MASTER KEY CONSULTING

Master Key Consulting is a process oriented information technology and professional services company. Founded in 2001, Master Key is a Native American owned company and a SBA certified small disadvantaged business, headquartered in Bethesda, MD currently employs 100 plus staff. Since its founding our clients rely on us for innovative, dependable, and user-friendly solutions that deliver results—on schedule and within budget.

COMPANY SUMMARY

- *Established in 2001*
- *Native American Owned*
- *Small Disadvantaged Business*
- *ISO 9001:2008 Certified*
- *Top Secret Facility Clearance*
- *DCAA approved time & attendance accounting*

CONTRACT VEHICLES

- *GSA IT Schedule 70*
- *GSA 8(a) STARS II*
- *GSA Alliant SBD*
- *FBI IV&V BPA*
- *Army HR Studies & Analysis (sub)*
- *Army HR Personnel Support Services (sub)*
- *DIA SITE (sub)*
- *HUD Office of Native American Programs (sub)*
- *Navy SeaPort-e (sub)*
- *NIH CIO-SP3 (sub)*
- *NIH Long Term Administrative Support (sub)*

DUNS #: 009934642

CAGE: 1TQG8

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Core Areas of Expertise

Program Management Office

- Project governance procedures
- Planning, compliance monitoring, and reporting
- Feasibility assessments
- System life cycle implementation
- Executive oversight of IT projects
- Business continuity & contingency planning
- IT Strategic Planning

Systems Life Cycle Mgmt.

- Independent verification and validation (IV&V)
- Requirements management
- Software testing
- Configuration management
- IT network & end user support
- Operations & maintenance support

IT Infrastructure & Operations

- Admin support
- Help desk
- Touch labor
- Operations & maintenance support

IT Strategy & Decision Support

- Requirements development
- Program studies and analysis
- Strategic planning & IT governance
- Risk analysis
- Feasibility assessment
- Analysis of alternatives

Training

- Training program development
- Curriculum development
- System and application training
- Organizational workforce development
- eLearning & computer based training

Grant Management Services

- Program studies and analysis
- Management of grant review
- Grant system support
- Impact evaluations
- On-site support for agencies
- Training & technical assistance
- Auditing

As demonstrated by our ISO 9001:2008 certified Quality Management System (QMS), quality is a part of the Master Key culture that defines how we deliver products and services. Our quality culture focuses on customer satisfaction and is defined, understood, and supported at all levels of management from our CEO down to the technical and support staff. The Master Key QMS is designed around three major tenets: customer satisfaction, risk mitigation, and continuous improvement.

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National Institutes of Health (NIH), Office of Extramural Research (OER), Division of Extramural Activity Support (DEAS)

Since 2005, Master Key has supported the Office of Director/Office of Extramural Research/Office of Administrative Operations to perform the comprehensive array of grant processing functions as well as organizational and workforce development for the Division of Extramural Activities Support (DEAS). Master Key's work supports the full life-cycle of grants programs in 25 of the 27 institutes and centers at NIH and has provided up to 70 personnel to assist DEAS with a broad range of grant related work within the three institutional business areas of scientific review, scientific programs and grants management. Support includes HQ operations and well as various field sites around the country.

U.S. Department of Homeland Security (DHS), Federal Emergency Management Agency (FEMA), Grants Program Division (GPD)

Since 2003, Master Key Consulting provides functionally focused Independent Verification and Validation (IV&V) services as a component of DHS FEMAs Software Release Management process for the Grant Reporting Tool (GRT) and the Homeland Security Virtual Assistance Center (HSVAC) software systems. Master Key evaluates the applications to ensure they have required functionality and applies a structured quality assurance and test methodology that includes implementation of automated software test tools (SmarteSoft). As a result, Master Key has extended the breadth and depth of our service offerings while maintaining quality and reducing overall project cost. Master Key facilitates and supports quality, cross-functional teamwork and close collaboration with DHS FEMA. Master Key has never missed a deployment schedule date and has prevented our functional users from ever having experienced a production work stoppage. Master Key also is responsible for reporting data that is collected from the GRT production environment. The reports are generated in response to requests for information from Congress, GPD management and the public. Given our successes with reporting, requests for ad hoc reports continuously increase.

U.S. Department of Justice (DOJ), Office of Justice Programs (OJP), Chief Information Officer

The Department of Justice/Office of Justice Programs provides Federal leadership in developing the nation's capacity to prevent and control crime and improve the criminal and juvenile justice systems. The Office of the Chief Information Officer (OCIO) is responsible for the operations, maintenance, and development of systems, applications, and infrastructure that support the mission of OJP. Since 2002, Master Key provides Software Configuration Management and Testing for the development and deployment of the systems, applications, and infrastructure. Master Key supports Independent Validation and Verification (IV&V) and Governance for the OCIO policies and procedures for IT work. Master Key also provides technical writing and reporting for OCIO as well as training and user support services for proprietary software applications and off-the-shelf applications. Master Key provides applications training to OJP users on new and modified custom-built applications, and provides OJP Tier 2 end user support.

U. S. Department of the Interior, Assistant Secretary for Indian Affairs, Bureau of Indian Affairs (BIA)

Since 2005, Master Key provides on-site IT technical services and support to BIA agencies, schools, and law enforcement offices at remote facilities located across the United States. Our focus is on improving the quality and stability of the BIA IT infrastructure and its accompanying policies and procedures. The on-site services are primarily directed toward responding to assigned trouble-tickets for the diagnosis and repair of defective equipment. Standard service options include a measured response and/or restoration time, which is based on equipment criticality and end-user work schedules. BIA's objective is to maximize system up-time while minimizing the negative impacts related to system disturbances. Master Key works with the BIA to complete trouble-ticket resolutions within a defined service level agreement (SLA). To date, Master Key has been successful in restoring service well within BIA's SLA performance criteria. Additionally, Master Key seeks to apply root cause analysis and process improvement techniques.

U.S. Department of Justice (DOJ), Office of Justice Programs (OJP), Office of the Audit, Assessment and Management (OAAM) Grants Management Division (GMD)

The Office of the Audit, Assessment, and Management (OAAM's) Grants Management Division (GMD) creates and maintains tools, policies, and practices to support OJP staff and ensure they are managing their grants effectively. GMD also supports OJP's efforts to streamline and standardize grant management policies and procedures across the agency by coordinating the design and enhancement of OJP's Community Partnership Grant Management System (CPGMS). GMD provides training and user support for the DOJ/OJP's CPGMS. Since 2008, Master Key provides training, training materials, classroom instruction, user support services, including Level 2 Help Desk support, Project Plan tracking and Process Metrics.