

**Goldbelt Raven, LLC**

**Statement of Purpose and  
Company Capabilities**

**June 15, 2009**

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## **I. Centers of Excellence**

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**Program Management**

**Biomedical & Clinical R&D**

**IT Solutions**

**Procurement Support**

**Strategic Advisory**

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*Goldbelt Raven, LLC is an 8 (a) certified Small Disadvantaged Business and an Alaskan Native Corporation (ANC) established in 2001.*

*Goldbelt Raven provides a spectrum of services which serve a range of mission-critical initiatives of its federal government and military sector clients.*

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## II. Abstract

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### Expertise · Best Practices · Systems · Value

**Company.** Goldbelt Raven, LLC (GBR) serves its Federal Government and Military sector clients by providing an exceptional array of high value, best-of-breed solutions enumerated herein. It is an Alaskan Native Corporation (ANC) and 8(a) - certified Small Disadvantaged Business, with offices in Chantilly, Virginia and Frederick, Maryland. GBR's parent company, Goldbelt, Inc., is headquartered in Juneau, Alaska. Goldbelt Inc. and its 8(a) ANCs have earned a reputation for excellence, and were ranked among the top 15 8(a) companies by Washington Technology in 2008. GBR's core capabilities are:

- **Program Management:** Integrated Program Management, Business Performance Planning and Forecasting, Earned Value Management and Risk Management.
- **Biomedical & Clinical Research and Development (R&D):** R&D Support, Lab and Program Management, Staffing and Recruitment.
- **Information Technology (IT) Solutions:** IT Program Management, Enterprise Service Desk, Network, Managed Services, Data Center, Web Development, Data Mining.
- **Program and Acquisition Support.** Procurement and Acquisition Management, Procurement Analysis, Earned Value Management Services (EVMS) and Lean 6 Sigma Training.
- **Strategic Advisory:** Biodefense and Biocontainment R&D, Early-Mid-Late Stage Clinical Development, Life Sciences, Human Capital, IT Infrastructure, Technology Assessment, IT Performance, Contingency Planning and Change & Transformational Management.

**Expertise.** Goldbelt Raven employs high level practitioners who have specialized capabilities across a range of disciplines and the clearances required by its clients. Customer service is paramount to its mission. GBR has been shaped to provide a high Quality of Work Life and a benefits package which is second to none in order to attract, inspire, and retain quality personnel. This has enabled us to bring together a group of world-renowned scientists with proven track records in state-of-the-art research in more than 70 countries. The Goldbelt recruitment and retention plan also incorporates an innovative staffing and recruiting program designed to rapidly identify and assign required personnel to respond to task order requirements.

**Quality Assurance.** Goldbelt Raven's employees and managers all meet or exceed the technical and administrative requirements for the initiatives at-hand. They can grasp the most difficult technological, functional, and operational initiatives and deliver the correct solution via seamless implementation. GBR delivers quality customer service for each and every project including proactive quality management, and is driven by industry-standard best practices. GBR's hands-on, supportive management and structured approaches, which utilizes proven methodologies and established project management principles, assures the delivery of high quality solutions which are on time and within budget.

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### III. Corporate Contact Information and Leadership

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#### Experience · Commitment · Professionalism

**Achievement.** Goldbelt Raven's leadership has the broad and deep experience, knowledge, achievement history and professional qualities that its clients demand. GBR's managers have more than 100 years of combined experience in the professions of program management and government contracting. They also have substantial hands-on recruiting and credentialing experience, which is required to successfully meet clients' needs.

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## IV. Core Capabilities and Knowledge Base

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### Proficiency · Knowledge · Insight · Discipline

Goldbelt Raven's personnel possess broad and deep experience in a range of disciplines. Their core capabilities include the following:

#### Program Management

- Requirements Analysis
- Enterprise Auditing
- Business Performance
- Strategic Planning
- Operations & Analytics
- Budgeting & Forecasting
- Earned Value Management
- Risk Management
- Reporting
- Plan Implementation

#### Biomedical & Clinical R&D

- Clinical Research & Development
- Lab & Program Management
- Workflow Management
- Life Sciences Support
- Database Management
- Regulatory Compliance
- Staffing and Recruitment
- Biodefense and Biocontainment R&D

#### Information Technology Solutions

- Program Management
- Enterprise Service Desk
- Network Engineering
- Planning & Benchmarking
- IT Infrastructure
- Managed Services
- Data Center
- Web
- Data Mining
- Training

#### Procurement & Acquisition Support

- Procurement Analysis
- Acquisition Support
- Multi-agency GSA
- Sole Source Contracting
- Procurement Analysis
- Engineering & Testing
- Earned Value Management
- Lean 6 Sigma Training

#### Strategic Advisory Services

- Executive Advisory
  - Strategic Planning
  - Biodefense & Biocontainment
  - Bioinformatics & Biotechnology
  - Transformation Management
  - IT Infrastructure Development
  - High Performance Computing
  - Clinical Development
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## V. Competitive, Technical & Strategic Advantages

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### Capabilities · Systems · Focus · Stability

**Bona fide Value.** Goldbelt Raven utilizes a definitive methodology and comprehensive analytical tools to produce cost-effective, best-of-breed and real-world solutions. All GBR personnel understand that there is no single formula for success and approach each initiative as a unique challenge. The key components of our value equation are:

- **Strategic Perspective.** Goldbelt Raven ensures that your fundamental imperatives are understood and addressed in a way which enables the achievement of measurable goals.
- **Tactical Approach.** Goldbelt Raven's Project Managers take the time to learn the customers' business processes and expectations,
- **Personnel.** Our hand-selected, specialized professionals have a deep understanding of technologies and how they can meet core business requirements.
- **Focus.** Our focus on government and military clients and their nuances has enabled Goldbelt Raven to continually refine its capabilities.
- **Systems.** Our definitive methodology and comprehensive analytical tools help ensure a best-of-breed solution.
- **Best Practices.** Each project is managed with a best practices approach, utilizing appropriate standards and metrics.
- **Risk Mitigation.** Goldbelt Raven is financially stable, cost conscious and seeks to minimize its clients' strategic and financial risks.
- **Resourceful Management.** Goldbelt Raven's management team is responsive, agile and committed to success.

**Key Strategic Advantage.** Goldbelt Raven, LLC is an ANC 8 (a) certified Small Disadvantaged Business established in 2001. Businesses owned by a single ANC or Tribe are not considered affiliates by virtue of their common ownership or control. GBR therefore enjoys the following advantages:

- **Requirements.** Large government contractors have requirements which require a proportion of the subcontracts they award to go to small and 8(a) businesses.
  - **Set Asides.** SBA and FAR regulations permit contracting agencies to "set-aside" contracts so only 8(a) firms are eligible to compete for them.
  - **Sole Source.** The government can "sole source" 8(a) contracts to a single 8(a) company. Thus, an ANC 8(a) can receive Sole Source Awards with no Competition, no Prior Advertisement and no protests from competitors.
  - **Threshold.** There is no Sole Source Dollar Threshold for an ANC 8(a). Thus, ANCs can be awarded contracts with no ceiling based upon the maximum requirement estimate.
  - **Speed to Award.** The contract award process can often be completed in a week or two, which saves time and increases profitability.
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## VI. Quality Assurance

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### Skill Sets · Responsiveness · Performance

**Foundation.** Goldbelt Raven emphasizes service, responsiveness, and team spirit, and strives to provide quality customer service. It is a mission-driven, government-focused and employee centered enterprise. Our hand-selected, specialized professionals have a broad understanding of technology and requirements. GBR also provides the training necessary to build cohesive, functional teams which are geared to responding with agility, speed and quality performance. GBR's workplace environment and compensation packages attract and retain high quality employees. There are also strict procedures to assure the utmost in quality control to effectively and expeditiously satisfy customer requirements. GBR utilizes only:

- **Proactive Quality Management**
- **Best Practices Approach**
- **Proven Methodologies**
- **Sound Management Principles**

**Key Components.** Goldbelt Raven's Quality Assurance (QA) Plan has five key elements: quality is every employee's responsibility; performance monitoring; technical support from corporate resources; non-author peer review of deliverables; and program management reviews. GBR employees have a disciplined approach, and are trained to: detect and eliminate problems early in the project lifecycle; clarify requirements definition; prepare of internal management documentation and defining feasible and useful deliverables.

Goldbelt Raven's specialists are trained to develop a clear vision of the client's requirements, and to utilize sound Quality Assurance practices. They have a holistic perspective, tactical expertise and perform accurately and to solve the most complex issues. Moreover, their proactive approach enables them to detect and resolve vulnerabilities before they become problems.

**QA System.** Personnel performing QA functions serve as independent entities using established Quality Assurance and Surveillance Plan (QASP) procedures, processes, inspections, and checklists. Our QA inspection system requires that metrics documentation and corrective actions are reported regularly, and are internally consistent and mutually supportive. Additionally, GBR's philosophy includes a belief that it should serve its employees as well as its customers. Thus, GBR has developed a comprehensive QA method that helps deliver a solution that meets or exceeds client's requirements. The key components of the QA System include:

- **Communication Plan**
  - **Establishment of Metrics**
  - **Unit Testing**
  - **Systems Testing**
  - **Functional Requirements**
  - **Technical Requirements**
  - **Procedural Documentation**
  - **Training**
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## VII. Business Practices & Client Relationships

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### Reliability · Commitment · Success

**Innovation.** The rapid pace of innovation continues to transform both the Federal and commercial sectors, and affects products, markets, and entire industry segments. This has required changes in the way organizations work, and has been a lynchpin for the development of business models across a wide variety of segments. New ways of how people work with others and interact with new technologies require both new approaches and innovative solutions to new and different demands. More than ever, an understanding of both the strategic picture and a detailed approach is required for designing and delivering successful solutions.

**Approach.** Goldbelt Raven's personnel think of traditional boundaries, acting on values and strategies, and endeavor to develop long-term relationships with their clients. Both their approach and GBR's corporate policies are driven by honesty, accountability and professional behavior. In becoming an integral part of GBR clients' initiatives, GBR's employees utilize a comprehensive methodology. This includes a detailed analysis to develop the correct vantage point needed to develop the best and most viable solution.

**Business Practices.** Goldbelt Raven's processes, systems and personnel are driven by a customer-centric vision, exemplified herein:

- **Understanding.** Understanding the customer's business and vision.
- **Benefits.** Work closely with clients to determine the impact to be achieved.
- **Flexibility.** Adapting approaches to the nuances of each client.
- **Adaptability.** Tailoring solutions to meet the unique requirements of each client.
- **Reliability.** Delivering on time and within budget.
- **Scheduling** Making every effort to work within the client's deadlines and schedules.
- **Collaboration.** Solving problems jointly in a truly collaborative effort.
- **Realism.** Producing concise plans that delineate practicable, real world points of action.
- **Confidentiality.** Maintaining confidentiality of private information.
- **Insight.** Providing an understanding of the latest technologies and solutions.
- **Prudence.** Affording the client the maximum cost savings attainable.
- **Risk Mitigation.** Minimizing risk and maximizing Return on Investments (ROI).
- **Non-invasiveness.** Working effectively with minimal operational disturbance.
- **Quality.** Providing only the highest possible quality in all solutions.
- **Honesty.** Disclosing fees in a clear and honest manner.
- **Performance.** Working within time constraints to perform to the best of our ability.

## VIII. Clients

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### **Dedication · Personalization · Trust**

**G**oldbelt Raven’s personnel understand the nuances of the government and military landscape, and service noteworthy organizations in these sectors. GBR’s employees leverage their experience and work ethic to provide a distinctive array of services across a spectrum of disciplines. In doing so, they strive to identify the best solution and tailor a best-of-breed solution. Their past performance demonstrates solid experience, expertise and a can-do attitude. A representative sample of current and recent clients includes:

- **U.S. Army Medical Research & Material Command**
- **Department of Homeland Security**
- **Directorate of Information Management**
- **National Institutes of Health**
- **U.S. Army Institute of Surgical Research**
- **Telemedicine and Advanced Technical Research Center**
- **U.S. Army Medical Institute of Infectious Diseases**
- **Chemical Biological Medical Systems**
- **U.S. Army Medical Information Technology Center**
- **NASA**

## IX. Partners

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### Capability · Collaboration · Service

Goldbelt Raven partners with an array of industry leaders to provide the best solutions, equipment and highest standards of service possible. At the same time, we assure that all technicians deployed are certified on a range of equipment, and understand the distinctions between types and makes of equipment, and their strengths and drawbacks. The broad range of our partners and vendors enables us to design the best solutions for our client's needs, to control costs and avoid unnecessary capital expenditures. Our strategic partners include:

- **Affymetrix**
- **Agilent Technologies**
- **Bruker**
- **GE Medical Systems**
- **Idaho Technologies**
- **Roche**
- **Steris**
- **ThermoFinnigan**

## X. Program Management, Planning & Forecasting

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### Leadership · Methodology · Implementation · Value

**Expertise.** Goldbelt Raven provides talented, experienced and responsible Program Managers who deliver projects on-time and within budget. Its program managers have years of experience in: planning, budgeting; scheduling; teaming; contractor selection; engineering; project monitoring; cost control and change management. They are dedicated to the disciplines of project management and performance measurement – especially Earned Value Management Systems. They take great pride in their best-efforts approach to managing clients’ programs. Moreover, GBR’s Program Managers all have PMP training.

**Management.** Goldbelt Raven’s experts join teams and lead them to success by advising, guiding, and coaching. They do not dictate, demand, or dominate. They know how to build strategic value and deliver solutions by applying benchmarks and a Best Practices to maximize value and minimize risk. GBR’s program managers understand business processes, and utilize proven methodologies to meet program goals on time and within budget. Their capabilities include:

- **Leadership.** Decades of experience and proven leadership skills.
- **Approach.** Proven techniques, benchmarking and Best Practices.
- **Objectivity.** Providing an unbiased point of view.
- **Accuracy.** A knowledge base and experience which are tailored to clients’ needs.
- **Perspective.** Understanding client’s imperatives from many vantage points.
- **Methodology.** Using a definitive methodology to ensure program success.
- **Clearances.** Possessing the clearances needed to access key information.

**Planning and Forecasting.** Goldbelt Raven’s expert planners apply proven business analytics to assess clients’ needs at the enterprise-wide level, and create, quantify, modify and track key indicators. They are able to garner the information needed to detect shifts in trends and in demand - so that the client can adjust and respond accordingly. These specialists can identify the impact of change on performance and develop a contingency plan for organization’s management. GBR’s strategic planners also have the time-tested experience to engage people from all departments to assure buy-in and transparency. The result is a confident forecast which enables clients to plan more accurately, and often with less working capital than anticipated. Planning and Forecasting are part of a complete end-to-end solution for budgeting, forecasting and reporting and also help clients achieve consistent operating performance during shifts in demand.

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## XI. Business Performance & Risk Management

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### Analysis · Planning · Implementation · Performance

**Capabilities.** Goldbelt Raven's business performance and Risk Management experts help organizations improve their business performance. They focus on addressing business performance management needs such as budgeting, consolidation, financial reporting, governance, risk and compliance and analytics. They apply proven techniques to develop better business processes and employee performance. They often accomplish this by automating and analyzing business metrics, processes and systems. In doing this, they identify and set benchmarks for risk reduction, and create a cooperative environment with a full understanding of "best in class" business processes.

**Business Performance.** Goldbelt Raven has a systematic, integrated approach which links enterprise strategy to core processes and activities. Its experts have the systematic strategic, technical, and management expertise to help clients improve performance, exceed their financial objectives, and attract and retain quality people. Their blend of academic and practical experience, and a careful, objective, and interactive approach enables them to integrate diverse perspectives and to develop competitively advantaged solutions. The focal points of GBR's Business Performance Program include, and are not limited to:

- **Requirements Analysis**
- **Enterprise Audit**
- **Objectives Definition**
- **Strategic Planning**
- **Risk Assessment**
- **Operations Analytics**
- **Financial Consolidation**
- **Budgeting & Forecasting**
- **Performance Indicators**
- **Plan Implementation**

**Risk Management.** Risk management has become a growing and vital discipline which addresses management, security, engineering, safety and other organizational imperatives. Risks can emanate from project failures, legal liabilities, accidents, natural causes and disasters – as well as deliberate attacks from an adversary. Goldbelt Raven's experts can identify and assess risks, and coordinate resources which minimize, monitor, and control the probability and/or impact of unfortunate events. GBR's Risk Mitigation Specialists apply reliable methodologies and risk management standards such as those of the National Institute of Science and Technology, actuarial societies and ISO standards. Their risk management approach includes:

- **Identification** and characterization of risks.
  - **Assessment** of the vulnerability of critical assets to specific threats.
  - **Identifying** ways to reduce those risks.
  - **Defining** a framework for the activity and an agenda for identification.
  - **Planning** for risk reduction measures based on a strategy.
  - **Mitigation** of risks using available resources.
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## XII. Earned Value Management

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### Assessment · Definition · Benchmarking · Execution

**Objectivity.** Goldbelt Raven's project managers utilize Earned Value Management (EVM) to combine measurements of scope, schedule, and cost in a single, objective integrated system. This enables them to objectively assess project and program performance. EVM improves the definition of project scope, prevent scope creep and keep the project team focused on achieving progress. From small to large projects, GBR's program managers know how to forecast cost performance (over budget or under budget) and schedule performance (behind schedule or ahead of schedule). Thus, EVM is a significant part of project management and cost engineering.

**Effectiveness.** Earned Value Management helps ensure on-budget, on-time execution. It also facilitates the development of improved processes to help manage, track, and prioritize scope of work changes. GBR's belief is that the value chain for managing projects is more than analytics, systems and technologies. The relationships between team members and a commitment to a common purpose must be clearly communicated and understood. Thus, GBR's consultants focus on improving personal, departmental and team performance by merging skill sets with the proven processes of EVM.

**Applicability.** Goldbelt Raven's consultants have interdisciplinary capabilities in problem solving, management, and technology to provide true value. They have a systematic approach, an aptitude for problem solving, knowledge of new technologies and an understanding of how people work together. Their experience in utilizing EVM is especially needed for managing large and complex projects, which require more elaborate business processes. For large projects, it is also imperative to identify risks as they appear, and also to enable accounting control over the project level and project manager control over the task levels. EVM is therefore a critical tool to help avoid cost overruns and to ensure delivery as scheduled.

**Success.** Goldbelt Raven's expert consultants implement EVM to address a number of management imperatives, such as:

- **Reviewing** historical project results for future planning.
- **Estimating** opportunity value to improve forecasting.
- **Lowering** project management costs.
- **Standardizing** management processes which enforce quality.
- **Prioritizing** projects and resources to meet business needs.
- **Developing** a process for project review and approval.

### XIII. Biomedical & Clinical R&D

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#### Knowledge · Experience · Insight · Excellence

**Knowledge.** Goldbelt Raven's Research and Development specialists have an in-depth understanding of all the issues which are salient to biomedical and clinical research and development. They understand the latest industry trends in clinical operations, data acquisition and management, compliance and safety. They also possess a broad and deep knowledge base in the clinical trials process, life science support and the many other variables of the research and development process. Their experience includes programs which were comprised of individual studies, consultations, product evaluations, regulatory submission critiques and developmental assistance on every level of most every medical and clinical initiative. Furthermore, all of GBR's specialists are required to make a firm commitment to a set of guiding principles to which all must adhere.

**Assessment.** Goldbelt Raven's specialists understand people and how they work with systems. This critical capability is employed during an analysis of needs, and determining how and in what way GBR can provide the support needed for its clients' research and development programs. GBR also assists in helping its clients to develop or augment their internal operational and human capabilities. GBR's R&D specialists take on a proactive approach to the discovery process, and develop hands-on knowledge of the client's goals, systems and personnel from scientific, medical and regulatory vantage points.

**Spectrum of Capabilities.** Goldbelt Raven's biomedical and clinical research and development team offers a spectrum of services to support an array of needs. Its R&D specialists have interacted and partnered with numerous research and development staffs to deliver the correct solutions for the project at hand. Each and every day, we strive to become better and what we do – and to be your partners in developing a superior protocol design and research program. Whether it is for protocol development, Quality Assurance Design or for full lifecycle services, GBR's professionals offer the best solutions for biopharmaceutical and biotechnological research and development. GBR's capabilities in this area include and are not limited to:

- **Strategy**
- **Design**
- **Development Plan**
- **Protocol Development**
- **Startup**
- **Project Management**
- **Site Management**
- **Data Management**
- **Drug Safety**
- **Biostatistics**
- **Quality Assurance**
- **Regulatory Compliance**
- **Operations Support**
- **Laboratory Staffing**

## XIV. R&D Lab and Program Management

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### Innovation · Specialization · Support · Assurance

**Full Lifecycle Support.** Goldbelt Raven’s Research and Development professionals have a wealth of experience in managing life science research and clinical trials across the full lifecycle of the R&D process. This includes design, budgeting, Quality Assurance, implementation, and preclinical and clinical trials support. We are especially proud of our involvement with our military customers. As an example, GBR has provided biomedical, life science and clinical research support services to the US Army Medical Institute of Infectious Diseases at Ft. Detrick, the Army Medical Command in Ft. Sam Houston, and the Chemical Biological Medical Systems Program Management Office.

**Tactical Skills.** Goldbelt Raven’s R&D experts have the experience, a strategic vantage point and also the tactical expertise needed for a successful R&D, preclinical or clinical trials program. As an example, they are adept in the application of information technology to streamline the clinical trial process, including systems that link clinical data management systems with personnel. GBR also has a network of proven physicians, investigators and research centers worldwide with extensive experience in the conduct of clinical trials. GBR can also provide experienced laboratory staff, workflow management, operations support, expertise to assure regulatory compliance and other components for the full lifecycle needs of its clients.

**Fiduciary.** Goldbelt Raven’s history of excellence is understanding and solving complex issues and has earned the company a reputation as a trusted partner. GBR has provided operations support for a number of Biocontainment laboratories, and has continually delivered on numerous and mission-critical Biosurety, Biosafety and Biosecurity needs. Also, its R&D compliance specialists have the experience and demeanor to solve the most compliance issues, such as HIPPA compliance of clinical programs and data policy with respect to the HIPAA Privacy Rule created in 1996.

**Specialized Support.** Goldbelt Raven’s also has a range of specialized support capabilities. It can supply IT services and solutions for hardware, software and maintenance, and Biosurety Operations Support for Biocontainment laboratories. When necessary, GBR can provide experts who have the clearances needed for top-secret projects. Goldbelt Raven’s specialized support capabilities include, and are not limited to:

- **Workflow Management**
- **HIPPA Compliance**
- **Database Management**
- **Onsite Monitoring**
- **IT Support**
- **Data Review**
- **Biosurety & Life Sciences Support**
- **Access Control**

## XV. Biomedical Staffing and Recruitment

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### Competence · Focus · Dedication · Quality

**Definitive Needs.** Goldbelt Raven has provided clinical research professionals on an ongoing basis and has a thorough understanding of the clinical research environment. Its staffing specialists spend the time to fully understand their clients' position requirements, skills sets needed and the organizational culture. In today's dynamic business climate, many organizations are looking at alternative solutions for their scientific or technical support staffing needs. A short- or medium-term project may require a high-level scientist yet hiring one on a permanent basis would be cost-inefficient. They may also lack the internal expertise which is needed because of nuances of special projects.

**Focus.** Goldbelt Raven's clinical staffing specialists have been on the forefront and understand the changing dynamics of healthcare and clinical research for the 21st Century. They guarantee the highest level of quality and satisfaction to all of GBR's clients. GBR has provided pre-clinical and scientific staffing services to companies that employ laboratory and scientific professionals in a wide variety of industries. This includes pharmaceutical, biotechnology, cosmetics, food science, environmental science, textile science, healthcare (hospitals), academic institutions and manufacturing.

**Dedication.** Goldbelt Raven's recruiting process includes insightful candidate screening, in-depth interviews, and a thorough credentials verification program. The entire recruitment process and highly selective recruitment criteria are designed to deliver only the best talent and focused expertise available. The staffing team also takes the time to understand each client's unique initiatives, time frame, and budgetary and project benchmarks. Moreover, GBR's management philosophy includes providing a high Quality of Work Life and an excellent compensation package. GBR's staffing professionals also hire only those who possess a positive demeanor and who work well with teams, because attitude is critical to a project's success.

**Quality.** Goldbelt Raven's staffing consultants have provided specialized expertise for a spectrum of clients and a range of initiatives. They are also dedicated to maintaining quality during the term of the service period, through frequent and meaningful communication. GBR provides full- and part-time staff sourcing contracts for a range of needs, including and not limited to:

- **Laboratory Technicians**
  - **Medical Doctors**
  - **Medical Laboratory Technologist**
  - **Veterinarians**
  - **Biologists**
  - **Biochemists**
  - **Scientists**
  - **Nurses**
  - **Quality Control Associate**
  - **Quality Assurance Associate**
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## XVI. IT Program Management

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### Leadership · Expertise · Implementation · Support

**Competence.** Goldbelt Raven's IT Program Management professionals possess a substantial body of experience which supports the discipline of program management. They possess the correct subject matter expertise and also a broad knowledge base of IT Program Management. They understand the subtle nuances of legacy systems, the challenges of software and hardware integration and the many other issues which are critical to deliver performance improvement. GBR's IT Program Managers also utilize a proven methodology to steer projects in the right direction and keep them on track. Moreover, they also understand how humans interact with technologies and systems. They are systematic, experiences, responsible and possess the leadership qualities and oversight requirements which are needed for outstanding IT Program Management.

**Certification.** Goldbelt Raven's Project Managers are all PMP trained, and utilize their training and systematic approach by applying a rigorous, standardized and evolving set of project management principles as contained in PMI's PMBOK. GBR's methodologies are systematic and proven in providing clients with rapid, accurate, non-invasive IT Program Management throughout the increasingly complex management and deployment process. Moreover, they understand how people interact with systems and technologies, as well as the need for ongoing maintenance & training requirements which are endemic a successful program.

**Strategic Value.** Goldbelt Raven's Program Managers build strategic value by applying benchmarks and a Best Practices approach to maximize value and minimize risk. GBR's program managers understand business processes, and utilize proven methodologies to meet program goals on time and within budget. Their capabilities include a broad, deep and growing knowledge of each component of the GBR Integrated IT Program Management initiatives, seen here:

#### GBR Integrated IT Program Management

- Environmental Analysis
- Project Goals
- Project Planning
- Timelines
- IT Imperatives
- Cost Controls
- Benchmarking
- Quality Assurance
- Human Resources
- Infrastructure
- Communications
- Strategic Risk
- Financial Risk
- Operational Controls
- Administration
- Procurement

## XVII. Enterprise Service Desk

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### Approach · Structure · People · Systems

**Concept.** Enterprise Service Desk (ESD) is often both a support strategy and a vision. It can often dictate an organizational structure that is built from the ground up, structured to meet business goals and objectives. An ESD must be cost-effective, with easy-to-use tools and well-defined processes that are mapped, integrated and automated for effective and efficient support delivery. GBR's ESD specialists accomplish this through an integrated approach that brings together a variety of disciplines and components together at the same time. A successful ESD integrates people, best practices and tools that can automate workflow. A well-managed ESD is critical to customer satisfaction, and can increase employee productivity and reduce costs.

**Definitive Need.** Maintaining an ESD has become more complex, with the introduction of new technologies and applications designed to deliver greater computing and communication capability. Many of today's enterprise service desks are plagued by high turnover, a lack of broad training, poor process and tracking procedures and insufficient tools. With an investment in proper tools, processes, training, and backing by a strong IT governance structure, the enterprise service desk can help realize the full productivity potential of the organization and its user ways.

**Solution.** Goldbelt Raven's experts help their clients to optimize expenditures, define and implement reporting metrics and increase the overall performance and efficiency of the Enterprise Service Desk. Goldbelt Raven can also provide 24/7/365 service desk support (Levels I and II) year round (to include weekends and holidays). GBR's Enterprise Service Desk specialists can address a range of needs, and provide a best practices approach which lies at the intersection of strategy to enable organizations to:

- **Optimize Processes**
- **Improve Efficiency**
- **Reduce Risk**
- **Optimize Expenditures**
- **Improve Responsiveness**
- **Increase Retention Rates**

## XVIII. Network Design and Engineering

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### Analysis · Design · Implementation · Management

**Well-defined Need.** Goldbelt Raven's network engineers have the experience needed to merge swiftly evolving technologies with legacy systems, address security issues and bridge the interdependencies between technology and business processes. A network is now a strategic tool and a vital part of business models. GBR's expert can analyze an existing network's performance, architect and deploy systems, develop a management plan and improve security in a cost-effective way:

- **Network Design**
- **Network Documentation**
- **Network Analyses**
- **Network Maintenance Plans**
- **Security Assessments**
- **Business Continuity**

**Design.** Goldbelt Raven's network engineers develop high-performance, integrated and high-value systems that create decisive advantages for their client's communication and information management needs. Network design is performed with an eye to the existing architecture, operating systems, hardware, software and configurations, and also an understanding of policies, procedures and how employees collaborate. With a keen eye to cost controls and budgetary constraints, they often are able to utilize some of the existing equipment and help clients to avoiding unnecessary expenditures.

**Implementation.** Goldbelt Raven's network engineers provide clients with rapid, accurate, non-invasive technology implementations throughout the increasingly complex technology deployment process. They have the credentials, training and experience to tackle the most complex tasks in implementing firewalls, intrusion detection devices, VPNs, wireless and advanced authentication systems. Moreover, they know how to integrate networks with the clients' business processes and save time and money in doing so. Goldbelt Raven's certified trainers provide a smooth transition to new applications and platforms, and delineate all procedures needed for the client to effectively utilize the network.

**Analytics.** A comprehensive array of performance analysis tools helps assess current needs and design optimum solutions for a variety of initiatives. Services include: testing and analysis of congestion, remote communications configurations, software revisions, updates and patches, and equipment rotation plans. GBR experts can also determine the adequacy of security measures and security deficiencies through an independent vulnerability assessment; this may then be used to help develop security policies and procedures. They can also assist with contingency planning, and can develop policies and procedures, back-up policies and verifications, virus protection, and hot site programs.

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## XIX. IT Support & Managed Services

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### Administration · Maintenance · Management · Performance

**Managed Services.** Goldbelt Raven’s experts can also help clients to design and execute an array of IT Support and Managed Services, which they tailor to each client’s specialized requirements and performance initiatives. They can also help plan for substantial equipment upgraded, and protect their clients against costly systems failures. We’ll keep you up and running with outstanding service, a must-do attitude and technological know-how.

**Maintenance Plans.** Goldbelt Raven’s consultants can also design flexible service contracts which provide proactive tests on networks, servers, and other equipment to ensure efficient performance and avert costly systems failures. The Service Level Agreements (SLAs) are tailored to the support each customer needs to assure outstanding network performance by detecting small problems before they become full-blown disasters.

Goldbelt Raven’s Network Engineers have significant experience needed to design and deliver the correct and cost-effective IT Managed Services that their clients demand. This includes and is not limited to:

- **Desktop Support.** Providing the expertise to support a wide range of operating systems, application software and network protocols.
- **Systems Administration.** Monitoring and managing a variety of processes, such as performing backups, setting up new hardware and software and other salient tasks.
- **Network Monitoring.** Preventing network and systems failure by identifying potential problem areas before they actually become incidents.
- **Network Maintenance.** Designing maintenance plans to fit specific needs, providing you with support and guaranteed onsite response within a specified time frame.
- **Managed Security.** Managing security solutions which have become a critical no-fail business imperative. GBR’s engineers have expertise in firewalls, authentication, packet inspection and filtering, intrusion detection and reporting and more.
- **Managed VPN.** Designing this for enterprises employing remote users, a managed VPN increases flexibility. A managed VPN also has significant cost –savings.
- **Specialty IT Managed Services.** GBR can build managed services from the ground up for a variety of its client’s needs.

## XX. Web and Data Center

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### **Innovation · Capability · Reliability · Performance**

**Approach.** Using a comprehensive, multi-discipline approach, Goldbelt Raven's web specialists have the expertise to meet Web Design, Intranet and Hosting challenges from concept to implementation. They understand how employees interact with one another, how supply chain members collaborate, how customers research and purchase products and services, and how partners and competitors can work together symbiotically. They also set achievable goals and implement strategies to achieve superior results by meeting pre-defined performance criteria. The keys to successful web site design and deployment are an understanding of:

- **How customers purchase products**
- **The interactions between employees**
- **The dynamics of workplace teams**
- **The need for supply chain members to collaborate**
- **How partners and competitors work together**

**Proficiency.** Goldbelt Raven has the integrated expertise to design Web Sites and Intranets which meet pre-determined performance criteria. GBR's web developers have an eye to the human interface as well as the required functionality the client needs. Also, GBR's web programmers can integrate databases and develop a variety of customized applications. They utilize an iterative development and design process and utilize a variety of techniques to convey information quickly and effectively. Moreover, GBR's web design experts can they create a design that is both congruent with the clients' business imperatives, and one that succeed on a variety of platforms.

**Hosting.** The needs of the federal government and the military add a new dimension of complexity to any hosted solution. GBR's solutions in these areas typically involve working closely with Systems Integrators and co-delivering services with multiple partners, making management networks and remote access even more key than with other solutions. More than ever, it is critical to provide hosting solutions which are reliable, cost effective and tailored to the unique requirements of GBR's clients.

**Performance.** GBR's technicians have the experience and work ethic to design a solution which has the reliability, scalability, superior connectivity and mission-critical support its clients' demands. GBR can provide these clients with the security and support needed to can protect sensitive data and avoid crippling downtime. GBR's experts can also design web sites and hosting solutions which supply their clients with the fully redundant power, network availability and with the security needed to work with clients, partners and vendors.

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## XXI. Procurement Analysis & Support

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### Analytics · Processes · Procedures · Advantages

**Business Processes.** Goldbelt Raven’s procurement experts fully understand that acquisition and procurement strategies have become increasingly more critical to the missions of Federal agencies and their day to day operations. They can help clients manage the suppliers’ performance and also create the processes and procedures which are needed for step-by-step management of a client’s supply chain. Since the performance of suppliers will reflect on the performance of the project team, it is critical for manage suppliers performance deliver as expected.

**Analytics.** Goldbelt Raven understands that analytics and reporting solutions can have a strong impact on the success of many enterprises and organizations. GBR’s suite of Procurement Analytics services helps both Federal and military clients to reduce duplicate orders, consolidate vendors and speed the procurement process. Goldbelt Raven’s consultants have devised processes and procedures to report on things such as complete and timely deliveries, quality of materials, and time and effort (i.e. cost) to resolution on problematic orders.

**T**his enables GBR’s clients to reduce inventory levels and get a firmer grip on the price / value equation to determine vendor performance. Moreover, this can become a part of an enterprise-wide system to enable multiple departments to have a hands-on and fundamental understanding of material levels, surpluses and other components of the supply chain.

**Full Lifecycle.** Goldbelt Raven’s procurement analysts have over thirty years of acquisition and logistics experience. They work with over 500 registered vendors in GBR’s database and help: identify supplier contact milestones; review supplier performance, and identify and solve supplier performance issues. The core components of GBR’s Procurement Analysis and Support Services:

- **Multi-agency GSA Schedules**
- **Sole Source Contracting Ability**
- **EVMS Management**
- **Acquisition & Budget Analysis**
- **Engineering/ Testing**
- **Lean 6 Sigma Training & Support**

**Competitive Advantage.** Goldbelt Raven has the advantage of sole source contracting, which limits Full and Open Competition (FOC), eliminating comparison against other prospective providers. Moreover, GBR has been listed on multiple GSA schedules which cover virtually all industries. Together, these afford GBR a multitude of competitive advantages such as: a shortened acquisition process; reduced decision cycle, i.e. time required to award contracts; lowered administrative costs, and improved delivery of products and services.

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## XXII. Lean6Sigma & EVSM Training

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### Focus · Tools · Performance · Value

**Focus.** Goldbelt Raven's corporate and government sector trainers utilize the Lean 6 Sigma System which is currently used by thousands of corporate and government based managers and employees. This powerful management system focuses on improving enterprise performance, productivity and financial results. The primary areas of focus are:

- **Delivering Outstanding Customer Care**
- **Creating Bona Fide Value**
- **Managing The Total Customer Experience**
- **Turning Customers Into Advocates**

**Results.** Goldbelt Raven's trainers utilize the Lean 6 Sigma process to develop a business system that increases customer loyalty and delivers sustainable results which are stable and predictable. They focus on helping GBR's clients to achieve sustained quality improvement, significant financial returns and to get a commitment to this from the entire organization, particularly from top-level management.

**Earned Value Management.** Goldbelt Raven utilizes EVM to help clients prevent scope creep and keep project teams focused. In doing so, they help establish accounting control over the projects and also project manager control over the task levels. This helps GBR's clients to avoid excessive capital expenditures and project cost overruns, and to ensure on-time delivery. EVM specialists take great care in understanding their clients' unique needs and fundamental management imperatives.

**G**oldbelt Raven's EVM training enables its clients to allow visibility into technical, cost and schedule planning and progress for projects. EVM can be used by the client to ensure that contractors to use effective internal cost and schedule management control systems. EVM has been used successfully by GBR's clients to enable them to:

- **Improve Work Processes**
  - **Identify and Manage Risk**
  - **Ensure Accountability**
  - **Achieve Enterprise-wide Improvement**
  - **Frame Procurement & Acquisition Policy**
  - **Integrate Procurement and Project Management**
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## XXIII. Strategic Advisory

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### Change · Challenge · Leadership · Excellence

**Need.** Goldbelt Raven provides one-on-one advisory service which offers innovative and realistic strategic advice to help clients cope with today's breakneck speed of change. This will enable leaders of government enterprises to understand the dramatic impact of these changes on implement business strategy, servicing customers and building value for the end-user. State-of-the-art operations and technology processes, new leadership paradigms and variety of success keys are discussed to enable today's leaders become the cornerstone of powerful new business models.

This can include formal, written and informal engagements on a variety of issues, which focus on solving the unique challenges GBR's clients face. GBR's executive advisory services provide valuable and pragmatic advice to help executives make solid business decisions that help them excel. Presently, GBR offers these focused programs:

#### Strategic Executive Leadership

Goldbelt Raven's Executive Advisors and Subject Matter Experts (SMEs) provide an interdisciplinary and realistic approach to productivity improvement, innovation, growth management, acquisitions, and business restructuring. They help executives to anticipate their needs, make sound technology decisions and develop the human, financial, marketing and technological resources they need to excel. Our one-on-one program enables executives to:

- **Assess Their Needs**
- **Design Effective Strategies**
- **Clarify Goals**
- **Build Value**

#### Business Transformation Management

Goldbelt Raven's Transformation Management Advisors address the strategic, systemic, human resource, technology and other components which must be quickly realigned due to dramatic internal and external changes themselves. They have the requisite interdisciplinary and functional approach to Business Transformation Management, and often become their clients' trusted confidants.

#### Data Mining

The Goldbelt Raven Strategic Advisors have a new and specialized niche consulting area – data mining and it's utilization as a tactical tool to create a strategic advantage. More than ever, data mining software is recognized as a highly effective tool for analyzing data from many different dimensions or angles, categorize it, and summarize the relationships identified. GBR's advisors help clients understand how to verify, validate and interpret data, and develop the leading-edge business intelligence required in today's complex world.

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