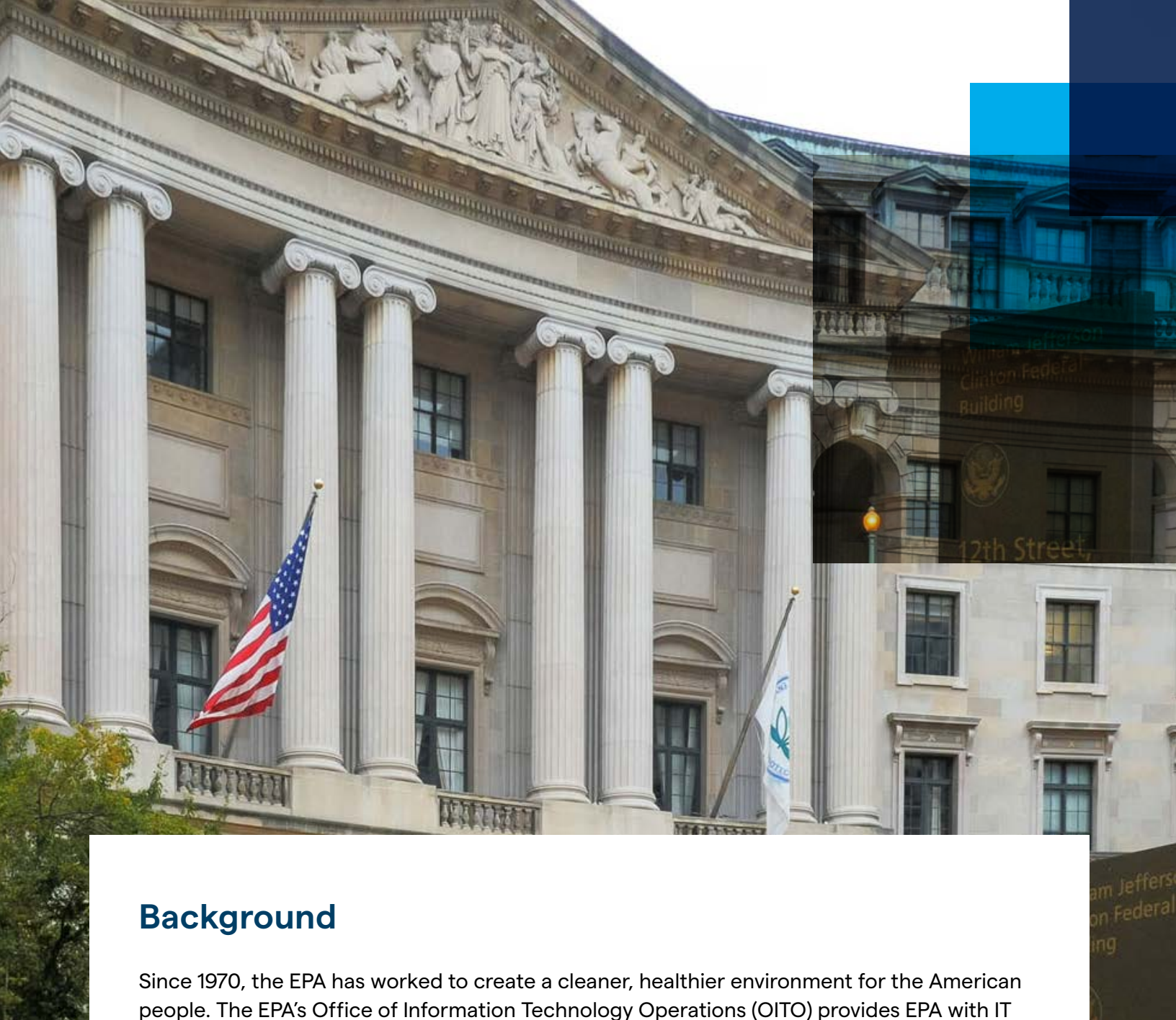**GovCIO**

Modernizing Service Delivery for the EPA

Background

Since 1970, the EPA has worked to create a cleaner, healthier environment for the American people. The EPA's Office of Information Technology Operations (OITO) provides EPA with IT solutions and services that support mission success across the continental U.S.

EPA Enterprise Support Services & Endpoint Technology (ESSET) program works to strengthen technology support and service delivery, with a core focus on improving endpoint technology services for a more effective and enhanced user experience enterprise wide. As OITO evolves EPA's endpoint technology service operations, they sought support for managing and coordinating OITO services and maturing its IT capabilities.

OITO's overall objectives are to improve and standardize service delivery and end-user support services, effectively maintain critical daily IT operations, implement solutions that promote more efficient processes, and continue to integrate solutions into the IT environment in a cost-effective, secure, and highly reliable manner.

What We Do

GovCIO delivers, manages, and advances end-user devices, applications, and endpoint technology across the entire EPA enterprise. In line with modernizing service delivery, we endorse OITO's efforts to leverage automation and emerging capabilities, such as ITIL best practices management, integrated reporting/systems monitoring automation, and cloud-based solutions, all within a budget-conscious framework. We started by implementing these best practice solutions, utilizing current toolsets like ServiceNow and Genesys, to address the most frequent issues encountered by end users. This enables OITO to focus its efforts on resolving more complex problems across the enterprise.
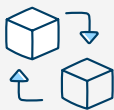
ENGINEERING & OPERATIONS

We provide on-site, contractor site, and virtual services for 20,000 deployed desktops/laptops, 8,500 mobile devices, service desk, endpoint technologies, and user experience at EPA HQ, regional offices, and lab locations nationwide.

MISSION SUPPORT SERVICES

Our team continues to expand the use of CONNECT as an overall program and contract management tool that is available to GovCIO management, EPA stakeholders, and GSA/FedSIM to assist with onboarding, training, procurement, billing, tracking and more.

CYBER SECURITY

Working closely with the EPA and additional contractors to make sure their environment is safe and available to their nearly 20,000 employees, both onsite and remote, providing and maintaining a secure, stable and effective end-user IT services.

DATA ANALYTICS

We enhanced the SLA monthly and quarterly reporting dashboards to eliminate the need for manual reporting using excel spreadsheets. These enhancements for QSR data and SLAs eliminated allows the EPA to directly access quarterly data at any time.

DIGITAL SERVICES

We leverage AI/ML, AIOps, and Cloud solutions to boost automation and capabilities, enhancing efficiencies within budget constraints.

SCAN THE CODE TO HEAR FROM THE EPA ESSET TEAM

GovCIO's ESSET team provides service desk, desk side support, engineering, development and much more to support the EPA's mission.

Measuring Success

We ensure the efficient performance of our user community, consisting of 11,000 EPA users across nearly 30 locations, both on-site and remotely, enabling them to carry out their tasks effectively every day. The ability for us to implement a centralized PMO management toolset such as CONNECT allows GovCIO to provide reporting/forecasting efficiencies that many government agencies have not seen.

GovCIO

GovCIO is a rapidly growing provider of advanced technology solutions and digital services for the federal government. Combining our extensive federal experience with the latest innovations in IT and disruptive approaches, our experts develop comprehensive solutions to meet the most pressing demands of today's government agencies. From the U.S. military to Health and Human Services, we have an impressive track record of helping our customers optimize how they operate.

GovCIO is transforming government IT, empowering our federal customers to meet the challenges of today while building the government of tomorrow.

Visit govcio.com to learn more.