The Pragmatist addresses topics relevant to Pragmatics employees and clients. If you would like to contribute, please contact Linda Alkire at alkirel@pragmatics.com.

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From the CBDO

In the five months since I joined Pragmatics as CBDO, I have been impressed with this dynamic company that is poised for growth and leadership in our core markets and has the ability to branch out into new markets. We have won a number of major contract recompetitions; with these awards and the proposals in submission, we are positioned for a great year ahead!

Moving forward, we are building on this momentum to continue to grow the company. We are building a robust pipeline of qualified opportunities with both existing and new clients. For example, we have bid on a multi-hundred-million-dollar contract to support the federal health insurance marketplace and are evaluating several significant tasks under our EAGLE II contract, building our pipeline of ITES-2S and ENCORE task orders, and looking at several new IDIQ contracts.

We are making investments in new business development resources to help us identify and win tasks under our existing IDIQ contracts and are looking for new opportunities beyond our traditional client base. We are investing in hiring individuals who have deep client intimacy to help position us for future work with new clients in both the federal civilian and defense and intelligence areas of our business.

As Pragmatics celebrates 30 years in business in 2015, I see a bright future for our company, one filled with opportunity and growth.

We are also investing in our proposal tool sets and have rolled out SharePoint search tools that enable users to quickly and easily find past performance references, resumes, and technical and management approaches. Using this tool, we can increase reuse and reduce the effort required to prepare proposal submissions.

Pragmatics continues to look for ways to become an even better company and best meet the needs of our clients. What can you do? Focus on collaboration, innovation, and strong teamwork; bring new talent to Pragmatics; share your enthusiasm; ensure we deliver excellence to our clients; and continue to look for opportunities to provide new services to our existing clients. Looking back on my first few months with Pragmatics, I have seen all of these characteristics in our team — I encourage you to continue the great work!

As Pragmatics celebrates 30 years in business in 2015, I see a bright future for our company, one filled with opportunity and growth. We are working to ensure we provide an environment where each employee can be successful and where our clients can be successful as the result of our employees' hard work and dedication. I know we'll succeed!
Pragmatics Celebrates 30 Years in Business

This year, Pragmatics marks its 30th anniversary. In 1985, Founder and CEO Dr. Long Nguyen established Pragmatics in his home, with the vision of creating an organization highly skilled at developing practical, technology-oriented solutions for information management requirements. He wanted to build a company recognized for high-quality work and client satisfaction.

Dr. Nguyen began by hiring and retaining people who wanted to work for an organization that believed in teamwork, inclusiveness, and integrity, and who exemplified corporate citizenship and social responsibility. The company grew slowly at first, then with increasing speed as its reputation for excellence and technical expertise became known through work on contracts with the Defense Information Systems Agency, Federal Aviation Administration, General Services Administration, Office of the Comptroller of the Currency, and other agencies. Today, Pragmatics continues to serve a wide range of federal government clients in the defense/intelligence and federal civilian marketplace.

In 1985, Dr. Nguyen laid the solid foundation for Pragmatics that underlies the company today: diversified clients, talented management and staff, investments in training and infrastructure, and prime contracts. Pragmatics will continue to build on its legacy of integrity and technical excellence in the future.

Happy 30th Anniversary, Pragmatics!
Annual Holiday Gala

Pragmatics employees celebrated the holiday season on December 13 at the Waterford at Springfield, Va. Three hundred employees and their guests enjoyed an evening of delicious food, live music, dancing, and award presentations.

Anne Hurley, emcee for the evening, started off the event by introducing CEO Dr. Long Nguyen. Dr. Nguyen welcomed those present and thanked employees for their hard work during the past year. He also noted that Pragmatics is celebrating 30 years in business in 2015.

The presentation of awards for 5, 10, 15, and 20 years of service, as well as Chairman’s Awards for Senior Technical Support, Technical Support, Project Management Support, Project Support, and Community Service was a highlight of the evening. Forty-four employees received service awards, and eight employees received Chairman’s Awards.

Attendees enjoyed beverages and hors d’oeuvres, followed by dinner, dessert, and dancing. Employees won door prizes throughout the evening. The lucky winner of the grand prize, an iPad Air, was Bruce Pearce.

Other Pragmatics locations across the country also held holiday celebrations. These included Trevose, Pa. (see photo directly below); Fort Bragg, N.C.; and Tampa, Fla.
Service Awardees

20 Years
Ralph Sexton

15 Years
Charles Diamond

10 Years
Steven Barbosa

5 Years
Sayak Ahmed
Christopher Avery
Oury Bah
Charles Barry
Kamika Bennett
Khushnaz Bhot
Bill Carden
Darin Chapman
Thanh Chau
Joanne Connors
Trinh Dao

Denise Ennis
Dennis Evans
Tammy Fitzgerald
Kori Green
Ben Greer
Gaylena Howell
Kyu Jo
David Kerr
Mark Leonard
Nam Ngo
Loan Nguyen
Fred Padden
Aaron Pieper

Monica Rikhi
Damion Rose
Shaule Sachs
Yoksa Seifu
Bradley Sigety
Sneh Singh
Jason Spyker
Stanley Turrentine
Richard Vogel

Chairman’s Awardees

Senior Technical Support
Michael Gallaher
Chad Graves

Project Management Support
David Ehrlich
Mark Mitchell

Technical Support
Khalifa Ali
John Kelly

Project Support
Rhea Simpson

Community Service
Frank Adams
Pragmatics Annual Leadership Meeting

On December 12, 50 Pragmatics managers from across the company attended an all-day meeting at Reston headquarters. The meeting began with a welcome from CEO Dr. Long Nguyen, who praised the company’s strong management team for their continuing dedication.

COO Joe Brock; CBDO Rich Silver; Senior Vice President and General Manager of the Defense and Intelligence Solutions Division (DISD) Mike Yocom; Vice President and General Manager of the Federal Civilian (FEDCIV) Division Chris Hegedus; Vice President of the Pragmatics Technical Solutions Group Sean Cohan; and Vice President of Human Resources Michelle Geddes discussed the past year’s successes, challenges, and changes.

Managers then had the opportunity to hear project performance highlights from managers in the company’s two divisions: from FEDCIV, Neelesh Katiyar (USPTO) and Pravin Powale (OCC); and from DISD, Jeff Hamlin (JOPES), Mike Rutledge (JPES), and Chris Glass (ONI).

Guest Speaker Marissa Levin, Chairman of Information Experts, presented a session on “Government Customers and The Business Constellation” during the lunch hour.

The afternoon was devoted to four breakout sessions conducted by Geddes; Director of Proposals Anne Hurley; VP of Special Programs Dr. Kim Nguyen; and David Swink, Chief Creative Officer from Strategic Interactions.

The last activity of the day was a team building event: teams put together bicycles to be donated to a local charity. Managers attended a reception at the conclusion of the day.
Pragmatic Agility® is Key Element in Capture of $43 Million in Recent Awards

On December 30, Pragmatics announced the award of three multi-year task orders by a U.S. financial regulatory entity. Pragmatics will employ its award-winning Pragmatic Agility methodology, which combines the discipline of CMMI® Level 5 processes with the flexibility of agile development, to design, develop, enhance, and maintain a portfolio of examination, supervisory, assessment, and reporting applications. The applications are a critical tool in supporting examiners in their mission to maintain a stable national banking system. The three single award task orders have a total value of more than $43 million if all options are exercised.

Pragmatics Chief Operating Officer Joe Brock said, “Pragmatics has partnered with financial regulatory agencies for over 20 years to deliver innovative solutions that provide examiners with the tools they need to assess and manage risk within the national banking system. These recent awards will enable our client to introduce new capabilities and reduce the costs associated with maintaining current systems. This award represents a significant expansion of Pragmatics’ work with a longstanding client. We are proud to assist them in completing their critical objectives.”

Pragmatics Awarded ENCORE II Task Order for Systems Engineering and Integration

On December 3, Pragmatics issued a press release announcing the award of a task order by the Defense Information Systems Agency (DISA). The award was made under the ENCORE II Multiple Award Indefinite Delivery/Indefinite Quantity (ID/IQ) contract. The services Pragmatics will provide include security and information assurance, software maintenance, and maintenance of development and testing environments. The task order is valued at more than $20 million if all options are exercised.

The ENCORE II contract provides IT support to the military services and agencies, Department of Defense (DoD), and other federal government agencies. Pragmatics will deliver requirements analysis and software and systems engineering support to the Joint Planning and Execution Services (JPES) Program Management Office (PMO). This will include providing the sustainment/modernization, integration, testing, operational support, and technical services necessary to analyze, design, integrate, test, certify and accredit, deploy, and maintain quality software for the warfighter.

Pragmatics Chief Operating Officer Joe Brock said, "Pragmatics looks forward to continuing our longstanding relationship with DISA by supporting the JPES program. The services we deliver will help to enable DoD to transform the execution of Joint Operations activities."
Chris Hegedus Completes ACT-IAC Partners Program

Pragmatics issued a press release announcing that Vice President Christopher Hegedus completed the prestigious American Council for Technology and Industry Advisory Council (ACT-IAC) 2014 Partners program. Hegedus, who leads Pragmatics’ Federal Civilian Division, was one of 32 members of the 18th graduating class of future government and industry leaders at the 2014 ACT-IAC Executive Leadership Conference.

The ACT-IAC Partners program pairs 16 government and 16 industry professionals for nine months and prepares them for their roles as senior executives and company officers. The program also enables participants to gain an understanding of their counterparts’ roles to foster a greater understanding of government and industry management responsibilities.

“Pragmatics is pleased that Chris Hegedus is among the graduates of this flagship executive development program,” said Pragmatics COO Joe Brock. “Chris will use the leadership skills he mastered during the program as he interacts daily with members of industry and government. He will combine these skills with his expertise in operations and technology and in-depth knowledge of the federal market to continue to deliver excellent service to our clients.”

Hegedus will continue his development as a Partners alumnus through the ACT-IAC Fellows program, a network of more than 700 government and industry executives.

Michelle Geddes Appointed Vice President of Human Resources

Pragmatics announced the appointment of Michelle Geddes as Vice President of Human Resources. Geddes will provide strategic direction for employee relations, compensation and benefits, recruiting, and training and development. She reports to Chief Financial Officer and Vice Chairman Kimmy Duong. Geddes joined Pragmatics in April 2014 as Director of Human Resources.

“Michelle is an accomplished leader in human resources, with more than 20 years of experience and an in-depth knowledge of our industry,” said Duong. “Her workforce solutions expertise will be instrumental to our employees and clients, and we are pleased to welcome her to our executive leadership team.”

Geddes will focus on talent acquisition and retention, performance management, policy and procedure design, training and development, and employee relations. She previously served as Director of Human Resources and Administration for ProSol, where she led the human resources, information technology, quality, security, and facilities areas.

Geddes has a master’s degree from American University and a bachelor’s degree from Marymount University. She also has a Senior Professional in Human Resources (SPHR) certification from the Society for Human Resource Management.
Veterans Day Breakfast

Pragmatics held its second annual Veterans Day Breakfast on Monday, November 10, at Reston headquarters. CEO Dr. Long Nguyen, COO Joe Brock, Senior Vice President Mike Yocom, and Director, Navy and Intelligence Programs Chris Glass spoke to employees about the special significance of Veterans Day and the sacrifices so many veterans and active duty personnel have made on behalf of the United States.

Dr. Nguyen also spoke about his family’s unique appreciation of the United States and their desire to recognize our Wounded Warriors. He noted Vice Chairman and CFO Kimmy Duong’s recent contributions to benefit Wounded Warriors (story on page 11) and displayed the plaque Duong received from the 82nd Airborne Division Association to honor one of those contributions.

Pragmatics salutes our nearly 70 veteran employees and their families and thanks them for their service and the sacrifices they have made, and continue to make, for our country.

Director of Navy and Intelligence Programs Chris Glass paid a moving tribute to our veterans at the second annual Veterans Day Breakfast. Below are excerpts from his speech.

This morning we honor veterans. We focus our attention, and rightly so, on the greatness that has been our Armed Forces since April 1775.

As I thought and prepared for this morning, I wondered what profound sentence of verse I could deliver? What memorable note can be said which will be remembered as to the sacrifice of those that have not returned?

I dare say most of us here this morning know someone who has paid the ultimate price in the cause of freedom — a father, a brother or sister, a son or daughter, a friend, comrade, or shipmate.

In my ability, I remain deficient this morning. We must turn to the words of Lt. Roland Gittelsohn, Chaplain, USN, to help mark this moment in our attempt to bestow honor and remembrance.

Travel with me to March 26, 1945. The place: the Fifth Marine Division Cemetery Dedication Ceremony – Iwo Jima. Rabbi Gittelsohn’s words are as relevant and applicable for us today as they were then, the last official day of fighting on Iwo Jima:

“Here before us lie the bodies of comrades and friends. Men who until yesterday or last week laughed with us, joked with us, trained with us. Men who were on the same ships with us, and went over the sides with us as we prepared to hit the beaches of this island. Men who fought with us and feared with us.

“Somewhere in this plot of ground there may lie the man who could have discovered the cure for cancer. Under one of these Christian crosses, or beneath a Jewish Star of David, there may rest now a man who was destined to be a great prophet... Now they lie here silently in this sacred soil, and we gather to consecrate this earth in their memory. It is not easy to do so. Some of us have buried our closest friends... Any one of us might have died in their places. Indeed, some of us are alive and breathing at this very moment only because men who lie here beneath us had the courage and strength to give their lives for ours... These men have done their job well. They have paid the ghastly price of freedom. If that freedom be once again lost, the unforgivable blame will be ours, not theirs.

“We are...citizens of the greatest nation on earth and veterans who were given the privilege to serve and wear its uniform.

“You have, and continue to be...the defenders of Freedom.”
Business Intelligence: An Overview

STEVE WOYICKI

Part of Pragmatics’ growth strategy over the next few years includes supporting our clients’ software development initiatives, including business intelligence (BI) solutions.

BI software is a collection of decision support technologies for the enterprise aimed at enabling executives, managers, analysts, and casual users to make faster and better decisions. The past two decades have seen explosive growth, both in terms of the number of products and services offered and in adoption of these technologies by industry. This growth has been fueled by the declining cost of acquiring and storing large amounts of data arising from sources such as client transactions, Web clickstreams, sensor readings, and social media. Enterprises are increasingly leveraging data assets with advanced analytical systems to optimize internal processes and improve the products and services offered to clients. These new capabilities are also making it possible to develop predictive analytics models to mine vast quantities of “big data” for previously unknown relationships and correlations. Once identified, organizations can leverage these insights to preemptively identify outcomes and events.

A typical BI architecture is shown below:

Data can be pulled from a variety of data sources, both internal and external to the enterprise. The data is processed through the Data Movement Layer via an Extract-Transform-Load Engine, which facilitates application of business rules to alter the data and mapping to destination fields in the Storage Layer. In the Storage Layer, data is stored in a Data Warehouse application. Within the Data Warehouse, data can be partitioned into a variety of forms and made available for querying in the Presentation Layer via an OLAP/Reporting Engine. The results can be displayed in a report or dashboard or any other format (typically involving some sort of graphical output) via a query.

In today’s increasingly competitive landscape, business intelligence is fast becoming part of the cost of doing business. Organizations that fail to leverage their data risk being at a significant disadvantage, or even rendered obsolete.

If you have a client or prospect seeking to glean better insights from their data, or if you know of an upcoming BI/analytics opportunity, please contact me at woyickis@pragmatics.com, or Sean Cohan, VP, TSG at cohans@pragmatics.com, to discuss how the TSG team can educate the client or prospect on our capabilities. We would love to provide a technical presentation to advance the conversation.
Vice Chairman and CFO Kimmy Duong Makes Donation to Benefit Wounded Warriors

Pragmatics Vice Chairman and CFO Kimmy Duong recently made a $10,000 donation to support wounded warriors through international nonprofit organization Vietnam Assistance for the Handicapped (VNAH). In recognition of her generosity to the 82nd Airborne Division Association Wounded Warrior Fund, Duong was honored at a ceremony in Arlington, Va., in November. This is her second donation to the 82nd Airborne Division Association.

As she accepted a plaque during the ceremony, Duong said, “My family is very glad for another opportunity to do what we always want to do: support our soldiers and our country. I would like to take this opportunity to express our appreciation and our gratitude, to our soldiers, to you — our heroes.

“Without you, we would not have peace or freedom, and more than that, the world would not have peace either. I cannot describe all the things we would not have without your sacrifices. We owe a lot to you.

“Almost 40 years ago, my family came to this country with almost nothing. This country opened up her arms and adopted us. Now we are giving back to our adopted country. We appreciate the opportunities we have and do not take them for granted.”
Denise Ennis Participates in Tampa, Fla. Fundraisers

Pragmatics Director of DoD Programs Denise Ennis participated in several recent fundraising events sponsored by Women in Defense (WID) Greater Tampa Bay (GTB) in Tampa, Fla.

Ennis is the Director of Community Outreach for WID GTB, which sponsored both events. The first event raised more than $1,200 to benefit Middleton High School’s science, technology, engineering, and math (STEM) programs. The second event raised over $30,000 to benefit the Southeastern Guide Dogs (SGD) Paws for Patriots Program. The mission of the Paws for Patriots Program is to create and nurture a partnership between visually impaired or combat weary veterans and a guide dog, facilitating life’s journey with mobility, independence and dignity. There are currently 80 combat veterans on the waiting list to attend class at SGD’s campus in Palmetto, Fla. The money raised will sponsor three veterans to attend the 10-day training regimen.

Pragmatics commends Ennis for her dedication to serving the Tampa area.

Pragmatics Supports Angel Tree Program

For a seventh year, Pragmatics partnered with the Salvation Army to participate in the Angel Tree Program. The program focuses on giving gifts of clothing and toys to children in need during the holiday season. This year, Pragmatics helped 75 children up to 12 years of age in the Washington, D.C. community. Thanks to everyone who participated for their great generosity.
In the Spotlight: Frank Adams

Frank Adams, Pragmatics Deputy Program Manager on the Iran Litigation Program in Trevose, Pa., was the recipient of the 2014 Pragmatics Chairman’s Award for Community Service. Adams, who joined the company in June 2011, oversees day-to-day operations at the Trevose office.

Adams has been in Foreign Military Sales for 29 years and has found Pragmatics to be an ideal fit for him. “It’s a family-oriented business, and I share the company’s values: hard work, dedication to the clients, and commitment to the staff and their professional development.”

He has a long history of service. He spends much of his time volunteering in rundown neighborhoods in the economically disadvantaged North Philadelphia area. Adams is also a volunteer, coach, and mentor for underserved adolescents who participate in activities sponsored by the Hunting Park Youth Development (HPYD) organization. The organization’s primary goal is to improve the quality of life of the urban poor.

Since 2004, he has been a volunteer and coach for girls 18 and under on the Mayfair Monarchs and HP Warriors basketball teams. Most of the girls on the team are from North Philadelphia. Adams was instrumental in working with seven of the girls who not only went to college, but were scholarship students. These students would not have been able to continue their education without the discipline and skills they gained working with Adams.

Through his church, Adams also counsels troubled individuals, visits the sick and confined, and helps to run a food ministry, back-to-school clothing drives, and winter coat drives. He also runs a periodic health fair and ministers to prisoners through a church program.

When asked what drives him to give back to the community, Adams notes his religious faith. “I am blessed to have all that I have. We have a saying, ‘Teach One, Reach One.’ That is my primary objective. If I can help someone, then my living is not in vain.”

Pragmatics commends Frank Adams for his dedication to, and care for, those in need and thanks him for his community service. He serves as an example to all Pragmatics employees.

Pragmatics In the News

Pragmatics COO Joe Brock was featured in WashingtonExec’s Market Outlook Series on January 5. Brock provided insight regarding where he sees the government contracting community headed in 2015, commenting on what he sees as the next big IT innovation for the 21st century workforce, what investments will be required to make this happen, and what innovations he sees in software development practice. To read the article, visit http://www.washingtonexec.com/2015/01/2015-market-outlook-pragmatics-joe-brock-jr-investments-wireless-infrastructure-will-drive-innovation/.
Pragmatics Employee Supports United Nations General Assembly Session

Pragmatics employee Glen McElgunn was recognized for his role in providing support for the United Nations General Assembly’s 69th regular session, held in New York City in September. Leaders from around the world participated in the event, where topics of discussion included healthcare, nuclear disarmament, economics, and terrorism.

From September 17 to 27, McElgunn put in long hours setting up workstations, configuring printers, and ensuring connectivity for the varied requirements of potential users. He also troubleshooted user problems, which prevented technical issues from interfering with clients’ completion of their work, and dismantled an offsite auxiliary office after the session ended.

A senior executive service representative noted, “We couldn’t have asked for better service.”

Pragmatics commends Glen McElgunn for his dedication and support in ensuring clients’ needs were met during this event.

Training Trends: Just-in-Time Training

JOHN O’KEEFFE

Do you need some training and need it right now? Then take a look at Just-in-Time Training (JiTT)!

As the speed of business accelerates, JiTT has evolved. It began with training “snippets” and now is a recognized method of providing training: short, focused topics via quick reference or video.

SkillPort is your access to JiTT: it contains more than 2,000 videos, with more added every month. These four-to-six-minute videos provide insights and food for thought. Topics include IT, desktop, and business skills and certifications.

Make time to check it out at https://pragmatics.skillport.com. You can search for a topic using the video filter.

If you have any questions about JiTT, contact me at okeeffej@pragmatics.com.
### New Employees

*Pragmatics welcomes the following new employees who joined the company from September 1 - December 31:*

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<th>Derrick Allen</th>
<th>William Ellett</th>
<th>Jennifer Lee</th>
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<td>Marwan Alqaseer</td>
<td>Patrick Eydenberg</td>
<td>Muthamma Muckatira</td>
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<td>Francisco Avendano</td>
<td>Vincent Falcone</td>
<td>Long An Nguyen</td>
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<td>Ananda Bastola</td>
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<td>Jerel Pawley</td>
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<td>David Berkebile</td>
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<td>Niketa Borse</td>
<td>Nicholas Greene</td>
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<td>Amanda Briggs</td>
<td>Armando Hernandez</td>
<td>Philip Sacca</td>
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<td>Zhuqing Jiang</td>
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<td>Lucy Davis</td>
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*Thirty Years of Innovation and Excellence*