GDIT Shared Services

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General Dynamics
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2019 REVENUE
$39.4 Billion

WORLDWIDE EMPLOYEES
90,000+

BUSINESS UNITS
10

OPERATING GROUPS
5

AEROSPACE
Manufactures Gulfstream aircraft and provides comprehensive services for aircraft owners and operators.

Gulfstream
Jet Aviation

COMBAT SYSTEMS
Designs, manufactures and integrates land combat machines.

Land Systems
Ordinance and Tactical Systems
European Land Systems

MARINE SYSTEMS
Designs, builds and repairs ships and submarines.

Electric Boat
Bath Iron Works
NASSCO

MISSION SYSTEMS
Leading integrator of C4ISR solutions for land, sea, air, space and cyber defense.

GD Mission Systems

INFORMATION TECHNOLOGY
Delivers strategy, technology transformations and mission services.

GDIT
ABOUT GDIT

We are GDIT. The people supporting and securing some of the most complex government, defense and intelligence projects across the country. We deliver. Bringing the expertise needed to understand and advance critical missions. We transform. Shifting the ways clients invest in, integrate and innovate technology solutions.

We ensure today is safe and tomorrow is smarter. We are there. On the ground, beside our clients, in the lab, and everywhere in between, offering the technology transformations, strategy, and mission services needed to get the job done.

Diverse and Talented Workforce

30K+ EMPLOYEES  14K+ TECHNOLOGISTS  7K+ VETERANS  14K+ CLEARED PROFESSIONALS

Global Operations

400 CUSTOMER LOCATIONS  225 FACILITIES  30 COUNTRIES

Experience

50+ YEARS OF SERVICE  90+ ALLIANCE PARTNERS  4K CONTRACTS

WHO WE SERVE

• Defense
• Health
• Federal Civilian
• Intelligence Community
• State
• National Security
Managing Integration Complexity

General Dynamics acquires CSRA Inc. in April 2018

- 300+ Application Portfolio
- 30,000* Employees
- Multiple integrations & divestitures
- 90+ Alliance Partners
- 40+ $500M+ deals
- 400 Customer Locations

* Rounded employee count after acquisitions and divestitures

- Established Leadership Team
- Defined Core Values and Strategic Imperatives
- New Operating Model
- Consolidated Facilities
- OneGDIT Strategy
- Expanded Alliance Partnerships
- Re-shaped our Portfolio
## GDIT Integration Approach

### 2019
- Set the stage
- Focus on Employee-Facing Systems
- Drive Largest Synergies
- Reduce Risk

### 2020
- Align common culture
- Streamline policies
- Focus on employee internal mobility

### 2021
- Focus on Back Office Systems
- Next iteration of complex financial systems
- OneGDIT
- Optimization

### Governance and Organizational Change Management

- Constellation Divestiture of 12K Employees
- Enhanced Benefits
- Payroll Migration
- Clean-Sheet Indirect Rates
- Unified Employee Timekeeping
- Consolidated Data Centers
- Enterprise Human Capital Management
- Common Finance and Accounting System
- Subcontractor Timekeeping
- Office 365 Migration
- Supply Chain Management System
- Legal Entities Merger
- Sales & Use Tax

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**GDIT**
Success Story: OneGDIT Service Center

Guiding Principles
- Start with Personas and Employee Experience
- Drive to Self-Serve where possible – empower users to self-cure
- Single system of record, with an integrated knowledge base & tool suite
- Keep employees productive – focus on solving problems vs closing tickets
- Protect sensitive information with data segmentation by role

OneGDIT Employee Service Center

Single Entry Point
- Single phone number
- Hand-offs to third party service providers where required

Integrated Tool Suite
- Routing
- Prioritized traffic for specialized tickets
- Future: mobile, chat

Integrated Knowledge Base
- Single knowledge system of record for knowledge articles written for end users
- Service Catalog

Integrated Dashboard
- Centralized performance metrics
- GDIT SLAs for incident, problem requests

Data Segmentation
- Assignment groups & members
- Permissions

Recognized synergies by retiring four (4) legacy systems

Increased Volume with Integration
- 14,430 Monthly Calls
- 16,590 Monthly Calls
- 10:56 min Handle Time

Improved workflows and increased productivity for functional services support staff
- 14% Self-Service
- 18% Self-Service
- 5,000+ Monthly Article Views

Increased Self-Service Actions
- 920+ Knowledge Articles
- 64% at Tier 1 / Self-Service level
- 99.24% Customer Satisfaction

Effective Knowledge and Service
Shared Service Benefits

- Enhanced **service delivery** with commercial-grade cloud services and capabilities
- Increased and **enhanced service options**, consistently meeting high quality service delivery and **SLAs**
- Consistent and enhanced **user experience** through augmented capabilities and standardized processes
- **Cost savings** and **control** with better predictability and reduced management and compliance costs
- Enhanced service agility by allowing customers to **outsource repeatable standardized work** so IT team can focus on higher-value contributions
- Improved **security** and **compliance**
Technology Shared Services (TSS)

From enterprise IT and cloud to cyber and applications, we deliver proven service delivery models that scale to meet the evolving needs of government agencies. Our workforce comes with the technology, tools, expertise, and facilities necessary so you can focus on the mission.

Diverse and Talented Workforce

1,900+ 
EMPLOYEES

700+ 
TECHNICAL & BUSINESS CERTIFICATIONS

Workforce Pipeline

5 
EDUCATIONAL PARTNERS

30% 
EMPLOYEES CONTINUING EDUCATION

40% 
EMPLOYEES CLEARED 
Public Trust, Secret and Top Secret

Operations

95+ 
PROGRAMS
Civilian, DoD, Intelligence Agencies, GDIT Ent IT

17 
OFFERINGS
Shared Managed Services & Cost Effective Solutions

4 
DELIVERY LINES
Cyber Security
Customer Engagement Services
Application Services
Platform Services
Technology Shared Services (TSS) at GDIT

Cyber Security
Applicable to all Delivery Services
- Cyber Engineering
- Information Assurance and ATO
- Security Operations Center (SOC)
- Vulnerability Management
- IDS/IPS

Customer Engagement Services
- Contact Centers Operations
- ACDaaS
- Training, Quality Assurance, and Transition
- Workforce Management

Platform Services
- Architecture Engineering
- Systems Administration
- Network Services
- IT Operations Management
- Cloud Services

Application Services
- IT Service Management (eg ServiceNow)
- Robotics Process Automation (RPA)
- DevSecOps (High & Low)
- Automation (Testing)

Service leveraged internally
Service planned for internal use
Q&A