JSL
Engineered to Execute™

IT SUPPORT SERVICES
Purpose Driven Solutions

Agencies are outsourcing IT support services as a strategic decision to increase efficiency, reduce costs, and improve overall performance. By outsourcing IT support services to specialized providers, agencies can tap into the expertise and technology of companies that have a deep understanding of the latest trends and developments in the industry. Outsourcing IT services allows agencies to focus on their core competencies, enabling them to deliver their programs and services more effectively. By partnering with specialized IT providers, agencies can access the latest technology, tools, and talent without incurring the cost of maintaining an in-house IT department. Finally, by partnering with specialized providers, agencies can benefit from economies of scale, avoiding the need to invest in costly infrastructure and technology. This can help to reduce overall costs, improve operational efficiency, and mitigate risks associated with managing complex IT systems.

JSL IT Support Solutions

Jazz Solutions, Inc. (JSL) is an IT support services provider for various government agencies, including work performed as an IT services provider under agency blanket purchase agreements and government wide acquisition contracts. **JSL's IT support services allow our customers to focus on their core competencies, tap into the expertise of our IT professionals, improve operational efficiency, and reduce costs.** By partnering with JSL, agencies can better align their resources with the needs of their stakeholders, and ultimately, improve their overall performance. Our technical staff bench strength and broad expertise, from mainframe to artificial intelligence, allows JSL to deliver a wide range of IT services. In addition, **JSL partners with our customers to provide thought leadership to strategize, plan, and innovate; providing our customers with greater flexibility and scalability, allowing them to quickly adapt to changing business needs and emerging technologies**.

Technical Staffing Expertise

JSL **successfully delivers** IT support services projects because we have built our human resources foundations with processes and procedures to rapidly respond to call orders with highly skilled qualified personnel.

In addition, we understand that retaining project staff reduces risk, costs, and maintains consistent processes and systems. **At JSL, our company culture has created a 96 percent employee retention rate, much higher than the IT industry standard.**

- Total JSL Staff: 175+
- 83% of JSL staff maintain certifications in Information Technology and/or Program Management.
- Technical Certifications: 150+

Solution Offerings

JSL Service	Features and Benefits	JSL's Service Experience
Cloud Computing	JSL provides services related to cloud computing, including migration, deployment, and management. JSL has experience procuring and operating Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software and a Service (SaaS) critical cloud services. JSL provides architecture guidance to help customers strategize if cloud hosting or on-premise hosting is best for their business by providing a comprehensive analysis of the advantages and disadvantages of each option.	JSL migrated Federal Student Aid's (FSA's) Person Authentication Service (PAS) application from a traditional on-premises data center to AWS GovCloud. This migration to a cloud environment improved availability, reliability, and scalability of the PAS application. The effort included the migration of more than 130 virtual machines, the replacement of physical Oracle RAC instances, and the use of AWS cloud native services. **JSL's migration strategy ensured uninterrupted services to the more than 85 million users.**
Cybersecurity	Cybersecurity is a key focus for citizens and the government alike. Agencies often deal with sensitive information and the need to maintain a high level of cybersecurity. JSL provides services such as threat detection and response and compliance and audit support that protects end-users valuable personally identifiable information.	**JSL's security teams currently represent six different federal programs during quarterly and annual On-going Security Authorization (OSAs).** JSL has in-depth knowledge demonstrating adherence to controls, policies, and procedures; we readily assemble evidence to support any aspect of NIST controls tested.
Data Management	Agencies need to manage large amounts of data; JSL leads tasks such as data analysis, database design, and data platforms that enable artificial intelligence (AI) and machine learning (ML).	JSL provides 24x7x365 operations support that includes **comprehensive database architecture support for FSA systems consisting of over 150 servers** and **20 applications.**
System Modernization	JSL develops roadmaps that outline the steps needed to modernize systems. The roadmaps include solution approaches, stakeholders, timelines, and estimated costs. JSL works closely with our customers to ensure that the modernization efforts align with the agency's strategic goals and priorities.	For FSA, JSL is currently replacing the 30-plus-year-old Central Processing System mainframe back-end for the FAFSA. The modernized architecture includes Angular for the front-end and replacing the mainframe transactions with a Kubernetes microservice architecture. The work is a multi-year effort with first significant release scheduled for December 2023.

JSL Customers & Citizens Served Today

DEPARTMENT OF EDUCATION · UNITED STATES OF AMERICA

DEPARTMENT OF LABOR · UNITED STATES OF AMERICA

MSHA · Mine Safety and Health Administration

Federal Student Aid | PROUD SPONSOR of the AMERICAN MIND®
An OFFICE of the U.S. DEPARTMENT of EDUCATION

Solution Offerings

JSL Service	Features and Benefits	JSL's Service Experience
DevSecOps, Operations, & Maintenance	JSL provides DevSecOps and O&M activities focused on support required to maintain the availability, reliability, and security of customer's IT systems. JSL provides the full range of O&M support services including issue identification and resolution; code generation, testing, COTS customization and configuration; change incorporation; maintenance of application code, Tier 2/3 technical support, process automation; performance tuning and monitoring.	As part of our O&M of the FSA PAS application, JSL provides engineering and technical oversight, analysis, and recommendations for the furtherance of the program's goals and objectives. Between 2020 and 2022, **JSL implemented 13 separate COTS product upgrades and introduced enhancements for scalability, cloud readiness, and cost savings.**
Analysis of Alternatives & Technical Proof of Concepts	JSL takes system O&M beyond daily upkeep and partners with our customers to perform AoAs, technical proof of concepts (TPOCs), and technology evergreening so that technologies stay current and efficient. AoAs provide our customers an analytical comparison of the operational effectiveness, suitability, and life-cycle cost of alternate solutions. TPOCs allow our customers to get information needed to determine whether an idea is feasible before putting resources into it. JSL's TPOCs demonstrate the product, prove integration strategies, mitigate risks, and anticipate problems and solutions.	JSL's experience in evaluating and implementing new technologies is extensive. The FSA Enterprise Technical Integration Management Support (ETIMS) program scope is to manage the technical integrations necessary across FSA's systems. **As part of our support for the FSA ETIMS program, JSL is responsible for identifying and evaluating technologies to support modernizing existing applications, developing new applications, and providing input into determining what technologies will become enterprise standard.**
System Integration	Agencies often have to manage and integrate large amounts of data across different systems and platforms. JSL has expertise in designing, building, and integrating complex IT systems. This experience includes modern service mesh and API gateway approaches, as well as older web service and message-oriented middleware integration techniques. JSL specializes in integrations that span mixed operating environments, including unlocking aging systems for use in modern application processing environments. In addition, JSL provides specialized tools and software that automates and streamlines business processes. This can lead to significant cost savings and increased efficiency.	In 2018, FSA rolled out the myStudentAid mobile application that allowed citizens to fill out the FAFSA on mobile devices. In addition to providing the user experience (UX) expertise, JSL developed an integration platform integrating RESTful JSON mobile components operating inside AWS with mainframe Customer Information Control System transactions running in an on-premises data center. **JSL's solution included protocol switching, data transformation, and a transparent security layer applied to hundreds of different API calls.**

About JSL

Founded in 2013, **Jazz Solutions, Inc. (JSL)** is an economically-disadvantaged, woman-owned, SBA certified 8(a) small business serving federal, state, and local governments. Our headquarters is located in Ashburn, Virginia; JSL has other office locations in Virgina (Virginia Beach), D.C, and Maryland.

JSL designs and manages solutions customized to each customer's unique mission and business objectives. We understand there is a not a "one size fits all approach" to customer success. **Our project experience ranges from assigning a single, specialized subject matter expert to large-scale mission-critical system deployment affecting nearly a quarter of a billion citizens.** We successfully serve our customers by customizing solutions that blend industry best practices, emerging technology, high caliber professional talent, and more than a decade of gained experience. **Currently, we are leading 20 prime contracts and supporting large systems integrators on another dozen high-profile programs that are delivering meaningful results through technical and management advisory, system and application development and integration, identity and access management, and cloud services, to name a few.**

The result of our customer engagement includes award-winning products, 100 percent positive CPARS, and lasting partnerships built on trust and success.

Jazz Solutions Contact Information

Dustin Hoover,
Chief Growth Officer

Jeff Goldhirsch,
Chief Technology Officer

Kristen Larson,
Chief Executive Officer

Solutions@jazzsol.com
www.jazzsolutions.com

20745 Williamsport Place, Suite 320,
Ashburn, VA 20147