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The Pragmatist addresses topics relevant to Pragmatics’ employees and clients. If you would like to contribute, please contact Anne Hurley at hurleya@pragmatics.com.
Pragmatics – Using Advanced Technology to Make a Difference in DoD Training

By Jackie Solomon and Anne Hurley

In the late 1990s, the U.S. Army recognized a need to change how it provided training. Seeking to enhance the effectiveness and efficiency of training efforts, the Army Training and Doctrine Command (TRADOC) set out to modernize the classroom environment with more advanced technology. While the initial modernization program achieved some success, the level of information retention among the soldiers was not keeping pace with the amount of information being presented.

Pragmatics recognized we had the expertise to change that paradigm and, in 2011, we established our Audio Visual (AV) Practice. With our first Enterprise Classroom Program (ECP) contract award, we began our long-running partnership with TRADOC. For seven years, our practical domain knowledge and understanding of the ECP mission has ensured accurate, efficient, and timely implementation and integration of Enterprise Classroom technology which is vital to ensuring that Warfighters and Department of Defense (DoD) civilians receive the communications, training, and skills practice necessary to meet demands in the field.

Evolution of the AV Practice

In the beginning, we were responsible for upgrading the older classrooms at 31 Army Posts across the U.S. In the fall of 2013, we enhanced our impact by working with our TRADOC customer to expand the reach of the educational environment and take it outside the classroom.

We used our expertise to assist the Army to provide mobility through wireless devices and networks. Today, 14 Army campuses are wireless and the educational and training environment is more attractive to the new generation of Service Members who have grown up in the era of advanced technology and gaming.

Ensuring that training is effective and engaging is critical for force readiness, recruiting, and personnel retention.

Our designs have positioned the classroom and training environment to support the delivery of 4K content, simulation, gaming, 3D, and wireless networking for delivery to the Soldier at the point of need. In the new paradigm, where our Service Members train to defend our country against electronic and traditional threats, the Soldier experiences education in the palm of their hand through dynamic gaming and simulation. These military environments are using COTS products to deliver robust, interactive challenges that stimulate the mind and provide insights into the scenarios. By taking our mix of traditional AV experience and combining it with our exposure to this interactive AV space, we offer more solutions to build the technological capacity to generate personalized education to meet the battlefield challenges of the future.

Pragmatics’ AV Practice, led by the Infrastructure Solutions Group, reaches more than 800,000 trainees annually through the more than 4,200 AV classrooms, simulation/gaming rooms, conference rooms, auditoriums, and large training venues we have completed at 50 sites. Through our work, Pragmatics makes a difference in the mission of the DoD as well as the lives of the Service Members.
Using Advanced Technology to Make a Difference in DoD Training

Infrastructure Solutions Group Growth

Through the leadership of Mike Sousa and the dedication of his remarkable team, our AV Practice has developed into an industry-leading venture. Pragmatics’ qualifications include AV systems design, engineering, and development; AV systems/solutions, equipment installation, and installation oversight; end-user training; and maintenance, repair, and warranty support. We have expanded our work from instructional classrooms for the Army to executive offices, theaters, auditoriums, mobile carts, special access facilities, museums, chapels, lecture halls, and training centers for a variety of customers including the Navy, Air Force, National Transportation Safety Board, National Institutes of Health, and the Uniformed Services University of the Health Sciences. Pragmatics partners with more than 120 direct dealerships and 40 technology companies to provide the hardware, software, and services required to achieve mission success.

Pragmatics’ AV at Fort Sill, OK – Reimer Auditorium

Every year hundreds of people from all over the world meet on Fort Sill for the annual FIRES Conference for a chance to see some of the latest military technology up close and get a sense of how that firepower fits into the overall mission of today’s Army. The Army’s field and air defense artillery branches give presentations and hold panel discussions to determine how to integrate the latest technology and coordinate its use among all branches of the Army.

Pragmatics designed and installed all the technology used in the auditorium for projection, sound, video teleconferencing (and recording), and room control. The auditorium seats 120 and includes three projectors that act as a video wall capable of displaying multiple inputs over the large screens.

For more information about our AV practice, please contact Mike Sousa at sousam@pragmatics.com.

Toastmasters at Pragmatics

Are you looking for a way to enhance your public speaking skills? If so, join Toastmasters!

We meet twice monthly – every 2nd Wednesday and 4th Tuesday from noon to 1pm.

Toastmasters is an educational organization committed to developing and improving public speaking and leadership skills through non-judgmental group clubs.

Not sure if Toastmasters is right for you? Attend a meeting to experience the atmosphere and what the club has to offer! Our next meeting is April 11th, and we look forward to seeing you there!
As the new Corporate Trainer, I want to take the opportunity to introduce myself and share with you some thoughts on the importance of training.

I am a graduate of Penn State with a degree in Communications Arts and Science. After a short stint as an Evidence Technician, I joined Pragmatics as a Recruiter in May 2017. I came with the intention to be the best recruiter I could be, and was determined to prove that I could make a difference and contribute to Pragmatics’ success. At that time, I had no idea I would advance quickly to become the new Training Manager following John O’Keefe’s departure. Seeing this new position as an opportunity to have a greater impact on the lives of my fellow colleagues, the success of our customers’ missions, and Pragmatics’ growth, I jumped at the chance.

By Matt Zupan

As we all do, I went through orientation with John O’Keefe. I quickly saw how thorough and meticulous John was in preparing and training Pragmatics’ incoming and existing employees. I was struck by how John was always willing to help, always wanted to make things easier for others, and often did more than expected. I saw the valuable contributions John made and seek to do even better!

I am grateful for the privilege to work alongside some of the most genuine people I have met, and I look forward to the road ahead where I get to help each of you achieve your professional goals.

My door is always open!

So Why Does Training Matter?

- Training helps us grow in our individual careers. Professionally, we all want to be taken seriously, and dedicating time to our own development will provide more opportunities for future growth. In the rapidly changing environment of technology and business practices, it is important to stay informed.

- Exceptionally trained personnel provide additional value to existing contracts and customers. Our industry is constantly evolving and it is in Pragmatics’ best interest to maintain and grow talent as a means to consistently innovate for our customers and on our contracts.

- Training enables Pragmatics to go after future contracts with highly trained and certified employees. The more skilled personnel we propose, the better our chances to maintain current work and win future work.

- By taking advantage of training, you can increase your impact.

Take Action to Move Your Career Forward

Recognizing that training is pivotal to personnel and corporate success, Pragmatics is committed to and invests in employee development and growth. As such, we offer several avenues by which you can obtain training at no charge, and also offer tuition assistance. Avenues of training include orientation, classroom sessions, SkillPort, and other group training as requested. Also important is the acquisition and renewal of technical certifications.

For classroom training, we send out notices for upcoming classes. Recently, Pragmatics held Proposal Training classes at headquarters at the request of employees. Please be sure to watch for notices and join us when you can. If you have a particular topic in mind, please connect with me, and I will work to find an adequate training format.

SkillPort is a cloud-based platform that provides a wide range of content with the ability to tailor learning to the needs of each user. It is a great tool for staying current with the latest technology, and it can also provide the support necessary to expand new areas of expertise. Interested in SharePoint? There are courses for you! Interested in Project Management? There are courses for you! Do you want to learn more about Network Plus? SkillPort has content for you! SkillPort provides access to thousands of topics, allowing you to obtain the training you want. Ready to get started or look around? Please visit: https://pragmatics.skillport.com

If you need a new certification or have an expiring certification that needs renewal, please connect with me, and I will work with you to maintain all project and program related certifications.

To learn more about training options, SkillPort, and Pragmatics’ policies on Tuition Assistance and Project Training, please reach out to List_Training@pragmatics.com.
Continued Growth and Successful Performance

By Alexandra Hoey and Zack Ahad

Pragmatics won a new task order and renewed our ISO-27001, ISO-20000-1, and ISO-9001-2015 certifications!

Congratulations and thanks to all who participated in these corporate achievements!

USPTO CIDM

For the last six years, Pragmatics has partnered with the United States Patent and Trademark Office (USPTO) to provide software development, enhancement, and maintenance services. In mid March, Pragmatics was awarded the Corporate Imaging Document Management (CIDM) Task Order by the USPTO under the Software Development & Integration Next Generation (SDI-NG) vehicle. For this task, we will leverage our expertise and experience to provide services to upgrade the Documentum product to the latest version. This will improve functionality, performance, security, and architecture for the document management systems that use the product in the future.

Achieving an Integrated Management System

In early March, Pragmatics successfully completed its ISO-9001, 20000-1, and 27001 integrated recertification audit conducted by SRI Auditor Robert Aanerud. This effort was spearheaded by the Process Improvement – QA Department and led by Deke Moeller in collaboration with IT Operations Manager, Mike DeGuzman. This recertification marked the first time an external integrated audit has taken place in which all three ISO standards were certified together at Pragmatics. It represents a truly unified management system that combines the requirements set forth in all three standards. This important achievement demonstrates Pragmatics’ ability to provide quality management, service management, and information security management, both internally and for our customers.

What is ISO?

ISO is the short name for the International Organization for Standardization, which has published more than 16,500 international standards in more than 150 countries. Regulators and governments rely on ISO to provide them with a base understanding of how an organization functions. The standards provide guidance and tools to ensure that work deliverables consistently meet customer requirements and fulfill the corporate objective of customer satisfaction. The six core principles of ISO certification are document control, record control, internal review, non-conformance, corrective action, and preventative action. Implementation of these principles improves internal efficiency and serves as a competitive advantage when bidding for new work.

For more information on the ISO standards please see:

- ISO 20000-1:2011 Information Technology Service Management [https://www.iso.org/standard/51986.html]
- ISO 270001 Information Security Management [https://www.iso.org/isoiec-27001-information-security.html]

If interested in learning more about the Process Improvement or the work of the QA Department, please reach out to Deke Moeller (MoellerD@Pragmatics.com), Andy Vogt (Vogt@Pragmatics.com), and/or Zack Ahad (AhadZ@Pragmatics.com).

Also, feel free to join the Yammer group “EPG News” to get monthly updates. The Pragmatics Engineering Process Group (EPG) is the focal point for continuous process improvement within Pragmatics.
**PragmaticSERVES At Work**

**Pragmatists Feed Those in Need**

Each year PragmaticSERVES sponsors a food drive to benefit *Food for Others*, a local nonprofit food bank and food rescue operation. Each year our employees generously donate a plethora of canned foods, rice, various sauces, cereal, beans, and other nonperishable items to contribute to the communities in which we work. To learn more about the work *Food for Others* does, visit their website at [https://www.foodforothers.org/](https://www.foodforothers.org/).

**Cycling for Wounded Airmen**

Would you like to take part in an important event to assist wounded Airmen?

If so, please participate or join Pragmatics as a sponsor for the 2nd Annual Wounded Airmen Cycling Challenge.

The Air Force Association (AFA) Wounded Airmen Program provides much-needed assistance to more than 6,500 Air Force Wounded Warriors who have given so much for our nation.

On May 19th, AFA staff and chapter members will be riding again for our Wounded Airmen.

In partnership with CycleBar, an indoor spin class venue, the goal is to raise $60,000 by hosting a fun spin class fundraiser to support our Wounded Airmen in need.

For more information, please see: [https://www.afa.org/informationfor/military/afp/wacc2](https://www.afa.org/informationfor/military/afp/wacc2)

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**Toast To Our Troops**

Continuing our commitment to serving those who serve, Pragmatics is a sponsor for Code of Support’s annual wine tasting and auction fund raiser, *Toast To Our Troops*. This year the event will be at the National Union Building in Washington, D.C. on April 19th.

We encourage you to spend an evening with Master of Ceremonies, Celebrity Chef Robert Irvine, for this premier wine tasting event that salutes our Service Members, Veterans, and their families. At the event you can enjoy a variety of wine from around the country, savory hors d’oeuvres, open bar, live music, and an auction.

All proceeds from the tickets and live auction will benefit the Code of Support foundation's critical support programs. More information and tickets are available at: [https://donate.codeofsupport.org/washington/events/toast-to-our-troops/e165058](https://donate.codeofsupport.org/washington/events/toast-to-our-troops/e165058)
Profile – Patrick Eydenberg, Market Research Analyst

By Patrick Eydenberg and Alexandra Hoey

Who is Patrick Eydenberg?
Patrick joined Pragmatics in 2014 as a Market Research Analyst. As such, he was to be responsible for conducting research for the Business Development Team and administering our GWAC and IDIQ contract vehicles.

Like many of his Pragmatics colleagues, after demonstrating his intellectual and professional talent, Patrick continually took on more responsibilities and has expanded his role considerably.

So what does he do?
As our Market Research Analyst and Small Business Coordinator, Patrick conducts industry research to identify and assess potential corporate partners and competitors. These include companies we may seek when we need subcontractors or companies to whom we may want to subcontract. Patrick vets these potential partners for capabilities, performance, success ratings, and any other information he can find that will assist us in our partner selection process.

Patrick is the Alternate Program Manager for our CIO-SP3 IDIQ and the Teaming Coordinator for our DHS Eagle II contract.

Patrick also researches new and emerging technologies, products, and services, as well as potential new customers. While a significant portion of his research is related to the opportunities we are currently pursuing, he also explores potential opportunities for Pragmatics. He runs daily FBO and GovWin searches for Requests for Information (RFI), White Paper requests, Sources Sought, and Requests for Proposals (RFP) that align with Pragmatics’ capabilities.

When Pragmatics decides to move forward on a solicitation, in some cases, Patrick contributes to writing responses, particularly focusing on past performance sections. Patrick maintains our past performance and teammate database, which make him the “Go-To” guy when it comes to tracking down this information. These databases house our past performances, including our vertical/horizontal markets and assessments of teammates with whom we have partnered in the past, including details on their locations, capabilities, and business size.

Patrick also conducts in-depth research into government spending and project financials so Pragmatics can be well-informed when preparing bids and designing proposal solutions.

In addition to his research duties, Patrick also administers most of our GWACs and IDIQs. He monitors the IDIQ contracts for new RFP/RFI releases. After reviewing solicitation documents and assessing suitability against Pragmatics’ capabilities and strategy, if they pass the “Patrick Test”, he distributes them to Pragmatics’ Business Development and Operations staff, as well as our external teammates.

To effectively manage this labor and information intensive task, Patrick created a knowledge management system in SharePoint where he can document each release, monitor periods of performance, and track expiring contracts for potential follow on contracts. This is a great value-add for pursuit targeting and solution development.

Patrick often represents Pragmatics at various industry events, including expos, industry days, and seminars and, as such, collaborates with colleagues and corporate partners in the design, development, and presentation of marketing materials.

When Patrick gets a break from his other duties, he also wears a Quality Assurance hat, participating in the company’s ISO/CMMI processes by assisting the Process Improvement group in tasks required to maintain our corporate certifications.

On the personal side, Patrick is married to Katie and they have two young boys, Liam and Finn.

If you have any questions about the role Patrick plays at Pragmatics, or are interested in connecting with Patrick about a research request, do not hesitate to reach out! Patrick always has a smile on his face and a contagiously positive attitude!

If you would like to speak with Patrick, please contact him at eydenbergp@pragmatics.com.
Pragmatics’ Pets - Kalani, The Heavenly Diamond Girl

By Kalani with typing assistance from Charles Diamond

Hello, my name is Kalani, which means heavenly, Diamond Girl. My human parents also call me “Baby Girl” and “Puppy”. I am a Shetland Sheepdog, commonly called a Sheltie. They say that it never gets too cold for Shelties, but believe me there have been plenty of days this winter too cold even for me!

My birthday is July 6, 2015, and I have one sister and five brothers. Having so many big brothers, made puppyhood rough and tumble, being as I was the littlest in the litter.

My human parents picked me out of the litter when I was very young and took me home when I was old enough to go to my forever home. The breeder gave them several movies of me while I was still with my mom and siblings.

It was an adventure getting used to my new home. For a while, I had “Mirror Puppy” with whom to play. Then I figured out “Mirror Puppy” was just my reflection. My human parents play with me a lot and I have many toys. I am very careful with my toys and always put them away, right next to the toy box, when finished playing with them. My favorite toy is a little pachyderm that my human parents bought before they brought me home to live with them.

My human dad wrote a little song that starts out, “Ohhh, I’m a happy little pachyderm…” and when I hear him singing, I come a-running because it’s playtime! There are games I play with my human dad and games I play with my human mom, but they are not the same games.

One outdoor game I really like is kick ball. My dad stands at the bottom of the hill near our home and kicks a slightly deflated soccer ball high over my head and I run and catch it. Then I place the ball on the ground so it rolls down the hill to him.

I also like sledding! The first time I did that was an accident, but I enjoyed the thrill so much that, whenever conditions are right, I go sledding until whichever parent is watching me gets too cold.

I also collect rocks. My human parents tell me they have never seen anything like it. I started bringing home rocks during walks. My human mom thinks I started doing this because she collects much bigger rocks for her garden.

I have about a dozen rocks in my collection and love to play with them, batting them back and forth with my paws as if they are hockey pucks. Sometimes I grab a rock in my mouth and toss it.

I also line my rocks up in a row. Sometimes I try to stack them. The highest number of rocks I have been able to stack is five; usually it is only two or three.

Another thing about being a Sheltie is that Shelties like to work and need to have a job or two, or they will make up something to do. My job is to remind my human dad to take the garbage out and help him take it to the curb.

The thing I like to do best with my human mom is sing! The two of us can really belt it out! AND hitting those really high notes is a breeze!

Best of all I always get a treat afterwards. Looks like I have to end it here because I’m running out of space. Thank you for allowing me to tell you a little about myself.

When striking a pose, a lady of quality always raises one leg slightly.
PI Celebrates π Day

By Alexandra Hoey

Once again Pragmatics, Inc. (PI) celebrated International π Day with Pie!

On March 15th, we held our First Annual Pi Day Pie Baking Contest in which 10 contestants submitted their pies for the tasting! We had all kinds of pies ranging from Key Lime to Peanut Butter to a traditional Pecan Pie.

This year’s judges included newcomer Recruiter Ryan Cooper, Director of Contracts and Procurement Greg Anderson, and our veteran judge, Capture Manager Jim Leary. In addition to the wit and π–related facts and questions of our hostess, Anne Hurley, guests were treated to an informative and entertaining lecture from our resident math guru, Andy Vogt.

Although we all won by sampling delicious culinary creations, the contest winners were:

- 1st Place – Jeannie Fox, Reese’s Cup Chocolate Peanut Butter Pie
- 2nd Place – Sarah Solomon, Dutch Apple Pie
- 3rd Place – Jackie Solomon, Sour Cherry Pie
- Crowd Favorite – Valerie Faircloth, Key Lime Pie

Thanks and congratulations to all the chef contestants!

New Employees

Pragmatics welcomes the following new employees who joined the company from January through March.

- Austin Lee
- Daniel Burt
- Nina Carpenter
- Katherine Goodier
- Elena Shchetkina
- Nam-Andrew Kim
- Kian Tavakoli
- Alex Duan
- Marc Lieberman
- Gregory Timmons
- Anh Hoang
- Ryan Cooper
- Robert Rafalski
- Cole Borders
- Melanie Downie
- Carolyn O’Connor
- Samar Nashagh
- Angela Barros
- Xiaoyun (May) Gao
- M. Hossein Amerkashi
- Neal Bundo
- Jopete Castro
- Sarosh Mir
- Forest Brent

New People

The Pragmatics family continues to increase in size!

On December 4th, 2017, Joyce Mireku from our Contracts Department welcomed her son, Tristan. He is a lively baby who, in his spare time when not napping, enjoys watching basketball with his daddy and “Friends” with his mommy. Tristan’s favorite sports teams include Golden State for Basketball and the Pittsburgh Steelers for football.

Congratulations, Joyce!
Everybody, Zumba!

Are you into moving and grooving? Do you want to have fun and get a good workout at the same time?

Pragmatics is now offering Zumba classes every Wednesday from 4pm to 4:50pm! Join your colleagues at Headquarters in Room 1-23 for exercise that incorporates all kinds of Latin and popular dance music! Our classes are taught by our very own Ryan Cooper, a newcomer to our Recruiting Team!

Approximately 15 million people take weekly Zumba classes worldwide. Why don’t you?

What Are You Reading?

Pragmatics staff is a very diverse group, not only in professional capabilities, but also in reading interests. We took an informal survey from a sampling of staff and learned that our colleagues are currently reading the following books. Perhaps there is one that might interest you?

- The Smartest Kids in the World: And How They Got That Way (By Amanda Ripley)
- Animal, Vegetable, Miracle: A Year of Food Life (By Barbara Kingsolver)
- Health & Wellness (By Gordon Edlin)
- Fahrenheit 451 (By Ray Bradbury)
- The Looming Tower (By Lawrence Wright)
- Duty: Memoirs of a Secretary at War (By Robert Gates)
- The Conservative Heart (By Arthur C. Brooks.)
- Edith & Woodrow (By Phylis Lee Levin)
- The Alchemist (By Paulo Coelho)
- The Mythical Man-Month (By Fred Brooks)
- Rich Dad, Poor Dad (By Robert Kiyosaki and Sharon Lechter)
- The Phoenix Project: A Novel About IT, DevOps, and Helping Your Business Win (By Gene Kim, George Spaffors, Kevin Behr)
- The Federal Acquisition Regulation (FAR) (By United States Government)
- The Subtle Art of Not Giving a *%#@ (By Mark Manson)
- Extraordinary Origins of Everyday Things (By Charles Panati)
- Write It When I’m Gone (By Thomas M. DeFrank)
- Hitch Hikers Guide to the Galaxy (By Douglas Adams)
- A Glimmer of Hope (By Steve McHugh)
- The Naturalist (By Andrew Mayne)
- Ready Player One: A Novel (By Ernest Cline)
- Accidental Heroes (By Danielle Steel)

And for the kids…

- Polar Bear Polar Bear What do You Hear (By Bill Martin Jr.)
- Hand, Hand, Fingers, Thumb (By Al Perkins)

Five Fun Facts – Look Out Above!

1. Tiangong-1, or "The Heavenly Palace, a Chinese space station moving at 17,000 mph, is plummeting out of control towards Earth. In March 2016, Chinese scientists lost communication, and it has been spiraling out of control ever since. It is expected to reach Earth between March 31st and April 4th, however, scientists believe only 10%-40% of the station will survive the fireball of devastation so only some parts will land on Earth.

2. The only person known to have been hit by space debris was Lottie Williams in Tulsa, Oklahoma. She was struck on the shoulder by a six-inch piece of metal from a Delta 2 rocket.

3. At any given moment, there are 1,800 thunderstorms happening somewhere on Earth. This amounts to 16 million storms each year!

4. In January 1995, a Japanese rocket took off from Kagoshima, carrying a Russian-made satellite with German scientific instruments. The launch failed and the satellite was lost, until residents of Tamale, Ghana, found the craft.

5. The inventor of the Super Soaker squirt gun was a NASA Scientist, who also helped develop the Stealth Bomber for US Air Force and the Galileo mission to Jupiter for NASA.