



## CASE STUDY DYNAMIC PROGRAM & PROJECT SUPPORT



### Client Scenario

A client needed a skilled program management team to analyze their program portfolio (pipeline analysis, expenditure review, etc.) in consultation with their technical teams to make recommendations to management on the appropriate allocation of the operational year budget.

The chosen team would be responsible for addressing all program/activity pre-obligation requirements for new or amended activities before funds were obligated. The chosen team would also maintain up-to-date records of relevant budgets and other financial information (past and present) for internal and external agency briefings. In addition, the chosen team would work closely with missions and headquarters operating units (OUs), at times, local and international implementing partners, collect and verify budget and procurement information, and coordinate reporting and procurement actions. The following is a quick snapshot of how we assisted our clients with program/project support services.



### Solution - VA Support

AV managed over a dozen separate projects supporting the MCT/VEO mission, including planning, scheduling, risk management, resource management, Work Breakdown Schedules, communications, and stakeholder engagement. In addition, we have implemented the Project Management and Adoption Guide (PMAG), which Associated Veterans created under the BRISP contract.

AV's PMAG integrates project management best practices, seamless connection to the OI&T VIP processes, inputs from VEO's Human-Centered Design unit, deployment planning (including change management and training design and delivery), end-customer adoption support, and measurement of the adoption rates. It defines repeatable yet flexible processes for the entire software development life cycle in MCT/VEO from initial design and prioritization, requirements development, acquisition, decomposition, development sprints, testing, deployment planning, training, and installation and adoption support. Its primary goal is the improvement of new system adoption by VA end users. It integrates a customer feedback loop into the process to ensure that the voice of the customer (primarily veterans but also VA staff) is both understood and counts. Customer feedback surveys then integrate into the following assessment, development, and implementation phases to ensure that veterans' needs are paramount in the entire process.



### Solution - DOL Support

AV managed the multi-department (Labor, Education, HUD) final rule process to implement the Workforce Innovation and Opportunity Act (WIOA) enacted in July 2014. AV's project manager created an integrated master schedule to track and manage the resolution of over 5,000 public comments by the policy staff of the three agencies on a tight timeline mandated by the statute. AV assisted in packaging portions of the final rule for clearance through single or multiple departmental clearance processes. AV also helped develop the final package for the United States Office of Management and Budget (OMB) approval and managed the OMB's iterative comment and resolution process. AV also provided program management support for VETS by developing guidance documents for the state and competitive grantees, built budget justifications, and generated reports to Congress.

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