2019 Corporate Profile

G2SF, INC. (founded 2008)
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ISO 27001:2013

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Our Welcome Message

“We help clients achieve measurable improvements in operational efficiency and effectiveness by institutionalizing industry best practices, methodologies, standards, processes, tools, and technologies integrated under a common management framework. In other words, we help clients run IT as a services business that is perceived by its customers and users as a strategic asset that is critical to success.”
Our Leadership Team

Gregory C. Smith  
President & CEO  
Founder

Sean T. Fromm  
Senior Vice President  
Co-Founder

Dan Nichols  
IT Service Management Lead

Paul Jung  
Security Engineering and Management Lead

Celina Holler  
Mobility Program Manager

Christy McFerren  
Business Development Lead
Who We Are

G2SF INC. is a Government focused enterprise solution provider and IT consultancy with core competencies in IT Service Management (ITSM), Mobility, Security, and Engineering. As a result of G2SF's involvement, clients have realized measurable improvements in operational efficiencies, a reduction in sustainment costs, and an improvement in services.

Our Differentiator

G2SF services are delivered and managed using IT Service and Project Management industry best practices and standards as appropriate and in accordance with the Information Technology Infrastructure Library (ITIL®), ISO 9001:2015, ISO 20000:2011, ISO 27000:2013, Project Management Institute (PMI), AGILE, SEI-CMM, DevOps and other standards or requirements including FISMA, DITSCAP and NIST. Our use of these best practices, standards, methodologies, and frameworks helps to ensure that the design, development, implementation, management, and ongoing improvement of all our services are state of the art.

Our Team Members

G2SF employees are typically senior level SMEs, certified practitioners, and program managers with years of hands on experience institutionalizing various technology standards and IT service/project/program management best practices within the largest IT organizations in the world. In fact, our leadership team has been involved in implementing ITIL based best practices for the Federal Government since 2001 post 9/11. Leading by example, G2SF employees have a well-documented track record of improving operational efficiencies, reducing sustainment costs, and increasing the Government’s return on its technology investments.
Our Service Offerings

**IT Service Management (ITSM)**
End-to-end enterprise-wide ITSM solutions that align technology with your organization’s mission.

**Mobility Engineering and Management**
Providing a mobile workforce with 24x7x365 access to information, systems and services securely.

**Security Engineering and Management**
Protecting the confidentiality and availability of online information, systems, networks and services.

**IT Engineering and Integration**
Leveraging industry and agency best practices to meet technical and business requirements efficiently.
IT Service Management

What We Do

Using market leading tools, technologies, and best practices, we provide world-class enterprise IT Service Management (ITSM) solutions that meet complex service delivery requirements. Key services include:

- Baseline ITSM Maturity Assessments based on ISO/IEC 20000
- ITSM Software Selection, Implementation, Integration and Management
- Digital Workplace Portal Development and Service Catalog Design, Development and Automation
- Asset Discovery and CMDB Design and Development
- Asset Acquisition and Procurement Lifecycle Design and Development
- Software License Management Solution Design and Development
- Performance Metrics Identification, Reporting, and Dashboard Development
- Data Center Consolidation, Cloud Migration, Management and Support
- Organizational Change Management
IT Service Management

Where We Do It

United States Marine Corps: G2SF is currently responsible for managing overall operations, sustainment, ongoing development and enhancement of the Marine Enterprise IT Service Management (E-ITSM) solution supporting more than 300,000 warfighters around the world. The global platform provides a single point of entry to request and obtain a variety of IT and other enterprise services delivered directly to the warfighter. The fully integrated system expedites the availability of services globally, and significantly increases operational efficiencies while reducing USMC costs. The centerpiece of the platform is the configuration management database that facilitates the management of more than 1.5 million asset relationships between various devices and the enterprise services that are dependent upon the devices.

Why Us?

With a focus on the ITSM tool or technology when implementing an enterprise solution, many organizations do not realize the full benefits of a best practices approach to the management of services. Although knowledge of ITSM tools/technologies is recognized as a company strength, G2SF focuses on the integration of the people, the processes, the technology and the organizational structure necessary to ensure operational excellence. When transforming to a digital workplace, we help leaders effectively manage cultural and organizational change that becomes institutionalized as a best practice. We help identify the keys to long term success that can be measured and quantified from a business/mission perspective. We have decades of practical experience to ensure a rapid return on an organization’s ITSM investment.
**What We Do**

G2SF helps agencies improve operational effectiveness and efficiency by facilitating the transformation of the workforce to mobile computing. By leveraging market leading technology, G2SF designs, develops, implements, integrates, manages and improves enterprise mobile solutions that provide global access to critical information in a secure manner. Key services include:

- Mobility requirements and scope definition and documentation
- Mobility policy, process, and procedure development, documentation, and management
- Mobile application research, selection and implementation
- Mobility network consulting, engineering and configuration
- Mobility device (asset) lifecycle, carrier and expense management
- Mobile security and cloud storage integration
- Mobility service desk and user profile management (e.g. VIP)
Mobility Engineering and Management

Where We Do It – The Nuclear Regulatory Commission

**2011**
- Blackberry Environment
- BYOD only
- Native email, calendar and contacts

**2013**
- MDM changed
- Secure containerization – email, calendar and contacts

**2016**
- New MDM - BYOD / GFE / Loaner devices
- Access to NRC network files
  - SharePoint, Intranet, mobile app deployment
- STIG and policy reviews

**2017**
- Samsung Knox Mobile Enrollment program
- MaaS360 Unified Enrollment Workflow
- O365 Migration

**2018**
- O365 Cloud Extender
- GFE Tech Refresh

**2019**
- One-time-password (OTP)
- Android Enterprise for BYOD
- NRC Branding

**Coming Soon**
- Android Enterprise for GFE
- Inspector data collection form integration
- Travel go-kit drop off and collection points
Why Us?

• We have practical experience migrating an existing mobile solution or deploying from scratch an enterprise-wide Mobile Device Management (MDM), Choose Your Own Device (CYOD), or Mobile Application Management (MAM) solution.

• We have a proven track record and practical experience engineering and managing enterprise mobility solutions that support numerous devices, technologies, and user requirements within complex and geographically dispersed environments.

• We have demonstrated the ability to optimize existing mobile solutions while performing cost/benefit analysis on new innovations in mobile technology to justify additional investments.

• Our mobility solutions are 100% focused on meeting unique business requirements while conforming to mobility and IT service management best practices to ensure the highest quality, reliability, and security of the service.
Security Engineering and Management

What We Do

G2SF leverages market leading cybersecurity tools, technologies, and techniques to proactively monitor, track, report and ultimately prevent unauthorized access to agency infrastructures including networks, systems, applications, databases, and information. We research, design, develop, implement and manage processes, procedures, architectures, and best practices to detect, defend against, immediately respond to, and quickly resolve in/outsider security threats and incidents. We accept responsibility for keeping the agency safe. Key services include:

- Security Operations Center (SOC) Management
- Computer and Mobile Device Forensics
- Security Assessment, Design, Development, Implementation and Management
- Data Loss Prevention (DLP)
- Cloud Access Service Brokers (CASB)
- Security Configuration and Management Services
- VPN and Cryptography Services
- Application and Database Server Security Services
- Next Generation Anti-Virus and Malware Operations
- Perimeter and External Network Vendor Management
- Security Incident and Event Management Services

- Enterprise Logging, Audit Reduction and Accountability Services
- Security Weakness, Threat Detection, Vulnerability and Compliance Scanning
- Demilitarized Zone (DMZ) and Micro-Segmentation Design and Implementation
- Data Destruction Services
- Locating and Securing PII and Sensitive Data (CUI, PII, HIPPA, etc.)
- Risk Management Framework and Certification and Accreditation (C&A) Services
- Information Assurance and Policy Development
- Business Continuity Planning, Continuity of Operations, Disaster Recover Design and Operations
Where We Do It

**US Nuclear Regulatory Commission:** In support of the OCIO, G2SF currently provides comprehensive security services including security operations center management; information assurance; identity, credential, and access management; network operations management, and account management

**US House of Representatives:** G2SF currently provides identity, credential, and access management support as well as computer and mobile device forensics

Why Us?

- Evidence of providing superior service and improving an agency’s overall security posture (See 12/2018 GAO Security Report to Congressional Committees – pg. 22)
- Highly qualified security professionals with numerous certifications and decades of experience using a wide variety of technologies
- Ability to close gaps between current security operations and operations based on standards, requirements, best practices and compliance/risk management frameworks
IT Engineering and Integration

What We Do

G2SF leverages industry and agency specific best practices such as DevOps and AGILE to engineer elegant IT solutions that meet well-defined technical and business requirements in the most efficient manner. Key services include:

• Network, systems, and software requirements definition, design, engineering, implementation and integration
• Data center consolidation and cloud migration

Where We Do It

US Nuclear Regulatory Commission & USMC: G2SF currently provides a variety of network and software engineering support including data center consolidation and cloud migration

Why Us?

• Highly qualified engineering professionals with numerous certifications and decades of practical experience using a wide variety of technologies and best practices