CREATIVE
Systems and Consulting

Thought Leadership | Innovation | Efficient Solutions

Creative Capabilities

Creative Systems and Consulting, LLC ("Creative") is a certified SBA 8(a), Economically Disadvantaged Women Owned Small Business (EDWOSB), and certified ISO 9001, 20001, 270001 and CMMI Level 3 firm. We offer broad range of Business and Technology consulting services by leveraging our extensive experience in providing cost effective Cloud Software as a Service (SaaS) and Platform as a Service (PaaS) based solutions to the Federal Government. Creative offers leading capabilities for Data Center Consolidation support and Enterprise Program Management. We partner with cloud technology companies to offer best in class SaaS based solutions for federal agencies.

Business Consulting Services

- IT Strategy and Governance
- Cloud Strategy and Planning
- CRM Strategy
- Business Process Re-engineering
- Enterprise Program Management
- IT Budget Analysis and Chargeback
- ITSM Program Implementation

Technology Services

- Low Code Application Configurations
  - Salesforce/Force.com
  - Microsoft Dynamics
  - ServiceNow
- Application Maintenance and Support
- Infrastructure Improvements
  - DevOps
  - DataCenter Consolidation
  - System and Network Engineering
  - Cloud Deployment (Public/Private)
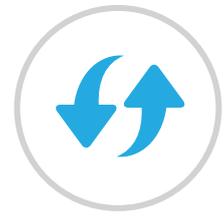
Cyber Security Services

- Compliance
  - Readiness for FISMA, DoD & FedRAMP ATO
  - NIST 800-53 Rev 3 to Rev 4
  - Establishing a ISCM (NIST 800-137)
- Assessment Services
  - Cyber Exposure & Pen Tests (DAST)
  - Infrastructure & Applications
  - NIST Cyber Controls
- Architecture Consulting Services
  - Application Security [sSDLC]
  - Cloud Architecture Enablement

Contracts and Socio-economic Status

- ✓ GSA IT Schedule 70 GS-35F-377AA
- ✓ SBA 8(a) participant and EDWOSB
- ✓ ISO 9001, 20001, 27001, and CMMI Level 3 Certified

USDA Office of Operations
Operations System for Customer Access and Reporting

OSCAR is a suite of applications that provide comprehensive Facility management service to Office of operations within USDA. OSCAR offers self-service via a customer portal that supports integrated and seamless customer service. Based on the success of the OSCAR program, it has been designated as one of the Secretary's signature business process improvement initiative. Capabilities implemented include:

- Customer Work Order Management
- Asset Tracking and Management
- Conference Room Reservation
- Event Management
- Building Permit and Capital Project Management
- Parking Management
- Car and Vanpool Request Management
- Sustainability and Waste Management Tracking
- Service Delivery Standards Reporting
- Executive Dashboards

USDA National IT Center
Customer Management System

Creative implemented the Customer Management System for National IT Center to manage all its interagency agreements and customer interaction. Creative automated the full life cycle of the inter-agency agreements from initial lead to opportunity to proposal and final financial agreements and invoicing. The project significantly improved NITC's ability to manage customer interaction by:

- Automating NITC service catalog and support for multi-year price books.
- Tracking all leads and opportunities so NITC account managers to interact with potential customers.
- Auto-generation of Treasury 7600A/B forms to significantly reduce errors in agreement processing.
- Income Tracking including automated approvals from NITC internal staff
- Electronic signature support for agreements
- Dashboard and Reports

Agriculture Research Service
Work Management Portal

Creative is implementing a comprehensive work management portal for ARS Administrative and Financial Management Office (AFM) to automate work request tracking across all three business service centers (BSCs). The scope for the work requests include:

- Information Technology requests
- Facilities Engineering, Safety, Real Property and Personal Property requests
- Budget Administration and Travel requests
- Human Resources requests
- Acquisition management requests
- Collaborative research agreements requests

Forest Service
Data Center Transformation

Creative is supporting the USDA Forest Service by providing data center transformation services to consolidate their distributed regional data centers to USDA approved National IT Center Enterprise Data Center (EDC). Effort involves:

- Application Portfolio Analysis
- Migration Planning
- Systems Engineering
- Server Virtualization
- Application Re-platforming and Migration

Department of Defense DCoE
Program Evaluation Support

Creative implemented a state-of-the-art solution to track evaluations associated with Psychological Health (PH) and Traumatic Brain Injury (TBI) programs. Data collected through the system enables DCoE to measure the program effectiveness and offers real-time access to information critical to improve the care delivered to service members and their families. Features implemented include:

- Geographical representation of delivery location for various PH and TBI programs
- Mobile interface for program evaluators