a telework model and ensure 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.

"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. 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."

“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!”
In late 2016, CoSD wanted to expand from traditional data center-oriented services to a hybrid environment, with services split between a traditional data center and cloud. Since then, Perspecta has undertaken the following cloud initiatives:

- Designed and built the CoSD web portal, using Microsoft Azure cloud, for the Beach and Water Quality Program which allows residents and visitors to instantly view beach and water conditions at more than 80 county beaches and waterways
- Migrated 16,000 exchange mailboxes to Microsoft 365, along with employee files into their Microsoft 365 archive, completing this successfully, with no loss of data or emails
- Migrated two custom Microsoft Dynamics customer relationship management (CRM) applications from on-premises CRM 2016 to Microsoft Dynamics 365
- Migrated CoSD’s on-premises SharePoint to Microsoft 365
- Designed and built a custom infrastructure as a service environment in the Azure Government cloud to support CoSD business applications
- Designed and built a native Amazon Web Services hosting environment for production applications

In addition, Perspecta provides program management, enterprise IT and telecommunications operations and performance management to CoSD. We also provide support to county end users through five distinct service areas: desktop, network, service desk, applications and data center.
Perspecta provides enterprise infrastructure operations support to the U.S. Department of State Consular Affairs Office

Perspecta provides the U.S. Department of State Bureau of Consular Affairs with enterprise infrastructure support to plan, engineer, implement, enhance, maintain and operate the global consular affairs IT environment. The work supports the bureau’s headquarters office in Washington, D.C. and more than 350 Consular Affairs locations around the world.

Perspecta also delivers always-on customer service and implements proactive automated technical solutions that improve the end-user experience while improving cost optimization and productivity.
The Virginia Information Technologies Agency (VITA) was in need of mainframe services to improve delivery quality, ensure cost competitiveness, improve financial transparency and support the commonwealth’s migration to a multi-sourcing service integration delivery model.

To meet the customer’s needs, Perspecta proposed transitioning Virginia’s mainframe workload to a mainframe as a service (MFaaS) solution hosted out of Perspecta’s mid-Atlantic data center (MDC), as well as multiple transformation initiatives to reduce technical debt and improve security.

After assuming operational responsibility of VITA’s legacy infrastructure, Perspecta began to execute transformation services on the mainframe while providing 24/7 operational support for workloads that are critical to public safety and state operations including the Department of Motor Vehicles, state police, state payroll and child support services.

The VITA mainframe program has been considered a success on multiple levels. Perspecta provided VITA with a seamless transition from a single vendor model to a multi-sourcing service integrator model, effectively implemented a MFaaS solution and provided advantageous transformation services that addressed hardware, software, operational and security risks. The transition of services to Perspecta has led to improved mainframe services, increased efficiencies, lowered costs and heightened security for the commonwealth and represents a major step forward in the implementation of VITA’s overall IT strategy.
Perspecta receives $98.4 million award to continue providing Federal Student Aid Information Center support to the U.S. Department of Education

Perspecta received a follow-on award to continue supporting the Federal Student Aid Information Center (FSAIC) 2020 program for the U.S. Department of Education, Office of Federal Student Aid (FSA). The award extends over three years with a ceiling value of $98.4 million.

In its role on the program, Perspecta will operate an omni-channel FSAIC contact center to handle inbound inquiries from a variety of citizens seeking information about or dealing with issues related to the student financial aid application process. Perspecta’s transformative, efficient and interactive solution includes voice, web and mail applications, applying technology and people to support a key mission of the Department of Education.

“FSA constituents depend on us to provide effective and responsive customer service across all mediums,” said Rocky Thurston, senior vice president and general manager of Perspecta’s civilian, state and local business group. “This award demonstrates our superior reputation within FSA supporting this critical work and we look forward to continuing our relationship with our customer and adapting our support as their mission requirements evolve and grow.”

Perspecta has been supporting the FSAIC program since 2015, operating from several facilities across the country. Nearly 600 Perspecta contact center agents and support staff have handled more than 23 million total interactions across multiple channels including voice, chat, email and mail.
The U.S. Postal Service (USPS) is one of the largest and most complex retail, shipping, logistics and communications businesses in the world. The agency has a challenging mission meeting the needs of its customers, handling electronic commerce, participating in the global business environment and creating new products and services on a daily basis.

Perspecta provides USPS with maintenance and development support of its over 700 applications and IT support that enables the agency to provide reliable and efficient services that are critical to U.S. businesses and the day-to-day lives of citizens. Specifically, we provide application development and modernization services, DevOps support, information and data engineering, systems integration support, testing support and enterprise solutions.

Perspecta supports the U.S. Postal Service mission
Perspecta helps a federal agency migrate to the cloud

In support of a federal agency, Perspecta provides all data center operational services, including mainframe, midrange and client server hosting, as well as help desk, network and security management services. Additionally, Perspecta provides ancillary services such as wireless device management and engineering advisory services.

As part of their digital transformation journey, the federal agency partnered with Perspecta to migrate their primary public-facing website to the Microsoft Azure cloud. This is a milestone event, as it represents a groundbreaking step toward migrating their legacy applications to the cloud. This site handles almost two million users per month and six million-page views. The new cloud implementation operates with an average response time of less than two-tenths of a second per view. In addition to improved site performance, the migration also positions the agency with the benefit of enhanced scalability, where Perspecta can scale infrastructure for the website on demand, expanding horizontally in the Azure environment to meet the demand while saving resources. This successful migration represents a milestone value to the agency of how applications can be properly identified for cloud application transformation as well as executing cloud migrations successfully without interruption to the end user.
Perspecta helps a federal agency successfully migrate to Office 365

A federal agency recently had the goal of moving their email users to Microsoft Office 365, and successfully accomplished that task with support from Perspecta.

The primary goal of the migration was to consolidate resources to the cloud and improve consistency and management of enterprise email. The Office 365 migration represented a transformation of the agency’s email and associated archives from an on-premise email as a service solution to the cloud, and included approximately 27,000 user mailboxes.

Perspecta partnered with Microsoft, and the agency served as the transition and transformation lead for the migration. Perspecta enjoys a comprehensive partnership with Microsoft, working to provide the best customer experience for Office 365 transformation projects in terms of implementation quality, efficiency and cost effectiveness.

In a project management role, Perspecta helped the agency understand the many challenges and complexities of the Office 365 migration. The project proceeded in phases and Perspecta adopted an iterative approach that included gaining a clear understanding of the user community, migrating users and then remediating any issues. Among other priorities, the team worked together to make sure the migration resulted in positive experiences for end users.

The email migration is significant. It is the first agency component to undergo an Office 365 migration. Lessons learned from the project are helping inform future Office 365 migrations.