



# LCG

Insight with Impact.

SERVICE CATALOG



# LCG Service Catalog

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## Digital Government Services:

LCG accelerates digital government strategy using targeted use of emerging technologies to achieve government missions. LCG builds on our legacy of innovating in Government by understanding the urgency for transformation, Digitizing Government Services using Agile Processes and rapidly adopting XaaS to deliver services at speed and scale.

- **Cloud & Platform Transformation:** Driving Digital Government with XaaS technologies offering shorter time to value with solutions deployed using cloud delivery models.
  - **Digital Government:** To improve government efficiency, transparency, and engagement, we harness digital technologies and information systems, granting citizens and businesses online access to government services, information, and interactions.
  - **Transition Services:** We offer specialized services tailored to aid organizations in migrating their IT infrastructure, applications, and data from on-premises environments to cloud-based platforms. This transition typically involves shifting from conventional infrastructure to models such as Infrastructure as a Service (IaaS), Platform as a Service (PaaS), or Software as a Service (SaaS).
- **AI-Augmented Solutions:** Aligning Advanced Data Analytics, Managed Infrastructure and Operations, and Application Development with Machine Learning Models and AI-based solutions to accelerate and sustain AI adoption.
- **DevSecOps:** Bringing continuous delivery, integrating Security into DevOps with a collaborative, product-centric culture for automation to drive digital transformation.
- **Microservices:** Delivering Cloud-Native and scalable solutions with clearly defined business outcomes, adopted iteratively to support complex mission software requirements.

## Managed Infrastructure and Operations:

LCG brings a compilation of best-in-class practices, tools, and technologies gained from our Public Sector experience. We leverage the latest automation and cloud technologies for customized modernization, low risk with high value, and at a reduced disruption to government services.

- **Cloud Solutions:** With a clear understanding of the transformative power of cloud computing, we are harnessing the capabilities of Amazon Web Services (AWS), Microsoft Azure, and other cutting-edge cloud platforms to drive efficiency, enhance collaboration, and advance scientific initiatives.
  - **Integration Services:** We utilize tools and technologies that facilitate the smooth integration and interoperability of various cloud-based applications, services, and data sources.
- **IT Infrastructure and Cybersecurity:** We adopt a contemporary strategy encompassing the oversight and upkeep of an organization's technology infrastructure, along with the implementation of strong cybersecurity measures to protect data and systems.
  - **Data Center Operations:** To effectively oversee and maintain an organization's data, our daily management encompasses activities such as ensuring the availability, security, and efficiency of the IT infrastructure, among other responsibilities.
  - **Database Management:** We focus on implementing and supporting structured organization, secure storage, and efficient handling of data within a database system.
  - **Infrastructure:** Our services cover the complete spectrum of activities, including design, provisioning, management, and maintenance of the essential technology and physical resources vital for an organization's IT operations.
  - **IT O&M:** Our primary goal is to ensure the reliability, availability, and security of an organization's IT environment, allowing for uninterrupted operations and the optimal performance of technology systems.
  - **Network Engineering Systems Administration:** We adopt a contemporary approach that leverages our proficiency in network engineering and system administration to establish a robust method for the design, implementation, and management of computer systems, all while ensuring the configuration and upkeep of servers.

- **Security Administration:** We strive to bridge the gap between IT infrastructure and cybersecurity by implementing security measures and policies, mitigating risks, and fortifying protection against potential security breaches.
- **System Data Support:** Our support encompasses a broad spectrum of services and activities, including the management, safeguarding, and optimization of an organization's data within its information technology infrastructure.
- **System/Network Administration, Server and Desktop Support:** To uphold the highest standards in managing an organization's IT infrastructure, we have established a robust support system. This system includes dedicated system/network administrators responsible for overseeing servers, operating systems, and network components. Additionally, we have server support specialists who focus on server maintenance and security to ensure uninterrupted operation. Furthermore, our team of desktop support personnel provides expert assistance to individuals encountering technical issues.
- **Systems Administration and Information Security:** A well-managed IT infrastructure serves as the cornerstone for the successful implementation of robust security measures. This underscores the importance of collaboration between system administration and information security. Together, they are essential for establishing a dependable and secure IT environment, safeguarding data, and systems, preserving data integrity, and fortifying defenses against unauthorized access and cyber threats.
- **Systems Administrator:** Our team places a strong emphasis on ensuring the stability, optimal performance, and uninterrupted availability of IT systems. This is achieved through expert configuration and proactive troubleshooting of server and network resources.
- **Service Desk Support:** We help with optimizing service desks with omnichannel support, training, and support for end-users who are adopting cloud-based productivity tools.
  - **Desktop Support:** We offer IT support services to assist organization end-users in the maintenance and troubleshooting of their desktop computers, laptops, and associated hardware and software.

- **Desk Phone Support:** Our team's goal is to guarantee the proper functioning of these devices, resolving issues related to hardware, software, configuration, and connectivity.
- **End User Computing:** Our primary goal is to enhance productivity and ensure a seamless user experience, offering technical assistance, software installations, updates, and troubleshooting to meet individual user requirements.
- **End-User IT Support:** These services encompass aiding individuals in areas such as Helpdesk support, meeting facilitation, and security operations support.
- **Helpdesk:** We offer a centralized support system dedicated to assisting and providing solutions for end-users, employees, and customers.
- **IT Support Services:** Our services are designed to address a wide range of IT-related issues, including hardware and software problems, network connectivity, and user inquiries.
- **Service Desk:** We contribute to the enhancement of service desk efficiency by offering comprehensive support, training, and guidance to end-users in their transition to cloud-based productivity tools.
- **Scientific Laboratory Support:** We leverage our understanding of the unique and complex software, connected devices, data and security required to conduct effective healthcare research through our long history of scientific laboratory support.
  - **IT Services for Biomedical Research, Health Sciences, and Healthcare:** We facilitate data management, analysis, and communication in medical and research settings through the utilization of specialized technology solutions.
  - **OpenClinica:** We harness the capabilities of OpenClinica tools to optimize data collection and analysis, resulting in increased efficiency and compliance in the field of clinical research.
  - **Research and Recommend New Tools and Techniques:** As technology continues to advance, we are dedicated to exploring emerging technologies, equipment, methodologies, and best practices within the realm of scientific research and experimentation. Our objective is to uncover innovative tools and techniques that can

significantly augment the capabilities and efficiency of laboratory operations.

- **Technology Consulting Services:** We provide Consulting Services for IT enablement and achievement with agency goals, vision, and capabilities at the core.
  - **Business Analysis:** Our team helps to identify business needs, find solutions to business problems, and facilitate the implementation of these solutions.
  - **Documentation and Technical Writer Support:** Our writers undergo rigorous training to uphold the highest standards, ensuring the accurate and effective communication of technical information, procedures, and product documentation to their intended audiences.
  - **Product Development:** Our team is committed to guiding you through the entire product development lifecycle, starting from market research, ideation, concept creation, and prototype design, to the rigorous processes of research and development for your products.
  - **Project Management:** With a track record of success, our team is dedicated to assisting in project planning, execution, and control, ensuring that projects are completed with the desired results, meeting established constraints in terms of time, cost, and scope.
  - **Quality Assurance:** We implement a systematic and proactive approach to effectively identify and rectify issues or deviations from standards before they affect end-users or customers. Our process is designed to ensure that products, services, and processes consistently meet established quality standards and requirements.
  - **Requirements Development:** Throughout this process, our focus is on aligning technology solutions with the client's strategic goals, guaranteeing that the final product meets their expectations, and delivering a well-defined roadmap for the project's design and implementation stages.
  - **Special Projects:** We provide services to address specialized and distinct tasks that go beyond regular operations. These projects are tailored to meet specific needs, whether it's tackling unique challenges, exploring new opportunities, or achieving specific, time-limited objectives.

- **Website, Database Application Design, SharePoint Development and Support, Business Intelligence:** Our teams exhibit expertise in various facets of technology and software development. Website development centers on crafting online content, database application design involves constructing software for data management, SharePoint development and support encompasses customizing and maintaining SharePoint systems, and business intelligence entails data analysis for strategic decision-making. Our collaborative environment fosters mutual learning and knowledge sharing.

## Application Services:

LCG multidisciplinary software development teams bring iterative and incremental development to implement and sustain mission-critical applications for government agencies. We use emerging software frameworks and techniques to increase productivity and user experience, developing higher quality, reusable software components and platforms designed to shorten the time-to-market.

- **Software Operations & Maintenance:** We focus on enhancing customer experience, performance, usability, and effectiveness of critical applications for federal government agencies.
  - **Application Support (Development / Maintenance, Processing, Screening):** Our teams offer comprehensive support for the continuous management of software applications, focusing on tasks such as maintenance, ensuring seamless operations, and proactive issue identification.
  - **Backup & Recovery:** Through our services, we guarantee data integrity and business continuity by implementing regular data backups and robust data and system recovery solutions, addressing data loss, hardware failures, and disaster scenarios.
  - **Emergency/After Hours Support:** These services are available outside regular business hours and are designed to ensure continuity and reliability of essential operations.
  - **SA&A:** To ensure ongoing security and compliance with relevant standards and regulations, we implement SA&A, which encompasses regular security assessments, vulnerability scanning, and continuous monitoring.

- **Server Support:** Given the critical role servers play in hosting and delivering software applications, we offer support for server setup, configuration, monitoring, and maintenance to guarantee the smooth and secure operation of the software.
- **Standard Enhancement Cycle Support:** To ensure the continued effectiveness of software applications, we offer services that encompass the identification, development, and implementation of enhancements and improvements tailored to meet evolving needs and address specific requirements.
- **Enterprise Solutions:** We leverage using digital technologies and design methodologies across the enterprise to deliver agile and scalable solutions.
  - **Change Management and Release Readiness Support:** We take a modern approach when preparing for the release of new software or system changes whilst helping the team adapt to those changes effectively.
  - **Contract-Level and Task Order (TO) Management:** Our team is responsible for managing and orchestrating contracts and their related task orders within the organization.
  - **Enterprise Architecture Services:** We offer a comprehensive approach that aligns an organization's business objectives with its IT capabilities. This includes establishing and implementing architectural frameworks, standards, and best practices to ensure the success of IT initiatives.
  - **Process and Procedure Improvements:** Our team is committed to enhancing operations, boosting efficiency, and minimizing errors through the strategic implementation of best practices, ultimately optimizing organizational performance, and delivering better results.
  - **Security Requirements:** These requirements form the bedrock of enterprise software and system design, serving as vital safeguards against potential threats to an organization's data, systems, and overall operations.
- **Full Stack Development:** Front-end to back-end development expertise to achieve any client objective using multi-experience development platform (MXDP).
  - **Software Development:** Our developers are tasked with crafting the software that drives the functionality of applications or systems,



spanning both the client-side and server-side. Their responsibilities encompass tasks such as coding, database design, application logic implementation, and ensuring the software operates seamlessly.

- **Website Development:** Our developers are skilled in full stack development, enabling them to handle both the visual design and user interface of a website as well as the server-side aspects, ensuring a comprehensive and cohesive web development experience.
- **Productivity and Collaboration:** Supporting Collaborative work management solutions such as SharePoint Online with Microsoft Office 365 Productivity tools.
  - **Communications Management:** Our services ensure effective and timely communication among stakeholders, both internally and externally.
  - **Meetings Support:** Our objective is to enhance the quality of meetings and presentations, reducing technical disruptions and fostering seamless communication and collaboration among all participants, leveraging Microsoft Office 365 meeting tools.
  - **SharePoint Administration:** Our administrators offer expertise in the management, configuration, and upkeep of Microsoft SharePoint, a highly utilized collaborative platform designed for document management, content sharing, and team collaboration.
  - **SharePoint Services:** Our SharePoint Solutions offer a range of services to support and enhance your SharePoint environment. We specialize in developing custom SharePoint Web Parts to meet unique requirements. For those aiming to modernize their SharePoint presence, we provide site design aligned with organizational branding. On the administrative side, we focus on supporting SharePoint Online and ensuring seamless migrations and upgrades. Additionally, we prioritize data security and compliance to keep your SharePoint assets safe.
  - **Telecommunications and Video:** We possess expertise in and harness a diverse array of technologies and solutions for transmitting voice, data, and video content across networks. Our aim is to empower seamless communication, collaboration, and the exchange of information across a multitude of platforms and devices.

- **Technology Consulting Services:** Optimize Government ability for improved decision-making by providing meaningful access to data and intelligent insights.
  - **Chief Information Officer (CIO) Support:** We offer consulting services designed to support and guide the CIO in their pivotal role of aligning IT with the organization's business objectives and optimizing the effective use of technology resources.
  - **IT Architecture:** Our services include the strategic planning, design and management of an organization's technology infrastructure and systems to ensure they align with business objectives.
  - **Strategic Planning:** Our consulting services focus on creating a structured and all-encompassing strategy that establishes an organization's vision, mission, goals, and objectives. This process involves analyzing the organization's current status, future aspirations, and external influences. Through strategic planning, we assist in crafting a well-defined, actionable plan that maps the path toward achieving long-term objectives, optimizing resource allocation, and staying adaptable in the face of evolving conditions, all in pursuit of maintaining competitiveness and fulfilling the organization's mission.

## Grants Services:

LCG Grant Management Services solutions automate the administrative support required in the grant life cycle for grantors and grantees. Our Service helps Federal Granting organizations award, fund, track, measure, and report program outcomes.

- **Applicant Support:** We aim to help applicants understand and navigate the application process, troubleshoot any issues, and ensure they have the best chance of success in securing grants.
  - **Grant Support:** We offer support and guidance to grant applicants, helping them identify relevant grant opportunities, develop compelling grant proposals, and manage all grant-related tasks.
- **End-to-End Peer Review Support:** We support grant providers and reviewers by streamlining the review process and ensuring transparency, fairness, and adherence to evaluation criteria.
  - **Peer Reviews Support:** Our team provides continuous support throughout the process of reviewing and evaluating grant proposals,

applications, and research projects, ensuring that informed decisions can be made regarding grant allocation and other related tasks.

- **Subject Matter Expert Recruitment:** We help increase the pool of qualified, expert reviewers to assist in the evaluation and decision-making processes of grant applications.
  - **Training Support:** To ensure that we offer the finest subject matter experts to our customers, we provide training support as needed. This support encompasses the delivery of educational resources, instruction, and guidance to individuals, all aimed at enhancing their skills, knowledge, and capabilities.
- **Grantee Evaluations:** We leverage technology that enables fast, effectual grantee evaluations.
  - **Performance Expectations:** We provide support and guidance in defining the envisioned results, objectives and deliverables that grant recipients are required to accomplish as part of their funded projects.
- **Financial Reporting:** To enhance clarity and transparency in documenting and communicating financial data related to grant funds, we employ a contemporary approach, ensuring greater accountability.
  - **Metric Data Recording:** We employ metric to assist grant recipients and organizations in showcasing their adherence to grant requirements, tracking the progress of grant funded activities, and enhancing transparency to grantors and stakeholders.
  - **Reporting Requirements:** By establishing specific criteria and guidelines for the preparation and presentation of financial reports, we ensure consistency, transparency, and reliability in the reporting process.
- **Grants Management Consulting:** Providing specialized advisory and support service to organizations and grant providers to optimize their grant programs.
  - **Grants Services:** Our team of experts provides guidance and shares best practices for preparing and submitting grant proposals, as well as managing the entire grant lifecycle, including compliance and reporting.
  - **Records Management:** We offer comprehensive support throughout the entire grant process, including assistance in creating, organizing, and securely storing records. These records encompass a wide range

of materials, such as financial reports, progress reports, and documentation of grant fund utilization. Additionally, we emphasize the establishment of retention guidelines, making sure documents are accessible to authorized personnel. This approach ensures transparency, compliance, and safeguards historical data.