



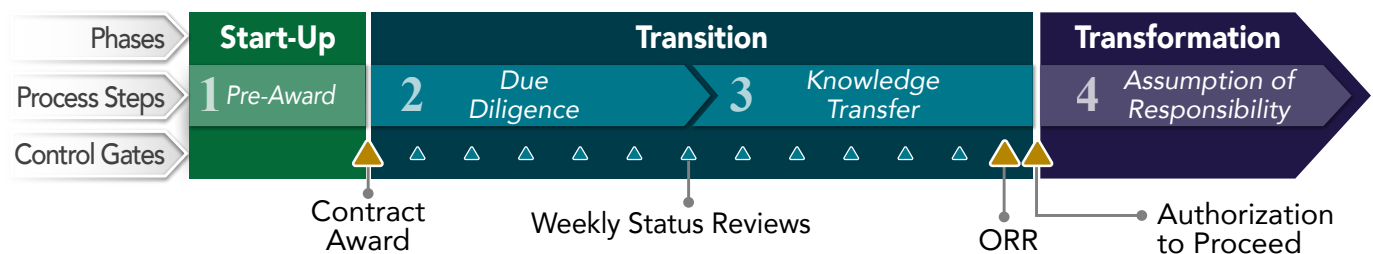
StarTT®: Leidos' Startup, Transition, and Transformation® Services

Leidos understands that nothing is more critical than minimizing and mitigating all disruptions to vital customer business and ensuring no service degradation during and after the transition of a program. We use our proven methodology to provide Startup, Transition, and Transformation (StarTT) services to maintain user capabilities and ensure no degradation in services or decrease in service levels—our most important priority during any program transition.

OUR APPROACH

Leidos' Discriminating StarTT Services. We provide a low-risk transition to our customers by working with all stakeholders and collaborating closely with the customer and the outgoing contractor. StarTT provides the framework to deliver high-quality services from Day 1. It is a critical part of our overall service delivery model and transforms service delivery throughout the life of the contract by continually improving and adapting to evolving customer needs.

We provide StarTT services to ensure a high level of customer satisfaction during program transition. We follow our innovative, Leidos-developed services framework, which we tailor to customer requirements, to provide non-disruptive transition services.



Our StarTT services use a best practice methodology to provide an effective and efficient transition management approach to minimize disruption to customer operations and missions.

PROVEN SUCCESS

Leidos has used StarTT to successfully transition hundreds of large, complex programs over the past decade, including an independent agency for the U.S. federal government (400 FTEs in 90 days), a cabinet department of the U.S. federal government (240 FTEs in 142 days), U.S. federal agency (500+ FTEs in 88 days), and the U.S. combat support agency (800+ FTEs in 180 days).

OUR CAPABILITIES

StarTT provides an achievable set of services (including activities and milestones) needed to successfully assume responsibility for all activities based on the transition schedule. We tailor StarTT to fit the number of personnel, task areas, geographical distribution, and timeline for each unique transition to ensure a smooth handover of operational responsibility. We have used StarTT to transition programs in under 30 days (particularly for non-complex and small programs, or Leidos-to-Leidos contract transitions), or as many as 180 days, to meet the customer’s required timeline.

Our StarTT services follow a process to develop a comprehensive set of actions that help us successfully transition responsibility for all customer Performance Work Statement (PWS) elements. StarTT services divide the transition effort into three phases (and four derived process steps): Startup (pre-award), Transition (due diligence and knowledge transfer), and Transformation (assumption of responsibility). We use and expand on these services in our master schedule and StarTT checklists.

StarTT Services: Sample Transition Actions We Take to Execute PWS Elements	
Service: Pre-Award (Step 1)	
<ul style="list-style-type: none"> ▶ Assemble leadership team; establish Program Management Office and transition team ▶ Design a transition portal for Day 1 deployment to provide transparency and situational awareness ▶ Identify facilities; plan for asset inventory and relocation (as needed) 	<ul style="list-style-type: none"> ▶ Initiate staffing activities, including job fairs and outreach; process/transfer clearances; initiate subcontracts ▶ Refine/develop plans including Program Management Plan, transition checklists, risk register ▶ Prepare for Program Kick-Off
Service: Due Diligence (Step 2)	
<ul style="list-style-type: none"> ▶ Submit clearance paperwork to customer security team immediately following contract award (if needed) ▶ Prepare and deliver Kick-Off Meeting agenda; conduct Kick-Off Meeting with customer ▶ Establish business rhythms/communications; deploy transition portal; tailor transition checklists ▶ Request data from the incumbent and establish as-is services baseline; assess validity of existing documentation ▶ Collect current performance measures; evaluate against our service level commitments; archive historical data 	<ul style="list-style-type: none"> ▶ Finalize and execute our Staffing Plan for all positions, including incumbent hires ▶ Identify, develop, and submit required contract deliverable documents for approval ▶ Collaborate with knowledgeable incumbent personnel to understand environment; transfer custodianship ▶ Interview incumbents to understand existing processes and procedures, tools, assets, POCs, staffing needs ▶ Validate workflows and incident escalation rules and roles, and access authorities/passwords
Service: Knowledge Transfer (Step 3)	
<ul style="list-style-type: none"> ▶ Systematically on-board personnel to ensure smooth knowledge transfer ▶ Conduct personnel training for new hires and retained incumbents ▶ Conduct job shadowing of incumbents to confirm operational capabilities to new staff 	<ul style="list-style-type: none"> ▶ Execute all checklist tasks to ensure all PWS tasks/ services are ready for our operational control ▶ Coordinate with customer Security to badge-over incumbent hires ▶ Identify customer high-risk concerns; work actions prior to Operational Readiness Reviews (ORRs)
Service: Assume Responsibility (Step 4)	
<ul style="list-style-type: none"> ▶ Conduct Operational Readiness Reviews to demonstrate our readiness to assume operations for all PWS areas 	<ul style="list-style-type: none"> ▶ Request/obtain customer’s authorization for Assumption of Full Operational Responsibility before transition end

FOR MORE INFORMATION

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