

## Unisys IT Services

The following descriptions are overviews of IT services that will benefit a procuring agency in the areas of Enterprise Architecture and Business IT Governance.

### **Business Consulting Services**

Unisys designed our Business Consulting Services to provide practical insight into the application of a solution to an agency. We supply expertise in the public sector to enable agencies to define business strategies and processes that the application of our solutions may affect, alter, or augment.

### **Architectural and Design Services**

Unisys Architectural and Design Services provide insight into practicality, the required solution set, and the effort required to accomplish an agency's desired state in light of:

- The agency's current technology environment
- The agency's current business environment
- Business processes and challenges
- Industry standards and trends
- Technology solution roadmaps.

Unisys intends our Architectural and Design Services to provide a foundation to promote success of the design and implementation of a technology solution.

### **Implementation Services**

Unisys Implementation Services involve project planning, installation, and validation of software and technology in an agency's environment. These services may be needed because of the introduction of new software or technology, or a transformation need that results from assessment services. Depending on an agency's requirements, these services can include development of a test plan, a pilot, or a proof of concept.

## Product Maintenance Services

Software support is available 9 hours a day, 5 days a week or 24 hours a day, 7 days a week. Unisys provides our designated Support Center with telephone or electronic responses to an agency's requests for service.

## Project Management Services

Unisys offers a variety of Project Management Professional (PMP) capabilities certified by the Project Management Institute. Our Project Management Services coordinate the implementation of a solution by:

- Producing and managing a joint project plan between Unisys and the agency that includes a timeline and expectations for a project
- Providing a clear communication path for the project status
- Allocating resources effectively
- Managing the resolution of problems
- Coordinating all implementation activities between Unisys and the agency.

Unisys Project Management Services enable an implementation to proceed effectively and drive the success of our solution.

## Training and Education Services

Unisys offers multiple ways to train personnel on specific solutions:

- Training promoted by Unisys to multiple agencies
- Specific training provided at an agency's site
- Experts on Demand, which offers education delivered live over the Web through a standard browser in blocks of 1 to 4 hours
- Self-paced computer-based training.