Capability Statement

By

Pn Automation, Inc.

8(a) Streamlined Technology Acquisition Resource for Services (STARS) III Governmentwide Acquisition Contract (GWAC)

"STARS III Contract Holder"

CONTRACT# 47QTCB22D0307

COMPANY WEBSITE: WWW.PNAUTOMATION.COM　　　**STARS III Website: WWW.GSA.GOV/STARS3**

NAICS CODES
541511, 541512, 541611, 518210, 541110, 519120, 511130, 561410, 611430, 561110, 561210, 541990
561320, 561499, 541612, 541618, 923130, 923120, 541513, 621999, 519190, 561439

1. TRANSMITTAL/COVER LETTER

Attn: Potential Customer

Respected Sir/Madam,

Pn Automation, Inc. (hereinafter referred as PNA) is an *8(a) STARS III GWAC Contract Holder (contract number "47QTCB22D0307.* 8(a) STARS III is a multiple award, indefinite-delivery, indefinite-quantity (MA/IDIQ) GWAC set aside exclusively for SBA certified 8(a) firms. 8(a) STARS III provides Federal agencies with customized IT services and IT services-based solutions, both commercial and non-commercial. The primary NAICS for 8(a) STARS III is 541512 (computer systems design services). Requirements that align with other IT services NAICS codes are within the scope of the 8(a) STARS III GWAC. These NAICS codes include, but are not limited to: 541511, 541513, 541519, 518210.

The contract provides two scope sub-areas (ET and OCONUS) for task orders where Pn Automation is approved to provide **emerging technology (ET)** services. 8(a) STARS III features include: multiple award, indefinite-delivery indefinite-quantity (IDIQ) contract vehicle - Five-year base with one three-year option - $50 billion program ceiling - sole source orders up to the 8(a) competitive threshold are allowed for federal civilian and Department of Defense activities (SBA offer and acceptance is required). For more information about the 8(a) STARS III, please visit **STARS III Website**: WWW.GSA.GOV/STARS3 or contact via STARS III email address S3@gsa.gov.

Following are the details about our 8(a) STARS III Contract.

Pn Automation, Inc.	
Name:	PN Automation, Inc.
STARS III Contract Number	47QTCB22D0307
STARS III Ordering Period	**Base Ordering Period:** 07/02/2021 through 07/01/2026
	Option Ordering Period: 07/02/2026 through 07/01/2029
SRARS III Sub Areas	Emerging Technology (ET)
UNIQUE ENTITY ID (UEI)	G5R7NJM44MM8
DUNS	18-4174394
TIN/EIN	20-1576607
CAGE#	6K4V9
COMPANY WEBSITE	WWW.PNAUTOMATION.COM
GSA Schedule:	GSA SCHEDULE 70: GS-35F-542AA

For more information about Pn Automation's GSA 8(a) STARS III contract, please contact our GSA 8(a) STARS III GWAC Program Manager Mr. Nitin Baviskar. Following are the contact details of Mr. Baviskar:

GSA 8(a) STARS III Program Manager

> **Name**: Mr. Nitin P. Baviskar, PMP
> **Cell/Mobile**: (410) 409 6730
> **Desk**: (301) 579 4669 X 101
> **Email Address**: nitin@pnautomation.com

2. ABOUT PN AUTOMATION

Founded in 2004, PN Automation is the well-known and reputed technology solutions integrator/provider specialized in enterprise systems, databases, content/document management systems, records management, with 19+ years of experience spanning across commercial and federal government domains in all phases of life cycle systems development, including: planning, design, development, implementation, testing and support to assure success of this project. PN Automation is an ISO 9001, ISO 27001 certified firm with CMMI L3 DEV Appraisal. We are an SBA certified 8(a) and HUBZone firm. PN Automation is a Protégé in the SBA's Mentor Protégé Program (MPP). Our HQ is in Baltimore, Maryland. We are within 45 minutes of driving distance from the HQs of most of the federal agencies. As a prime contractor, PN Automation is currently supporting multiple contracts at USAID, United States Marine Corps (USMC), Defense Media Activity (DMA), USMC Systems Command (MARCORSYSCOM), FDA, VA, DHS ICE, USDOT –FAA.

Our Customers:

Software Development Technology Stack

Why Team PN Automation?

19+ Years of corporate experience

SKILLS
- **Custom Software Design and Development**
- **Software-as-a-Service (SaaS) Provider**
- **Software Reseller/Supplier/Partner**
- **Cloud (Amazon AWS and Microsoft Azure)**
- **DELL PartnerEdge Program**
- **IBM PartnerWorld Program**
- **Commercial off-the-shelf (COTS)**

RESELLER RELATIONSHIPS
- Carahsoft
- Cloudera
- CDW-G
- Amazon AWS
- Microsoft Azure

ENTERPRISE SOFTWARE
- Amazon AWS SaaS, EC2 Servers
- Microsoft Azure SaaS, MicrosoftBI
- SAP Lumira, Google Analytics
- Adobe Creative Cloud and other
- Apple, Google Cloud
- Oracle Databases, Microsoft SQL Server
- Blackberry UEM/MDM/MAM
- Office 365, Drupal & Joomla
- Atlassian JIRA, Confluence
- Data Warehousing, Data Migration, Data Cleansing

PAST PERFORMANCE
- United States Agency for International Development (USAID)
- United States Marine Corps (USMC)
- Department of Health & Human Services (HHS)
- US Food and Drug Administration (FDA)
- Department of Transportation (DOT)
- Federal Aviation Administration (FAA)
- General Services Administration (GSA)
- Dept. of Education (DoED)
- Centers for Medicare and Medicaid Services (CMS)

3. STARS III – SCOPE AREAS

8(a) Streamlined Technology Acquisition Resource for Services (STARS) III: The following paragraphs provide an overview of the 8(a) STARS III GWAC contract solution, followed by examples of work to be performed relative to task order requirements. Examples are not meant to be all-inclusive, but rather general indications of the types of services within a given solution. Other services not included as examples, but which adhere to the definition of IT, are within scope and may be provided to meet an agency's particular mission needs.

Data Management is the development, execution, and supervision of plans, policies, programs, and practices that control, protect, deliver, and enhance the value of data and information assets. Examples of Data Management services include, but are not limited to: Cloud Computing Services, Data Architecture, Analysis and Design, Data Governance, Data Migration, Data Quality Management, Data Security Management, Data Warehousing and Business Intelligence Management, Document, Record and Content Management, Network and Individual Storage Management

Information and Communications Technology refers to the technology used to manage telecommunications, broadcast media, intelligent building management systems, audiovisual processing and transmission systems, and network-based control and monitoring functions. Examples of Information and Communications Technology services include, but are not limited to: Collaboration Technology Services, IPv6 Implementation and Support Services, Telepresence and Video Services, Virtual Private Network (VPN) and other Remote Network Access Services, Virtualization Services, Voice over IP (VoIP) Services, Wireless Services

IT Operations and Maintenance includes the operation and management of technology infrastructure. Examples of IT Operations and Maintenance services include, but are not limited to: Bring Your Own Device (BYOD) Support Services, Data Center Management, Email and File Server Management, IT Helpdesk / IT Support, IT Training, Mobile Device Management, PC Provisioning, Server and Device Management

IT Security / IT Workforce Augmentation, often referred to as cyber security, is the body of technologies, processes and practices designed to protect networks, computers, programs and data from attack, damage or unauthorized access. Examples of IT Security services include, but are not limited to: Continuous Diagnostics and Mitigation, Continuous Security Monitoring Services, Identity Management and Access Management, Information Assurance, Intrusion Detection, IT Disaster Recovery Services, IT Security Incident Response, Network Security Monitoring, Security Assessment Services and Vulnerability Analysis Services

Software Development is the process of developing software through successive phases in an orderly way. This process includes not only the actual writing of code but also the preparation of requirements and objectives, the design of what is to be coded, and confirmation that what is developed has met objectives. All software development methodologies, including Agile, are supported. Examples of Software Development services include, but are not limited to: Mobile Application Development Services, Software Design, Software Maintenance, Software Programming, Software Testing, Web Development

Systems Design includes the planning and designing of computer systems that integrate computer hardware, software, and communication technologies. The hardware and software components of the system may be provided by this establishment or company as part of a customized IT solution. These establishments often install the system and train and support users of the system. Examples of Systems Design services include, but

are not limited to: Computer Systems Integration Design Consulting Services, Configuration Management Services, Information Management Computer Systems Integration Design Services, IT Specifications Development, Network Infrastructure Design, Office Automation Computer Systems Integration Design Services, Smart Buildings Systems Integration

In addition to the services identified in the paragraphs listed above, IT services resulting from new and emerging technologies are also within scope.

3.1   STARS III SCOPE SUB-AREA: EMERGING TECHNOLOGY (ET)

8(a) Streamlined Technology Acquisition Resource for Services (STARS) III - Emerging Technology-Focused IT Services: This scope sub-area provides for IT services-based solutions which involve emerging technology (ET) innovation to securely accelerate transformation and advance mission outcomes. A task order requirement can fit in this sub-area if it includes IT services-based solutions with ET as the focus.

ET can be understood as evolving state-of-the-art information technologies and their use in solutions to improve and/or transform business processes and enhance mission delivery. ET includes those technologies that are not yet mature in the marketplace and have the potential for wide-spread adoption. These technologies are in the early stages of their life cycles and have been implemented by early adopters.

Rather than specifying predetermined technology solutions, agencies considering ET are encouraged to succinctly focus on articulating in the task order requirement the business problems they face, e.g. through the use of a statement of objective approach. ET activities include, but are not limited to:

(1) Analyzing, designing and applying the knowledge needed to investigate and provide an ET solution.
(2) Providing technical expertise and guidance to plan, conduct, technically direct, document, test and assess ET implementations, including operating and sustaining ET implementations.
(3) Analyzing the trade-off of implementing vs. not implementing ET, including cost-benefit analysis.

Illustrative ET examples include but are not limited to:

(1) Artificial Intelligence, including: Machine Learning, Deep Learning/Neural Networks, Natural Language Generation.
(2) Autonomic Computing.
(3) Blockchain and/or Distributed Ledger
(4) Quantum Computing.
(5) Robotic Process Automation.
(6) Technological Convergence.
(7) Virtual Reality, including: Augmented Reality, Extended Reality, Mixed Reality.

4. OUR APPROACH: STARS III PROGRAM MANAGEMENT

PNA has more than 5 years of experience managing MAS and IDIQs. We have assigned an experienced program manager to STARS III Contract. We have developed and perfected a disciplined IDIQ contract and Task Order management process to succeed on these contracts. **Exhibit 1** depicts our repeatable and scalable process that consistently satisfies our clients' needs at the contract and TO levels. This repeatable process allows us to consistently plan, respond, and execute multiple task orders simultaneously while delivering consistent outcomes.

Prior to receiving an awarded Task Order, the process is to receive/analyze the TORFP, layout a specific solution, decide on specific teaming strategy, roles and responsibilities, and writing/submitting the proposal.

Exhibit 1. Pn Automation Process for Contract and Task Order Management
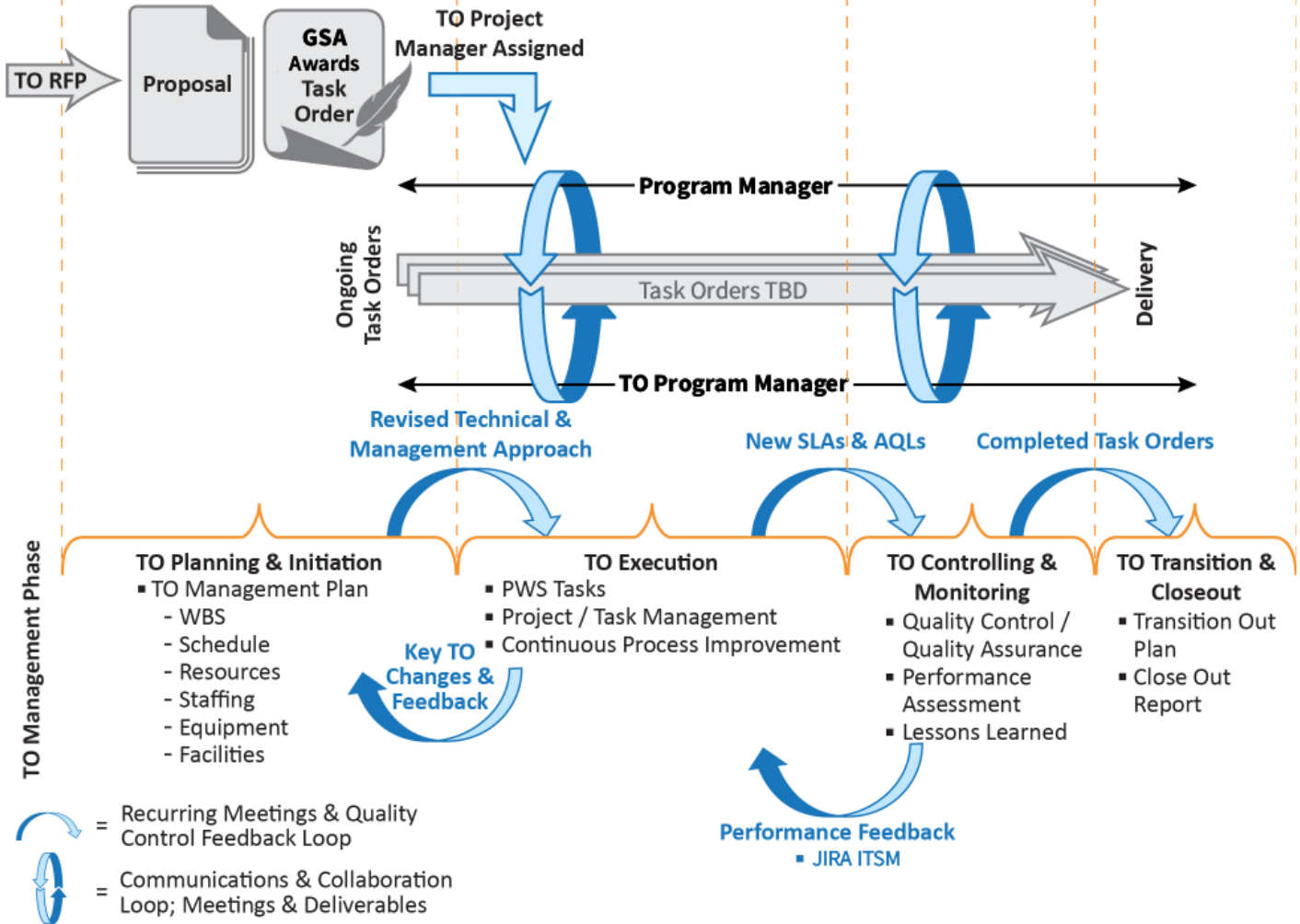
The remainder of this section assumes that a Task Order has been awarded to PNA. PNA has established a 5-step process for the execution of awarded Task Orders. Below is an overview of each of those steps, along with a summary of our overall communications management plan.

Assign TO Project Manager (TOPM)

During the TO proposal process, we identify and present a TOPM. Per TORFP requirements and associated solution, we identify additional TO key personnel, SMEs, and other staff. The IDIQ Program Manager engages the selected TOPM immediately upon receiving the award so the project can quickly transition to the next step.

TO Planning & Initiation

The TOPM, with support from the IDIQ Program Manager, first reviews the PWS, schedule, resources required, current available staffing, any required equipment, and the location/status of the proposed facility. TOPM will quickly identify any gaps in these activities. Initial staffing is likely to be the most crucial aspect to initial project success. As such, the TOPM will begin to onboard key personnel and other available staff immediately upon award (unless the staffing plan dictates otherwise). We will fill any gaps in additional personnel expeditiously by working with our team's recruiting departments to leverage our extensive resume databases and outreach capabilities. Then, as the TO may require, the TOPM will establish the Project Management Plan comprised of Transition-In, Requirements Management, Configuration Management, Change Management, Release Management, Budget Management, and Dashboarding/Reporting Management plans.

TO Execution

Pn Automation will provide the management and functional support needed to successfully deliver the program's desired outcome identified in the TO SOW. Management activities include but are not limited to scope management, resource/staffing management, quality assurance, risk management, status, and problem reporting. In addition, Pn Automation will create, maintain, and provide all appropriate project plans, project time and cost estimates, technical specifications, management documentation, and management reporting in a form/format acceptable to the TO client and made readily available to the appropriate client staff.

TO Controlling and Monitoring

Depending upon the covered Task Areas of the TO, various monitoring standards will apply from software development/Agile process feedback within our CMMI compliant processes (in the case of software development) to live system monitoring and cybersecurity-related monitoring (in the case of operating and maintenance type projects). Communication Management is key in this area. See below for a summary of the Communication Management Plan.
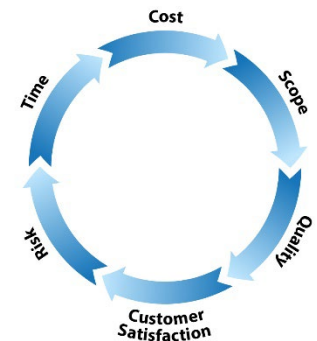
TO Transition and Closeout

A transition-out plan may or may not be part of a TORFP. Regardless, upon award of the contract to a successor contractor, our Transition Team works in concert with the successor contractor and the client to support required phase-in services to any follow-on contractor. Transition-Out activities may include one or more of the following: coordination to relocate project documentation, source code repository, binaries, pre-production and production data, IT infrastructure, electronic files, or GFE equipment, knowledge walkthrough sessions, training new contractor employees on current policies and procedures, shadowing activities and hands-on training, lessons learned training.

Communication Management Plan

Our Communications Management Plan includes a host of activities that occur regularly between the team, the team members, and client personnel. The goal of our communications process is to ensure that all government stakeholders are aware of project status, including any situation that may impact operations, system interoperability, scheduled deadlines, or any other contractual issue. Communication takes on many forms, including weekly team member reports, weekly progress reports, monthly reports, documented risks, documented issues, in-process reviews (IPRs), etc. For services performed, communications include earned value reporting that provides the client with the metrics to make informed decisions regarding resources, prioritization, service-level commitments, the volume of requirements, etc. In addition, we intend to provide the client with timely information that directly includes documentation of Pn Automation's value to support the engagement and immediately involve the client if any factors threaten to alter client expectations or commitments.

5. OUR APPROACH: TASK ORDER/PROJECT MANAGEMENT/EXECUTION

7.1 AGILE AND DevOps PROJECT DEVELOPMENT

PNA brings tremendous skills and expertise in Agile Kanban, Agile Scrum, Waterfall, and other methods. PNA has implemented Kanban by embracing Lean core concepts and the Kanban Maturity Model (KMM) to successfully deliver the mobile applications to the United States Marine Corps (USMC), the United States Army, and the United States Navy. The Lean seven core concepts and Kanban Maturity Model guides and reinforce PNA teams to develop a mindset and organizational culture around Lean product development. MarinesMobile application for Marine Corps (USMC) was developed from scratch. During the complete SDLC, the PNA team worked with the client to optimize work by reducing the number of processes and controlling the partial work done. We regularly prioritized the scope to deliver value-added work and avoid gold-plating (suppressing the temptation to add like-to-have features and functions that jeopardize schedules and quality). We worked with Marine Corps (USMC), the United States Army, the United States Navy to define practices and workflows, explicit policies, feedback mechanisms and review them regularly. This, in turn, develops extensive transparency, trust, and collaboration along the entire customer service workflow.

7.1.1 KANBAN WORKFLOWS AND CADENCES

After the successful implementation and delivery of the United States Marine Corps (USMC), the United States Army, and the United States Navy mobile applications, we proposed shift from Scrum to Kanban process to the US Agency for International Development (USAID) Global Health Surveys (GHSurveys) Mobile and Web Applications for Operation and Maintenance. We worked with the client to clearly define the project SDLC workflow and cadences that developed a strong sense of unity and purpose along the values stream. While determining the Kanban workflow, we emphasized the critical aspects of a pull system and worked in progress (WIP) limits. Clear and visualized workflow helped our team to deliver a high-quality deliverable consistently. It is essential to understand the customer's organizational cross-team integrations points. As a part of the project initiation phase, we worked with the customer to understand their currently implemented development cadences and delivery cadences to adhere to their organizational cross-team integrations. If these are not well-defined, we work with the customer to identify them more clearly. Defined cadences helped our team to convert unpredictable events into predictable occurrences. It is also beneficial in lowering costs, predicting more

accurate waiting times for new work, and supporting regular planning and cross-functional coordination. Finally, defined cadences limit batch sizes to a single interval, control the injection of a new job, and provide more scheduled integration points. We practice these integration and synchronization points for cross-functional trade-offs, routine dependency management, complete system and integration, and multiple feedback perspectives.

Defining WIP limits: After setting up Kanban workflow and cadences, we (product owner and PNA team) set WIP limits for each workflow stage and an effective triage process to prioritize scope.
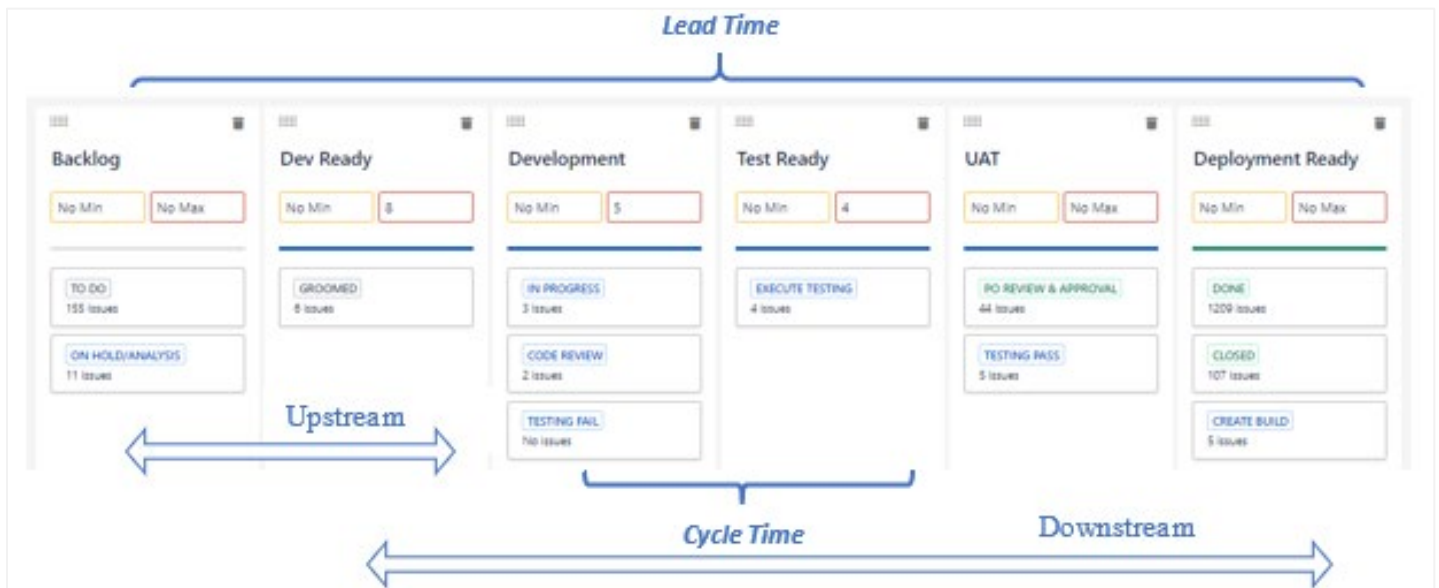

Figure 1: Kanban Workflow Implemented on a Project.

We use three significant categories to triage work scope: 1) do it now, 2) leave it for later, and 3) discard/reject (do not do it). These defined WIP limits and triage processes allow the team to identify bottlenecks, improve operations, and increase deliverables' quality. We constantly monitor the Kanban board to analyze the average number of items residing within a workflow stage and things being worked versus team members who work within a workflow stage. The analysis for Kanban board and WIP limits helped us eliminate waste such as unused code or features and eliminate defects that lead to rework. It also enabled us to eliminate delays or time spent waiting for something, handoffs from one person, team, or business process to another, insufficient requirements, and slow or poor communication

7.1.2   TRACKING

To implement a critical and fundamental part of the program and project management, we leverage Cumulative Flow Diagrams (CFD), cycle time, lead time, throughput, schedule and deliverable tracker, issues tracker, and risk trackers for continuous monitoring and tracking progress. CFDs helps the PNA team to track and forecast the delivery of value. Tracking reports also develops transparency with the customer and within the team.
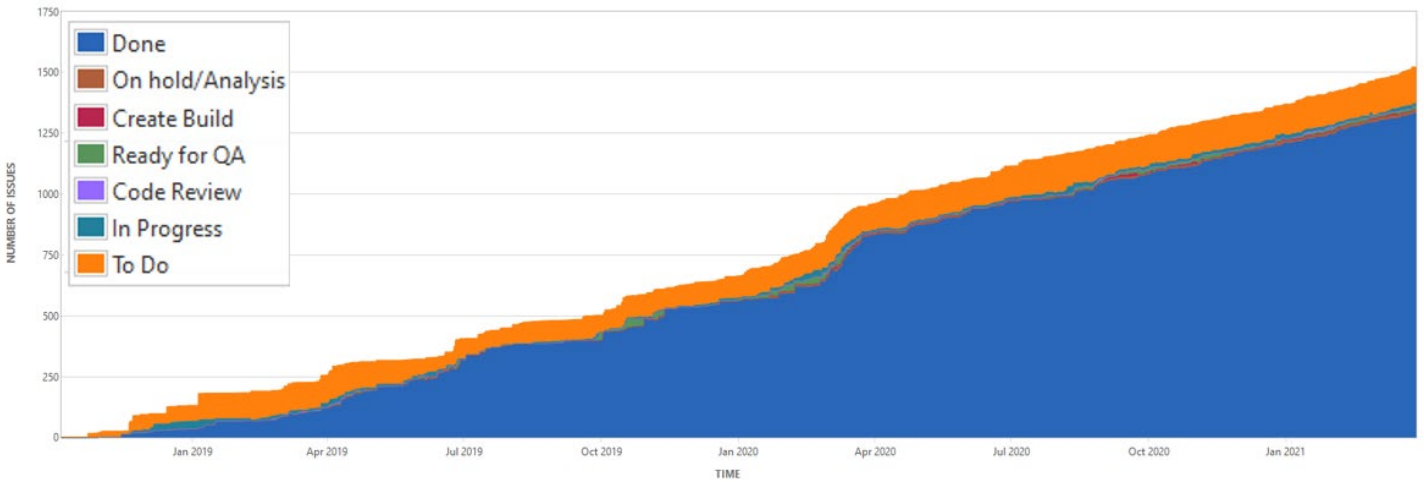
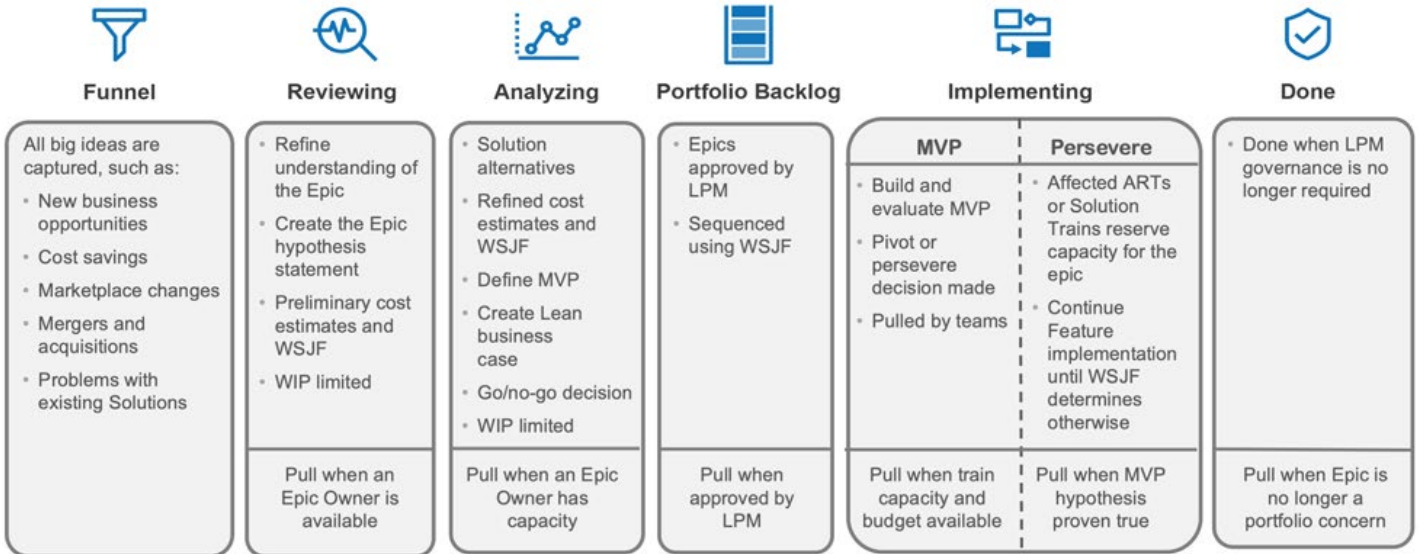*Figure 2: Cumulative flow diagrams (CFDs) sample from similar project*

*Figure 3: Portfolio Kanban – Establishing Portfolio Flow*

7.1.3 BUSINESS ANALYSIS

Being a CMMI Level 3 appraised firm with ISO 9001, ISO 20000, and ISO 27001 certifications, PNA places a great emphasis on managing and implementing business analysis processes. PNA team involves in business analysis and UI/UX activities. Our BA teams have spent numerous hours identifying business needs throughout our professional existence by working with customer stakeholders and designing, building, and recommending relevant technology solutions.

PNA team includes professionals with business analysis and project management experience, with specific degrees and certifications such as PMI PMP, PMI ACP (Agile), SAFe, Scrum Master, and many others. Our team is currently performing various tasks within the confinement of NAICS 541511 and 541512 on various projects to deliver the expected outcomes successfully. PNA has the skills, experience, and understanding to identify and hire the necessary talent when it comes to successfully delivering the information technology solution.

Our business analyst will work closely with the project team to capture the requirement and prepare the upstream user stories. The workflow for the upstream Kanban will be defined according to the project and team environment.
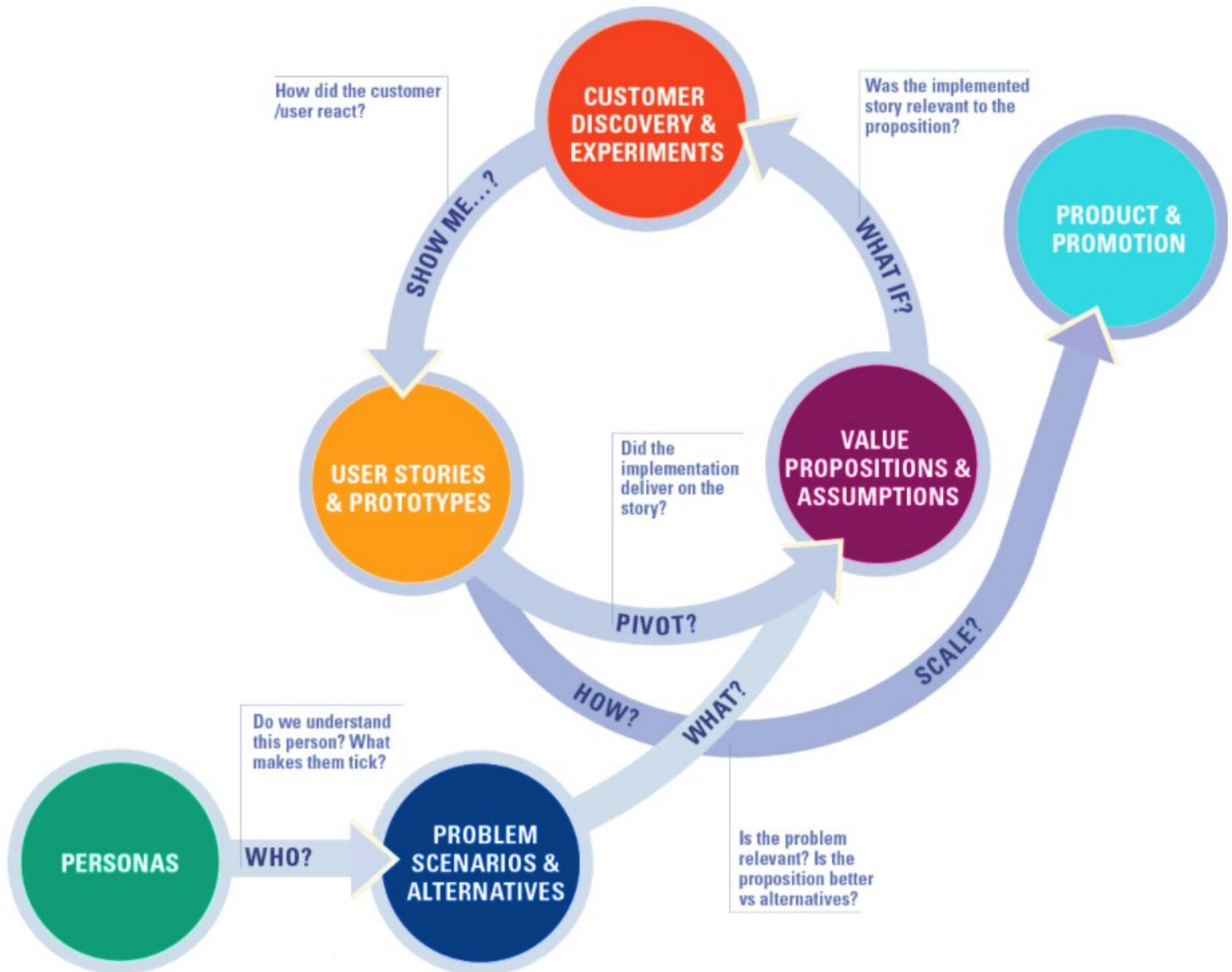
Developing upstream user stories will be done throughout the project; however, our business analyst will work with the project team to produce upstream user stories for at least one downstream cadence in the initiate/discover phase. After the initiate/discovery phase, everyone on the team will regularly participate as per the defined frequency to create a product backlog of epics and user stories. This backlog will fully describe the functionality to be added throughout the project. New user stories can be added to the product backlog by anyone, but our business analyst will be leading this effort and will keep control of the backlog items and queries.

Our BA will work with the team to brainstorm and focus on the user and their needs, and this will help the team keep the upstream user stories concentrated on solving real users' problems and ensuring that they can accomplish their goals. BA will work closely with stakeholders to understand and write the upstream user stories to be understandable by the developers by describing the user's end goals in layman's terms. The upstream team (BA, UX), stakeholders, and downstream team (developer, QA) will work together more cohesively to deliver the user's best solution according to the acceptance criteria.

Once we have the initial acceptance criteria, it will be pulled by UX/designer to make the acceptance criteria visible to stakeholders with the help of wireframes and design tools like Adobe XD. The team will regularly share the design with the team at the agreed timeline to collect feedback and prepare it for the next stage. Once the plans are approved, and acceptance criteria are reviewed and finalized, the downstream team will know why they are building a feature and the segment's value for the end-user. Knowing the feature's value helps create the best user experience possible, ensuring that users can accomplish their goal with the application.

Our BA will use five steps approach to create valuable upstream user stories.

Step 1: Define users and personas
Our BA will work with the project team to define the application's users and personas to understand their pain points, needs, and goals. After a solid understanding of users, BA will work with the project team to create Epics.

Step 2: Create Epics
Our BA will work with the project team to divide the major components of the application into epics. Once the high-level epics are developed, we will work with the team to create user stories.

Step 3: Writing User Stories
Our business analyst will begin drafting user stories after the users, and the epics have been defined. Epics can be added and removed as different components are identified. We work in collaboration with clients to groom the user stories.

Step 4: Defining Acceptance Criteria
Our BA will work with the project team to define acceptance criteria for user stories in clear and non-technical language. Developers then use acceptance to understand better the deeper details and requirements of the user story. Our quality assurance team also uses the acceptance criteria as a checklist when testing the application. Our BA will first define the acceptance criteria. When the project moves onto development, the user story is further illustrated by the whole team, especially developers, to ensure that the user story's details are feasible and can be effectively implemented.

Step 5: Triage/Pivot Requirements
Triaging requirements and prioritizing them will be ongoing throughout the project life cycle. Our BA will work with the customer to define triage criteria and regularly review the product backlog. We will schedule regular product Grooming/Refining sessions. That will help the team add new stories, delete obsolete accounts, reassess related stories, add/correct estimates to reports, and split user stories as needed.

7.1.4 QUALITY ASSURANCE

PNA is an ISO 9001:2015 certified CMMI L3 DEV appraised firm that adheres to strict ISO quality standards. Our PNA Quality Management Plan is the basis for evaluating our internal performance against the Quality Standards. It is a detailed document with the necessary information to effectively manage project quality from the 'Project Planning' phase to 'Delivery' and then to the continuous 'Operation and Maintenance' phase. We break it down into three process groups: Quality Planning (QP), Quality Assurance (QA), and Quality Control (QC). The third phase (QMP) involves clearly defining items such as our overall approach, the project's quality policies, tools, environments, interfaces, procedures, criteria for and areas of application, and finally, roles, responsibilities, and authorities.

PNA has received an excellent CPARS rating under quality evaluation at USAID and DMA. This rating is a testament to our commitment to quality initiatives. DOD gave us an exceptional rating for our mobile app development.

Since PN Automation follows the Agile Methodology, every application undergoes the following significant stages of testing.

1. Unit testing.
2. Quality Assurance (QA) testing includes the following.
    a. Sprint testing based on the acceptance criteria.
    b. Functional testing.
    c. User interface testing.
    d. Operating system testing.
    e. Device compatibility testing.
    f. Accessibility testing (508 compliance testing).
    g. Smoke Testing.
    h. Regression Testing.
    i. Build integration testing.
    j. End to end testing.
    k. Security testing.
    l. Performance testing.
    m. Usability testing.
    n. Capability testing.
    o. Recovery testing
3. Pilot/End-user testing before the production release.
4. User Acceptance Testing (UAT).
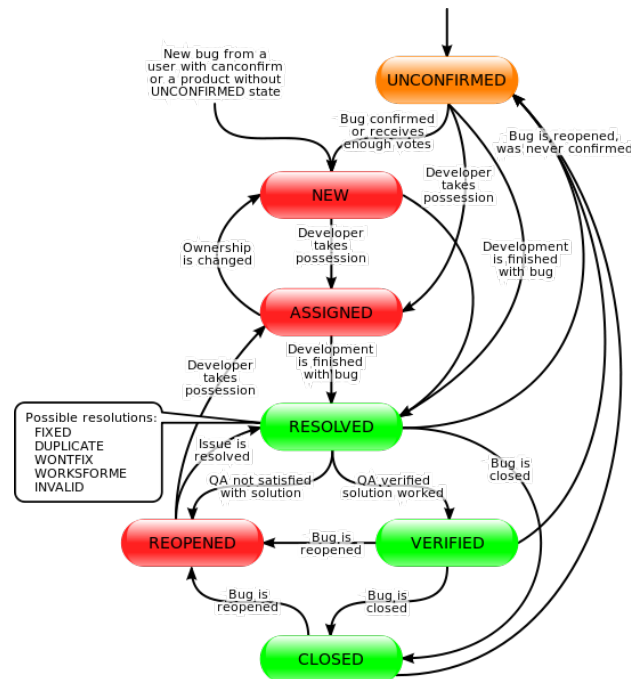5. Post-deployment testing.

Figure: PNA Issue Tracker Workflow

Every component is the first unit tested by the developers as a part of Unit testing before releasing to the QA team. Whenever possible, we build an automated unit test suite to run through the unit test cases faster to ensure timely delivery.

PN Automation has a Quality Assurance (QA) team that ensures that the organization provides customers with the best possible product or service. QA team is responsible for creating the required Test suites to test the

mobile application functionalities. Any defects found as a part of test case execution will be logged, fixed, and re-executed again.

Pn Automation uses Jira and QMetry tools to create a detailed test plan and execute the test plan as per the QMP.

7.1.5 Error and Bug Fixes (Issues and Backlogs) – Kanban Board

PNA team has extensive expertise working with Jira, ServiceNow, and other similar IT Service Management tools. While we strongly believe in delivering high-quality solutions, errors and bug incidents are unavoidable. PNA works with several third-party ticketing and customer service management systems like ServiceNow, JIRA, IBM Rational ClearCase, Open-Source Ticketing Systems, Microsoft Dynamics, and SalesForce. For USAID, we use a straightforward, open-source, multi-tenant, in-house ticketing system capable of handling bug incident reporting, tracking, workflows, escalations, and reporting for this project. We use Atlassian JIRA as our "Project Management – Agile Scrum and Kanban" "Defect/Issue Tracking" system that allows our clients and developers to keep track of outstanding issues/backlog in their respective products effectively. JIRA helps reduce downtime, increase productivity, raise stakeholder satisfaction, and improve communication. The following are some features of our bug-tracking system:

1. Advanced Search Capabilities
2. Email Notifications Controlled
3. Bug Lists in Multiple Formats
4. Scheduled Reports (daily, weekly, hourly, etc.)
5. Reports and Charts
6. Automatic Duplicate Bug Detection
7. Private Attachments and Comments
8. Patch Viewer
9. Move Bugs Between Installs/Releases
10. Save and Share Searches

6. PROCESS AND PROCEDURE IMPROVEMENT

Team PN Automation's approach to "Process and Procedure Improvement" provides agencies with a compelling narrative on the uniqueness of our value proposition of not only performing the set services for CIO but also delivering critical input, valuable feedback/reviews, targeted to increase efficiencies through automating and streamlining specific operations.
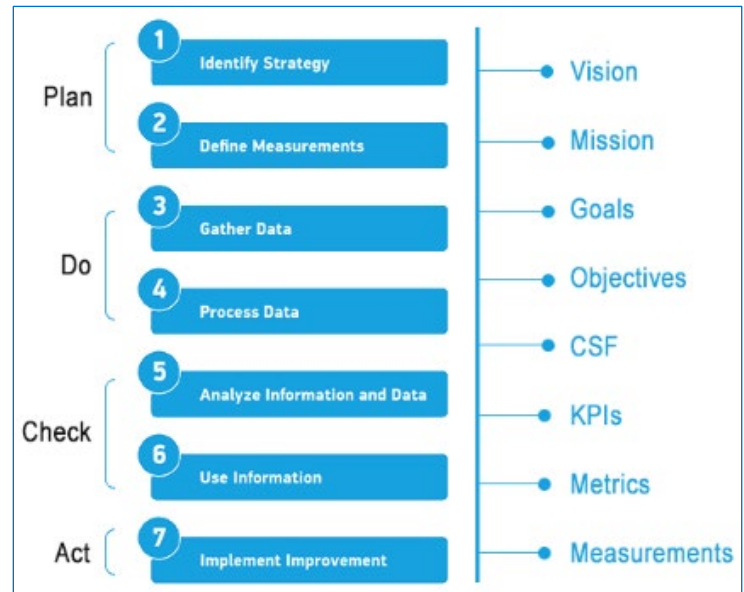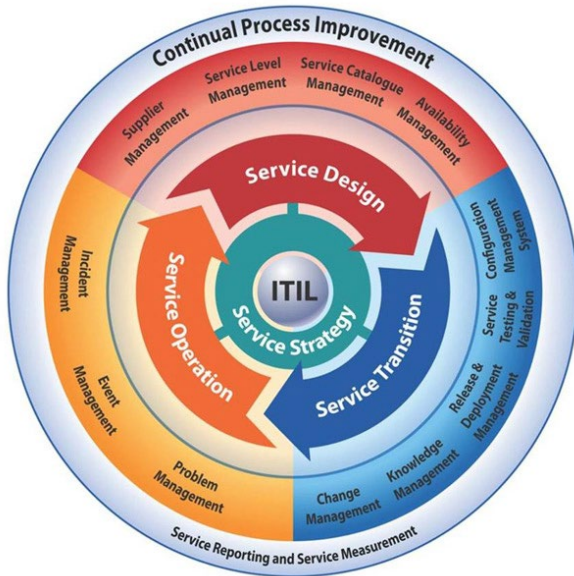
PNA has been privileged to provide various types of Information Technology services to the Federal agencies for the past 19+ years. PNA has played a significant role in bringing positive change to organizations through continuous improvement and managing the change by following stringent change management priciples.

Following ITIL metrics-driven based Continual Service Improvement (CSI) approach, we will identify opportunities for improvement and to measure the impact of improvement efforts. Most of our employees are ITIL certified practitioners. The recursive nature of this model is an important part of the philosophy of PNA. We also integrate CSI throughout the lifecycle to create a culture of continual improvement. We will ensure that we integrate CSI in our training program which enables our team to identify opportunities for improvement. PNA understands that improvement involves utilizing honest input to create real improvement on each cycle of the improvement process. We also incentivise our team's performance by providing spot awards and bonuses to employees who offer improvement/critical assessment input. Our team utilizes creative out-of-the box thinking to implement the standard ITIL practices around continuous service improvement. PNA understands how true improvement occurs and pushes that ethic down to each employee. Following the ITIL processes, PNA will identify quantitative and qualitative Key Performance Indicators (KPIs) and corresponding
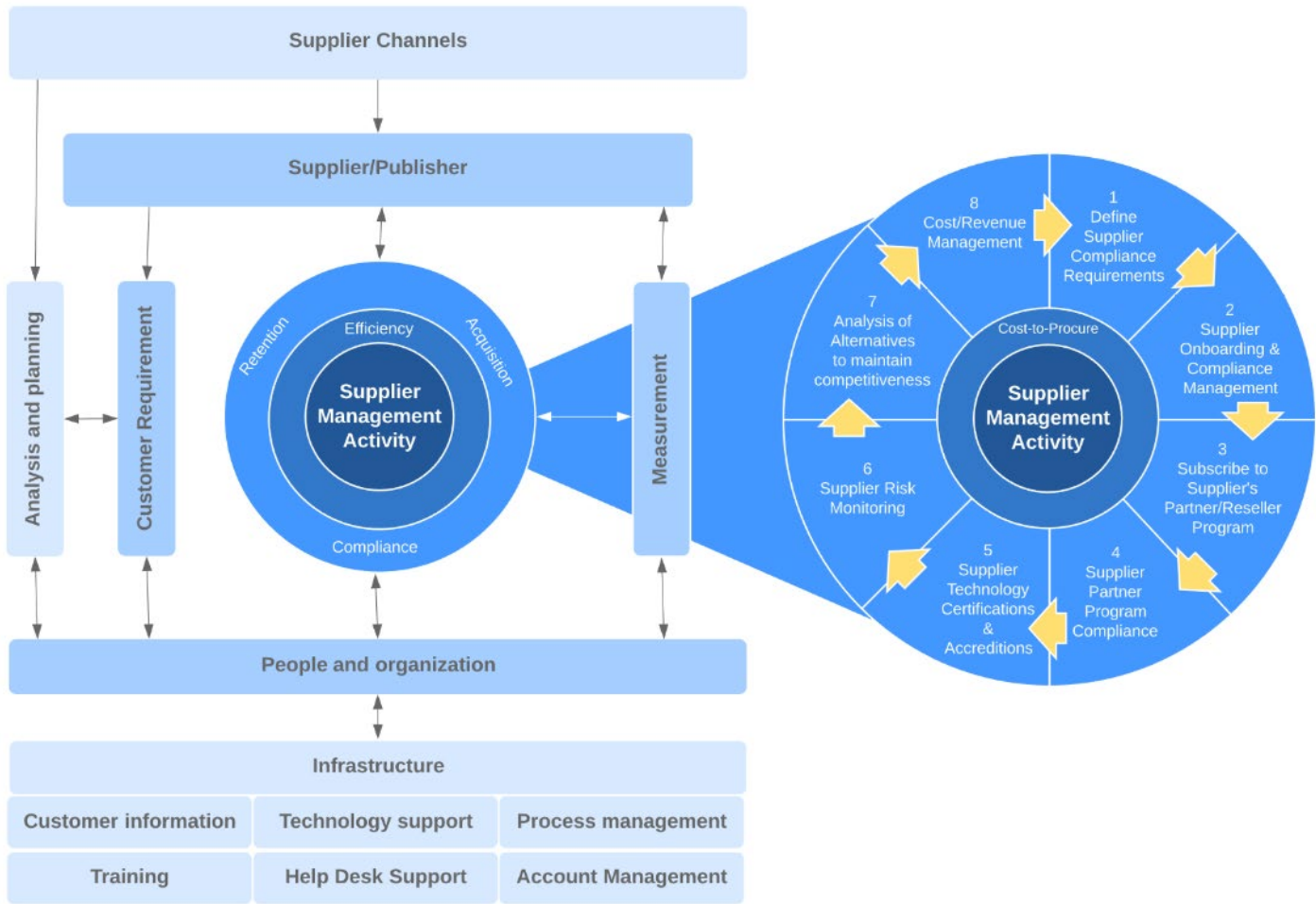
7. Supplier Management Activity

Figure: Pn Automation's Supplier Management Activity Process

Pn Automation has built a successful process called as "*Supplier Management Activity*" process to efficiently onboard, manage and retain S-a-a-S suppliers while staying in compliance with federal and local regulations. PNA understands the importance of both parties to be compliant on agreed-upon terms. Our PM ensures that all compliance requirements are documented and followed throughout the procurement lifecycle. PNA is a proud participant in many supplier partner program initiatives to leverage critical benefits that are vital to the success of our relationships with the S-a-a-S suppliers/publishers. PNA efficiently monitors any risks associated with cost, schedule or quality by establishing a Risk Management Plan. Additionally, PNA maintains a large list of suppliers as a backup to perform Analysis of Alternatives should the situation arise.

8. Training

12.1 Training Approach

Applying our extensive experience, PNA follows a systematic training approach to establish a detailed training plan, training schedule, training material, evaluation of competency (Data Science, Data Warehouse, Data Management, Tableau Desktop Pro Training, Adobe Training, Cloud Computing etc…) for all newly hired and existing employees of PNA. Additionally, the approach integrates training progress reporting with PM's project reporting as part of our comprehensive project management plan. We have a process in place to address ad hoc requests for training on best practices for conducting specific data-related processes using the software and server- products specified under Objectives 1 and 2

12.2 Training Tools (LMS Portal)

PNA owns a full-scale training suite (Learning Management System - LMS) based on Amazon Web Services (AWS) architecture and Open Standards. We employ experts in the disciplines of Learning Management Systems design, multimedia programming, media development, technical writing, quality assurance, and configuration management. Our LMS uses state-of-the-art tools to produce quality interactive, multimedia/web-based, instructor-led, and hybrid training solutions. Designed with the learner in mind, our LMS not only provides employees/users the opportunity to learn facts, rules, processes, concepts, and procedures but also to practice their skills in analysis, problem solving, and decision-making. If need be, our LMS staff can work directly with the customer division heads and faculty to provide instructional analysis, needs assessment, SME liaison activities, design of courseware architecture, storyboard development, graphics creation, video recording/editing, classroom instruction, desktop publishing, and process and procedural writing.

12.3 Training Material

PNA will generate variety of 508 compliant Training Materials (TMs), comprising all artifacts used to train system users, such as instructor and student guides, audio-visual aids, and computer-based or other media used to disseminate information about the final product to the target audience that is in need of the instruction

12.4 Best Practices

Based on our extensive experience of working with Federal agencies, the following are some of the best practices recommended by various agencies while developing training material.

- **Collaborate** – We develop Training Materials in collaboration with all project team members and stakeholders.
- **Determine and Include** – We work with the COR, SMEs recommended by COR to determine and include all appropriate content necessary for the Training Materials
- **Design** – We ensure that all content has the same look and feel and follows 508 guidelines
- **Approve** – Process for PM to obtain proper approval before implementing the Training Materials.

To ensure that training tasks are diligently followed, we will implement the following practices:

- **Plan** – We include the Training Materials as a deliverable in the master project schedule
- **Audiences** – We identify both internal and external audiences and update the communication plan
- **Needs** – We determine who needs what information, when, and in what format.

- **Distribution** – We determine if the training materials will be instructor led (classroom learning), on-line, on-site learning, virtual classroom (e-Learning), self-paced e-Learning etc
- **Sources** – We adhere to the 508 compliance standards for development of the Training Materials
- **Responsibility** – We assign responsibility for the creation of the Training Materials and track it
- **Develop** – We create the Training Materials based on the agency needs
- **Test** – We validate that the Training Materials match the requirements of the Task Order.

12.5 Employee Training

Team PNA's continuous employee professional development and training programs not only provide the necessary initial certification and recertification requirements; they keep our workforce current with technological advancements that translate to better client solutions. Employee training includes extensive technical, mission-related, professional development, customer specific, and process training and is available to personnel via classroom, web-based, and distance learning resources. Extensive cross-training is also completed to provide employees upward progression in addition to creating efficiencies. PN Automation ensures employees have a visible path for career progression. When a vacancy occurs, due to a resignation or new position being added, we first look internally for personnel promotions before starting the recruiting process.

Figure 1: Competency Matrix Example

9. Corporate Certifications of Pn Automation, Inc.

CMMI® Institute
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Organization:

Organization Name

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6389

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Country:

Any Country ▾

Target Level:

Any Maturity Level ▾

Year:

Any Year ▾

CLEAR   **APPLY**

If you require CMMI for contracts and procurements, please read these recommendations. ⌄

Results: 1 of 9687 Appraisals

Pn Automation, Inc.   **ID: 6389**

Appraisal Team Leader	**Sponsors**	**Partner**
Vijaya Geetha Kothamasu	Nitin Baviskar	Global Certification Services
OU Scope and Level	**Appraisal Validity**	
Software Development Unit-CMMI DEV V1.3-ML3	2020/09/18 - 2023/09/18	

8.2   ISO 9001:2015

Global Certification
Services LLC

Certificate Of Registration

PN AUTOMATION, INC.

3700 Koppers St, Ste 140, Baltimore, MD 21227

This Certificate of Registration acknowledges that the above organization is registered in recognition of a quality management system demonstrated in conformance with

ISO 9001:2015
Quality Management System

IT Service Management for delivering services and processes support the provision of Software Application Design, Development, Quality control, IT Infrastructure Management, IT security, Documents and Records Management and Cloud Services.

GCQ-200301	**03/03/2017**	
Certificate Number	Date of Initial Registration	
03/01/2023	**03/02/2023**	**03/02/2023**
Surveillance Audit on / before	Certificate Expiry	Recertification Due

After Successful completion of Annual Surveillance Audit, New Certificate will be issued.

Authorized Signature

Global Certification Services LLC
3444 Fairfax RD Ellicott City MD 21042 USA
www.globalcertllc.com; services@globalcertllc.com; 1-855-440-2378

Global Certification Services LLC (GCS) is accredited by Accreditation by International Accreditation Services, Inc (IAS), USA vide MSCB-237.
Accreditation details are available with IAS, USA at https://www.iasonline.org/wp-content/uploads/2021/03/MSCB-237-Cert-New.pdf

This certificate remains the property of Global Certification Services LLC and this certificate is recognized by Global Certification Services LLC .

This Certificate is valid as per Rules and Regulations of Global Certification Services LLC & also the surveillance audits conducted at least once a year.
To check the certification validity at www.globalcertllc.com by entering certificate number in client verification section

8.3 ISO 27001:2013

Certificate Of Registration

PN AUTOMATION, INC.

3700 Koppers St, Ste 140, Baltimore, MD 21227

This Certificate of Registration acknowledges that the above organization is registered in recognition of a security management system demonstrated in conformance with

ISO/IEC 27001:2013

Information Security Management System

State of Applicability Version No: 3.0

IT Service Management for delivering services and processes support the provision of Software Application Design, Development, Quality control, IT Infrastructure Management, IT security, Documents and Records Management and Cloud Services.

GCI-200301	**03/03/2017**
Certificate Number	Date of Initial Registration

03/01/2023	**03/02/2023**	**03/02/2023**
Surveillance Audit on / before	Certificate Expiry	Recertification Due

After Successful completion of Annual Surveillance Audit, New Certificate will be issued.

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8.4 ISO 20000-1:2018

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Certificate Of Registration

PN AUTOMATION, INC.

3700 Koppers St, Ste 140, Baltimore, MD 21227

This Certificate of Registration acknowledges that the above organization is registered in recognition of a service management system demonstrated in conformance with

ISO/IEC 20000-1:2018

Information Technology Service Management

IT Service Management for delivering services and processes support the provision of Software Application Design, Development, Quality control, IT Infrastructure Management, IT security, Documents and Records Management and Cloud Services.

GCIT-200501	03/03/2017
Certificate Number	**Date of Initial Registration**

03/01/2023	03/02/2023	03/02/2023
Surveillance Audit on / before	**Certificate Expiry**	**Recertification Due**

After Successful completion of Annual Surveillance Audit, New Certificate will be issued.

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Authorized Signature

Global Certification Services LLC
3444 Fairfax RD Ellicott City MD 21042 USA

www.globalcertllc.com; services@globalcertllc.com; 1-855-440-2378

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10. APPENDIX – A: Organization Chart