Relevant Past Performance Details –

Project 1

PoP	11/2019 – 08/2022
Client Name	FDIC
Project Name:	Business Intelligence Service Center, AI, ML, and Cloud Services
Contact Person	Mr. Mikel Wood / (703) 562-6260 / mikwood@fdic.gov
Contract Value	$4M
Title	Senior Contract Specialist
Address	3501 Fairfax Drive; Arlington, VA 22226
CPARS	NO (FDIC has their own performance evaluation system)

Our software delivery processes were tailored for compliance with the FDIC proprietary processes ALM/PCV (Process Excellence, Coherent Tools, Viewpoint Alliance). Our processes included conducting several milestone review meetings throughout each sprint, managing and mitigating risks through root cause analysis, managed critical customer situations and resolved issues successfully by recommending appropriate technical and functional approaches and led process improvement initiatives.

SynapOne engineers deployed a robust, reliable, and efficient Dashboard that delivers impactful workforce analytics in a modern reporting environment. While implementing the Data Analytics projects - DIA/CWD, we adhered to the spirit of the PCV process for compliance. Through our Agile/Iterative methodology, we collaborated with the customer, executed the project over multiple sprints; refined user stories; performed story point estimations, identified data sources, conducted gap analysis, and proposed to-be architecture which was implemented by the DIA and CWD analytics environment.

This entailed sourcing data from the DIA data warehouse, building data structures for Tableau predicated on pre-existing rules embedded at the semantic layer. We opted for this approach to ensure flexibility for users, high integrity of business rules—ensuring their centralized role at the database layer to ease maintenance and improve overall Dashboard performance. During each sprint, we gathered user feedback to incorporate relevant modifications—ensuring a resulting end-product that was tailored to the user needs. We promoted the culture of creating, refining, and maintaining a Product Backlog. This Backlog was groomed and prioritized by Business to be assigned to various Sprints. We employed Product and Sprint Backlog prioritization technique for managing scope. Team SynapOne overcame key challenges for FDIC as listed below.

Agile Methods, Techniques, and Results for FDIC

Challenge Area: Gaps in Data Management Policies and Governance	
Gaps in data governance model that lacked the understanding of the data owners, data stewards and business which impacted the data sharing and data usage process for development of new dashboards and applications	Led gap analysis for current Data Management processes and policies. We Iteratively enhanced data model, to refine data profiles, and data dictionaries. Reviewed definitions with data stewards to verify data policies and usage scenarios. Provided analysis of alternatives for data access such as PII and Financial data access procedures. Improved data governance model by implementing RACI matrix that clearly identified Data owner, Stewards with relevant responsibilities. This was a substantial effort in parallel to Sprint Planning which ultimately supported the agreement of data sharing and governance before beginning of the Sprint.
Challenge Area: Outdated and Ineffective Analytics and Visualizations	

There were uncertainties and ambiguities around the visualizations of BI Dashboard and reporting needs which impacted requirements and quality of reports	During the initial Sprint sessions with data stewards and domain SME's we employed rapid visualization prototyping techniques to review ad-hoc reports with drill down capabilities. Mini Sprint were employed to create synthetic data that would provide simulated and figurative outputs to refine algorithms. Validated to be business scenarios to implement a scalable architecture.
Challenge Area: Inefficient and Manual Testing Framework	
The PCV process enforced updating testcases in TFS and involved manually exporting testcases to Excel and Word resulting in manual test execution and reporting that introduced human errors and time delays.	We automated the testing process by adding the test cases within TFS and mapping them to appropriate Features, Business Rules, Supplemental and Data requirements. This ensured that testing was completed wholistically and there was traceability. We trained the Business to use the tool and conduct UAT with clear and concise Testcases and steps to validate and update directly within the tool.

SynapOne operated and maintained the FDIC's Security and Privacy Dashboard (SDB) to aid in the continuous monitoring of key information security processes impacting the FDIC's business process risk posture. Plan of Action and Milestones (POA&M) analytics were originally sourced from FDIC's on-prem OpenFIMSA system. However, this system was subsequently migrated to Department of Justice (DOJ) Cyber Security Assessment and Management (CSAM) system, necessitating a change to the data extraction process.

Under this effort, SynapOne engineers created a data extraction specification and designed a file transfer process. This involved asymmetric encryption in which SynapOne engineers created a self-signed certification with public and private keys. Once the CSAM application was live at FDIC, SynapOne engineers retired the legacy feed from OpenFIMSA, ensuring POA&M data is seamlessly presented to the users. This required a quick turnaround to support the applications and dashboards consuming the CSAM data. To avoid any delay we employed Kanban Board listing all the possible tasks and assigning them to resources across FDIC and DOJ.

For the FDIC SDB Dashboard data from disparate information systems was consolidated and integrated into one datastore, with key analytics delivered to executives and managers through an interactive interface. Over the project lifecycle, new security process domains and data sources were continuously integrated, with new analytics delivered to FDIC end users on an on-going basis. As source systems were migrated to the Cloud, we developed new processes to seamlessly extract from the new platform and retire legacy code. Throughout, we worked in tandem with the DIT on both security system assessments and authorizations. The SDB Dashboard delivered key analytics across multiple processes to improve decision making in the areas as identified below.

FDIC SDB Dashboard Data Analytics

Business Process Area	Resulting Performance/Data Output
Managing POA&M	POA&M data was extracted from OpenFISMA and subsequently the CSAM, providing managers and Information Security Managers (ISM) with POA&M analytics across numerous dimensions. This data was also consumed by the CIO Analytics Dashboard used by DIT senior management.
Managing Risk Associated with the	The SDB delivered analytics on risk associated with the use of outsourced service providers as part of FDIC's Outsourced Solution Assessment

use of Outsourced Service Providers	Methodology. Data was sourced initially from a SharePoint list and other sources.
Monitoring of Compliance with Appliction and Program Security Training	The Dashboard delivered analytics on compliance by training course across numerous dimensions. Data for this domain was initially sourced from FDICLearn. The user had the ability to drill into detailed reports at the individual level, showing users that were non-compliant and providing (ISMs) with actionable information to take corrective action.
Monitored the Performance of Access Control Review Certifications	The Dashboard delivered analytics on certifications across their lifecycle (scheduled, in-process and completed) and numerous dimensions. The user could drill into each certification by application, owner, individual entitlement. It also presented visualizations on the due date status of access control reviews to help managers complete their reviews on time.

For the FDIC's DIA system, data is sourced from CHRIS-HR and the EDW Person Master Dimension and integrated into a dimensional data warehouse and consumed via interactive dashboards, standard and ad-hoc reports. The DIA Dashboard delivers key workforce profile analytics on the current workforce, hires, promotions, and separations across numerous dimensions such as gender, minority status and disability. It also provides the official quarterly workforce counts. Recently, SynapOne engineers migrated the Dashboard to Tableau to deliver improved analytics. Using the DIA datastore we built a data structure for Tableau using the business rules embedded in the existing semantic layer. This approach centralizes the business rules at the database layer, eases maintenance, and improves Dashboard performance.

Our services included the following activities:

- Monitoring and Preventive Maintenance - SynapOne's Database Professionals monitor the health of databases to prevent problems and ensure optimum performance. Our support includes, but is not limited to, tracking database size, making tweaks, performance table index, and regular database backups.
- Legacy Database Migration - We have toolkits and accelerators in place to extract, transform, and load data, cleaning, scrubbing, and normalizing, eliminating duplicates and redundancies to ensure data integrity.
- Database Training Services - Training customer to become familiar and proficient with the most up-to-date application.
- Database Performance Management - Our experienced troubleshooters thoroughly analyze database and implement thoughtful, informed solutions to optimize performance and increase efficiency.
- Database Process Automation - By automating the basic functions of the database, such as backups and housekeeping, we free our team to keep its undivided focus on the most important tasks.

Project 2

PoP	02/2016 - Current
Client Name	Riskspotlight
Project Name:	Riskspotlight Portal
Contact Person	Manoj Kulwal / +44 7540-944-945 (London, UK) / manoj.kulwal@riskspotlight.com
Contract Value	$6.2M

Title	Chief Risk Officer
Address	17 Manor Rd, Molesey, East Molesey KT8 9JU, United Kingdom
CPARS	NO (Commercial Client)

RiskSpotlight (RSL), an Operational Risk Management Consulting company which advises multinational banks, financial institutes such as London Stock Exchange, UBS, Credit Suisse, etc. on Operational Risk Management strategies. RSL is the foremost risk content provider for horizon scanning and monitoring, with risks based on ISO 31000 and BASEL risk standards. SynapOne designed the following RPA Capability Model to support a RSL's high level automation strategy.

SynapOne was contracted by RiskSpotlight to support their Operational Risk Incident Database (ORI). This SAS database was the source repository for all the RSL financial services customers. The data from ORI was used for various GRC implementations. SynapOne is currently engaged with RSL on their content business advising them on utilizing Advanced Analytics in SAS Viya environment. RSL has about 180,000 active users from various banks and financial institutions from across the globe, RSL also supports 400 banks and financial institutions with their GRC risk library products. RSL is a subscription-based service which has close to 100,000 concurrent users at any given point of time. We currently utilize Tableau and SAS for dashboarding and reporting. We have recently also implemented RPA prototype to scrape the web for generating content for RSL subscription services.

Our services included the following activities:

- Server Migration of Database - Our team was tasked with transition to move data from legacy Mainframe SAS Cobol environment to SAS Viya Cloud and Mongo DB and Oracle database servers.
- Database Sizing - Optimum utilization of database resources, resulting in maximum efficiency so users can feed and retrieve data faster.
- Database Environment Auditing & Recommendation Services - Analyze software, hardware, people, and techniques into account before offering well-informed, in-depth solutions.
- Support and Adhering to Customer Specific ISO, SOX, Audit Compliances - Adhere and support all the audit compliances, procedures and policies.
- Operations Support - Monitor and improve, Incident management, Configuration/change management, Asset and inventory management, and Equipment maintenance activities.
- Network Engineering Support - Architect and design physical/wireless network infrastructure, install (setup, configure, and test) physical/wireless network infrastructure, Provide virtual infrastructure support

Project 3

PoP	02/2021 – 12/2021
Client Name	Georgia DOAA
Project Name:	Audit Automation and Audit Data Analytics
Contact Person	Krista Combs / (404) 656-2180 / Combsk1@audits.ga.gov
Contract Value	$600K

Title	Senior Auditor
Address	270 Washington Street, S.W., Room 1-156 Atlanta, Georgia 30334
CPARS	NO (State Client)

The Georgia Department of Audits and Accounts (DOAA) provides decision makers with credible management information to promote improvements in accountability and stewardship in state and local government. SynapOne was specifically selected by DOAA to aid in the assessment, development, integration, and migration of the agency's infrastructure to a Cloud platform. We evaluated multiple cloud service offerings using our SynapOne Cloud Framework (SCF) which includes understanding business needs, data sources, and reporting requirements, with multiple toolkits to determine an optimal solution. We mapped backups and storage by employing software packages and tools including Ansible, Chef, and Puppet that allowed for the DOAA's infrastructure to be managed in a 100% peer reviewable environment.

For DOAA we recognized that their existing approach to security, based on perimeter defense, was obsolete in their current IT landscape. We employ a Zero Trust model centered on the belief that organizations should not automatically trust anything inside or outside its perimeters and instead must verify anything and everything trying to connect to its systems before granting access. We assume that all endpoints are available on the Internet to make sure you know who is connecting and what they have access to. As part of our framework, we identify external sources that provide inputs to the trust algorithm used to make access decisions. These include CDM (Continuous Diagnostics and Mitigation) systems that monitor devices and applications; ICAM (Identity, Credential, and Access Management), MFA (Multifactor Authentication), and other identity management systems; PKI; data access policies; threat intelligence feeds; network and system activity logs; and Security Information and Event Management systems.

For the Georgia DOAA, we developed an analytics platform to create a single data source for use during the audit process and created PowerBI Dashboards to visualize key audit findings. Working closely with auditors and IT, we identified key functional areas to build the foundational data warehouse – general ledger, trial balance and rerates. We developed a plan to deliver functioning dashboards with real data on a weekly basis. We first created the common dimensions across all areas - business unit, funding source, account, program, project, and others. Then we developed code to extract general ledger data from the PeopleSoft-based state accounting system tables. Finally, we created multiple PowerBI Dashboards to visualize key audit metrics related to the general ledger, for example, monthly counts of manual journal entries, highlighting months with counts outside of historical averages. In addition, our engineering support included constructing a dimensional model, from no pre-existing baseline, that could serve as a reporting mart for future data reporting requirements.

Our services included the following activities:

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- Database Training Services - Training customer to become familiar and proficient with the most up-to-date application.
- Database Performance Management - Our experienced troubleshooters thoroughly analyze database and implement thoughtful, informed solutions to optimize performance and increase efficiency.
- Database Process Automation - By automating the basic functions of the database, such as backups and housekeeping, we free our team to keep its undivided focus on the most important tasks.
- Network and Infrastructure Operations, Engineering, Cybersecurity Support