WINTER NEWSLETTER
Alpha Omega News October - December 2019

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From our President's Desk

Dear Friends,

Reflecting on 2019, I truly believe that we did well! We were in the Inc 5000 for the second year in a row at position #143, up over 200 from the year before. We were again included in the Washington Technology Fast 50 and the Northern Virginia Chamber of Commerce Fantastic 50, plus rated as one of Northern Virginia's best places to work for the 9th time in a row. However, we also had some major hiccups, which gave us the chance to display our core values when we needed to the most. Yes, we lost a critical incumbent contract and, for the first time, had prolonged performance issues on another. Many businesses do not survive such hits.

What amazes me and makes me very proud is how Alpha Omega came together. We took accountability, looked at how we got there and where we needed to go. We reorganized our operations and services. We radically transformed to focus on what in business we call "customer intimacy." This means that we find out what our customers need and tailor our services to meet them. To provide true and competitive value, we strive to deliver solutions that sometimes our customers may not even know they need.

This year, we will continue to lead the charge in our culture to ensure our employees are passionate about customer success.

-Gautam Ijoor
President, COO

About The Alpha Oh!
The Alpha Oh! is the Alpha Omega Integration employee newsletter and is intended to serve in several ways: to inform to recognize individual and team success and to invite commentary and discussion. Employee comments, suggestions, ideas, and photos of interest are highly encouraged and always welcomed.
DIG rolled out the DIG@Projects initiative this fall for DIG members to meet and discuss innovation strategies with project teams at the respective project locations. The DIG facilitators met 5 projects over these last few months: HUD PHAS, SBA Legacy, USDA Help Desk, NOAA IaaS, and NOAA SDHS.

Special thanks to the PMs Mild Ebot, Jason Wagoner, Patrick Serengulian, Steve Esbrandt, and Doug Newlon for making these meetings possible and productive. The zeal to learn, accomplish, and grow with innovative techniques demonstrated by our project teams was equally matched by the DIG facilitators Nitin Vartak (Director of Technology), Hugh Kazerani (VP of Client Services), and Sridhar Rajagopalan (VP of Client Services) in enabling innovative ideas and solution pathways.

CTO Corner
Mahe Rangareddy, CTO

For the Winter Newsletter, I would like to discuss the outstanding work of Alpha Omega’s Azure Cloud team, serving the Small Business Administration (SBA). This team has implemented the SIEM and DHS mandated Continuous Diagnostic and Mitigation (CDM) requirements natively in Microsoft Azure to the satisfaction of SBA and DHS. Instead of using the DHS managed tool and streaming data to DHS, SBA opted to create its own CDM implementation on Azure.

Our team has developed unified drill-down dashboards using Azure Log Analytics and Power BI to cover all 4 phases of DHS CDM. These included the network system inventory, user activity across network, status of security controls across network, and how the security events are surfaced and managed. Our team aggregated data from tools like Microsoft SCCM, Windows Defender, CounterACT, InTune, Tenable Nessus, Azure Audit trail, and AWS Cloud trail. All of these painted a complete picture of SBA assets in the data center, as well as the cloud and how assets are accessed and secured.

With a combination of custom log ingestion and pre-configured log pipelines, our team brought the events and data from a multi-platform infrastructure onto a single unified dashboard. The implementation has been approved by DHS and other agencies, including NASA Goddard Space Flight Research Center, which are looking at the blueprint of our CDM architecture to replicate it in their environments. Great job, SBA Azure Cloud team!

The Alpha Omega team enjoying happy hour!
Steve Esbrandt has provided exemplary support for the NOAA SDHS project since it was awarded to Alpha Omega in April, 2018.

Recently, he was praised by the NOAA SDHS client sponsor: “When Steven arrived at the WOC, the contract team at the time was only just barely able to meet the minimal requirements to keep the lights on. Prior to his arrival, there was a lack of communication, minimal forward progress on projects, a failure to anticipate needs, and an overall lack of direction. Over the last 2 years, Steven has built the team into a group that is well received by customers and able to tackle several complex projects at once, all while dealing with the complex legacy systems we have inherited. This has contributed tremendously to the overall customer experience and the reputation of the WOC at NOAA. We are now growing and thriving. I also wanted to highlight Steven’s excellence in customer service. He makes great efforts in customer outreach for the WOC, both in person when possible and via teleconferencing, going out of his way to meet with customers and hear and discuss their needs. He invites customers to reach out to him personally for any needs they may have, even when it may not be convenient.”

Steven, thanks for the phenomenal support!

Patrick Serengulian has been instrumental in the success of the NOAA IaaS project since he joined Alpha Omega in April, 2019. In a short period of time, Patrick has made numerous contributions to this highly visible, exciting project for the NOAA National Environmental Satellite, Data, and Information Service (NESDIS). This project is helping shape the future cloud strategy at NOAA. Patrick has been a major contributor to all critical presentations done on behalf of the NESDIS CIO, to include:

- 2019 NESDIS IT Summit (April)
- NESDIS Cloud Integrated Project Team (IPT) Quarterly
- Cloud IPT and Office of Satellite Ground Services (OSGS) Technical Interchange Meeting (TIM)
- 2019 NESDIS Cloud Summit (November 21, 2019)

Recently, in response to his usual value-added support, the NOAA IaaS Program Manager said, “This is why I need you to be my PM on all contracts from now on!"

Patrick, thanks for the support and for making Alpha Omega a success!

- Greg Swirdovich  
  EVP of Quality
Due to the significant work performed by our CPIC PM Derrick Dias, CPIC/BPR SME Abhay Chitre, and the team, the customer organization reported great strategic and business performance strides in their ability to deliver value to the agency mission. These include valuable contributions from Derrick and Abhay in moving the FITARA scorecard to a higher score, identifying more than 20% new IT resource requests for the budget planning process than targeted, and saving over $100M by avoiding cost of duplication through the pre-investment screening process. Gautam Ijoor and Sridhar Rajagopalan joined the CPIC team at SA-9 to congratulate Derrick, Abhay, and the team for their significant contributions.

The SBA EiTSS team had an all-hands at Peerspace in downtown DC to unwind and celebrate the kudos that our team staff had received from our customers. The PM Joanne Gladden did a fantastic job of planning and coordinating the all-hands. She and her team of Task Order PMs to include Kenny Awosika and Denis Dudley are proud of all their staff, which includes the below in particular that received special mention from our customers and are being recognized by Alpha Omega Integration with spot bonuses.

**Erik Moshe** (Enterprise Architecture Team): From Sharon McKeython (Customer's customer) to Andrew Fabrizio (COR):

“Andrew, per our conversation last week, I just wanted to reiterate how much I appreciate Erik Moshe’s work with the SBA Connect launch and assistance with the trouble tickets.

Erik’s professionalism in dealing with the myriad of issues he encountered through the Connect Admin email process is unmatched. With each encounter, he has been patient and thorough in determining the problem and asking pertinent follow up questions to understand how he can help the user on his own or how he can help OII better understand the user’s issue and what needs to be done to solve it. He has been diligent on following up with both the users and with OII (me) until the issue is resolved. The users appreciate that he is keeping the lines of communication going as their issue is being resolved and that is evident in the email communications that I have seen. As I stated before, I would love to meet him in person just so I can thank him for everything that he is doing.”

**Mohamed Abdelhameed** (Windows 10 Deployment Team): From Kenny Awosika, Windows 10 PM:

“Since joining the team, I have seen Mohamed go over and above the call of duty to provide service to SBA users. He is constantly working to improve the deployment processes and working with external teams to resolve and avoid risk impacting the deployment schedule. He has taken on several key projects successfully. Most importantly, Mohammed is a critical member of the deployment team: he has taken full responsibility to take on any task with the best of his ability. The customer loves him, and the deployment team appreciates his every effort to keep the deployment on track. The Branch chief on many occasion have stopped by to inform me that Mohamed was a critical asset to the team and that he was doing a great job.”

- Sridhar Rajagopalan
  VP of Client Services

Cautam Ijoor
(President/COO) and
Mahe Rangareddy
(CTO) at the Inc. 5000 awards in October 2019
Dear Alpha Omega Employees!

As an organization which strives to inspire innovation, promote teamwork, and stimulate success, we truly value your feedback on what we are doing well and what you believe we could do better. This is why your responses to the Employee Satisfaction survey are so invaluable.

In this survey, you have the chance to tell us how you feel about different aspects of the company. The information that we receive is used to make your experience at Alpha Omega more satisfying and rewarding.

So we ask that you provide your fair and honest opinions so that we may do our best to improve in the areas where we need to do better. Please, if you haven’t taken the survey yet, you can do so by entering the following URL into your browser.

https://www.surveymonkey.com/r/TJJKZR6

Coronavirus

The novel coronavirus is taking the world by storm, inciting panic and fear. While the CDC currently reports that the exposure in the US is low, there is currently no vaccine to prevent the disease (COVID-19). Alpha Omega is maintaining close contact with our customer base to ensure that they are taking measures that are in alignment with each of their preparedness responses. We also ask for your help to let us know what’s happening on-site and in your community.

To help avoid being exposed to the virus, follow the below preventative actions, as recommended by the CDC:

- Avoid close contact with people who are sick
- Avoid touching your eyes, nose, and mouth
- You should notify your Alpha Omega supervisor and Human Resources and stay home when you are sick
- If you have signs of acute respiratory illness (e.g. cough, shortness of breath), it is highly recommended that you stay home and not come to work until you are free of fever, signs of a fever, and any other symptoms for at least 24 hours
- Cover your cough or sneeze with a tissue, then throw away the tissue; if you don’t have a tissue, cough or sneeze into your upper sleeve, not your hands
- Clean and disinfect frequently-touched objects and surfaces using a regular household cleaning spray or wipe
- Follow the CDC’s recommendations for using a facemask, i.e. only those who are infected need wear a mask to prevent spreading the virus; do not wear a mask to prevent your exposure to the illness because it is ineffective
- Wash your hands often with warm water and soap for at least 20 seconds, especially after using the restroom, before eating, and after coughing, blowing your nose, or sneezing; if soap and water aren’t available, then use an alcohol-based hand sanitizer

We will be tracking the progression of the virus very closely and will send additional information as it becomes available to us. You can find additional information by visiting this CDC link: https://www.cdc.gov/coronavirus/2019-ncov/index.html
What do you do at Alpha Omega?

The answer is simple: As the accountable person for client services, my job is to remove impediments for our delivery teams so that they can provide quality work and value for our customers. In essence, I work for them, not the other way around. Over the past few months, I have had the privilege of meeting our teams and our customers and to my delight, our customers are ecstatic with the performance of our employees. This makes every aspect of my job easier and allows me to focus on growth, innovation, and talent development.

This year, my plan is to further develop our teams, expand our competencies, and strengthen customer intimacy. Our employees are the main ingredient to success and it is my job to create a "blame-free" and enjoyable environment at Alpha Omega, so that they’re able to grow their capabilities and make our customers successful. This, coupled with our innovative culture, gives us the competitive advantage we need to prosper as a company and as individuals.

Best part of your job?

It’s definitely the people. Selfishly, I like to surround myself with smart people from whom I can learn each day. There is no shortage of that at Alpha Omega.

Favorite non-work activity?

I love food, the outdoors, and my family and any time I can combine these in some shape and form it gives great joy. I also try to knock off one or two items from my bucket list each year and if you want to know more about that break bread with me.

Dream vacation?

To gather all my friends on a private jet and travel through time on New Year’s Eve and experience multiple New Year’s Day Celebrations.

I look forward to...

Further developing the Alpha Omega culture to one that enables our people to grow and most importantly have fun while doing it.

TEAM SPOTLIGHT

Meet the TOMIS team!

Who We Are:

We are the AOI Department of State's (DoS) Office of Foreign Missions (OFM) The Office of Foreign Missions Information System (TOMIS) Team.

- Michael Holt - PM
- Pleshette Cooper - Helpdesk Specialist
- Ron Willis - System Administrator
- Pat Donnelly - DBA
- Sultana Parveen - BA/Developer
- Cary Gillette - Sr. Developer
- Nick Curganus - Sr. Developer
- Adebisi Ogungye - Sr. Developer
- Lily Zhang - Sr. Developer
- Yury Khaykin - Sr. Developer
- Edson Fernandes - Sr. Developer

Our Major Work Includes:

- Full IT services to support TOMIS
- Tier-1, Tier-2, and Tier-3 support
- System, application, and database administration
- Agile Scrum approach to system development, enhancement, and maintenance
- Security A&A support

How We Have Fun:

It’s a very fast-paced environment, so when the team is onsite together, they like to keep it light with jovial banter and the occasional potluck.

When not at work, the team has a varied list of activities to have fun. Some of these include: ballroom dancing, martial arts training, taking nature hikes, crocheting, being a curmudgeon, fishing, and shopping.

STIMULATE SUCCESS: RECOGNIZE AND ENCOURAGE POSITIVE EMPLOYEE ACHIEVEMENTS THAT ARE IN SUPPORT OF OUR CUSTOMERS, THROUGH VARIOUS MONETARY AND NON-MONETARY INCENTIVES AND REWARDS
All the Rest

Once again, Alpha Omega had a lot going on this quarter, if you couldn't already tell. Here are some other things that happened last fall!