PROGRAM MANAGEMENT, INFRASTRUCTURE & SERVICE DESK

Industry	Higher Education
Name of Contracting Activity	Howard University and Howard Howard Hospital
Contract Number	**PO – INF273549**
Contract Type	Fixed Price + Time Material
Total Contract Value	**$1.5M**
Project Office	Office of the CIO

HOWARD UNIVERSITY
1867

Provided management consulting SMEs in support to key University programs and IT projects. Provided program/project management, technical and functional support to the University and Hospital across departmental objectives. Provided program/project management, technical and functional support to Howard Hospital medical objectives, initiatives, and audit findings. Provided management advisory and assessments. Added key University background SMEs to clients' existing projects to accelerate project delivery, improve scope definition. Services delivery included: 24/7 onsite support and Service Desk for users, network, and security.

- Developed IT solutions improving University and Hospital capabilities by providing advisory and implementation services for core University applications, tech integrations, and infrastructure
- Delivered IT services and solutions across all departments of the University and Hospital. (Academics, Admissions, Clinical, Finance, Marketing, HR, Operations, Housing, Campus Police)
- Provided IT Strategy for Trama1 level Hospital - infrastructure, security, Wi-Fi, backup and redundancy
- Staffed and managed ITIL L1, L2 service desk and support SMEs for University and Hospital. Supported University's 36 computing labs across 13 campus locations within the DC and Md areas
- Managed multiple IT projects - new capability, functionality, and solution integrations to exiting University application portfolio and core infrastructure
- Delivered key functional and technical SMEs to assess current state environments for solution analysis and technical implementations
- Provided Information & Cyber Security assessment and remediation plan for immediate delivery execution
- Provided business process analysis and requirements definition of University/Hospital business rules across multiple projects
- Analyzed Banner, Degree Works, Blackboard configurations and other platforms to develop technical requirements, enhancements and integrations
- Provided Application Development & Management for: Banner, Degree Works, PeopleSoft, Oracle Financials, and related applications
- Provided Application development to Epic and supporting clinical systems
- Provided core infrastructure assessments - voice, data, WiFi, cabling, video, and security
- Triaged 3000+ service desk calls with ~437 tickets per month – 95% 1st time call resolution
- Provided device management for mobile cell phones, tablets, laptops, desktops, printers, and peripheral devices
- **Labor Category – IT Security Engineers, IT Security Strategists, Security Analyst, Project Managers, Technical Analyst, Service Desk Analyst – level 1, 2, and 3.**

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