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#### About Booz Allen

Booz Allen Hamilton has been at the forefront of strategy and technology consulting for nearly a century. Providing a broad range of services in strategy and organization, technology, operations, and analytics, Booz Allen is committed to delivering results that endure.

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## Integrated Program Management Office Operations for Soldier Family Support & Services

The Army National Guard Soldier Family Support and Services (SFSS) Division provides services vital to the sustained readiness of the National Guard. Working in a strategic partnership with state National Guard units, SFSS must develop and deliver innovative human resource programs and services designed to address the needs of soldiers and their families.

The SFSS Division faces the simultaneous challenges of transforming business operations to integrate, expand, and manage nationwide services while continuously and responsively providing products and services that support ongoing National Guard community and project-level operations. The diversity of these program offerings and the geographic distribution of the services add to the complexity of the SFSS mission.

#### Booz Allen can help you be ready for what's next

Booz Allen Hamilton, a leading strategy and technology consulting firm, is uniquely qualified to establish Integrated Program Management Office (I-PMO) operations that are able to overcome nearly any challenge. The I-PMO must be staffed by subject matter experts who know the services that are needed and can ensure that service providers are collaborating and coordinating on a nationwide basis in support of the soldiers and their families who rely on a consistent, effective, and efficient SFSS Division. Without this centralized and knowledgeable program management capability, individual programs and service areas remain fragmented and unable to deliver integrated capabilities and share the resources necessary to fulfill the growing demand for these services.

Here are some of the ways Booz Allen's I-PMO operations can help the SFSS Division:

- Perform strategic planning, including creation and management of SFSS programs
- Provide realistic and effective program management support for the SFSS Division by defining new projects, tracking service planning and delivery schedules, forecasting and coordinating program resources, and monitoring and recommending ways to control the costs of SFSS initiatives
- Establish nationwide programmatic, process, and collaboration capabilities to bring together the SFSS program managers, the contractors providing the services, the state guard unit requirements, and the soldiers and family members using the services
- Anticipate demand for services, manage delivery of services, and monitor and measure service performance

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The I-PMO strategy enables the support of managed projects—complete with unifying tools, frameworks, and processes—and facilitates the consolidation of appropriately similar initiatives. The integrated approach enables SFSS to successfully deliver project services within technical, cost, and schedule constraints; minimize risk; and maintain quality.

To address the challenges inherent in the management of SFSS programs, the successful I-PMO must implement standard processes; facilitate enterprise-wide integration; and provide program management support for the acquisition, integration, and continued evolution of all SFSS programs.

A key element of our approach is building in Performance Based Management (PBM) activities throughout the program lifecycle. This achieves performance improvement through a cyclical process of establishing strategic performance objectives, measuring performance, and using that data to improve performance. PBM enhances traditional program planning and management by establishing complementary performance requirements and ensuring that there are quality assurances, controls, and surveillance processes.

PBM also emphasizes program governance—the processes and methods for adjusting performance requirements and standards as required or as deemed necessary by government leaders during the life of the contract. This facilitates program evolution and modernization to respond to changes in requirements, staff, processes, or tools.

In our experience, effective PBM results in increased accountability, clearer reporting requirements, better performance monitoring, flexibility in using resources, a versatile process and solution set, and increased communication.

### **Booz Allen's SFSS program experience**

Booz Allen has a strong understanding of the needs and operational requirements of military programs and military families—both as a firm skilled in fulfilling complex military requirements and on a much more personal level as a company with staff members who have served in the military and experienced the requirements, demands, and stresses of service first hand. Booz Allen is deeply committed to supporting military families. We sponsor many of the programs that offer a lifetime of support for US Army soldiers and their loved ones. On behalf of the Office of the Secretary of Defense, Army, and National Guard, Booz Allen has coordinated and supported many soldier and family programs, including the Yellow Ribbon Program, Post Deployment Health Reassessment, Army Wounded Warrior Program, Deployment Cycle Support, Military Health Service, Real Warriors program, and programs to prevent suicides and sexual assaults. Booz Allen is also now working with SFSS to provide business process reengineering support services for the Casualty Operations, Military Funeral Honors, and Survivor Outreach Services programs.

### **Booz Allen's capabilities and expertise**

Through the use of our reach-back support we offer and retain the flexibility to provide additional staffing skill areas when needed to meet experience requirements or provide surge support. Reach back provides the capability to offer a wide breadth of consulting services.

Our program management services are supported through our Program Management Environment (PME) platform. PME—a commercial-off-the-shelf-based platform available for all engagements, large and small—supports the entire project and program lifecycle and provides a comprehensive program management solution to address program management demands. The architecture of PME is based on a suite of integrated Microsoft products centered around the Microsoft SharePoint Server 2007 and Microsoft Project Server 2007 platforms.

This integrated program management capability is supported by tools and methods to integrate managed programs and services, including our powerful Total Baseline Integration (TBI) methodology. TBI has been developed and applied to establish functional relationships, casual linkages, and integrated control mechanisms between related but distinct program areas managed in our integrated environment. I-PMO program stakeholder integration is further enabled with our proven social media capabilities deployed in existing operational programs, including the All Partner Access Network, which supports DoD international disaster relief efforts and the Real Warriors program, which provides interpersonal support to soldiers and their families.

Whether you're managing today's issues or looking beyond the horizon, count on us to help you be ready for what's next.