



Company Overview

September 2024





PEOPLE. POWERED.

We accelerate our customer mission by creating modern, innovative digital products and solutions that are simple, seamless, and accessible by all users.

Exciting news! FDA FIPSS project selected in May for 2024 FORUM Innovation Award.

The Food and Drug Administration (FDA) significantly optimized how inspectors plan their international travel through the use of the **Foreign Inspection Planning and Scheduling System (FIPSS)** which was developed using a trip routing method based on the A* (pronounced A Star) routing algorithm which has been used in various domains for path planning, including Artificial Intelligence (AI) systems for Natural Language Processing (NLP) and Machine Learning (ML).

With the implementation of FIPSS, the FDA now conducts ~250% more inspections annually



Our company.



Founded in 2013. Headquartered in Bethesda, MD, and team members located across the US.



U.S. Small Business
Administration
8(a) Certified



Passionate practitioners who bring **real-world product, design thinking, Lean and Agile experience** to build **modern, resilient, and scalable** digital solutions.



Provide **advisory and consulting services** in **product management, human centered design, customer experience and business agility.**



CMMI DEV / 3



**Project
Management
Institute.**

Ways to engage us.



8(a) Sole Source
Direct Award



8a Sole Source Direct
Award Available



8(a) Sole Source
Pool Direct Award



SeaPort NxG
Small Business



Small Business
(Schedule 70)



FAA eFAST
Small Business



Phase 1 successful offeror as of Jan 2024



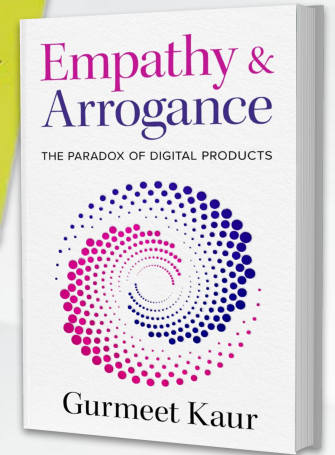
Joint Venture with access to Cloud and Health SINs

Our differentiators.



Our Deep Expertise. Since 2000, our principals have been delivering transformational outcomes for clients in both the public and private sectors.

- Our founder and CEO, **Manjit Singh**, is a certified Agile coach and trainer, and the co-author of ***The Lean Playbook***.
- Our Chief Product & Experience Officer, **Gurmeet Kaur**, is the author of **Empathy and Arrogance: The Paradox of Digital Products**, a synthesis of lessons learned from 25 years of building digital products.



The **AGILIOUS** way is our unique approach to enabling our customer's mission.



AGILIOUS Lean Agile Delivery (LeAD) is our tailorable methodology for the implementation of innovative digital solutions and products at scale.

The **AGILIOUS** way

How we build the right thing,
the right way... that fully
enables our customers mission.

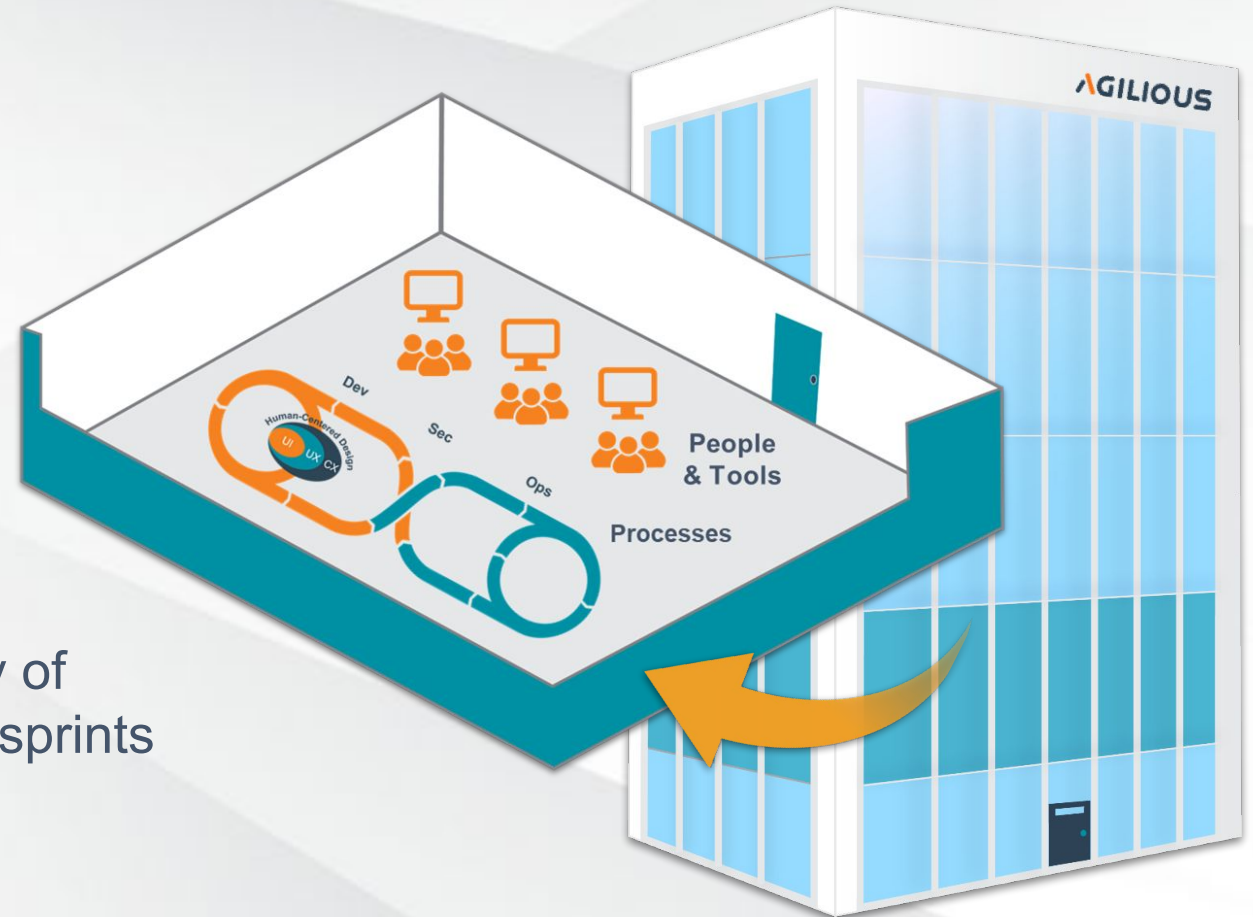
- Customer understands what is being developed
- Solutions that deliver value
- Tailorable and scalable
- Reduces transition risk
- Integrates ISO, CMMI, and PMI industry best practices



Our **AGILIOUS** Lean Agile Delivery (LeAD) methodology

How we integrate 4 complementary functions to deliver the benefits and value realization expected of modern Software Factories.

- Agile Transformation
- Agile Program Management
- Software Factory:
 - **People** in key leadership roles; Multiple Agile teams in place
 - **Tools** tailored for project-specific requirements
 - **Processes** to address full delivery of code to Production, using 2-week sprints
- Staffing & Retention



Our solution offering.



Application Development & IT Modernization

- Agile Development & DevSecOps
- Data Management & Analytics
- Cloud & Infrastructure
- Artificial Intelligence (AI)
- Low/No-Code



Advisory & Consulting Services

- Human-Centered Design (HCD), Customer Experience (CX), and User Experience (UX)
- Project to Product Management
- Agile Transformation & Adoption
- Agile Coaching & Training
- Program Management

Our customer portfolio.



Application
Development &
IT Modernization



Advisory &
Consulting
Services





Development, Modernization, and Operations & Maintenance for FIPSS

Mission Need

Ongoing development, modernization, and operations and maintenance (O&M) for the mission-critical Foreign Inspection Planning & Scheduling System (FIPSS) that the FDA relies on to manage foreign inspections to ensure the safety of drugs and medical devices that will be imported to the United States. These inspections are conducted globally, and very complex, requiring extensive advanced planning.

Solution

- Integrates user-centered design and user adoption.
- Development, maintenance, and enhancements for all systems and subsystems across the agency.
- CI/CD pipeline automation using Azure DevOps, MSBuild, and Jenkins.
- Selenium, NUnit, xUnit, Coverity, and SonarQube for automated test cycles.

Outcomes

- ★ Focus on CX resulted in high user/agency-level satisfaction.
- ★ Full DevSecOps processes in place, including 100% test automation.
- ★ No Prod defects last 2 releases
- ★ LDAP integration for improved user management.
- ★ 2,211 foreign firm inspections planned and scheduled.



Capability

- Human-Centered Design
- Agile Development
- DevSecOps
- Data Management & Analytics

“
The team implemented a DevSecOps pipeline that automated tasks across a complex development environment at FDA, allowing the benefits of new features to be realized much sooner.
”

Development and Modernization of Electronic Handbooks (EHBs)

Mission Need

Ongoing development and modernization of the mission-critical Electronic Handbooks (EHBs) platform that HRSA relies on agency-wide to enable the day-to-day operations of administering grants, loans, scholarships, and other programs. EHBs support 54,000+ users, with 500,000+ tasks per year created across 50 different workflow-based business processes.

Solution

- Integrates user-centered design and user adoption.
- Development, maintenance, and enhancement for multiple new feature annual releases.
- Based on open, modular architecture using AngularJS 8, Docker, and .Net/Oracle.
- Highly interoperable platform, with 15+ microservices.
- Utilizing Salesforce to implement automation and reporting functionality

Capability

- Human-Centered Design
- Agile Development
- DevSecOps
- Lo-Code

Outcomes

- ★ Focus on CX resulted in user satisfaction rating of 90+%.
- ★ Full DevSecOps processes in place, with automation of manual functions reducing costs by 60%/release.
- ★ Modernized performance reporting contributed to 25% reduction in grantee burden.
- ★ Time to access data from 4 hours to under 10 minutes.
- ★ Calls to the HRSA contract center reduced by 25% due to implementation of NLP Chatbot.



Development and Modernization, including DevSecOps, for Biomedical and Bibliographic Information systems

Mission Need

Modernizing several mission-critical Biomedical and Bibliographic Information systems, including building a modern User Interface (UI) focused on providing exceptional User Experience (UX).

Migrating applications to the cloud (AWS and Azure), building DevSecOps infrastructure and implementing automated testing to support rapid deployments.

Solution

- Manage and enhance the CI/CD pipeline processes for multiple customer applications.
- Maintain critical connections to MSSQL databases, external sites, and FTP servers.
- Systems include ClinicalTrials.gov modernization and Comparative Genomics Resource (CGR), ACTIV TRACE (Tracking Resistance and Coronavirus Evolution).

Outcomes

- ★ Seamless CI/CD pipeline.
- ★ High reliability.
- ★ High uptime, supporting billions of transactions.
- ★ Increased feature delivery frequency by 35%.
- ★ Efficient development cycle.



Capability

- Agile Development
- DevSecOps
- Cloud & Infrastructure
- Data Management & Analytics



Agile SAFe Support for Modernization of FNS System

Mission Need

Ongoing expert coaching and training for the modernization of the mission critical Federal Notice to Air Missions (NOTAM) System, FNS, which is designed to digitize the collection, dissemination, and storage of NOTAMs. A NOTAM is a notice made available containing information on the real-time and abnormal status of the National Airspace System (NAS).

Solution

- Conduct assessment of the current Agile practices.
- Organize, structure, and execute a SAFe Agile Release Train (ART) consisting of 5 teams building the FNS.
- Include frequent demos for early feedback as part of updated delivery process.

Outcomes

- ★ Shifted to incremental value-driven delivery.
- ★ Meeting deadlines more efficiently by improving the flow of requirements from inception to delivery.



Capability

- Agile Transformation & Adoption
- Agile Coaching & Training



Organizational Change Management Team Development

Mission Need

The USDA Office of the Chief Information Officer (OCIO) Digital Infrastructure Services Center (DISC) is driving change in how they provide core services. To facilitate the speed and success of that change, Agilious is providing expert team coaching and training for the DISC management team to support them during difficult change scenarios, supported through best practices in team dynamics.

Solution

- Develop strategy to determine current team dynamics/gaps.
- Provide 1:1 coaching to leadership on navigating change.
- Recommendations to CIO on how to lead team through change.

Outcomes

- ★ Strategy for navigating change.
- ★ Team alignment on short and long-term goals.



Capability

- Advisory Services (Change Management and Team Development)

Project to Product Transformation for Scientific Applications

Mission Need

Expert coaching and training to support the NIH/NCBI mission need to improve the ongoing delivery of over 30 scientific enterprise software applications (products) providing access to biomedical and genomic information.

Solution

- Product-based software model.
- Stood up cross-functional, autonomous Agile teams performing at a high level.
- Created Scaled Agile Enterprise Initiative Framework.
- Stood up agile Community of Practice and Agile meetups.

Outcomes

- ★ Release frequency increased by 50%.
- ★ Rapid release cycles.
- ★ Meeting user expectations.
- ★ Higher quality product delivery.



Capability

- Agile Transformation & Adoption
- Agile Coaching & Training

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There were many challenges and business decisions that impacted our efforts to continue driving Agile best practices... but we continued to move in the right direction.

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National Institute of
Diabetes and Digestive
and Kidney Diseases

Health Science Expertise & Program Implementation

Mission Need

Ongoing expert health sciences support for the Office of Minority Health Research Coordination (OMHRC) on mission enabling program development and evaluation support, primarily in managing interactions with internal and external partners aiming to disseminate science-based information to improve people's health and quality of life.

Solution

- Program management and community engagement.
- Development and evaluation of OMHRC grant programs including mentorship and training programs.
- Training for the NIDDK scientific community in health equity concepts and community engaged research.

Outcomes

- ★ Enhancing collaboration to support research.
- ★ Promoting multi-disciplinary collaboration across NIH, Federal agencies, and community partners.



Capability

- Program Management



Agile Scaling Adoption with Large Scale Scrum (LeSS)

Mission Need

Expert coaching and training in LeSS for multiple personnel to include managers, scientists, and engineers to introduce efficient and effective processes for improved team collaboration.

Solution

- Provide on-site, instructor-led Certified LeSS training.
- Adapt the training to accommodate the differences between commercial practices and DoD practices.

Outcomes

- ★ Improved understanding of best practices to apply principles for large scale product development.



Capability

- Agile Transformation & Adoption
- Agile Coaching & Training

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