

# Client Success



## Office of Research & Development (ORD) Research and Development Computing Center (RDCC)

*Past performance is the true predictor of success. We provide our customers with the highest level of service on time and within budget, every time.*

**AGENCY FOR WHOM WORK WAS PERFORMED:** Department of Veterans Affairs

**KEY BENEFITS PROVIDED:**

- ✓ Enterprise-level security, disaster recovery, and configuration management architecture
- ✓ Customization and implementation of GOTS research tool
- ✓ Continuous service desk support and software maintenance

**Project Synopsis:**

The ORD RDCC develops, supports, and maintains applications and infrastructure responsible for overseeing thousands of research and development project throughout the veteran medical community each year.

This effort includes updating applications to integrate with components of current VA information architecture standards and currently deployed best-in-class solutions throughout the government medical community. Additionally, the team provides operations and help desk support for these applications.

**Provided Services Include:**

**Enterprise architecture (service oriented architecture (SOA)) development**  
**Continuity of operations (COOP) and disaster recovery (DR)**

**Program Management**

- OMB 300 business case support / compliance reporting
- Earned value management (EVM)

**Software Development and Integration**

- Customization and enhancement of GOTS product
- Full Software Lifecycle Development
- Hardware maintenance
- Software installation and update

**Systems Support**

- Systems administration
- Database administration
- Data modeling
- LAN/WAN network engineering and support
- Datacenter and server management
- Service desk management