Dear Friends,

The SBA’s Woman Owned Small Business (WOSB) program is a great initiative to empower women, especially because, as explained, it will be set-aside for WOSBs over the next decade. However, the true essence of SBAs program, and a requirement of being certified WOSB, is that the woman owner controls the business and is involved in the day-to-day operations. Thus, several months ago when Sujani shared with me that she was considering taking a back seat, we discussed a change of ownership, rather than presenting a “facade” for her at the head of the table. While losing the WOSB status may shrink our sales funnel, I assure you staying true to our core values, one of which is to foster integrity, will bring many future successes. The choices we make today, go a long way in defining who we are as a company.

At Alpha Omega, we can proudly say, the women all have a seat at the table here. We strive to differentiate ourselves from other companies by fostering their growth and mentoring them into leadership positions. As such, we currently have two women sitting on our senior management team: Carole Adolphe, VP of Finance, and Jessica Langlais, HR Director. As we all know, with great power comes great responsibility, and the women at our table wholeheartedly accept the level of responsibility and accountability that come with the position. So, while we are saddened that our founder and CEO, Sujani Rangareddy, decided to step down from her position, rather than continue as a nominal head, we are equally proud that her passion for the success of Alpha Omega supersedes her desire to remain at the table. Since the acquisition of Trusted Mission Solutions in 2016, the company has grown from $1Million to $44 Million, positioning itself from small company designation to nearly a mid-size company. Sujani has been critical to our growth and success the past few years. I will be assuming the role of President/CEO. Thank you, Sujani, for your leadership and support.

-Gautam Ijoor
President, COO

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 - News
by Sridhar Rajagopalan,
VP of Client Services

Innovative techniques need not be disruptive from the get-go. However, positive disruptions can occur when we foster a mindset to constantly focus on our work environment and contemplate significant improvisations and changes for betterment.

The SBA Legacy Support Services Team continues to work closely with DIG to mine value and deliver numerous benefits to the SBA customers. Here are some examples of incremental value that the legacy team and DIG identified which Mild Ebot (PM) and the team members delivered on:

1. Anonymize/obfuscate production data and bring it into test environment resulting in improved testing and lowered error rates.
2. Capture user errors seen in front end forms and automatically send to our support team. resulting in faster resolutions and application enhancements.
3. Script-based automation for preventive monitoring of compute, network, storage, and memory resulting in low outages to legacy systems.
4. Re-built indexes during database migration that has increased system performance, reduced response times.

This quarter, we saw some great presentations, gained new knowledge, and learned lessons from:

1. Patrick Serengulian on the NOAA NESDIS Cloud Framework
2. Derrick Dias on CPIC Investment Scoring Model
3. Kyong Pak on ServiceNow transformation at DoS CPIC
4. Hanan Saleh on USDA Grants Management Help Desk Migration to ServiceNow
5. Kinkini Sarkar on the QMO Decision Analysis and Resolution (DAR) process and template

CTO Corner
Mahe Rangareddy, CTO

Phishing is the process of trying to gain access to sensitive information such as usernames, passwords, and other personal identifiers by pretending to be a credible entity. Phishing is usually done by sending out bulk emails to try to avoid spam filters. As you may be aware, we recently ran a simulated phishing security test to determine what our vulnerability would be if a real phishing attack were to happen to our users. The percentage of users who fell for attack was 13.9%.

Cybercrime is getting more serious by the month. FBI has seen Cybercrime Reports increase fourfold during the COVID-19 pandemic. Hackers are getting smarter about tricking people into clicking on fraudulent links or opening up malicious attachments in emails. Be mindful, it can happen to you on your personal computer and email, as well.

Because of this, our organization has decided that it is very important that everyone gets comprehensive security awareness training. We need to defend our organization against cybercrime, and security is everyone's job. You are the last line of defense in keeping our organization safe.

We will be sending out an email to invite you to take this training. In addition to security training, we will also send out simulated phishing tests regularly so you can practice the skills you will learn as part of your training. Be on the lookout for these in your inbox.

See below link for more information (article) on what to expect before beginning the training:

See below link for more information (video) on what to expect before beginning the training:
https://support.knowbe4.com/hc/en-us/articles/360000159887

Follow us on LinkedIn and Instagram for more Alpha Omega news
Rupesh Varadarajan can be called a silent killer – killer of performance inefficiencies and inaccuracies. Rupesh’s persistent efforts working through performance issues and ensuring information accuracy in SBA legacy systems have delighted the customer’s customer. It is a whole another level when customers advocate for him in an equally persistent way! Sharon McKeython, Senior Program Analyst, Business Operations Office, Office of Investment and Innovation, SBA, noted herewith:

“Hi Marja, is the first table something that you can share with Terrence Lewis/Mild Ebot (Rupesh’s manager) and copy Rupesh/Ed so that Terry is aware that the performance improvements that they worked on last year and this year resulted in clean and timely Annual Form 468 filings for OII?” Marja Maddrie, Business Operations Officer, Office of Investment and Innovation followed through with: “Terry, Sharon McKeython came up with the great suggestion that I share the email at the bottom of the string with you and your team. Please notice the first table. It shows how smoothly the 12/31/2019 financial statement filings went this year. SBICWeb held up like a champ, and that’s got to be attributable to the performance improvements you and your team instituted! Thank you so much!”

 Actions speak louder than words, they say. However, Michelle Dasher, IT Specialist Booz Allen, and a peer contractor, had louder words to compliment the actions of CPIC Team members, Kyong Pak and John Le:

“Kyong, Your presentations to Josh and Helena have been outstanding. Since joining the team, you have been a driving force for establishing PMD’s vision for its ServiceNow transition. Your integrity in capturing, laying out, and tracking, our plan, deliverables, action items, decisions, and more have tremendously helped the team transform an often unfocused and challenging client environment. Your organizational skills, tenacity, and persistent follow-up enable us to, for example, step in beyond our initial scope to help our clients develop, manage and successfully plan for what we hope to be a smooth transition to ServiceNow PPM. You have been an excellent teammate who helps drive structure, accountability, and success with our client daily, so for that, I thank you, Kyong!”

“John, you have been supporting this project at State since well before any of us. Your attention to detail, constant assistance to the team, willingness to go above and beyond and timely delivery have helped the team get to where we are today. You have been a rock star in your role as our SOLE developer, and you always take the opportunity to add value to our clients by expanding your technical skills whenever you identify a gap. You are also integral in Kyong’s success with his ServiceNow transition work by always providing him with the background he needs on iMatrix, including your timeless knowledge of past iMatrix implementation decisions. You do an excellent job building key relationships with clients, including with Shawn Blakely (Division Chief at the Office of the Chief Architect) and his team, building credibility for our contract in this competitive space. In your last significant development work for ITCQs and Requests, you guided Abhay, Cassidy, and Stephan through the entire process from requirements gathering to implementation. Based on all your effort, the team was able to present your development efforts and your team instituted! Thank you so much!”

The DHS USCIS Integration Test & DevOps Team is the true example of a self-organized and high performing team.

At the start of this contract in early June, the Government informed us that due to COVID-19 related funding constraints our team size had to be significantly reduced. This, however, did not necessarily mean significantly reduced work load. Many of USCIS releases were already well under way at this time and had to be deployed on time. Our team quickly jumped into action and rebalanced work load and right-sized the team’s org structure based on skillset, experience, bandwidth, and priority of the upcoming releases. Fast forward 5 weeks, the team has transformed to accommodate the new customer landscape and been able to keep up with all high priority activities without skipping a beat. “This team is truly remarkable”, said our customer Ray Viera. I’ve only known this team for a couple of months, but one thing that surfaces immediately is that this team is close-knit, well-oiled, and highly focused on delivering value to our customer.

I wanted to take a moment and thank this entire team for what they’ve achieved in such short period of time under such duress. A special thanks to our program leadership team Junaid, Moklasur, Joseph, and Haque and to Taz, Dusan, Edwin, and MD for their versatility and complementing the team when and when needed.
Remote Work and Work-Life Balance

The work from home lifestyle has created a unique — and sometimes challenging — change to work-life balance.

One of the biggest perks of remote work is greater flexibility. With the ability to work from anywhere, you can take advantage of this by working from home and creating a flexible schedule to take care of work and personal responsibilities.

But with this flexibility sometimes comes increased pressure. If you’re working non-traditional hours, or if you’re not getting in face-time with your teammates every day, you might feel pressure to spend more time online and working than you otherwise would in the office. And without coworkers around to remind you to take breaks, eat lunch, and leave the office for the day, remote workers might find themselves working additional hours, and not having as much free time as they otherwise would.

One study shows remote workers are compiling extra work hours due to the different circumstances, causing new levels of burnout and stress, as the average workweek has increased by nearly 40% since the start of the Coronavirus pandemic in March.

So, to avoid burnout and Create Harmony, here are a few tips for setting up those boundaries and maintaining that ever-important balance.

1. Set a schedule — and try to stick to it
2. Use communication tools to indicate your online and offline hours
3. Use personal errands or activities to take breaks throughout the day
4. Make plans for your after work hours
5. Get ready for work the same way you do when you’re going to the office
6. Work in a space that’s distinct from the rest of your home
7. Eat a proper lunch
8. Take a walk

Poor work-life balance negatively impacts workers’ health and happiness. You can become more stressed and feel less in control at work and in your personal lives. Those who have a good work-life balance are often happier and less stressed. When you’re happier, you’re more likely to be more motivated, productive, and do better work.

So, remember to set those boundaries and maintain that harmony!

~Jessica Langlais
Human Resources Director

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HR CORNER

Welcome to the team!

- Manoj Pandey, Oracle Developer
- Salimu Terrell, Project Control & Pricing Analyst
- Shruti Pandey, .NET Frontend Developer
- Adrian Roseboom, Unix Systems Administrator
- Muhammed Cimen, QA Automation Specialist
- Bernard Ettiene, IT Security Engineer
- Peyman Azizi, Help Desk Technician
- Surendra Dantuluri, Release Manager
- Jocelyn Pagan, Grants SME
- Md Hussain, Performance Test Engineer
- Dusan Korac, Lab Operations Lead
- Afsana Topa, Automation Test Engineer
- Moklasur Rahman, Transformation Test Engineer
- Josie Amoako-Sheriff, Performance Test Engineer
- Junaid Ashraf, Portfolio Lead
- Mohammed Azad, Agile Test Engineer
- Mohd Haque, Performance Test Lead
- Thanzid Choudhury, Automation Test Engineer
- Azad Ahmed, Agile Test Engineer
- Shibbir Ahmed, Performance Test Engineer
- Joseph Biswas, Automation Test Engineer
- Robert Saunders, Business Analyst
- Dawid Perkowski, .NET Software Developer
- Robert Saunders, Business Analyst
- Ana Marie Abulaban, Quality Management Analyst

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PROMOTE TEAMWORK: CULTIVATE A COLLABORATIVE ENVIRONMENT AND BUILD COHESION BETWEEN MEMBERS ACROSS DIVISIONS LEVERAGING TEAM MEMBERS’ STRENGTHS
A little about Krystal...
Krystal is a power tool-wielding, cake baking, mother of two – an 18 year old daughter and a 12 year old son – aka, Alpha Omega’s Human Resources Generalist many of you have come to know over the last several months.

What are some of your hobbies?
In my free time, I enjoy carpentry, refurbishing furniture, and decorating cakes – basically, anything that allows me to put my creativity to work! My personal mantra has frequently pushed me to reach outside of my comfort zone and has led me to hobbies I would have never previously imagined. I often spend my weekends doing finish carpentry, laying flooring, breathing new life into an old piece of furniture, or making cake creations for events - even if that event is simply eating the cake!

Tell us something we don't know about you...
My personal mantra, “know more, do more, be more” serves as my daily reminder to learn something new each day and to reflect on how I can best be of service to others (family, friends, colleagues, etc.). In doing so, I push myself to continuously grow outside of any preconceived restraints and hopefully am better for it.
Who We Are: The SBA Connect Team developed and provides operational support for the SBA’s single sign-on portal, which allows the public to access SBA’s online services. This application is replacing multiple, legacy authentication and authorization systems.

Our Major Work Includes: The SBA Connect capability was key to the SBA Coronavirus Aid, Relief, and economic Security (CARES) Act implementation, which allowed the agency to process over $16 billion in loan applications via the Paycheck Protection Program (PPP) Lender Gateway. For the PPP program, the Alpha Omega SBA Connect team provided the agency with the ability to reduce the risk of fraud by authenticating lenders who had not previously done business with SBA’s Office of Capital Access.

How We Have Fun: When they are not heads down, providing top-notch, mission-critical services to the SBA and the public, the SBA Connect staff enjoys the following activities:

- **Angelia** - Yoga, Health/Wellness/Nutrition, Music, Traveling, Reading
- **Anjel** - Sports and Fitness, spending time with my family or coaching a softball team
- **Ali** - Hiking, Biking, Soccer, Chess and Table Tennis
- **Arun** - Reading, Chess, Hiking
- **Denis** - Music (guitar, singing, listening, recording), Cycling, Reading
- **Julio** - Full technology research on free time, learning, IOT (Arduino & Raspberry PI), 3d printing, Laser Cutting, PCB boards, Blacksmithing, Car Engines, Grill Smoke Master, Peruvian Chef Master, and Fishing
- **Rahul** - Wood Working, DIY Improvements, Outdoor Activities (Hiking, Fishing, Kayaking)
- **Shruti** - Reading, gardening, watching movies
Upcoming Training Events

What: Microsoft Azure Machine Learning Basics  
When: Tuesday, August 18, 2020  
Where: Virtual  
Link: https://mktoevents.com/Microsoft+Event/186856/157-GQE-382?ls=Website&lsd=AzureWebsite

What: Google Cloud Next ‘20: OnAir  
When: Every Tuesday until 9/8/2020 1pm to 2pm  
Where: Google Cloud - Virtual  
Link: https://cloud.withgoogle.com/next/sf/

TAKE ACCOUNTABILITY: ACCEPT RESPONSIBILITY TO ACHIEVE THE DESIRED OUTCOME, LEARN FROM FAILURES, AND SHARE THE LESSONS LEARNED WITH OTHERS