

Falconwood is agile, effective, and innovative in meeting our clients' missions, applying our depth and breadth of experience.

Established in 2002, Falconwood is a veteran-owned, woman-owned business that has grown to over 300 highly technical experts. All of our professionals maintain minimum SECRET clearances, with ~37% possessing TOP SECRET and ~17% with SCI eligibility. Over a dozen commands and twenty major Acquisition Programs (ACAT/BCAT I-III) have relied on Falconwood's expert guidance to manage some of their largest and most complex technical programs, operations, implementations, and transitions.

We help solve our clients' most difficult challenges through a combination of deep technical expertise and sound consulting, blended with tested operational experience.

Falconwood's Value

CMMI Services Level 3 Rated
90%+ employee retention rate
DCAA Approved Accounting System
Industry-certified, highly skilled IT Professionals holding a wide range of certifications to include:

- PMP, Agile, Scrum
- ITIL, LSS, DAWIA
- Cybersecurity (CISSP, CISM, CASP, Security+, CEH)
- Navy Qualified Validator Levels I, II, and III
- Cloud (Azure, Amazon Web Services, Google, Oracle)
- Technical (CCNA, Citrix, RHCSA, Linux, Splunk, VMware)

Falconwood has successful past performance across multiple prime contracts, as well as various subcontracts. We have "Exceptional" CPARS ratings that include performance in Cybersecurity, Systems Engineering, Program Management, Acquisition, Cloud & Enterprise Migration, and Web Development.

SERVICES

Acquisition Management
Cloud Solutions
Cybersecurity
Data Science & Business
Intelligence
IT Logistics Management
IT Service Management
Program & Project Management
Systems Engineering & Modeling

CONTRACT VEHICLES

Seaport-NxG
NIH CIO-SP3
GSA Multiple Award Schedule

CODES

NAICS Codes:
541330: Engineering Services (Primary)
511210: Software Publishers
518210: Data Processing, Hosting, and Related Services
541511: Custom Computer Programming Services
541512: Computer Systems Design Services
541519: Other Computer Related Services
541611: Administrative Management and General Management Consulting Services
541715: Research and Development in the Physical, Engineering, and Life Sciences

CAGE Codes: 1Y9H1, 979D1
UEIs: JVMNF4DN5XT7
E9K1H2NZ9NU9

Falconwood's IT Service Management Service

We utilize industry best practices, such as ITIL and Lean Six Sigma, as well as DoD and DoD Component policy and frameworks, such as the DoD Enterprise Service Management Framework (DESMF) and Navy Process Reference Manual (NPRM). We apply these to address business and mission needs by assisting in establishing repeatable processes and actionable performance metrics to provide effective management of activities, knowledge, data, and information throughout our clients' organizations.

Summary of Experience

- Performed Process Capability Assessments of IT Service Management Lifecycle Practices.
- Utilized the Falconwood-developed Navy Process Reference Model-based IT Service Management Lifecycle Service Assessment Tool to perform Service Team assessments on how well they align to ITSM Best Practices.
- Developed/maintained several analysis tools to help government Leadership and Practice.
- Performed and analyze task level analysis against standard frameworks, identifying various levels of where work is being performed, by whom, and how it is aligned within the organization and service lifecycle.
- Analyzed organizational roles and align across multiple industry best practices & frameworks, including ITIL, Agile, SAFe, PMBOK, CMMI, DAU, TBM, and more.
- Supported development of process and service-related metrics, Key Performance Indicators and Critical Success Factors, including management of metric libraries.
- Provided direction and subject matter expertise in the development of ITSM practices, including self-assessment, target and threshold development, purpose and scope alignment, and activity and task analysis and instruction/procedure development.

OUR CLIENTS

DON LOG IT	USN NAVSEA
DON OPNAV	USN NAVWAR
DON PEO Digital	USN PMW 240
DON PEO MLB	USN PMW 250
USMC PMW 230	USN PMW 270
USN NAVIFOR	USN USFF

WHAT WE DO

Analyze and provide recommendations for adoption of emerging technologies and business process trends.

Provide insight and recommendations in the funding and execution of IT capabilities to adoption of an enterprise resourcing and programming model. Provide strategic and tactical implementation guidance for full lifecycle management including Engineering Change Management processes and documentation of enterprise IT solutions and services.

Assist in ensuring tactical initiatives are planned and achieved that deliver near term value while pursuing long-term strategies.

Perform ongoing continuous service improvement of existing service management activities and processes using MBSE, DEVSECOPS, and Agile development practices.

Support the integration of other frameworks and standards such as, but not limited to: COBIT, ISO 20000, SFIA, DESMF and NPRM.

Provide senior level stakeholder and leadership briefs, awareness sessions and targeted training as necessary to increase the adoption of ITIL and prepare for implementation of ITIL based ITSM strategies, plans and processes.

Support leadership in executing the ITSM architecture framework.

Falconwood has proven history of expediting post-contract award transition and contract start timelines, aiding our mission partners in cost savings and contract risk avoidance. Further, we continue to successfully aid our clients in overseeing awarded contract requirements today.