

# HITS

HOUSE IT  
SERVICES



FOR COMMITTEES



Enterprise Committee Support



Your IT Director's Escalation Team



Server, Storage, and Backup Services



IT Staff Augmentation



# WHAT IS HITS?

Simply put, Leidos House IT Services (HITS) is the solution to IT challenges in the House of Representatives. HITS is a subscription-based support plan that covers virtually any IT hardware (computers, printers, tablets, smartphones, scanners, etc.) plus server and backup storage and on-site support staff to keep committees moving forward.



## HOW WE'RE DIFFERENT

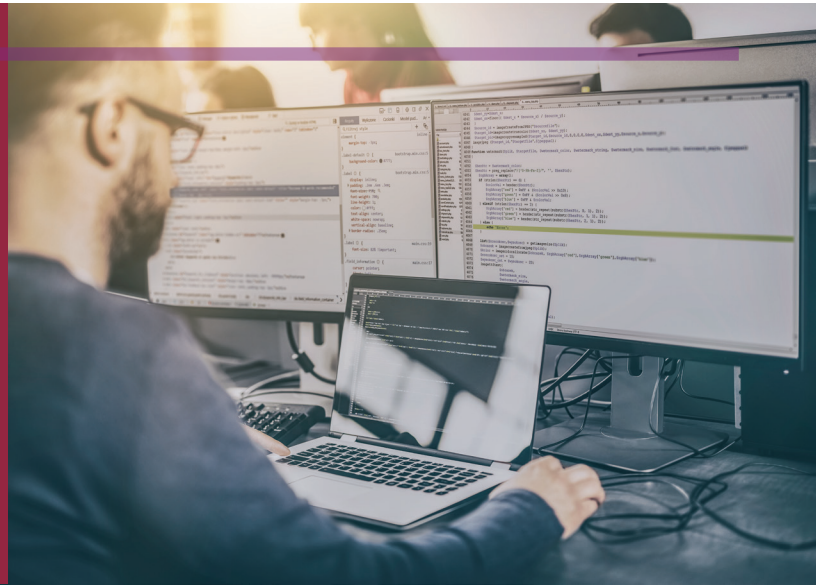
- **Track Record.** Ask us about our long history of fast and successful committee support.
- **Exceptional Staff.** You won't find system engineers with more expertise and attention to detail working anywhere on the Hill.
- **Escalation Team.** Highly qualified engineers and technical leaders are on call and on-site in DC when escalation is needed.
- **Proactive Support.** We remotely monitor the critical systems for your committee so we can solve problems before they arise.
- **Enterprise Relationship.** Our relationship with the House is built on trust. In fact, we're often the team they call for help and advice.
- **Technical Approach.** Our approach to committee stand-ups is driven by a series of key touchpoints ensuring consistency and speed.
- **Multiple Platforms.** HITS technicians are both Apple and Windows certified giving you full confidence and coverage on any device.



# ENTERPRISE COMMITTEE SUPPORT

When your committee selects a House IT Services (HITS) plan, you're choosing a turn-key solution supported by the best technicians working on Capitol Hill. Our team is fully certified, cleared and ready to manage your committee's IT needs from the ground up.

What does that mean? It means that your HITS team handles every technical need your committee has from hardware procurement and installation to coordinating with the various other vendors working for the committee to server upgrades and much more.



## Infrastructure Modernization

Our team has completed multiple back office technology refreshes for large committee offices leveraging on-premises and cloud-based virtualization, storage, and backup technologies. We handle design, build, and deployment of new infrastructure, including migration from old to new production systems and decommissioning legacy systems.



## High Availability/Redundant Failover

Our track record includes multiple projects helping customers move critical infrastructure assets out of Committee and Leadership office space and into the House datacenter, as well as relocating redundant resources to the House contingency facility, the Redstone datacenter. We are the only House vendor supporting assets at both the Primary and Redstone datacenters. We can work with all budgets large and small to accommodate the most robust failover and redundancy posture within the framework of your budget and requirements.



## eDiscovery

Our team has experience you can trust deploying and managing enterprise class eDiscovery systems that have included scanning components and file storage for ingesting document productions from Executive Branch Agencies.



## Secure Environments

We have staff with security clearances that have recently designed, built, deployed, and sustained closed network systems inside House Secure Computing Information Facilities (SCIFs). If you have technology support needs for classified systems we are the only House vendor who has experience in this area.



# YOUR IT DIRECTOR'S ESCALATION PLAN

As a committee IT Director, your job is already stressful enough. Don't make it more difficult by selecting a vendor who lacks the experience and technical expertise to be a trusted partner. HITS technicians are on call for day-to-day support when you're short on time but also available as a backup plan when you need a day off, are short-staffed or simply need an extra set of hands on a project. Our team is proud to make ourselves available as your escalation plan whenever you should need us.



## HOW WE SUPPORT YOU



### **Compliance**

With decades of experience serving the House and some of the most seasoned techs working on the Hill, we know House rules and how to keep your committee compliant. In the rare cases when there is a gray area or an unknown, we know who to call to get answers and make sure you're never at risk of being in violation. Let us be your shepherd through the complex world of House IT compliance.



### **Imaging**

Every PC your committee purchases and uses must be properly configured to run a House-approved, committee-specific image. The Leidos HITS team actively maintains a copy of this image which we host, manage and update based on House requirements. When your committee selects a HITS plan, we can configure new computers with the committee image in 30 minutes or less. What's more, any updates to this image are automatically pushed to all committee machines with no disruption in performance, no matter the make or model of the PC.



### **Alerts & Awareness**

When you partner with Leidos with a HITS plan, our technicians can implement a network of alerts that will push notifications directly to you any time there is a significant event in your environment. Rather than spending your time monitoring performance and constantly running diagnostics, you can focus on other projects and priorities knowing that the HITS alert system will keep you in the know. Our techs are also plugged in with House Enterprise teams and will keep you aware of any enterprise-wide projects in the short and long-term pipeline.







# SERVER, STORAGE AND BACKUP SERVICES

With expert-level competencies in solutions like Juniper, VMWare, Splunk and Citrix, the Leidos HITS team is the perfect partner when you need server support, more system storage or want to prepare a system backup plan. Our team is well-versed in all House compliance rules as well as industry best practices which means you'll benefit from peak system performance, all within enterprise regulations.



## Virtual Servers

Do you have virtual servers that would benefit from an extra layer of security? With a HITS plan, you have the option to migrate those virtual machines into our FedRAMP approved environment. Simplify your security by storing your data in the only government-wide program that provides a standardized approach to security assessment, authorization and monitoring.



## Storage

There are any number of reasons why your committee might need extra server space in a short period of time. A security audit revealed a compliance concern that needs a quick fix, a pipe burst near your server room and you need to act fast or a fire wiped out part of your infrastructure. When you're on a HITS plan, we provide a quick, secure solution to these real-life scenarios and more by making server space and infrastructure available on our virtual servers that you can access immediately.



## Backup Planning

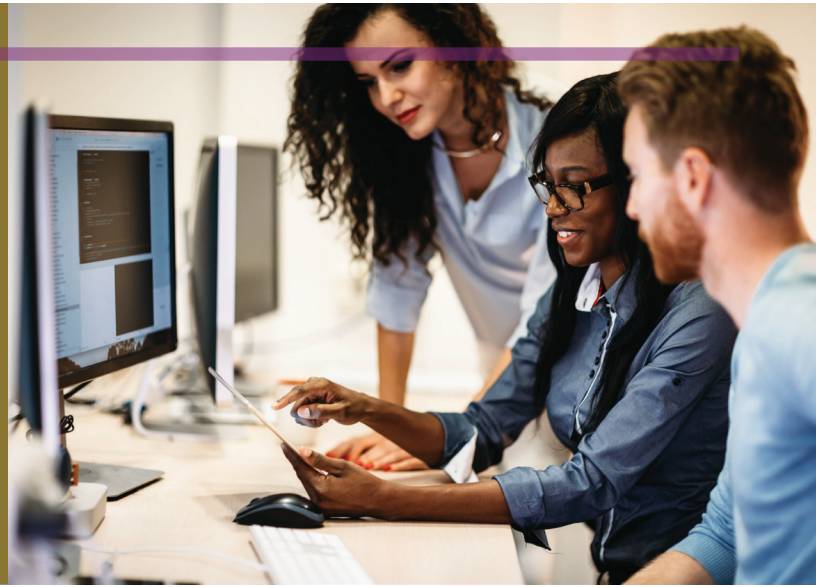
The Leidos HITS team has extensive experience developing and implementing plans that ensure your committee is prepared in the event of a disaster. Your committee may already have a plan in place that our technicians will support. If not, our team of experts are fully prepared to design a disaster recovery plan for you, build the redundancies and infrastructure and monitor these systems to ensure performance if the worst should happen. The Leidos HITS team is standing by to ensure full continuity of your committee's operations.





# IT STAFF AUGMENTATION

Every manager knows that hiring can be a difficult, time-consuming and sometimes frustrating process. When you choose a HITS plan, we can take that part of your job off your plate. As the leading IT contractor to the Federal Government, Leidos has the reach and screening experience to attract the top talent in the industry and send them to work for you. You give us requirements and budget, we'll give you qualified candidates. Let us take the hassle out of hiring.



## **Job Descriptions**

Don't have time or the technical expertise to write a detailed job description for your open positions? No problem. We are more than happy to consider your requirements, budget and other specs and turn that into a job description that will attract the candidates you want.



## **Screening**

Some HITS clients like to screen and interview candidates independently. Others prefer that we handle everything including evaluating the candidates we find on phone interviews or even in person. As your staffing partner, we'll work with you however you like. Whether you need help with resume evaluation, phone screening, interviewing, all of the above, or none—we're here for you.



## **Staffing Simplified**

Leidos is an accomplished staffing supplier. We have a vast recruiting network that can find the best qualified technology professionals. You set the requirements including compensation and start date and we do the rest. We manage the "red-tape," prequalify the candidates, and manage on-boarding for your newest staff member – fast and easy.