



AGENCY-WIDE DATA VISUALIZATION SERVICES IMPLEMENTATION AND SUPPORT

CUSTOMER OPPORTUNITY

An agency needed a comprehensive Data Visualization Services (DVS) technical and operational support services for the entire enterprise to:

- implement and maintain multiple technical environments
- develop data visualization standards
- establish governance protocols
- support data connections and dashboards
- provide service desk support and troubleshooting
- comply with cybersecurity requirements

The contractor needed to work closely with the Office of the CIO technology organization to ensure maximum availability and reliability of multiple agency-approved enterprise data visualization product suites.

SOLUTION

VerticalApps collaborated with the DVS Product Owner to develop a governance model and Community of Practice (CoP) in support of stakeholders worldwide. Our team developed

standards, templates, and operational support policies and procedures for managing the technical environments, data visualization applications, and the service desk.

VerticalApps worked across the organization to provide product expertise, technical services, training, and service management support to data visualization creators. Our team partnered with the agency stakeholders and data visualization vendors to implement, configure, and deploy the enterprise-wide implementation of visualization tools. We successfully engaged with the Office of the CIO organization on the technical and cybersecurity implementation and support of data visualization products.

IMPACT AREAS:

- Cloud-based data warehousing
- Business intelligence
- Analytics
- Software as a Service (SaaS) tools
- Data management
- Data integration
- Cybersecurity
- Operational reporting

