



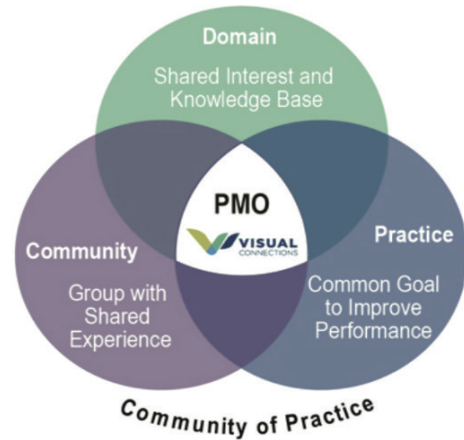
PROGRAM / PROJECT MANAGEMENT OFFICE SERVICES



VC's Commitment to Best Practices

Effective program/project management is integral to every project's lifecycle from project initiation to completion. Visual Connections leverages quality and industry best practices such as The Project Management Body of Knowledge (PMBOK) to effectively provide oversight and a governance structure to the projects we manage. VC's Program Management Office approach, called the "Community of Practice (CoP)," provides the resources needed to plan, execute, and monitor the project. The CoP framework includes project management knowledge areas and standard plans, processes, templates, and tools for the project manager and team to use.

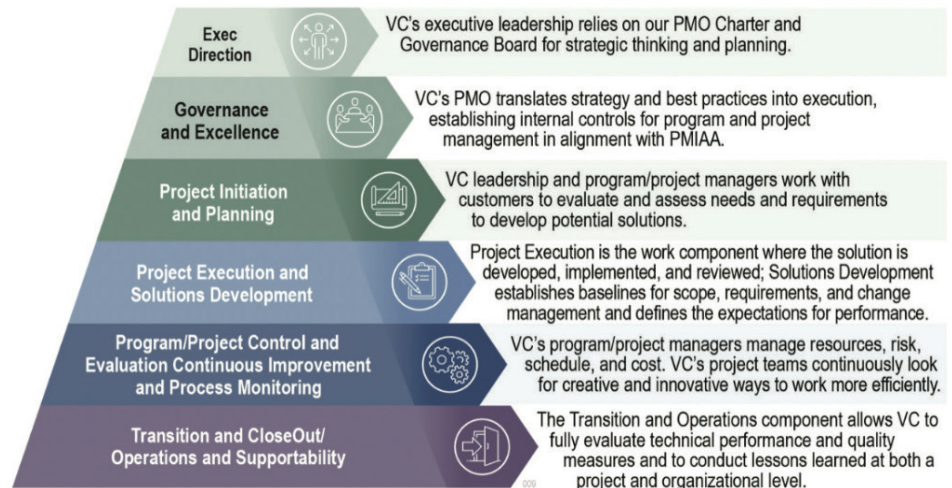
VC is keenly aware of the Program Management Improvement Accountability Act (PMIAA), a presidential memorandum issued in June 2018 for heads of executive departments and agencies that aims at improving program and project management (P/PM) practices within the Federal Government. Our standardized processes are in direct alignment with the PMIAA competencies. Our program and project management approach focuses on our ability to manage people, processes, and technology assets in attaining business performance objectives within scope, price, and schedule constraints. We leverage our knowledge and expertise with project management tools (MS Project and Visio, Jira, Confluence, SharePoint, and others), and combine them with our team's certified project management disciplines (PMI, SAFe, CMMI, and Lead Six Sigma) to develop business workflows, manage data, implement new technology infrastructures and system architectures, and produce innovative solutions and new approaches.



Our Enterprise Lifecycle Methodology

VC's Enterprise Lifecycle Methodology (ELCM), depicted by the pyramid graphic below, demonstrates our overarching methodology for providing program management support. The six ELCM components are the primary high-level disciplines necessary to effectively and efficiently implement program and project excellence across initiatives. At the core of all initiatives VC leads, we use a quality management system to outline work processes, continuous controls and evaluations, process improvements, and the elimination of non-value-added duplicative steps.

VC has 13 years of prime and subcontractor experience successfully delivering Federal Health IT, Program/Project Management, and Data Analytic Services. Our company has strong references within the Centers for Medicare and Medicaid Services and the Defense Logistics Agency (DLA) that align with the program/project management services.



HHS-CMS Project Management BPA

This BPA, on which VC is prime, is to provide CMS with comprehensive Program/Project Management (P/PM) support at all levels of CMS with a goal to provide continuous support and operational improvement of CMS's P/PM initiatives. This will include tasks such tracking, analyzing and reporting on mission-critical and highly visible Agency programs and project implementation activities. It will also include assisting in the development of mechanisms to meet mandated governance and reporting requirements.

CMS Program Assurance and Data Optimization Support (PADOS) Contract

On the PADOS contract, VC has provided program management services. Our PMO established an integrated project team (IPT) governance model based on our corporate PMO CoP model that includes best practices such as Agile SCRUM, Kanban, PMBOK, CMMI, XLC, and Lean Six Sigma. During the PADOS kickoff meeting, we presented our IPT governance and execution model, which fosters open communication and collaboration between various project task teams. This optimized work productivity, timely responses and deliverables, and effective status reporting and traceability at the task and subtask activity levels.

CMS Performance, Compliance Management (PCM) & Statistical Modeling/Analytical Support Services Contract

VC provided program management support in setting up a new program known as the Target Life Cycle (TLC) Alliance. Our effort involved overseeing the weekly dashboard updates to the front office and participating in weekly update meetings with the Chief Information Officer (CIO). Also, our stakeholder management support model used various methods (RACI charts, Trello boards) to reflect roles and responsibilities from the department directors to C-suite (CIO and Chief Technology (CTO)) level interaction. VC led two major CIO initiatives using both traditional project management methods as well as incorporating Agile techniques (i.e., Confluence, Trello boards, project plans, roadmaps, executive dashboards).

CMS Risk Adjustment Data Validation (RADV) Medical Record Review Contractor (MRRB B) Contract

On the MRRB B contract, we conducted a kick-off meeting, held regularly scheduled progress meetings and working sessions, tracked action items and assisted with the Integrated Project Schedule across contractors, provided meeting minutes and dashboard reports, and presented risk statuses and mitigation strategies.

Defense Logistics Agency (DLA) Strategic Capabilities and Processes Support Services (SC&P) BPA Contract

Under this contract, our DLA Strategic Capabilities and Processes Support Services (SC&P) team developed Enterprise Technology Management (ETM), a tool and methodology for program review, evaluation, and improvement. With this tool, we look beyond cost, schedule, and performance in order to provide a holistic, 360-degree view of a program and help identify areas of strength and opportunities for improvement. When performing ETM, we partner with portfolio and program managers to ensure continuous improvement and overall successful outcomes.

DLA Business Systems Center of Excellence and Portfolio Operations Support (BSCoE)

VC developed and maintained an Integrated Master Schedule for all projects and programs within the DLA Business Systems Center of Excellence (BSCoE) portfolio. In addition, we developed and implemented a Strategic Communication Plan, a Portfolio and CoE Governance Model, and a Portfolio Architecture Model. Our services also included providing technical advisory services for acquisition systems, operational support, application sustainment support as well providing data analysis and reporting. VC also provided Agile Coaching and introduced DLA offices across the country and OCONUS to the Five Lens approach to program review. The five "lenses" through which we examine issues include *People and Culture*; *Governance*; *Strategy*; *Technology and Innovation*; and *Operations*. By employing this approach, we can meet task objectives more efficiently than through other accepted methods because it brings into focus the root of a problem and allows us to narrow our efforts into that specific area.



Contact us today to learn more. contactus@visualconnections.net | 1.844.643.6610