



LCG

Insight with Impact.

SERVICE CATALOG



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LCG Service Catalog

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1. Digital Transformation Services

LCG delivers comprehensive Digital Transformation Services designed to modernize government missions, enhance user experience, and improve organizational performance. We combine agile methodologies, human-centered design, and cutting-edge technologies to help agencies rapidly adopt modern solutions, streamline operations, and advance digital maturity.

1.1 Application Innovation & Modernization

- **DevSecOps Integration:** We modernize legacy systems by embedding security into automated, continuous development and deployment processes.
- **Microservices Development:** We design modular, cloud-native microservices that support scalable and resilient mission applications.
- **Software O&M:** We provide continuous operations and maintenance to ensure application stability, performance, and long-term usability.
- **Enhancement Cycles:** We deliver structured enhancement cycles to keep systems secure, updated, and aligned with mission priorities.
- **Server & System Support:** We configure, monitor, and troubleshoot servers to maintain reliable system operation.
- **SA&A Support:** We conduct assessments, vulnerability scans, and monitoring activities to ensure security compliance.
- **Backup & Recovery:** We establish backup and recovery processes that protect critical data and ensure continuity.
- **After-Hours Support:** We provide emergency after-hours support to maintain uninterrupted mission operations.

1.2 Intelligent Business Applications

- **Low-Code/No-Code Solutions:** We use low-code and no-code platforms to rapidly develop applications and automate business processes.
- **COTS Implementation:** We configure and deploy commercial off-the-shelf systems that meet agency requirements with minimal customization.
- **RPA Automation:** We apply robotic process automation to reduce manual tasks and improve operational efficiency.
- **Enterprise Architecture:** We develop enterprise architectures that align IT capabilities with organizational goals.

- **Process Improvement:** We implement process enhancements that streamline operations and reduce organizational friction.
- **Change & Release Management:** We prepare organizations for system changes through structured change management and release readiness activities.
- **Contract & TO Management:** We oversee contract-level operations and task order execution to support program success.
- **SharePoint Development:** We design, configure, customize, and maintain SharePoint environments for collaboration and content management.
- **Microsoft 365 Support:** We support collaboration tools, communication platforms, and productivity solutions across the enterprise.
- **Meeting & Communications Support:** We ensure seamless meetings and effective communications through technical support and facilitation.
- **Telecom & Video Services:** We deploy and support telecommunication and video solutions that enhance organizational communication.

1.3 Modern Service Desk & Experience Management

- **Omnichannel Service Desk:** We operate a modern service desk that supports users through phone, chat, remote, and onsite channels.
- **Help Desk Support:** We resolve IT issues quickly and efficiently to maintain daily operational continuity.
- **Desktop Support:** We assist users with hardware, software, configuration, and troubleshooting needs.
- **End-User Computing:** We support end users with device setup, updates, and technical assistance to ensure productivity.
- **Cloud Adoption Support:** We train and assist users in adopting cloud-based productivity tools and applications.
- **User Experience Improvement:** We enhance overall user satisfaction by addressing pain points and improving service quality.

2. Cloud & Infrastructure Modernization

LCG accelerates cloud adoption and modernizes IT infrastructure to increase agility, resilience, and operational performance. We apply industry-leading practices and tools gained from decades of public sector experience, ensuring modernization efforts deliver measurable value with minimal disruption.

2.1 Cloud Migration & Optimization

- **Cloud Transition Services:** We migrate systems and applications to AWS, Azure, and other cloud platforms securely and efficiently.
- **IaaS/PaaS/SaaS Adoption:** We transition on-premises capabilities to cloud service models to improve agility and cost effectiveness.

- **Cloud Integration:** We integrate cloud applications and data sources to ensure reliability, interoperability, and performance.

2.2 Hybrid & Multi-Cloud Architecture Strategy

- **Hybrid Cloud Design:** We design architectures that combine on-premises, private cloud, and public cloud environments.
- **Multi-Cloud Strategy:** We develop strategies that optimize cost, resiliency, and performance across multiple clouds.
- **Cloud-Native Approaches:** We adopt containerization and cloud-native development to support scalable modernization.

2.3 Enterprise & On-Premises Infrastructure Management

- **Data Center Operations:** We manage data center resources to maintain availability, security, and operational efficiency.
- **Database Administration:** We ensure structured, secure, and optimized database environments across the enterprise.
- **Network Engineering:** We design and maintain robust, secure network infrastructures that support organizational needs.
- **Systems Administration:** We configure and manage servers, operating systems, and related infrastructure to maintain stability.
- **Security Administration:** We implement security controls and policies that protect organizational systems from threats.
- **IT O&M Services:** We sustain reliable IT operations through continuous monitoring, maintenance, and support.
- **System Data Support:** We manage and optimize data within enterprise IT systems to ensure accuracy and availability.
- **Desktop & Server Support:** We maintain end-user devices and servers to ensure seamless daily operations.

2.4 Scientific Laboratory Infrastructure & Support

- **Biomedical IT Support:** We deliver technology services tailored to biomedical research, health sciences, and laboratory operations.
- **OpenClinica Support:** We implement and maintain OpenClinica tools to enhance clinical data collection and analysis.
- **Laboratory Technology Assessment:** We research and recommend emerging tools and techniques to support scientific innovation.

3. Data & Analytics Solutions

LCG enables agencies to unlock the full value of their data through comprehensive data management, advanced analytics, and intelligent decision-support solutions. We help

organizations design and implement modern data ecosystems that drive transparency, efficiency, and mission outcomes.

3.1 End-to-End Data Lifecycle Management

- **Data Integration:** We connect data from multiple sources to create unified and reliable information environments.
- **Data Migration:** We move data safely and efficiently between systems, platforms, and environments.
- **Data Warehousing:** We build structured repositories that support analysis, reporting, and decision making.
- **Data Governance:** We implement governance frameworks that ensure data quality, consistency, and security.

3.2 Advanced Business Intelligence & Visualization

- **Dashboard Development:** We create interactive dashboards that communicate trends, insights, and performance metrics.
- **Reporting Solutions:** We develop reports that provide clear and actionable information to decision makers.

3.3 Real-Time Analytics & Decision Intelligence

- **Real-Time Dashboards:** We deliver real-time monitoring tools that support operational awareness.
- **Decision Intelligence:** We implement analytics that drive rapid, informed operational decisions.

3.4 Data Science, Predictive & Machine Learning Models

- **Predictive Modeling:** We develop predictive models to forecast trends and outcomes.
- **Machine Learning Solutions:** We build and deploy ML models that automate analysis and support mission objectives.

4. Artificial Intelligence & Automation

LCG accelerates AI adoption by integrating machine learning, generative AI, and intelligent automation into mission workflows. We combine technical expertise with responsible AI practices to ensure innovation aligns with ethical, security, and performance requirements.

4.1 AI/ML Solution Development & Deployment

- **AI Solution Design:** We build and integrate AI models that improve mission performance and operational efficiency.
- **Model Deployment:** We deploy AI and ML models within scalable cloud and enterprise environments.

- **Legacy Application Modernization with Agentic AI:** We apply agentic AI to understand and assess legacy code, improve technical documentation, accelerate refactoring, and expand test coverage to support the transition to secure, modern application architectures.

4.2 Generative AI & Agentic Automation

- **Generative AI Solutions:** We develop copilots, chatbots, and RAG solutions tailored to federal missions.
- **Agentic Automation:** We build intelligent agents that perform tasks, execute workflows, and interact with systems autonomously.

4.3 AI Strategy, Governance & Adoption

- **AI Strategy Development:** We help agencies define an actionable AI modernization strategy and prioritize high-value use cases.
- **AI Governance & Risk Management:** We establish governance frameworks and risk management practices for AI initiatives.
- **Adoption & Change Support:** We build a practical path from AI innovation to sustained adoption across the organization.

4.4 AI Literacy, Training & Enablement

- **Role-Based AI Training:** We prepare leaders, delivery teams, and end users to work with AI responsibly through training tailored to their role.
- **AI Literacy Programs:** We build foundational understanding of AI capabilities, limitations, and responsible use across the workforce.
- **Governance Guidance & Adoption Support:** We provide guidance and ongoing support that helps teams apply AI governance requirements in daily work.

4.5 Intelligent Operations & AI Delivery

- **AI-Enabled Service Delivery:** We integrate AI assistants and workflow automation into service delivery operations.
- **Analytics-Driven Operations:** We apply analytics within operations to support evaluation, monitoring, and continuous improvement.
- **Human Oversight & Monitoring:** We maintain human oversight, security review, and ongoing monitoring of AI-enabled operational processes.

5. Enterprise Security & Resilience

LCG secures mission-critical systems through modern cybersecurity practices, proactive risk management, and robust infrastructure protection. We ensure that data, applications, and technology environments remain resilient against evolving threats.

5.1 Data & Application Security

- **Secure Development:** We integrate secure coding, monitoring, and assessments into application lifecycles.

- **Data Protection:** We safeguard data through encryption, governance, and compliance controls.

5.2 Infrastructure & Network Security

- **Network Defense:** We secure networks and endpoints using modern cybersecurity technologies.
- **Identity & Access Management:** We protect systems through strong authentication and authorization practices.

5.3 Comprehensive Cybersecurity Solutions

- **Risk Management:** We implement enterprise frameworks that identify, assess, and mitigate security risks.
- **Incident Response:** We provide operational security support that responds quickly to threats and vulnerabilities.
- **Zero Trust Architecture:** We adopt Zero Trust principles to strengthen security across systems and users.

6. Grants Services (Remains a Functional Domain Mapped Across Capability Areas)

LCG continues to provide end-to-end Grants Services that support Federal Granting organizations throughout the entire grant lifecycle. These services map naturally to our Digital Transformation, Data & Analytics, and AI & Automation capability areas, ensuring agencies can modernize their grant programs with greater efficiency, transparency, and compliance.

6.1 Applicant & Proposal Support

- **Applicant Assistance:** We help applicants navigate processes and resolve technical and procedural questions.
- **Grant Support:** We guide applicants in preparing proposals and managing application requirements.

6.2 Peer Review Support

- **Review Facilitation:** We manage the full peer review process to ensure fairness, transparency, and consistency.
- **SME Recruitment:** We recruit and train subject matter experts to expand reviewer capacity.

6.3 Grantee Performance & Reporting

- **Performance Evaluation:** We support agencies in evaluating grantee progress and compliance.
- **Financial Reporting:** We assist with accurate and transparent financial reporting and metrics tracking.

6.4 Grants Management Consulting

- **Program Optimization:** We provide consulting to improve grant processes and compliance across the grant lifecycle.
- **Records Management:** We create and maintain secure, well-organized grant records to ensure transparency and accessibility.

7. Program Management & CIO Support

LCG provides comprehensive program leadership and executive IT advisory services that strengthen governance, enhance operational performance, and align IT investments with mission priorities. We combine disciplined program management practices with strategic advisory expertise to help agencies deliver measurable outcomes, manage risk, and drive long-term modernization success.

7.1 Contract Management, Program/Project Management, PMO Support

- **Contract Management:** We manage contracts and task orders with structured oversight to ensure compliance, cost control, and performance excellence.
- **Program Management:** We lead complex, multi-workstream programs to ensure alignment with mission objectives, schedules, and budget constraints.
- **Project Management:** We apply industry-recognized methodologies to plan, execute, and control projects from initiation through closeout.
- **PMO Establishment & Support:** We design, implement, and operate Program Management Offices that standardize governance, reporting, and performance management.
- **Performance Monitoring:** We establish metrics, dashboards, and reporting frameworks that provide transparency and accountability at all levels.

7.2 Business Analysis, Process Improvement, Change Management

- **Business Analysis:** We identify stakeholder needs, define requirements, and translate business objectives into actionable technical solutions.
- **Process Improvement:** We analyze and optimize workflows to eliminate inefficiencies, reduce risk, and enhance operational effectiveness.
- **Change Management:** We prepare organizations for transformation by guiding communication, stakeholder engagement, and adoption strategies.
- **Requirements Development:** We develop clear, traceable requirements that ensure successful solution delivery and alignment with strategic goals.

7.3 IT Strategy, Planning & CIO Advisory Support

- **IT Strategic Planning:** We develop comprehensive IT strategies that align technology investments with mission and organizational priorities.

- **CIO Advisory Support:** We provide executive-level advisory services that help CIOs optimize governance, performance, and resource allocation.
- **Enterprise IT Governance:** We establish governance frameworks that promote accountability, risk management, and informed decision-making.
- **Technology Roadmapping:** We create actionable roadmaps that guide modernization initiatives and long-term digital transformation efforts.
- **Architecture & Policy Guidance:** We advise on enterprise architecture standards, IT policies, and modernization frameworks to ensure sustainable growth.