



servicenow CAPABILITY STATEMENT

“People First – Mission Always”

ManCom is an innovative ServiceNow expert provider, with a proven history of client success, implementing strategic improvements, creating productive business, and providing value to clients with comprehensive skills across many facets of ServiceNow, with demonstrated strength in evaluating processes and determining cost-effective solutions to increase efficiency and improve accuracy.

Our ServiceNow Solutions

- **Business Analysis**
Analyze Business Problems and Needs, Inspect Current Solutions, and Review Planned Functionality Changes, including Improvement Ideas
- **Change Implementation**
Configurations, Customizations, Personalization, Custom ServiceNow Application Development, and Data Migration
- **Quality Assurance**
Test for Functionality, Integrations, Performance, Security, Usability and Data Quality
- **Change Management**
Design and Review Change Implementation Plans and Backup Activities
- **User Training**
Ensure high change adoption through various training formats, including knowledge articles, podcasts, videos, and face-to-face sessions
- **Production Launch and After-Launch Support**
Production Support and Release Maintenance, Solution Support Post Launch

Our ServiceNow Project Management Support

ManCom’s incorporates a process-focused approach to project management and quality with continuous improvement based on collaboration, lessons learned, audits and metrics. Our depth of experience is based on industry standards and processes that include ITIL Framework, Software Development Life Cycle (SDLC), DevOps methodologies, continuous integration and continuous delivery (CI/CD), DevSecOps, Waterfall and Agile/Scrum. We use tailored Project Management Plans, Story Boards, Sprints, and JIRA to manage our holistic approach dedicated to quality management. To ensure transparency for our stakeholders, we host various meetings as necessary to include Requirement Owners, Product Owners, Contracting Personnel, and a myriad of others.

Our Access to Resources

As a ServiceNow provider, ManCom understands our products and services are only as good as our skilled consultants. We have a certified team of ServiceNow application development, implementation, and administration experts; we have immediate access to a plethora of external ServiceNow personnel; and we have talent acquisition partners who are able to expeditiously provide qualified experts during normal and surge operations.

Our Current ServiceNow Customer

DHS U.S. Citizenship and Immigration Services (USCIS)

Period of Performance: June 2022 – June 2024

Contract Value: \$4,499,848

USCIS had a requirement for business consulting IT and Cloud support services in the following technologies/platforms: Microsoft Office Suite, SharePoint, Power Apps and Service Now (tasking management and other workflows); Uipath, and Federal Financial Management System (FFMS). In support of its mission and strategic goals, USCIS OCFO requires business process documentation, analysis, and technology solutions to improve transparency and increase efficiency of financial and operational processes that impact the Budget, Operating Plan, and User Fee Management. The scope of this order is to advise, implement, and transition solutions to the OCFO workforce that increase productivity and effectiveness by strengthening the connections between policy, mission requirements and budgetary requirements, and reducing manual workload associated with financial transactions using ServiceNow. **We created the following for USCIS in ServiceNow: Conference Planning Tool, Intra-Government Transaction Tracker, Task Management Solutions, and we provide O&M support for ServiceNow applications that were completed on other contracts.**

Our ServiceNow Certifications Certified System Administration (CSA)

Certified Implementation Specialist In:

- Project Portfolio Management
- Application Portfolio Management
- IT Service Management
- Human Resources
- Discovery
- Event Management
- Vulnerability Response

Our ServiceNow Modules

- Incident Management
- Change Management
- Problem Management
- Configuration Management
- Service Level Management
- IT Business Management
- IT Operations Management
- IT Asset Management
- IT Financial Management
- Software Asset Management
- Hardware Asset Management
- Service Portfolio Management
- Security Operations (SecOps)
- Governance, Risk, and Compliance and much more!

For more detailed information go to: mancominc.com or contact us @ info@mancominc.com

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CAPABILITIES OVERVIEW

“People First – Mission Always”

Management Communications, Inc. (ManCom) was founded in 2012 to be a reliable and trusted advisor to our customers, providing independent and unbiased recommendations and solutions that mitigate risk and help solve their IT problems while addressing emerging technologies. We bring the innovation, passion, and agility of the commercial IT industry to meet the unique challenges of the government. ManCom delivers a broad range of information technology, management, custom and technical services solutions to our customers.

We provide specialized support, with high availability, in the following areas: Program Management, Software Development, Business Analytics, Business Modeling and Solutions, Logistics, Installation Telecommunications Systems/Network, Records Management Systems and Support Services, Document Digitalization and Media Conversion, Unified Communications, Operations and Maintenance (O&M), Website Development and SEO, Microsoft 365 Integration and Migration, SharePoint, ISP Management, ROI Analysis, System Lifecycle Support, Equipment and Software Procurement, Strategic Planning, Help Desk, Training, Testing and Evaluation, Technical Documentation and Engineering, Design Services, and Technical Services.

Unlike other IT & security companies, ManCom does not simply focus on a single area of IT service. Instead, our approach is holistic. We offer complete customized IT solutions to help your business or other entity to meet its goals. Our team also accomplishes this goal for you with minimal disruption to your everyday operations as technologically and humanly possible.

ManCom Incorporated
 SBA 8(a)
 Veteran Owned (VOSB)
 Small Business
 DBE, SBE

DUNS: 078579107
UEI: N152KKUAW4A1
CAGE Code: 6Z0K7
Facility Clearance: Secret
TS: Pending

NAICS Codes: 541513 238210
 511210 517911 517919 518210
 519190 541511 541512 541519
 541611 541618 541690 541990
 561110 561210 611430 811212
 811213 811219

Contract Vehicles
 GSA 8(a) STARS III
 GSA IT-70
 1GPA
 TXShares



Sample Services Portfolio

CLIENTS	WORK PERFORMED
U.S. Citizenship and Immigration Services (USCIS)	Program Management, ServiceNow, RPA Development, Business Analytics, Systems Analytics, Advance Coding, AI development, Immigration Eco System, Microsoft Power Platform, Hybrid Multi-Cloud Support, PaaS & SaaS Integration Support, UiPath, Business Operating Assessments and Modeling, SharePoint Development, Systems Operations and Maintenance
Office of Naval Research Global (ONR-G)	Program Management, Human Resources Administration & Logistics, Knowledge and Content Management, Financial Resource Management, Staffing Plan, Business Administration, SharePoint Administration, Naval Research & Development Support
United States Access Board (USAB)	Program Management, SharePoint Design & Migration, Electronic Records Management System, Section 508 Compliance, On-Premises to Cloud Migration, RPA Development, Taxonomy & Metadata Support, Information Governance, NARA Regulation Support

Other Clients

- | | | |
|--------------------------------------|---------------------------|-------------------------------|
| Housing Authority of Maricopa County | California National Guard | Perlman Architects of Arizona |
| Kraemer Consulting Engineers | Wallick & Volk | Scottsdale Waterfront |
| National Council on Disability | MGC Contractors | Dallas Professional Painting |
| Bureau of Ocean Energy Management | Premier High School | |



CAPABILITIES OVERVIEW

PROGRAM MANAGEMENT

ManCom's **Program Management Office (PMO) support services improve schedule, cost, and program quality objectives.** Our PMO services include strategic planning, project planning, pre-acquisition, acquisition, implementation/deployment, and operations and maintenance. To satisfy the full range of federal requirements for systems acquisition and life-cycle support, we apply a standards-based approach to monitor and report key metrics and to identify trends.



- Setup & Operate PMO • Contracts and Grants Management • Financial Management • Risk Management • Agile and SAFe Implementation • Business Analysis

CYBER SECURITY



ManCom **supports government and industry customers with robust Cybersecurity services.** Our Cybersecurity team has the tools, credentials, and experience to conduct a detailed evaluation of a system's Cyber Resilience capabilities. Our services can range from assessing a system's Cybersecurity posture relative to current threats and known vulnerabilities.

- Cloud Security • FISCAM/FISMA Audit Support • RMF (NIST 800-53, CSF) • Application Security • Network Security • Penetration Testing • DevSecOps Engineering • Security Operations Center (SOC) Support • Endpoint Security • Integrated Cyber Assessment • Advance Threat Protection (ATP)

DOCUMENT MANAGEMENT & DIGITIZATION

ManCom is uniquely and expertly qualified to support **Document Integration Programs, Electronic Records Management Systems, and Digitization.** Specifically, ManCom serves on the GSA Records Management and Electronic Records Systems Advisory Committee, established to coordinate with the National Archives and Records Administration to maintain consistent information managed by government agencies and contractors.



- Document Management • Electronics Records Management • NARA Compliant Digitalization • Section 508 Compliance Testing and Remediation • Records Management Support • M23-07 Compliance Support • Gimmal Record • DoD Critical Data Handling Certified - JTC# 0068922

CLOUD SERVICES

ManCom **delivers Federal cloud migration management support** from application complexity analysis and rationalization to migration planning and execution across diverse IT portfolios while maintaining the client's operations tempo and mission capability. ManCom's cloud expertise with different target cloud environments offers customers a balanced, agile approach to cloud migration. ManCom integrates proven architecture and Dev Ops tools or the use of the customers' technology to facilitate migration efforts.



- Microsoft Certified Cloud Solutions Provider (CSP) and Managed Service Provider (MSP) • SharePoint (Migration, Design, & Upgrade) • MS Power Platforms (Power Apps, Power Automation, & Power BI) • Training and Best Practices • Cloud Backup Solutions • Cloud Integration & Deployment • FedRamp • Cloud Automation • Cloud Management • Cloud Transformation

OPERATIONS AND MAINTENANCE

ManCom supports **enterprise level operations and maintenance support with 24/7/365 help desk and on-call services** with full-time on-site and remote personnel as needed. ManCom provides support services for end user hardware and software as well as providing training to staff and personnel. We manage and maintain all software applications, software licenses, end user agreements and negotiate third party services on behalf of our customers.



- Datacenter Operations • Virtualization • Database Management and Administration • Network Operation Center (NOC) • Enterprise Data Warehouse • Enterprise Help Desk • Audio/Visual Support • Outsourced IT

DIGITAL and OPERATIONAL TRANSFORMATION & EMERGING TECHNOLOGY



ManCom understands that **digital and operational transformation has become a requirement for all enterprises.** When new technologies emerge, we embrace the linkage between relevance and IT and thus, we remain current on technology. More importantly, ManCom transfers this knowledge within our marketplace and to our clients. With unbiased assessments to the operating environment, we are able to assist in providing a more efficient operating model.

- Robotics Process Automation (RPA) Development • Cybersecurity • Cloud • Software Development • Data Management • Digital Transformation • Automation • Artificial Intelligence (AI) • Advance Coding • Business Analytics • ServiceNow • Systems Analytic • Workflows triggered by BOTs • JIRA • Agile/Scrum • Story Boards • Administrative • Business Process Modeling and Analytics

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