

TTC, Inc. Customer Service Portfolio

Service Category	1.0 Service Delivery			
Service Name	1.1 Technical Support	1.2 Engineering Support	1.3 Software Development	1.4 Program Management
Service Status	Deployed	Deployed	Deployed	Deployed
Service Owner	Service owner dependent on specific contract award			
Compaby POC	Sheri Robinson / Ray Turner / Patrick Minney			
E-mail	sheri.robinson@ttcin.com / ray.turner@ttcin.com / patrick.minney@ttcin.com			
Service Description	Professional management and operation of clients' computer systems and/or data processing facilities. Support in planning and designing computer systems that integrate computer hardware, software, security, and communication technologies per contractual requirements	Professional engineering support applying engineering principles in design, development, and utilization. Applications may involve professional advice, preparation of feasibility studies, preparation of plans, and other related services per contractual requirements.	Professional software engineering design, development, enhancement, integration, testing, deployment, and support per contractual requirements, including Embedded and Application Software Engineering along with DevSecOps, Agile and CMMI process support capabilities.	Project Management for technical implementations per PMP standards. Operating advice and assistance on administrative management issues
Customers				
External	Federal Agencies	Federal Agencies	Federal Agencies	Federal Agencies
Internal	None	None	None	None

Offerings / Packages	Configuration Management, Audio Visual Implementation Mgt, Network Engineering, System Administration, DevOps, DevSecOps Services and Application Mannagement, Planning and designing computer systems, Help Desk Support, Cybersecurity (NIST/RMF)	Professional consultation Feasibility study Network designs Engineering Plans	Application and/or Embedded Software Engineering: Design, Development, Test, Requirements Development and Analysis, Scaled Agile and CMMI process framework support, Software Configuration Management, Secure Programming, EXtreme Programming, Test/Behavioral Driven Development (TDD/BDD), Model and Design Pattern Use, Web/Mobile Application Development, User Experience, Artificial Intelligence, DevOps, DevSecOps Continuous Integration (CI) and Continuous Deployment (CD) pipeline Integration/Automation	Professional Consultation Technical project management Administrative management Project planning and scheduling Financial planning and budgeting Asset management Records management Strategic and organizational planning Business process improvement
Service Request Methods	RFP, RFQ, SOW, contracts, contract mods, Task Order	RFP, RFQ, SOW, contracts, contract mods, Task Order	RFP, RFQ, SOW, contracts, contract mods, Task Order	RFP, RFQ, SOW, contracts, contract mods, Task Order
Service Finances				
Funding Sources	Federal contracting offices, prime vendors	Federal contracting offices, prime vendors	Federal contracting offices, prime vendors	Federal contracting offices, prime vendors
Cost Recovery	Costs included in CLIN structure of awarded contract reflect G&A, overhead, and labor category rates	Costs included in CLIN structure of awarded contract reflect G&A, overhead, and labor category rates	Costs included in CLIN structure of awarded contract reflect G&A, overhead, and labor category rates	Costs included in CLIN structure of awarded contract reflect G&A, overhead, and labor category rates
Service Changes				
Proposed	None	None	None	None
In-Process	None	None	None	None

Configuration Item Description	
Service Category	1.0 Service Delivery
Service Name	1.1 Technical Support
Service Status	Deployed
Service Owner	
Name	Sheri Robinson / Ray Turner / Patrick Minney
E-mail	sheri.robinson@ttcin.com / ray.turner@ttcin.com / patrick.minney@ttcin.com

Service Components

Key Service Processes/Activities				
Process / Activity	Description	Inputs	Outputs	Controls
Operations and Sustainment	Ongoing maintenance and continous improvement of applications or systems	Privileged accounts to application or system	General administration, patching, and other general maintenance	Program/Operations Manager approval
Computer Systems Planning and Design	Gather and review requiriements from Customers. Develop designs, review and refine with customers.	Customer Requirements SME Inputs standard process	Designs Design Reviews Customer Approvals	Customer Approvals design approvals
Hardware & Software Integration	Gather and review requiriements from Customers. Develop designs, review with customers.	Customer Requirements SME Inputs standard process	Designs Design Reviews Customer Approvals	Customer Approvals design approvals
Configuration Management	Define and/or review existing configuration management plan, Implement/support configuration plan, define configuration items. Manage configurations	Customer Requirements SME Inputs standard process	Designs Design Reviews Customer Approvals	Customer Approvals design approvals
Network Engineering	Define and/or review network requirements, develop Network design, Implement Network design, manage Network	Customer Requirements SME Inputs	Designs Design Reviews Customer Approvals	Customer Approvals design approvals
System Administration	Define and/or review system requirements, develop system design, Implement system design, manage system	Customer Requirements SME Inputs	Designs Design Reviews Customer Approvals	Customer Approvals design approvals
DevOps and DevSecOps	Implement and Support DevOps and DevSecOps services used to enable Continuous Integration (CI) and Continuous Deployment (CD) Pipelines and any required dashboard, development, CM, collaboration and visualization toolsets (May allow Development and Test Engineers to separately automate pipeline staging - i.e. this service involves the system administration and provisioning more than software engineering pipeline creation.)	Customer Requirements SME Inputs	Designs Design Reviews Solution Integration for Customer/User Community Customer Approvals	Customer Approvals design approvals

Help Desk Support	Define and/or review help desk requirements, develop help desk design, Implement help desk design, manage help desk support	Customer Requirements SME Inputs	Designs Design Reviews Customer Approvals	Customer Approvals design approvals
Cyber Security	Define and/or review system monitoring requirements, develop system monitoring methodology, Implement system monitoring methodology, Collects, analyzes, and signals health status of applications or systems	Customer Requirements SME Inputs	Designs Design Reviews Customer Approvals	Customer Approvals design approvals

Information Resources	
Description	Purpose
Client information repositories, libraries. (This will vary by client)	Client processes and procedures (knowledge necessary to operate in client environments using client provided applications/tools} system requirements Client Topology - Knowledge of supported network architecture or technical environment
Client network access	Access to network equipment and resources
Contract	Service delivery requirements

Human Resources	
Roles / Positions	Competencies
Cloud Senior Systems Engineer/Database Administrator	Technical knowledge of applications, databases, and operational environments related to Cloud technologies
Subject Matter Expert-Cloud	Expert level technical knowledge of applications and operational environments related to Cloud technologies
Senior Systems Engineer/Database Administrator	Technical knowledge of applications, databases, and operational environments
Subject Matter Expert	Expert level technical knowledge of applications and operational environments
DevOps/DevSecOps Engineer	DevOps and DevSecOps Toolsets and the administration thereof, solution design and integration experts

Technology Resources	
Description	Purpose
Workstations	Access to systems and data related to the project
MS Office suite	Business software suite to prepare presentations and documentation
Monitoring Software	Software used for eventing and alerting on health of application or system
Application License Procurements/Maintenance/Deployment	Track and Deploy Procured Application Licenses for customer designed solutions

Key Suppliers	
Supplier	Product/Service
Government	Workstations
Government	Necessary licenses (such as MS Office)
IT	Business applications and IT support
HR	Recruiting and hiring
Operations	Contract Management / Finance
Software License Procurements/Maintenance	Customer or Contractual Procurements Management

Configuration Item Description	
Service Category	1.0 Service Delivery
Service Name	1.2 Engineering Support
Service Status	Deployed
Service Owner	
Name	Sheri Robinson / Ray Turner / Patrick Minney
E-mail	sheri.robinson@ttcin.com / ray.turner@ttcin.com / patrick.minney@ttcin.com

Service Components

Key Service Processes/Activities				
Process / Activity	Description	Inputs	Outputs	Controls
Professional consultation	Professional on and off site engineering support applying engineering principles in design, development, and utilization	Customer Initiatives Requirements Timeline Identify labor category Stakeholder identification	Requirements review Design Schedule Stakeholder clarification	Customer approval
Solution Architecture	Design of all aspects of the solution to include networking infrastructure, server infrastructure, and cloud services	Customer Requirements	High-Level Architecture Document, Detailed Architecture Document	Customer Approval
Network designs	Define/review network requirements Develop network design Implement network design	Customer requirements	Engineering plan	Design reviews Customer approval
Enterprise Infrastructure Design	Define/review infrastructure requirements Develop design Implement infrastructure	Customer requirements	Engineering plan	Design reviews Customer approval
Feasibility studies	Work with subject matter experts and identify target audience’s needs and requirements Evaluate the project's potential for success Conduct market research to determine market for the finished product Determine cost for requirement	Requirements Research results Cost	Report	Customer approval

Engineering Plans	Configurations: software and hardware BOM Cost: materials and labor Schedule: Implementation with planned outages	Design requirements	Network implementation Enhanced Network	Customer approval
Training				

Information Resources	
Description	Purpose
Client information repositories, libraries. (This will vary by client)	Client processes and procedures (knowledge necessary to operate in client environments using client provided applications/tools} system requirements Client Topology - Knowledge of supported network architecture or technical environment Customer Cost Data - Used to determine where the customer is spending the most on cloud services
Client network access	Access to network equipment and resources
Contract	Client requirements

Human Resources	
Roles / Positions	Competencies
Subject Matter Expert-Cloud	Expert level technical knowledge of applications and operational environments related to Cloud technologies
Subject Matter Expert	Expert level technical knowledge of applications and operational environments

Technology Resources	
Description	Purpose
Workstations	Access to systems and data related to the project
MS Office suite	Business software suite to prepare presentations and documentation
Client network applications	applications/tools used to develop and implement approved designs

Key Suppliers	
Supplier	Product/Service
Government	Workstations
Government	Necessary licenses (such as MS Office)
IT	Business applications and IT support
HR	Recruiting and hiring
Operations	Contract Management / Finance

Configuration Item Description	
Service Category	1.0 Service Delivery
Service Name	1.3 Software Development
Service Status	Deployed
Service Owner	
Name	Sheri Robinson / Ray Turner / Patrick Minney
E-mail	sheri.robinson@ttcin.com / ray.turner@ttcin.com / patrick.minney@ttcin.com

Service Components

Key Service Processes/Activities				
Process / Activity	Description	Inputs	Outputs	Controls
Requirements Generation	Creation or facilitated creation of functional and derived technical requirements	Customer expectation	System Requirements Requirements Review	Customer Approval
System Engineering	Design, integrate, and manage systems to meet requirements	Customer requirements	System document or report Design Reviews	Customer Approval
Software Development	Design and create software to meet requirements	Customer requirements	Software	Customer Approval
Integration	Integrate various engineered components into a workable system to meet requirements	Customer requirements	System product	Customer Approval
Test	Verifies technical solution meets requirements, acceptance criteria, and documentation of test scenarios and steps, reporting test results	Release candidate	Test Results Test Report	Customer Approval
Defect Tracking	Identify design or development defects, triage and prioritize defects, resolve defects based on severity	Test results	Resolved defects Regression testing and results	Customer Approval
Inspect & Adapt Event	Review performance metrics and solution progress and conduct open discussion with customer to identify and quantify program improvement efforts.	Lessons learned from team members and stakeholders	Process improvements for next development cycle	Release Train Engineer Facilitates
Training	Demonstrate/Train Customer User Community new/modified solution implementations	Feature Implementation Usage Documentation and Requirements as Implemented in Development and as Verified in Test	Training Demonstration Sessions and Documentation	Customer Approval

DevOps/DevSecOps	Provide automated CI/CD pipeline implementations	Customer/Solution Requirements	CI/CD Pipeline Implementation and/or Dashboards Deployed	Customer Approval
------------------	--	--------------------------------	--	-------------------

Information Resources	
Description	Purpose
Client information repositories, libraries. (This will vary by client)	Client SDLC processes and procedures (knowledge necessary to operate in client environments using client provided applications/tools} system requirements, product and sprint backlog containing user stories defining development tasks, testing, or bugs
Contract	service delivery requirements
Source Code Repository Software	Suite of tools for managing software code (ex. BitBucket, Git, GitLab, SVN, ClearCase, etc...)
Requirements Documentation (and Traceability Matrix, Project/Portfolio Backlog and any Dashboard and Tracking associated	Track Customer/Stakeholder Defined Requirements and/or User Stories
Test Plans, Scripts, Procedures, Reports	Quality Assurance and Control (QA/QC) Documentation
Change/Defect Management	Defect/Enhancement and Change Tracking Database
CI/CD Pipeline and Dashboards	Information Radiators and CI/CD Pipeline Implementation so that stakeholders can track Software Solution Progress and Promotion Stage Maturity

Human Resources	
Roles / Positions	Competencies
Cloud/AI Developer	A software developer who specializes in develop of software that runs on cloud native and/or Artificial Intelligence (Machine Learning) technologies or cloud hosted platforms.
Business Analytics Developer	A software developer who specializes in business intelligence and anaytics software.
Product Owner	Knowledge of the system under development and prioritization of stories in backlog
Scrum Master	Scrum Master Training (CSM) (SAFe)
Embedded Software Engineer	Variety of RealTime Operating System tools, languages and practices specifically geared to provide embedded software applications and interfaces.
Full Stack Developer	A software developer specializing in Web and Mobile Applications.

Software Engineer/Computer Scientist	Application/Platform Developer capable of working in platform-based development frameworks, practices and languages.
Solution/System Architect	This would be a highly experienced individual which can envision, deisgn and guide the big picture for a customer's enterprise, solution and/or system architecture. Architects are also mentors and process champions for engineering teams they support.
Software Test Engineer	This would be a QA/QC Software Test Engineer who would verify software requirements and/or user stories meet acceptance criteria and report defects and recommended enhancements.
DevOps/DevSecOps Engineer	This would be a DevOps/DevSecOps CI/CD Pipeline engineer who supports the Development processes in adhering to any/all promotion stage automation requiring development-specific insight and controls.

Technology Resources	
Description	Purpose
Workstations	Access to systems and data related to the project
MS Office suite	Business software suite to prepare presentations and documentation
Software Development and Collaboration Tools	Software to used for bug tracking, issue tracking, Integrated Development Environments (IDEs), Deployment, Testing, and project management of solutions (could include Agile/DevOps/DevSecOps software development.)

Key Suppliers	
Supplier	Product/Service
Government	Workstations
Government	Necessary licenses (such as MS Office)
IT	Business applications and IT support
HR	Recruiting and hiring
Operations	Contract Management / Finance

Configuration Item Description	
Service Category	1.0 Service Delivery
Service Name	1.4 Program Management
Service Status	Deployed
Service Owner	
Name	Sheri Robinson / Ray Turner / Patrick Minney
E-mail	sheri.robinson@ttcin.com / ray.turner@ttcin.com / patrick.minney@ttcin.com

Service Components

Key Service Processes/Activities				
Process / Activity	Description	Inputs	Outputs	Controls
Project Initiation	Define project at a broad level Review business case	business needs (requirements), stakeholders, and the business case.	project charter or a project initiation document (PID)	Government Approval
Project Planning	Determine project goals Define project scope identify cost, quality, available resources, and a realistic timetable Performance measures (KPIs) Identify project risks	Task list, task durations, key event dates (milestones), resource requirements, stakeholders, listing of all project risks, mitigations, and status	Scope statement WBS Project Management Plan Communication Plan Project Schedule Project Budget Roles and responsibilities Risk Management Plan Risk Register	Government Approval
Project Execution	Develop Team, assign resources/tasks procurement (as needed) Develop, complete, provide deliverable product(s)/service(s) Monitor and report project status Project / status meetings	Deliverable product(s)/service(s) requirements Project Plan Project Schedule Project Budget Project / status meetings (minutes)	Deliverable product(s)/service(s) Meetings minutes Updated Project Plan Updated Project Schedule Updated Project Budget	Government Approval

Project Performance and Control	Measure project progression and performance, ensure milestone achievement aligns with the project management plan, schedule, and budget. Collect and analyze data for key performance indicators (KPIs) to determine if the project is on track Adjust schedule and resources when necessary	KPI data, project plan, schedule, budget, key milestones	Project Status Performance reporting Meetings minutes Updated Project Plan Updated Project Schedule ~~Updated Project Budget~~	Government Approval
Project Close	Project is complete. Team is disassembled (terminations for project specific team members) Conduct project oriented lessons learned sessions to define good and bad aspects of the project and seek improvement for project difficulties Create list of remaining tasks not yet complete and assign resources accordingly Perform final project budget and project report Consolidate all project documents and deliverables in a single repository (place)	Final project status and data Final budget data Project schedule with complete and incomplete tasks Project documentation and deliverable(s)	Final project report Final budget report, realign remaining funds per procedure Lessons learned analysis and mitigations to improve project execution Project Punchlist (incomplete tasks) Consolidated project documentation and deliverable(s)	Government Approval

Information Resources	
Description	Purpose
Client information repositories, libraries. (This will vary by client)	Client processes and procedures (knowledge necessary to operate in client environments using client provided applications/tools} system requirements Financial Data - Assists with the preparation of financial reports to the customer Project schedules (milestones) - Assists preparation of detailed project schedules when needed.
Contract	Service delivery requirements - Provides the agreed upon deliverables and scope of the project.

Human Resources	
Roles / Positions	Competencies
Project Manager	Master's Degree, Experience managing and delivering general IT projects
Project Manager - Cloud	Mater's Degree, Experience managing and delivering cloud projects

--	--

Technology Resources	
Description	Purpose
Workstations	Access to systems and data related to the project
MS Office suite	Business software suite to prepare presentations and documentation

Key Suppliers	
Supplier	Product/Service
Government	Workstations
Government	Necessary licenses (such as MS Office)
IT	Business applications and IT support
HR	Recruiting and hiring
Operations	Contract Management / Finance