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VALUE ENABLES
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RESULTS

REACHING OUT TO OUR GREATEST ASSET – **YOU!**



From the Editor's Desk

--by Beth Miller-Herholtz

"Small is the new big," said Paul Bennett during his Ted Talk, wherein he described the fact that design does not need to invoke grand gestures. Rather, design can solve small, universal, and overlooked problems that consequently delivers significant results. As many of you may know, I am an avid fan of Ted (<http://www.ted.com/>), and frequently tune in for inspiration. Bennett's talk was perfect for this month's edition of SNVC's newsletter for many reasons. (Bennett is the Chief Creative Officer for IDEO.)

SNVC is a small business, which means by Bennett's statement, we are now the new big. Our clients are relying on our talents and expertise to help them achieve great things. But how can we do that given our small company resources? As we work with our customers to define requirements, we have the advantage of looking into their organization as persons outside their organization rather from inside it - our perspective is important, often critical, to the success of new policies and technologies that are implemented. Take a look at Claudine Beckford's work at the CIO-G6 and how her perspective is helping to prepare the Army's workforce to meet its strategic goals.

Bennett suggested that another method to focus on the small yet universal problems is to "find yourself on the margins." A perfect example of this is the work being done with the Aurora Foundation. We began four years ago with a vision of helping veterans returning to the campus. Our strategy differed from other organizations, including the Veterans Affairs, because we weren't focused on each veteran's needs. Instead, we observed veterans on campus, read about their success (or lack thereof), and listened to their concerns. Consequently, we developed the framework around which grant requests would be considered and funded, and today, Aurora touches more than 17,000 veterans on campus.

Two additional methods were pointed out during Bennett's Ted Talk -- consider the work arounds we develop in every day life and have a beginner's mind. Doing so will help us develop empathic solutions, technology that is designed to fit into the users' world. The successful migration at the Arkansas National Guard used aspects of these methods as they utilized a partner's tool to avoid sequential migration steps to

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UPCOMING EVENTS --

2-3 November: Executive Team Fall Conference at SNVC HQ

6 November: Election Day

7 November: Aurora Board of Directors Meeting

8 November: Ribbon Cutting for the Longwood CyberSecurity Institute

12 November: Veteran's Day (Offices Closed)

14 November: First Webinar Regarding Changes to SNVC Benefits

22 November: Thanksgiving Holiday (Offices Closed)

28 November: AFCEA Ft. Belvoir Lunch

29 November: SNVC hosts Small Business Partnership breakfast: "Energy Policy Roundtable with Terry McAuliffe"

ANNIVERSARIES

1 Year

Nathan DeWitt - 11/14
 Ryan Fitzpatrick - 11/22

2 Years

James Younts - 11/1
 Jay Lytell - 11/1

the country's service and with gratitude for the victory, both because of the thing from which it has freed us and because of the opportunity it has given America to show her sympathy with peace and justice in the councils of the nations."^[2]

To all who have served and continue to serve, our sincere thanks for your dedication to the freedoms we hold so dearly today. Veterans Day is observed on Monday, November 12th.

CONNECT!

FIND US ON FLICKR

[SNVC's Flickr](#) site is semi-private, so you'll need these login IDs:
UID:snvcphotos@yahoo.com
PWD:snvc2008!

[Aurora's Flickr](#) site is public; no login is needed.

Top Talent

Welcome to our New Employees!

--by *Ellen Hembree*

SNVC continues to add more talent. Over the past month, we've added three new professionals working on the newest task, JCALS, which is based in Aberdeen, MD. Cameron McLelland and Ritesh Mehta are Senior Network Engineers, and Tomy Paul is a Senior Configuration Management Specialist. All three bring with them key certifications. Both Cameron and Tomy have multiple CISCO certs, and Ritesh has her PMP. As we continue to stress in our Professional Development Program, technical and managerial certification is critical to career growth as well as corporate growth. We're pleased to welcome these individuals to SNVC and look forward to supporting our newest customer with outstanding technical expertise.

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From the Front Lines Reports from SIGACTS

--by *Mikiko Land*

SIGACT reports from employees on various projects are highlighted for their significance and impact to the client's success.

Claudine Beckford, a Senior Human Capital Analyst in the Career Program Management Division of the Chief Information Office/G-6 at Fort Belvoir, Va., manages the development of career road maps and master training plans for the Information Technology Management (ITM) Career Program 34 (CP-34). CP-34 promotes the competencies and readiness of over 13,000 civilian employees through training, education and development opportunities.



*Senior Human Capital Analyst
 Claudine Beckford reviews DoD reports on civilian career program management.*

Claudine's recent SIGACT accomplishment is evaluating the post-survey

analysis and summary of the 2011 Army Information Technology Workforce Capability Assessment (ITWCA) for the Office of Personnel Management (OPM) Occupation Series 2210 and 0391, the core of CP-34.

The ITWCA report summarized and analyzed current employment, recruitment, retention, turnover rate, retirement eligibility, and retirement projections over the next four years, and the subsequent training requirements for the surveyed career series. After hours of exhaustive research, Claudine applied the ITWCA findings to identify training courses, develop master training plans and chart career road maps that are technically relevant for OPM career series 2210 and 0391. Her work impacts the future of the Army's master training plans and professional development opportunities for the civilian workforce, and will continue to shape the training needs of the Army as the civilian population transitions through its cycles of attrition.

The results of Claudine's workforce evaluation and master training plan development adds to her client's success by providing strategic workforce planning that addresses two critical needs: (1) aligning an organization's human capital program with its current and emerging mission and programmatic goals and (2) developing long-term strategies for acquiring, developing, and retaining staff to achieve programmatic goals.

SNVC Wins Prime Contract to Support JCALS

--by Mikiko Land

SNVC is pleased to announce its recent win of the prime contract to maintain the Joint Computer-aided Acquisition and Logistics Support (JCALS) system in support of the Communications-Electronics Command, Life Cycle Management Command (CECOM-LCMC) Software Engineering Center (SEC). SNVC is the prime contractor and has partnered with Data Intelligence (DI) and Science Applications International Corporation (SAIC) as subcontractors on the four-person SNVC team located at Aberdeen Proving Ground, Md. with one employee in West Virginia. SNVC's Jim Torres will serve as Project Manager for the team.

The SNVC Team provides the SEC with the recognized "go to" technical staff to maintain JCALS and knowledge of the Enhanced Technical Information Management System (ETIMS), and will introduce innovations to reduce costs while maintaining or improving service levels. The SNVC Team includes members with demonstrated capability to provide expert level technical support, as well as project management experience in Army and Air Force logistics domains. The SNVC Team's experience in all phases of the JCALS' lifecycle and our continued support of ETIMS provides insight into the current demands for sustainment support of key components.

JCALs is a multi-Service, geographically distributed client/server system designed to process all data and information required to manage, control, and produce each Service's technical manuals (TMs) at designated TM processing sites. In addition, the JCALS program is developing the infrastructure to logistically support weapons systems throughout their lifecycles. JCALS supports the Joint Vision 2020 operational concept of focused logistics by enabling Services and Agencies to work more effectively in managing, acquiring, updating, publishing, stocking, and distributing technical manuals in support of their customers' needs.