



## General Services Administration (GSA) Federal Systems Integration and Management Center (FEDSIM) – FEDSIM University

### » MAKING THE GRADE FOR eLEARNING EXCELLENCE

Government contracting is complex. Just ask the experts at the General Services Administration (GSA) Federal Systems Integration and Management Center (FEDSIM). FEDSIM provides continuous high-touch, mission-centric program management and acquisition expertise across each contract's life cycle, saving clients time and money.

#### CLIENT CHALLENGE

FEDSIM University is designed to train, and cross-train, staff on key acquisition, finance and project management topics in an environment of constantly changing regulations that govern federal contracting. As FEDSIM grew as an organization, the FEDSIM University program became a vital part of building the workforce while maintaining excellence in delivery to make the grade.

#### DTS SOLUTION

Setting clear objectives was the first priority for the DTS team. Conforming to PMI and CMMI standards, DTS designed a multi-tiered project plan to establish the baseline, evaluate requirements, and gather data. Our consultants and instructional designers facilitated sessions with FEDSIM staff to document new organizational baseline processes and streamline existing processes. Our team delivered visually oriented products to enhance traditional learning assets such as documentation, job aids, and courseware.

The DTS team brought rigor, control, and ingenuity to the program to ensure success — that's key to how DTS operates for every client. In the process, DTS became a trusted advisor to government counterparts. Our counsel on budgeting and investment decisions, and insights into organizational and strategic planning, helped FEDSIM develop a thorough plan to achieve its eLearning vision while also supporting larger organizational change initiatives.

DTS developed eLearning courses and training plans for four major learning paths: Acquisitions, Finance, Leadership, and Project Management. With more training on the way, DTS has produced approximately 120 combined courses and learning tools for GSA FEDSIM University. These deliverables include full-length courses, videos, interactive forms, process maps, checklists, case studies, and infographics for each of the learning paths.

Ensuring quality control at every stage is a DTS imperative. DTS created testing plans and course evaluations and developed metrics to measure both student learning and course functionality.



To assess customer satisfaction, DTS reviewed course evaluations provided by our customer feedback system, analyzed metrics on course quality, and worked closely with Government managers to identify improvements, resolve problems, and track progress.

Customer satisfaction scores remain high — exceeding expectations is a key driver for the DTS team.

### IMPACT ON CLIENT'S BUSINESS/ORGANIZATION

DTS led the way for GSA FEDSIM to develop an interactive, customized, online body of knowledge that is revolutionary within the Federal Government. FEDSIM is able to deliver high-quality products and deliverables by embracing the leading-edge approach employed by DTS, including proven quality assurance processes and procedures, CMMI methodologies, and PMBOK standards.

DTS' unique approach to eLearning ensures FEDSIM has training assets aimed to both teach the materials and to assist FEDSIM staff in day-to-day work, reducing the need for re-training while increasing efficiency. With its robust customized content, FEDSIM courseware now provides real context for new and existing FEDSIM employees.

These courses have improved learning at GSA FEDSIM for the growing new staff while reducing costs.

## Relevant Services

Requirements Analysis  
Financial Planning and Budgeting  
Strategic and Organizational Planning  
Instructional System Design  
Business Process Improvement  
Physical Distribution and Logistics  
Quality Assurance and Control



DTS is a Veteran-Owned Small Business founded by Management and IT consulting experts committed to helping government clear the hurdles facing technology innovation, operational efficiency, and effective, sustainable strategy. We deliver solutions to advance:

- » Program Management/Governance
- » Strategic Planning/Organizational Advancement
- » Software/Business Process Development
- » Just-in-Time Learning

### EXPERTS CERTIFIED AS:



### Contract Vehicles:

GSA Schedule IT 70 Contract Number: GS-35F-137DA

**Founded:** 2011

**Headquarters:** Arlington, VA

Privately Held Service-Disabled  
Veteran-Owned Small Business (SDVOB)

**Primary NAICS** 541330, 541511, 541512, 541611,  
541614, 541990, 611420, 611430

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