Capabilities Briefing & Organizational Overview

K.L. SCOTT
& ASSOCIATES
ANALYTICS ANALYSIS ADVICE

Company Overview

KLS&A provides independent analysis and strategic advice for federal, state, and local government agencies.

Government Expertise
- Local, state and federal government agencies

Independent Advisory Services
- Technology agnostic
- Organizational performance optimization
- Cost reduction and avoidance through efficiency gains

Senior-level Consultants
- 15+ years of industry experience
- Master-level education
- Industry certifications

Small Business Certifications
- SBA Historically Underutilized Business Zone (HUBZone)
- Minority Business Enterprise (MBE)
- Disadvantaged Business Enterprise (DBE)
- Small, Women and Minority Owned (SWaM)– Commonwealth of Virginia

GSA Schedule 70 Contract #: 47QTCA19D0055
GSA PSS Contract #: 47QRAA18D00GU
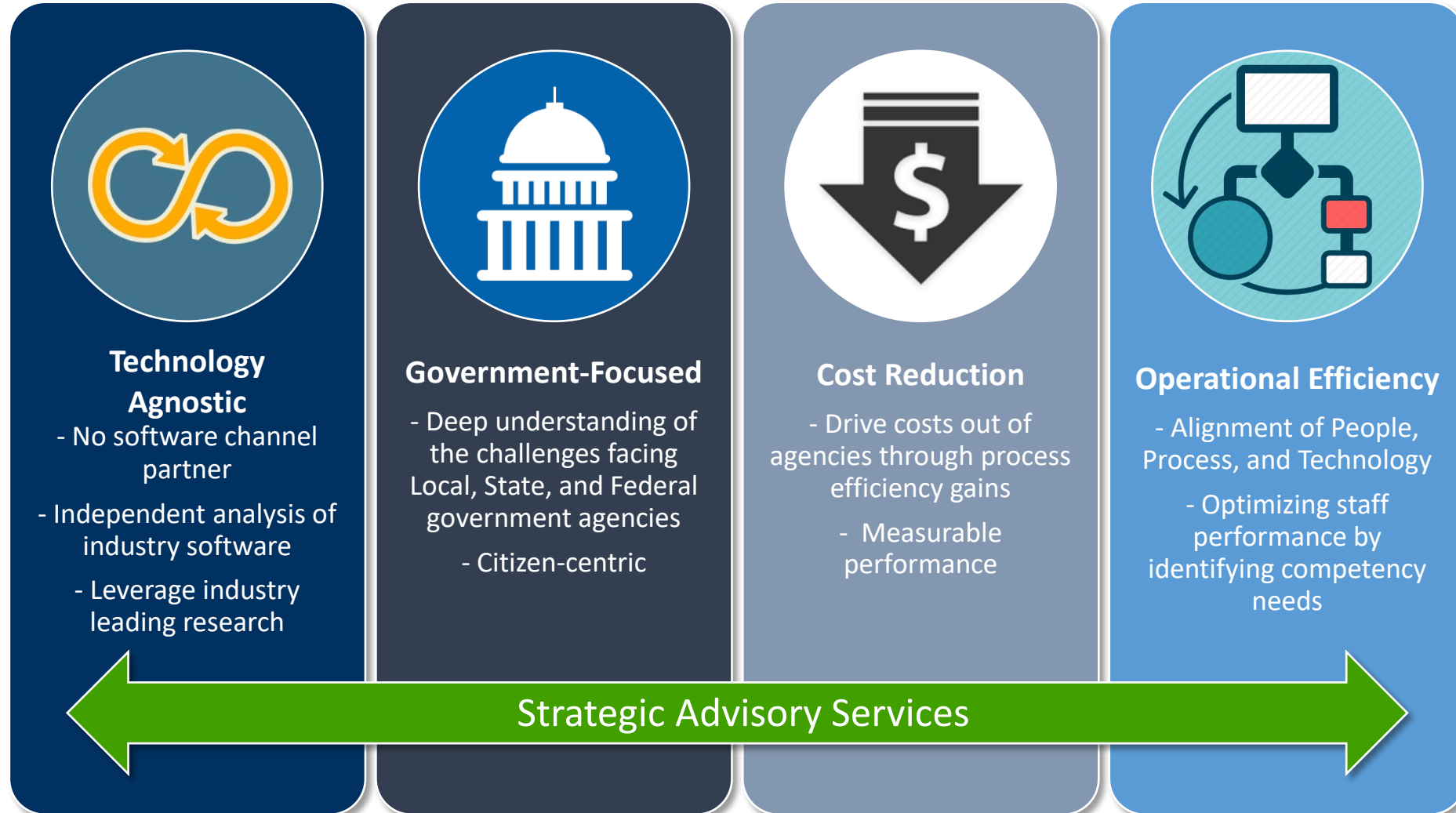**HUBZone Certification Number**: 57399
DUNS Number: 079699626
CAGE Code: 7AX15
E-Verify Number: 865643

KLS&A is technology agnostic, government-focused delivering cost optimization strategies and operational efficiency to local, state, and federal government agencies

Technology Agnostic

- No software channel partner

- Independent analysis of industry software

- Leverage industry leading research

Government-Focused

- Deep understanding of the challenges facing Local, State, and Federal government agencies

- Citizen-centric

Cost Reduction

- Drive costs out of agencies through process efficiency gains

- Measurable performance

Operational Efficiency

- Alignment of People, Process, and Technology

- Optimizing staff performance by identifying competency needs

Strategic Advisory Services

"Our mission is to be the primary advisor to local, state, and federal government agencies to support their efforts to operate efficiently and effectively for the taxpayers which they serve."

– Keith L. Scott, CEO

Our Services

KLS&A provides continuous strategic advisory services to increase the efficiency of government operations.

Business Process Optimization
- Business Process Modeling
- Workflow Automation
- Business Architecture
- Business Process Improvement
- Operational Excellence
- Business Analysis

Project, Program & Portfolio Management
- Enterprise PMO / PMOaaS
- Project Portfolio Management
- Capital Planning & Investment Controls
- Sourcing, Vendor Selection & Procurement Support

CxO Advisory Services
- Strategic Planning
- Operating Model Strategy
- Cost Optimization
- Application Rationalization & Strategy
- Interim CxO Staff Augmentation
- Executive Coaching
- Communication & Message Strategy

Process

Governance

Strategy

Oversight

Talent

Insight

Program Support & Oversight
- Quality Assurance / Quality Control
- Technical Assistance
- Independent Verification & Validation (IV&V)
- Risk Assessments
- Vendor Contract Assessment
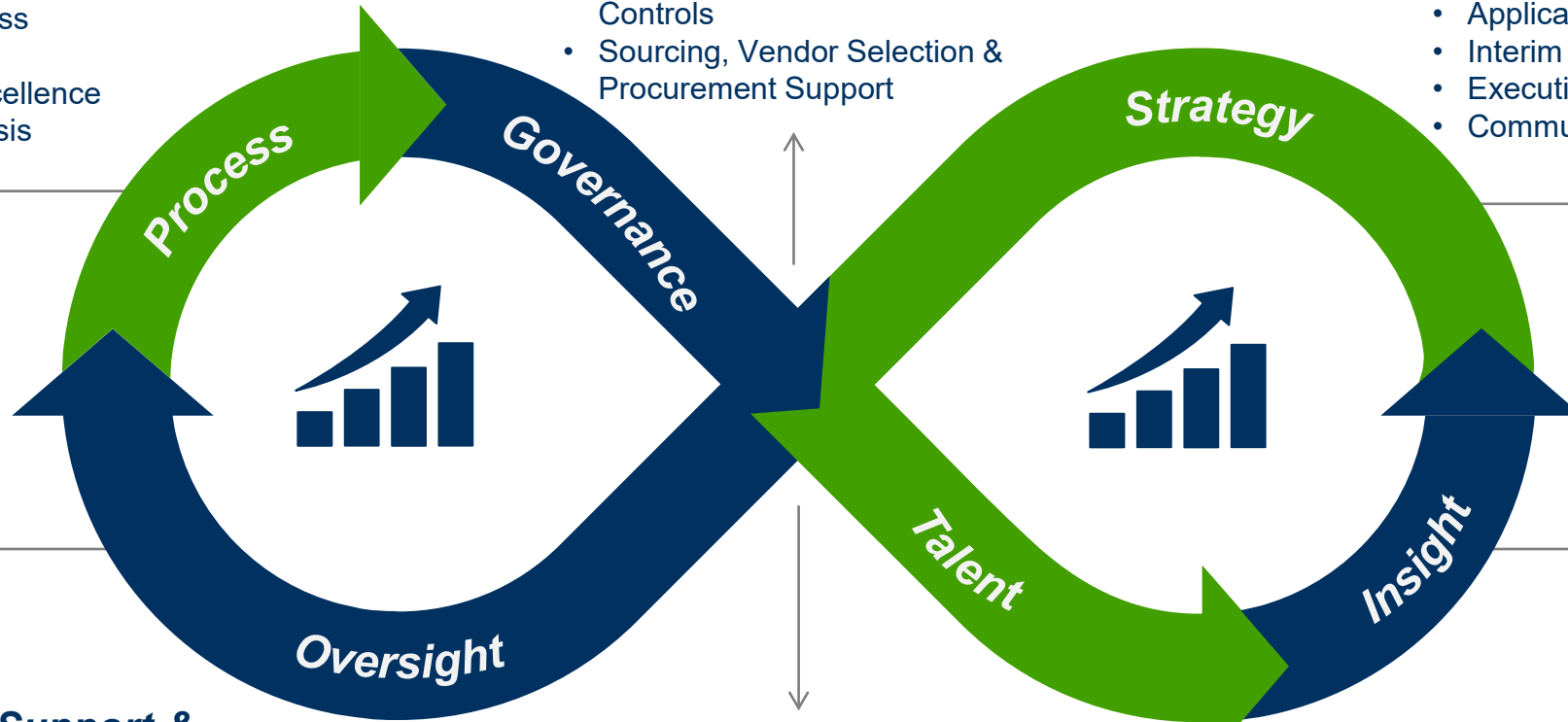
Organizational Transformation
- Diversity, Equity, and Inclusion
- Workforce Skills Assessment & Strategy
- Organizational Change Management
- Organizational Assessment and Design
- Organizational Governance

Market Research & Data Analysis
- Data Visualization
- Benchmark Analysis
- Build vs. Buy Analysis
- Data & Analytics
- Citizen Insights, Surveys & Focus Groups

KLS&A operates under the following NAICS Codes as a small business:

- 541511 - Custom Computer Programming Services
- 541512 - Computer Systems Design Services
- 541519 - Other Computer Related Services
- **541611 - Administrative and General Management Consulting Services**
- 541618 - Other Management Consulting Services
- 541690 - Other Scientific and Technical Consulting Services
- 541720 – Research and Development in the Social Sciences & Humanities
- 541820 – Public Relations
- 541910 – Market Research and Public Opinion Polling
- 541990 - Other Professional, Scientific, & Technical Services
- 561499 – All Other Business Support Services
- 611420 – Computer Software Training
- 611430 – Professional and Management Development Training

> " K.L. Scott & Associates did a business process analysis for my department that identified money-saving operational reforms and laid the foundation for the development of the Department of Public Instruction's first strategic visioning process. "

- Kirsten Baesler, Superintendent of North Dakota Department of Public Instruction

> " For the last 5 years, K.L. Scott & Associates has assisted Alachua County, FL with performance measurement, performance reporting, performance alignment to our strategic guide, and strategic planning. The use of the AchieveIT Software solution through K.L. Scott & Associates has significantly increased our managerial reporting, dashboard usage, and performance monitoring. Alachua County has more than 160 operational measures and we are able to easily monitor progress and report by focus area, department, measure status, and a number of other factors. We now have 100% departmental usage of our performance reporting and strategic alignment system. Our partnership with K.L. Scott & Associates has been a tremendous success! "

- Donna Bradbrook, Strategic Performance Manager of Alachua County, Florida

Appendix:
Service Summary

Business Process Optimization

KLS&A's Business Process Optimization Delivery Framework establishes the foundation for continuous process improvement.

Business Architecture & Process Model

- Structural model for business capabilities
- Process hierarchy, process levels
- Identify "what" the organization does and what it "should" be doing.
- Develop a FMEA- Failure Mode & Effects Analysis

Process Management Tools

- Analyze software vendor market for workflow automation and digital software vendors/products
- Vendor Source Selection & Procurement Assistance
- Executive Process Performance Dashboards
- Process analysis tools

Process Management Deployment

- Strategic Plan & Implementation Roadmap
- Organizational Change Management

Process Governance & Control

- Process management roles, responsibilities
- Manage process change and decision authority

Process Performance Management

- Identification of KPI's and measurements to assess and manage the performance of individual processes
- Understand what "good" looks like

Process Management Standards & Methods

- Establish Standard Operating Procedures and Corporate instructions
- Method for process analysis and improvement

Continuous Improvement — Plan, Do, Check, Act

Program Support, Oversight and Technical Assistance

KLS&A provides independent program oversight and quality assurance for government initiatives.

Quality Assurance Planning
Develop a QA plan and provide QA oversight and support.

Readiness and Risk Assessment
Assess client's readiness to take on an initiative. Similar to a risk assessment, but this occurs in the early stages of the project. Standard risk assessment framework within the context of ongoing program oversight.

Technical Assessment
Analysis that is technical in nature of an implementation, such as code review, configuration review, user experience assessment, data quality assessment

Health Check
Project implementation assessment; can be in the context of a project rescue effort where a project is in-flight, but in need of course correction.

Tracking / Traceability
Varies per project; for Agile projects this could be tracking progress against the minimum viable product (MVP), burn-up/down charts; for Waterfall projects, this could be maintaining a requirements traceability matrix (RTM)

Deliverable Reviews
Independent and iterative review of vendor deliverables / artifacts (Q/A Review)

Program Assurance & Oversight

Vendor Contract & Relationship Management
Inclusive of activities such as monitoring compliance with contract, review of vendor invoices / financials / change orders; provide guidance on vendor communications, negotiations

Status & Progress Monitoring and Executive Reporting
Independent and objective reporting on the status of a project, including progress against set schedule / milestones / objectives (weekly, monthly, bi-monthly options).

Strategic Planning
Planning support for key upcoming program initiatives, such as future state visioning and planning for expansion of vendor footprint

Issue Analysis / Process Reviews
Assessment of specific issues requested by the client. Review project management and implementation processes against best practices

Strategic Advising / SME Support
Decision support and recommendations; attending key meetings

KLS&A supports clients in the improvement of their project portfolios and governance processes.

PMO Assessment, Strategy, and Operations

Address the challenges of successful project delivery. Our services support clients in the development, operations (i.e. PMO as a Service), and enhancement of their Project Management Office.

Project Portfolio Management

Our PPM services helps client's select and manage an optimal portfolio of projects that maximizes government responsiveness, improve financial management, and adopt best practices while keeping projects aligned to our client's strategic goals.

Project Management Maturity Assessment & Strategy

We work with government agencies to assess their current level of project management maturity, develop an achievable improvement plan, and help implement best practices by supporting the execution and measurement of process improvements.

Capital Planning & Investment Control

Through our CPIC approach, we help federal agencies select, manage and evaluate their information technology investments.

Vendor Management & Procurement Support

We support our clients to procure new vendor services and oversee the vendor performance to ensure contract compliance.
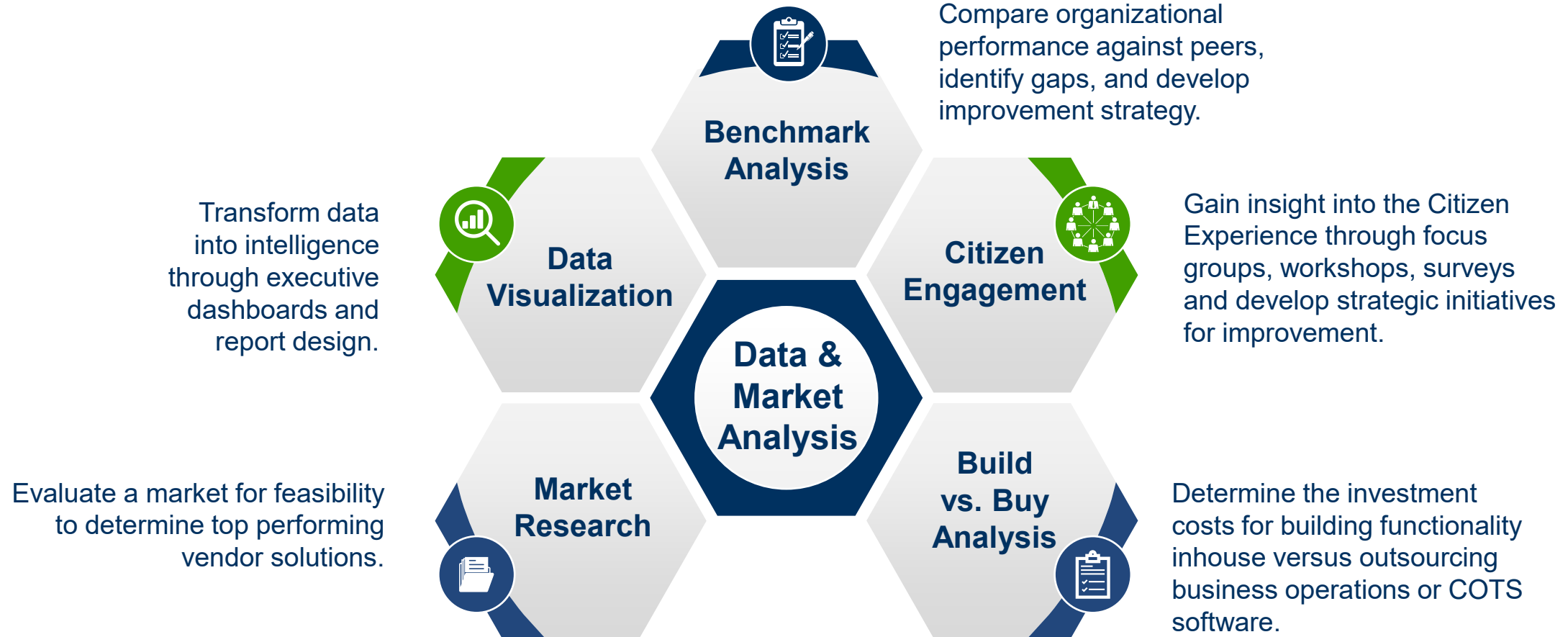
Data & Market Analysis

KLS&A helps government agencies gain insights into performance and enable effective decision support through data and market analysis services.

Benchmark Analysis

Compare organizational performance against peers, identify gaps, and develop improvement strategy.

Data Visualization

Transform data into intelligence through executive dashboards and report design.

Citizen Engagement

Gain insight into the Citizen Experience through focus groups, workshops, surveys and develop strategic initiatives for improvement.

Data & Market Analysis

Market Research

Evaluate a market for feasibility to determine top performing vendor solutions.

Build vs. Buy Analysis

Determine the investment costs for building functionality inhouse versus outsourcing business operations or COTS software.

Organizational Transformation & Support

KLS&A supports organizations operate more effectively through analysis of their staff capacity, organizational structure and governance processes.

Workforce Development & Skills Assessment

We help develop our client's workforce by establishing the ability to adapt to the new roles of the modern workforce by identifying skill gaps, training needs, and training programs.

Organizational Change Management

KLS&A supports transformational change for government agencies to develop champions and adoption of new initiatives, programs, technology implementations and structure changes.

Organizational Governance

We help support clients develop the governance structure and charters to enable proper decision making and levels of authority.

Organizational Assessment and Design

We assess the strengths and weaknesses of the current organization and design a robust new structure that aligns with the organizational strategy and critical priorities.
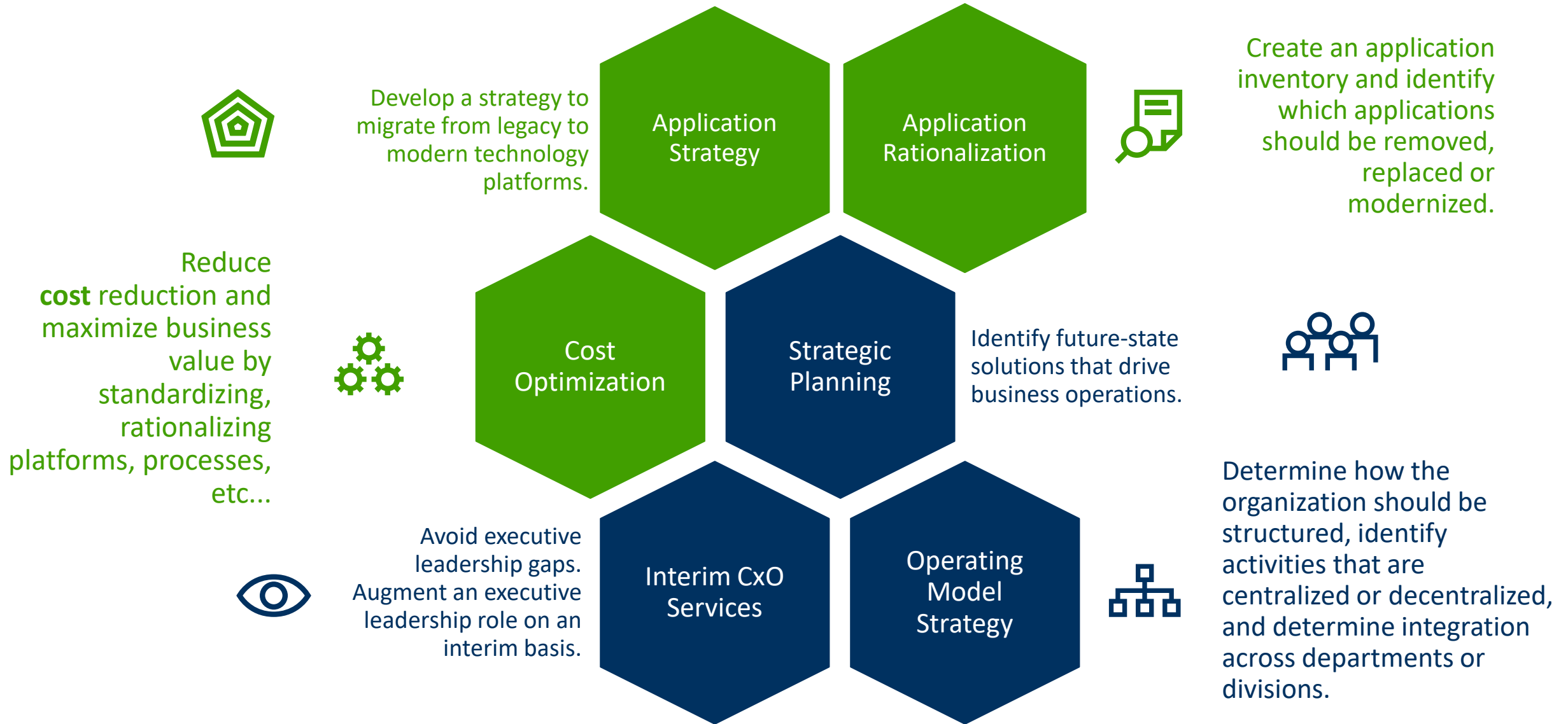
Diversity, Equity, and Inclusion

We support clients build a more inclusive and equitable work environment and team structures. We provide training and frameworks to build policy initiatives through the lens of diversity, equity, and inclusion.

CxO Advisory
Services

Develop a strategy to migrate from legacy to modern technology platforms.

Application Strategy

Application Rationalization

Create an application inventory and identify which applications should be removed, replaced or modernized.

Reduce **cost** reduction and maximize business value by standardizing, rationalizing platforms, processes, etc...

Cost Optimization

Strategic Planning

Identify future-state solutions that drive business operations.

Avoid executive leadership gaps. Augment an executive leadership role on an interim basis.

Interim CxO Services

Operating Model Strategy

Determine how the organization should be structured, identify activities that are centralized or decentralized, and determine integration across departments or divisions.

Contact Us

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