

MANAGEMENT CONSULTING

Business and IT consulting for federal, state and local government.

Risk Management & Compliance. Project & Program Management. Technology Assessment. Strategic Planning.



Emergint Technologies provides a wide range of advisory and assurance services. We help our clients solve complex business issues, manage risks and improve performance in general management, program and project management, operations improvement, and security and data management.

Innovation for Realistic Solutions

At Emergint, we use an innovative approach to find realistic, effective solutions to our customer's problems whether those problems are organization, technical, communication, or client service. We take great care to provide workable, realistic plans. We work closely with our customers during every project phase to ensure an outcome that is appropriate to their organization.

We build relationships with our customers by providing services based on quality, integrity, and insight. Within our own teams, and with our customers, we are collaborative, open, and direct. We push ourselves and our customers to consider new perspectives and to understand the impact, whether positive or negative, of each solution.

Our customers rely on us to bring a fresh perspective to their projects and to design creative solutions tailored to their unique situation.

Managing Conflicting Interests

Emergint consultants have direct hands-on experience working with federal standards for systems, internal controls, and reporting. We are able to skillfully navigate politically-charged environments and balance the issues and agendas of conflicting internal interests.

Services

- ◆ IT Strategic Planning
- ◆ Operational Effectiveness
- ◆ Program & Project Management
- ◆ Systems Integration
- ◆ System Implementation
- ◆ Risk Management & Compliance
- ◆ IT Department & Resource Management
- ◆ Technology Assessment
- ◆ Security & Data Management
- ◆ Acquisition Management & Process Improvement
- ◆ Grants Management & Process Improvement

IT Strategic Planning

- ◆ Industry best practices
- ◆ Risk assessments for unproven solutions
- ◆ Decision-making processes
- ◆ Performance accountability
- ◆ System design and architecture
- ◆ Technology assessment and planning
- ◆ Emerging technologies and solutions evaluations
- ◆ Internet and e-commerce strategies

Operational Effectiveness

- ◆ Operations assessment
- ◆ Benefits realization
- ◆ Performance metrics and management
- ◆ Business process and controls
- ◆ Sourcing and alliance management
- ◆ Privatization and outsourcing advisory
- ◆ Economic advisory
- ◆ Human capital change management

Program & Project Management

- ◆ Program and Project Management Office (PMO) design and implementation
- ◆ Program and project management assessments
- ◆ Portfolio management support
- ◆ Feasibility and business case development
- ◆ Performance assessment and benefits realization
- ◆ Problem escalation and analysis support

Systems Integration

- ◆ Assessments of different vendors' product structures and interface formats
- ◆ Workable models for data exchange that support efficient operations
- ◆ Data cross-map documentation
- ◆ Custom-programming or operational modifications
- ◆ Interface testing and issue resolution

System Implementation

- ◆ Project leadership and teaming
- ◆ Project oversight and quality assurance
- ◆ System configuration and integration
- ◆ Operations improvement
- ◆ System and processes testing
- ◆ End-user training

Risk Management & Compliance

- ◆ Continuity of operations
- ◆ Ethics and compliance
- ◆ Process assessments
- ◆ Privacy
- ◆ Regulatory and function management
- ◆ Regulatory reporting and assurance
- ◆ Organizational realignments based on risk assessment

IT Department & Resource Management

- ◆ Align IT department goals and objectives with organizational goals and objects
- ◆ Staff, service, and technology assessments
- ◆ Performance improvement
- ◆ Quality assurance
- ◆ Help desk audit
- ◆ Service-level agreements
- ◆ Outsourcing analysis, vendor selection, and transition planning
- ◆ Service, product, and technology pricing and cost allocation methodologies

Technology Assessment

- ◆ Understand and estimate technology benefits
- ◆ Strategies for constructing and managing research and development portfolios
- ◆ Operational, economic, and safety benefits of advanced technologies
- ◆ Analytical tools to prioritize competing projects
- ◆ Advanced concept technology demonstrations (ACTDs)
- ◆ Technology road maps
- ◆ Performance measures
- ◆ Improved responsiveness to higher-level agency and OMB requirements
- ◆ Gap analysis
- ◆ Analysis of technology alternatives
- ◆ Align technology and technology projects with higher-level organization objectives

Security & Data Management

- ◆ Threat and vulnerability management
- ◆ Security controls and identity management
- ◆ Incident response
- ◆ Crisis management
- ◆ IT security strategy and architect
- ◆ FSM and C&A services

Acquisition Management & Process Improvement

- ◆ Acquisition planning and management
- ◆ Grant and co-operative agreement management
- ◆ Cost analysis
- ◆ Technology assessment

Grants Management & Process Improvement

- ◆ Grant policy and operations, including pre-award review processes, post-award monitoring, and audit
- ◆ Process efficiency and compliance with government-wide and agency requirements
- ◆ Policy and process reviews and updated documentation to meet new compliance requirements
- ◆ Policy and process reviews for areas not covered by regulations
- ◆ Capture metrics
- ◆ Internal controls and responsibilities
- ◆ Handbooks and manuals based on organizational policies and procedures
- ◆ Training support
- ◆ Workload models for grants management specialists, project officers, and program officials
- ◆ Staffing requirements for personnel to manage grants and to reallocate workload among offices and individuals

Experience

Client: U.S. National Institute of Health, Center for Scientific Review (CSR)

Project: Software Automation Assessment

Location: Bethesda, Maryland

PROJECT OBJECTIVES

The Center for Scientific Review (CSR) engaged Emergint to evaluate a content management application to automate CSR's grant receipt and referral processes. CSR receives grant applications from scientists and refers those applications to review groups who will determine if the scientific research should be funded. The purpose of the project was to evaluate the software and its ability to support existing business processes and to recommend implementation strategies.

SOLUTION

Emergint examined the existing receipt and referral workflow processes and assessed the application, including the configuration and implementation. We also analyzed specific components of the software, including product, user, and system functionality; interface capabilities; knowledge source evaluation; and specific software features, such as matching algorithms for use in comparison and decision. Finally, we created a "to-be" process model to document how the software could be used to support existing business processes and we created an implementation strategy. Emergint also created an inventory of other areas where the software tool could provide value.

BENEFITS

Emergint identified opportunities to leverage technology to automate the grant receipt and referral process. CSR received a vendor-independent assessment of the product's functionality and whether it would be an effective solution for automating the grant receipt and referral processes.

Client: U.S. National Institute of Health, National Eye Institute (NEI)
Project: Risk Management & Consulting
Location: Bethesda, Maryland

PROJECT OBJECTIVES

Emergint was engaged by the National Eye Institute (NEI) to perform a high-level assessment of the NEI information technology unit and to identify business processes that appear to exhibit high levels of risk. NEI needed to know what parts of its organization had increased risk and whether management controls were effectively ensuring that the goals of the organization were being met.

SOLUTION

Emergint consultants developed and executed an initial environmental scan of NEI's business and IT operations. The purpose of the scan was to document key services of functional units, service level agreements, and performance metrics. Emergint consultants also assessed NEI's documented policies and procedures and developed and executed improvement plans aimed at identifying areas of immediate attention with respect to Risk Management.

BENEFITS

Emergint consultants were able to identify where the greatest amount of risk was located and the root cause of those risks. The environmental scan led to a strategy to improve areas of weakness by leveraging previous investments in technology, working with functional units to create better alignment with strategic and tactical initiatives, and automating data collection and continuous reporting of performance outcomes.

Client: Commonwealth of Kentucky, Office of Enterprise Planning and Project Mgmt.
Project: Software Program Assessment
Location: Frankfort, Kentucky

PROJECT OBJECTIVES

Emergint was engaged by the Office of Enterprise Planning and Project Management (OEPPM) to provide Project Management and Consulting services. Specifically, Emergint was asked to assess the status and scope of a Software Program (application, support resources, users, etc.) in the Department for Environmental Protection (DEP) to determine the resources and funding necessary to maintain the program.

SOLUTION

The software application was used to integrate environmental data management functions across the Department. Emergint assessed the following components of the Program and documented the findings: status of the installed software and software releases; status of requested bug fixes and enhancements; quality issues with software bug fixes and enhancements; funds spent on contracts with the vendor; technical environment; interfaces with other applications; and number of persons supporting the program, primarily IT administrators and help desk personnel.

BENEFITS

The results of the Software Program Assessment clarified the issues between DEP and the vendor. Information collected during the assessment helped the Commonwealth attorney negotiate a maintenance agreement with the vendor and executive management used the information to justify the resources needed to continue supporting the program.



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