



Civilian Agency Services

Enhancing Operations During Challenging Times to Serve the American People

Our nation's federal agencies are at a technology crossroads. The Administration is asking agency leaders to use Information Technology (IT) to improve government services while facing the daily struggle to effectively meet operational requirements, manage current systems, and stay within budget. Federal agencies need IT service providers who will deliver on their promises. Perot Systems Government Services, now Dell Services Federal Government, has earned a distinguished record of achievement based on rock-solid performance and consistently high customer service ratings across our federal contracts.

We have helped thousands of government and commercial organizations use IT infrastructure and business process solutions to improve performance, achieve their mission, and reduce costs. We're the right-sized service provider — we have the depth and breadth of experience to handle any challenge, yet we're agile enough to shift resources and adapt as customer needs change. For federal agencies, we leverage our commercial best practices to identify solutions that best serve our government customers.

Federal Civilian Agency Solutions

Whether you're looking to implement broad-based, enterprise-wide solutions or need a more modular approach to meet specific operational challenges, we offer a full range of services and solutions:

Applications

- Cost of ownership reduction
- Application evolution
- New application development
- Functionality expansion
- Testing and evaluation
- Change and configuration management
- Software development lifecycle support
- Legacy applications experience
- Applications operations and maintenance
- Hosting

Business Processes

- Process support
- Back office management
- Administrative services
- Processing capabilities
- Financial transaction assistance

Consulting

- New solutions identification
- System performance improvement
- Applications optimization
- Enterprise strategy
- Knowledge management
- Systems security
- Systems consolidation

Infrastructure

- End-to-end infrastructure operations and maintenance
- Service desk and end user support
- Network management services
- Data center services
- Hardware break / fix and depot services
- Enterprise modernization
- Cyber security support services
- System reliability improvement

Contributing to Customer Success: Department of Veterans Affairs (VA)

Perot Systems Government Services, now Dell Services Federal Government, provides information technology and systems services for a number of the VA's most critical programs. We deliver technical management and applications development for the current VA electronic healthcare system, VistA, and we also manage frontline technical support for the HealtheVet initiative as it evolves into the Agency's next-generation electronic medical records system.

Our team helps the VA improve identity management systems and patient health records tracking so that it can better track and learn from patient movements among network hospitals. We are also providing support on the cutting edge of the VA's data quality program that aims to improve treatment standardization.

Supporting Federal Agencies, Serving the American People

Commitment to Excellence

- ITIL Standards Leadership
- CMMI Maturity Level 3 Rating
- ISO 9001: 2008 Certification
- The Government Services group is part of a larger organization that achieved ISO 20000 certification

Contract Vehicles

- DHS Eagle
- GSA Alliant
- GSA Consolidated/Corporate Schedules (MOBIS, IT 70, Environmental, AIMS)
- GSA FABS
- GSA PES
- OPM TMA
- ITES-2S
- TIPSS-3
- VA VCS

Civilian Agencies: Representative Customers

- Department of Agriculture
- Department of Commerce
- Department of Education
- Department of Energy
- Department of Health and Human Services
- Department of Homeland Security
- Department of Housing and Urban Development
- Department of Interior
- Department of Justice
- Department of Transportation
- Department of Treasury
- Department of Veterans Affairs
- Executive Office of the President
- General Services Administration
- NASA

What We Do for Our Civilian Agency Customers

NASA

Supporting NASA's mission with award-winning service

In 2003, NASA hired Perot Systems Government Services, now Dell Services Federal Government, to improve its IT help desk operations at the Ames Research Center. We brought on board a Customer Relations Technical Area Manager who initiated a training program for current NASA help desk employees to upgrade the overall operation. In five short months, we helped improve NASA's help desk operations as well as the quality of support services. Since then, we have increased the level of support to the help desk and added around-the-clock service for many other NASA activities.

We currently provide a wide range of support services on three NASA contracts. As part of our work for NASA's Flight Deck Display Research Laboratory (FDDRL) in California, our team members have contributed to a number of large, distributed air-ground simulations (ground-based flight tests). In 2007, members of NASA's FDDRL team along with our team were honored with the Collier Trophy, awarded annually by the National Aeronautic Association for "the greatest achievement in aeronautics or astronautics in America."

The National Oceanic and Atmospheric Administration (NOAA)

Providing proven and scalable engineering capabilities

The NOAA was looking for assistance with support requirements for facility upgrades and new building construction. The agency hired Perot Systems Government Services, now Dell Services Federal Government, to help document and track requirements in the areas of project management, operations, and support. We helped NOAA implement management functions that led to reduced costs, increased productivity, and the smoother functioning of NOAA facility projects. The first project we supported became the Department of Commerce's and the State of Alaska's first building to meet the Leadership in Energy and Environmental Design (LEED) standards, the U.S. Green Building Council's program to build energy efficient buildings.

We currently provide engineering support, scientific IT infrastructure services, management and systems administration support along with application and analysis for operational and research satellite data in atmospheric, oceanic, and land prediction services.

The Department of Education (ED)

Migrating and managing the first fully outsourced IT operation for ED

In 2007, the Department of Education sought to improve its entire IT operations environment in a cost-effective way and selected Perot Systems Government Services, now Dell Services Federal Government, to implement the first fully contractor-owned, contractor-operated IT-outsourced contract in the Department's history. We developed and continue to manage a customized end-to-end, contractor-owned and operated solution that allows the Chief Information Officer to focus on supporting ED's business objectives and mission-critical work.

Today, we have more than 320 team members providing full IT outsourcing support for all of the Department's offices, including the Federal Student Aid organization, which is equivalent in size to the fifth largest U.S. bank. As part of our solution, we provide IT outsourcing services for more than 5,200 users across the country, including data center hosting of applications, desk-side and help desk support, network and server operations, disaster recovery, messaging, telecommunications, information assurance, and database administration.

[For more information about any of our service offerings, please contact your Dell representative or visit \[dell.com/services\]\(http://dell.com/services\).](#)