

**Department of Information  
Technology (DIT)  
County of Hawai`i  
Professional Services Submission  
Fiscal Year 2023-2024**

**#DS.3 Computer Engineering (Computer Sciences  
– Web Development and Administration)**

**Solicitation No. 23-24**

Prepared by:  
**DataHouse Consulting, Inc.**  
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June 30, 2023

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711 Kapiolani Boulevard  
Honolulu, Hawai'i 96813  
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Fax: 808.948.9595



June 19, 2023

Mr. Robert Ewbank  
Director of Information Technology  
County of Hawai'i  
25 Aupuni Street  
Hilo, HI 96720

**Subject: Professional Services for the Department of Information Technology, County of Hawai'i for Computer Engineering (Computer Sciences – Web Development and Administration) for the Fiscal Year 2023-2024 for Solicitation No. 23-24**

DataHouse Consulting, Inc., DBA DataHouse, would like to be added to the Department of Information Technology, County of Hawai'i's vendor list to provide professional services during the 2024 fiscal year (July 1, 2023, to June 30, 2024) for the **#DS.3 Computer Engineering (Computer Sciences – Web Development and Administration)** category. Our Statement of Qualifications for this category is enclosed for your review.

DataHouse has been doing business as one of Hawaii's largest IT services companies for nearly 50 years. We have earned a worldwide reputation for helping organizations improve business practices and achieve the desired results. Founded in 1975, we started as a software development team and have evolved into a global, enterprise-class system integrator transforming complex business and technology issues into impactful solutions for our customers. Our personnel bring experience in technology consulting, strategic planning, project management, and fiscal management to every engagement, and their expertise has enabled DataHouse to earn a worldwide reputation for helping organizations improve business practices and achieve desired results.

Should you have any questions regarding our qualifications, please do not hesitate to contact me at (808) 948-9191 or by email at [edward\\_ontai@datahouse.com](mailto:edward_ontai@datahouse.com) and [dh\\_contracts@datahouse.com](mailto:dh_contracts@datahouse.com).

Respectfully,

A handwritten signature in blue ink, appearing to read 'Edward Ontai', written in a cursive style.

**Edward Ontai**

President

**DataHouse Consulting, Inc.**

711 Kapiolani Blvd. | Ste. 500 | Honolulu, HI 96813

Phone: 808.942.8108 | Fax: 808.948.9595

[Edward\\_ontai@datahouse.com](mailto:Edward_ontai@datahouse.com)



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Professional Services and Statement of Qualifications Submission to  
the DIT County of Hawai'i for Fiscal Year 2023-2024  
DataHouse Consulting, Inc.  
Solicitation No. 23-24  
#DS.3 Computer Engineering (Computer Sciences – Web  
Development and Administration)

## 2 DPW Form 120

The following pages contain DataHouse's completed DPW Form 120 for the **#DS.3 Computer Engineering (Computer Sciences – Web Development and Administration)** category.

**STATE OF HAWAII**  
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

**QUESTIONNAIRE FOR ARCHITECTS, ENGINEERS AND OTHER PROFESSIONAL SERVICES**

<b>QUESTIONNAIRE FOR: (LIST DISCIPLINE)</b> #DS.3 Computer Engineering (Computer Sciences - Web Development and Administration)	<b>OTHER QUESTIONNAIRES SUBMITTED: (LIST DISCIPLINES)</b>	<b>DATE</b> 6/19/2023
<b>FIRM NAME</b> DataHouse Consulting, Inc.	<b>ESTABLISHED YEAR STATE</b> 1975 HI	<b>TYPE OF ORGANIZATION (Underline)</b> INDIVIDUAL    PARTNERSHIP <u>CORPORATION</u> JOINT VENTURE    OTHER
<b>BUSINESS ADDRESS, TELEPHONE &amp; FAX NO. OF HAWAII OFFICE</b> 711 Kapiolani Blvd., Suite 500, Honolulu HI 96813 Tel. (808) 942-8108, Fax (808) 948-9595	<b>AGE OF FIRM</b> 47 years	<b>FEDERAL ID NO.</b> 99-0358955
<b>PRINCIPALS OF FIRM: (NAMES)</b> Hong Phan, Chief Executive Officer Edward Ontai, President Dennis McCormick, Chief Operating Officer David Luu, Chief Technology Officer Maggie Hamamoto, Chief Financial Officer	<b>ASSOCIATE MEMBERS OF FIRM: (NAMES) ADDITIONAL PRINCIPALS:</b> Scott Fujieda, VP Solutions & Consulting Services	<b>YEARS ESTABLISHED IN HAWAII</b> 47
<b>PRESENT BRANCH OFFICE(S): (ADDRESS, TELEPHONE &amp; FAX NO.)</b> 1. DataHouse Asia. Lot B4-B5, 2/9 St., Binh Thuan Ward, Hai Chau District, Danang City, Vietnam. Phone: +84 777 8765 88 2. DataHouse Ho Chi Minh. 3 <sup>rd</sup> FL, 265-267 Hong Lac St., Ward 10, Tan Binh District, Ho Chi Minh, Vietnam. Phone: +84 865 311 167 3. DataHouse Binh Duong. Capital Tower, 2 <sup>nd</sup> FL, 68 Hoang Van Thu St., Chanh Nghia Ward, Thu Dau Mot City, Binh Duong, Vietnam. Phone: +84 777 876 589 4. DataHouse American Samoa. P.O. Box 6605, Tafuna Industrial Park, Pago Pago, AS 96799. Phone: 1-833-378-0022	<b>PERSON IN CHARGE: (NAMES)</b> Khoa Nguyen, Chief Delivery Officer Na Hoang, Chief Financial Officer	

**NUMBER OF PERSONNEL IN YOUR PRESENT ORGANIZATION**

LOCATED AT	PRINCIPALS & KEY PERSONNEL			OTHER PERSONNEL										TOTAL	
	Architect	Engineer	Others	Architect	Engineers				Draftsmen	Spec. Writer	Estimator	Inspector	Surveyor		Balance
					Mech.	Electri	Civil	Others							
HOME OFFICE			5											90	95
BRANCH IN			2											275	277
<b>TOTAL</b>			7											365	372
<b>TECHNICAL PERSONNEL: 312</b>			<b>NUMBER OF PERSONNEL WITH HAWAII LICENSES</b>					N/A	<b>NUMBER OF PERSONNEL WITHOUT HAWAII LICENSES</b>					N/A	

**PERSONAL HISTORY STATEMENT OF PRINCIPALS AND ASSOCIATES WITHIN YOUR FIRM**

<b>NAME</b> Hong Phan		<b>RESIDENT OF</b> California		<b>NAME</b> Edward Ontai		<b>RESIDENT</b> Hawaii	
<b>TITLE</b> Chief Executive Officer				<b>TITLE</b> President			
<b>YEARS OF EXPERIENCE</b> 25	<b>AS PRINCIPAL IN THIS FIRM</b> 5	<b>AS PRINCIPAL IN OTHER FIRMS</b> 14	<b>OTHER THAN PRINCIPAL</b> 11	<b>YEARS OF EXPERIENCE</b> 32	<b>AS PRINCIPAL IN THIS FIRM</b> 9.5 years	<b>AS PRINCIPAL IN OTHER FIRMS</b> 10	<b>OTHER THAN PRINCIPAL</b> 12
<b>EDUCATION (COLLEGE, DEGREE, YEAR, SPECIALIZATION)</b> Attended University of California at San Diego, San Diego, CA AA, Medical Assistance, Maric College of Medical Careers				<b>EDUCATION (COLLEGE, DEGREE, YEAR, SPECIALIZATION)</b> Loyola Marymount University, Los Angeles, CA, BS, 1991, Accounting			
<b>MEMBERSHIP IN PROFESSIONAL ORGANIZATIONS</b>				<b>MEMBERSHIP IN PROFESSIONAL ORGANIZATIONS</b> Certified Public Accountant (Inactive)			
<b>REGISTRATION (TYPE, YEAR, STATE)</b>				<b>REGISTRATION (TYPE, YEAR, STATE)</b>			
<b>NAME</b> David Luu		<b>RESIDENT OF</b> Hawaii		<b>NAME</b> Dennis McCormick		<b>RESIDENT OF</b> California	
<b>TITLE</b> Chief Technology Officer				<b>TITLE</b> Chief Operations Officer			
<b>YEARS OF EXPERIENCE</b> 30	<b>AS PRINCIPAL IN THIS FIRM</b> 1 month	<b>AS PRINCIPAL IN OTHER FIRMS</b> 0	<b>OTHER THAN PRINCIPAL</b> 30	<b>YEARS OF EXPERIENCE</b> 24	<b>AS PRINCIPAL IN THIS FIRM</b> 6 months	<b>AS PRINCIPAL IN OTHER FIRMS</b> 5	<b>OTHER THAN PRINCIPAL</b> 19
<b>EDUCATION (COLLEGE, DEGREE, YEAR, SPECIALIZATION)</b> San Diego State University, San Diego, CA, MS, 2000, Software Engineering San Diego State University, San Diego, CA, BS, 1998, Computer Science San Diego State University, San Diego, CA, BA, 1993, Economics				<b>EDUCATION (COLLEGE, DEGREE, YEAR, SPECIALIZATION)</b> University of California, San Diego, MA, 2005, International Affairs George Washington University, BA, 1999, History, Minor International Relations			
<b>MEMBERSHIP IN PROFESSIONAL ORGANIZATIONS</b>				<b>MEMBERSHIP IN PROFESSIONAL ORGANIZATIONS</b>			
<b>REGISTRATION (TYPE, YEAR, STATE)</b>				<b>REGISTRATION (TYPE, YEAR, STATE)</b>			

**PERSONAL HISTORY STATEMENT OF PRINCIPALS AND ASSOCIATES WITHIN YOUR FIRM**

<b>NAME</b> Maggie Hamamoto				<b>RESIDENT OF</b> Hawaii				<b>NAME</b>				<b>RESIDENT</b>			
<b>TITLE</b> Chief Financial Officer								<b>TITLE</b>							
<b>YEARS OF EXPERIENCE</b> 32		<b>AS PRINCIPAL IN THIS FIRM</b> 1		<b>AS PRINCIPAL IN OTHER FIRMS</b> 0		<b>OTHER THAN PRINCIPAL</b> 31		<b>YEARS OF EXPERIENCE</b>		<b>AS PRINCIPAL IN THIS FIRM</b>		<b>AS PRINCIPAL IN OTHER FIRMS</b>		<b>OTHER THAN PRINCIPAL</b>	
<b>EDUCATION (COLLEGE, DEGREE, YEAR, SPECIALIZATION)</b> University of Hawaii at Manoa, Honolulu, HI, BBA, 1990, Accounting & Travel Industry Management								<b>EDUCATION (COLLEGE, DEGREE, YEAR, SPECIALIZATION)</b>							
<b>MEMBERSHIP IN PROFESSIONAL ORGANIZATIONS</b>								<b>MEMBERSHIP IN PROFESSIONAL ORGANIZATIONS</b>							
<b>REGISTRATION (TYPE, YEAR, STATE)</b>								<b>REGISTRATION (TYPE, YEAR, STATE)</b>							
<b>NAME</b>				<b>RESIDENT OF</b>				<b>NAME</b>				<b>RESIDENT OF</b>			
<b>TITLE</b>								<b>TITLE</b>							
<b>YEARS OF EXPERIENCE</b>		<b>AS PRINCIPAL IN THIS FIRM</b>		<b>AS PRINCIPAL IN OTHER FIRMS</b>		<b>OTHER THAN PRINCIPAL</b>		<b>YEARS OF EXPERIENCE</b>		<b>AS PRINCIPAL IN THIS FIRM</b>		<b>AS PRINCIPAL IN OTHER FIRMS</b>		<b>OTHER THAN PRINCIPAL</b>	
<b>EDUCATION (COLLEGE, DEGREE, YEAR, SPECIALIZATION)</b>								<b>EDUCATION (COLLEGE, DEGREE, YEAR, SPECIALIZATION)</b>							
<b>MEMBERSHIP IN PROFESSIONAL ORGANIZATIONS</b>								<b>MEMBERSHIP IN PROFESSIONAL ORGANIZATIONS</b>							
<b>REGISTRATION (TYPE, YEAR, STATE)</b>								<b>REGISTRATION (TYPE, YEAR, STATE)</b>							

**PERSONAL HISTORY STATEMENT OF TECHNICAL PERSONNEL WITHIN YOUR FIRM**

DataHouse is headquartered in Honolulu, Hawaii, and our team is made up of more than 300 professionals located in Hawaii and throughout the mainland U.S. and our global offices in American Samoa and Vietnam. We work collaboratively and seamlessly as one team to bring world-class solutions to our customers while providing high-value opportunities to the people in our local and global communities. Our personnel bring experience in technology consulting, strategic planning, project management, and fiscal management to every engagement, and their expertise has enabled DataHouse to earn a worldwide reputation for helping organizations improve business practices and achieve desired results.

Based on the nature of the project and skillsets required, DataHouse will provide resumes for specific individuals as they are assigned to a project, and the individual team members will be subject to approval.

NAME		STATUS (Underline) Full-Time Part-Time	NAME		STATUS (Underline) Full-Time Part-Time
TITLE OR POSITION		YEARS OF EXPERIENCE	TITLE OR POSITION		YEARS OF EXPERIENCE
WITH THIS FIRM	WITH LAST FIRM (NAME & NO. OF YEARS)	WITH OTHER FIRMS	WITH THIS FIRM	WITH LAST FIRM (NAME & NO. OF YEARS)	WITH OTHER FIRMS
EDUCATION (COLLEGE, DEGREE, YEAR, SPECIALIZATION)			EDUCATION (COLLEGE, DEGREE, YEAR, SPECIALIZATION)		
REGISTRATION (TYPE, YEAR, STATE)			REGISTRATION (TYPE, YEAR, STATE)		
NAME		STATUS (Underline) Full-Time Part-Time	NAME		STATUS (Underline) Full-Time Part-Time
TITLE OR POSITION		YEARS OF EXPERIENCE	TITLE OR POSITION		YEARS OF EXPERIENCE
WITH THIS FIRM	WITH LAST FIRM (NAME & NO. OF YEARS)	WITH OTHER FIRMS	WITH THIS FIRM	WITH LAST FIRM (NAME & NO. OF YEARS)	WITH OTHER FIRMS
EDUCATION (COLLEGE, DEGREE, YEAR, SPECIALIZATION)			EDUCATION (COLLEGE, DEGREE, YEAR, SPECIALIZATION)		
REGISTRATION (TYPE, YEAR, STATE)			REGISTRATION (TYPE, YEAR, STATE)		

**OUTSIDE ASSOCIATES AND CONSULTANTS USUALLY EMPLOYED**

DISCIPLINE	NAME OF FIRM OR INDIVIDUAL
Partnerships	<p>DataHouse is a full-service Information Technology firm. We rely on external associates and consultants as appropriate. External associates are occasionally used in joint ventures and package implementation projects. External entities are fully disclosed to clients in proposals and will not be used without the client's specific consent. Our full-time staff includes a broad spectrum of technical disciplines. DataHouse may, when appropriate, partner with technology vendors to collaboratively implement, integrate, customize, and host solutions.</p> <p>We partner with leading technology vendors, including Amazon Web Services (AWS), IBM, Microsoft, Salesforce, Adobe, Gartner, FPT Software, and Dynatrace.</p>

**ERRORS AND OMISSIONS INSURANCE**

DOES YOUR FIRM HAVE ERRORS & OMISSION (E&O) INSURANCE? (Underline)			AMOUNT OF COVERAGE PER CLAIM	AMOUNT OF DEDUCTIBLE
<u>YES</u>	NO	PROJECT INSURANCE	\$3,000,000	\$50,000

Submit proof of insurance or insurability from your insurance carrier with this form.

**Our current Proof of Insurance is attached hereto.**

**SUMMARY OF YOUR FIRM'S COMPLETED AND PRESENT PROJECTS DURING THE LAST TEN YEARS  
AS A PRIME A/E CONSULTANT - NOT APPLICABLE**

TOTAL NUMBER OF COMPLETED PROJECTS	
TOTAL ESTIMATED CONSTRUCTION COST OF COMPLETED PROJECTS	\$
TOTAL NUMBER OF PRESENT PROJECTS	
TOTAL ESTIMATED CONSTRUCTION COST OF PRESENT PROJECTS	\$

**AS AN ASSOCIATE WITH OTHER A/E CONSULTANTS - NOT APPLICABLE**

TOTAL NUMBER OF COMPLETED PROJECTS	
TOTAL ESTIMATED CONSTRUCTION COST OF COMPLETED PROJECTS (ONLY THE PORTION OF WORK FOR WHICH YOUR FIRM WAS RESPONSIBLE)	\$
TOTAL NUMBER OF PRESENT PROJECTS	
TOTAL ESTIMATED CONSTRUCTION COST OF PRESENT PROJECTS (ONLY THE PORTION OF WORK FOR WHICH YOUR FIRM IS RESPONSIBLE)	\$

**CLASS OF WORK AND PROJECT TYPE SPECIALIZATION**

TYPE OF PROJECT	TOTAL NO. OF COMPLETED PROJECTS	TOTAL ESTIMATED CONSTRUCTION COST	TOTAL ESTIMATED PROJECT SIZE (G.S.F.)
Educational	20+	\$26,000,000	N/A
Commercial Banking	20+	\$15,000,000	N/A
Government	30+	\$30,000,000	N/A
Health Care	30+	\$20,000,000	N/A
Other	30+	\$ 9,000,000	N/A

Categorize your firm's class for work during the last ten years by project type. Examples of project types include Educational, Commercial, Industrial, Residential, Health Care, Correctional and Judicial Facilities. Work may also be categorized as planning, civil site work, renovation/alteration, architectural barrier removal, fire alarm system, etc.

**PRESENT/COMPLETED PROJECTS IN WHICH YOUR FIRM IS/WAS DESIGNATED THE PRIME CONSULTANT (BY TYPE)**

(LIST A MAXIMUM OF 10 PROJECTS FOR EACH DISCIPLINE/TYPE OF WORK BEING APPLIED FOR. LIST PROJECTS THAT REFLECT YOUR ABILITY TO PROVIDE QUALITY WORK FOR YOUR REQUESTED PROJECTS.)

TYPE: #DS.3 Computer Engineering (Computer Sciences - Web Development and Administration)							
YEAR	NAME AND LOCATION OF THE PROJECT	NAME OF LEAD DESIGNER	NAME, ADDRESS, PHONE & FAX NO. OF THE OWNER	ESTIMATED CONST. COST (\$)	DURATION FOR DESIGN (MONTHS)	% COMPLETED	
						DESIGN	CONST.
2003 – Present	Accountability System (AS) project - Assessment and Accountability Branch, Accountability Section for the Hawaii Department of Education (HIDOE)	Jody Kimura	Hawaii Department of Education Office of Strategy, Innovation & Performance Accountability Section 637 18 <sup>th</sup> Avenue, Room C202 Honolulu, HI 96816  Sherilyn Lau B: (808) 733-4008 <a href="mailto:Sherilyn.lau@k12.hi.us">Sherilyn.lau@k12.hi.us</a>	\$11,698,818.69  Renewed annually	Ongoing	Ongoing	Ongoing
2017 – Present	Capital Improvement Project Tracking System (CPT) – Hawaii Department of Education (HIDOE)	Aukai Reynolds	Hawaii Department of Education Office of Facilities and Operations (OFO) 3633 Waialae Avenue Honolulu, HI 96816  Riki Fujitani Auxiliary Services Director B: (808) 784-5023 F: (808) 586-3468 <a href="mailto:Riki.fujitani@k12.hi.us">Riki.fujitani@k12.hi.us</a>	\$15.3 million	Ongoing	Ongoing	Ongoing
2006 – Present	electronic Comprehensive Student Support System (eCSSS) – Hawaii Department of Education (HIDOE)	Jeff Masumoto	Hawaii Department of Education Office of Information Technology Services (OITS) School Process and Analysis Branch (SPAB) 601 Kamokila Blvd., Room 418 Kapolei, HI 96707  Ben Meyer DOE Decision Support Specialist B: (808) 564-6040	\$30,699,734.00  Contract for services renewed every 2 years	Ongoing	Ongoing	Ongoing

<b>TYPE:</b> #DS.3 Computer Engineering (Computer Sciences - Web Development and Administration)							
			<a href="mailto:Ben.meyer@k12.hi.us">Ben.meyer@k12.hi.us</a>				
2006 – Present	Electronic Cost Accounting System (E-CAS) and Microsoft Dynamics Great Plains General Ledger Accounting System (GP) project – State of Hawaii Department of Labor and Industrial Relations (DLIR)	Scott Fujieda	State of Hawaii Department of Labor and Industrial Relations 830 Punchbowl St., Room 309 Honolulu, HI 96813  Francis Kagawa B: (808) 586-8897 <a href="mailto:Francis.t.kagawa@hawaii.gov">Francis.t.kagawa@hawaii.gov</a>	\$4,857,583.80	Ongoing	Ongoing	Ongoing
1994 – Present	Financial Information System (FIS) – The Research Corporation of Hawaii (RCUH)	Lindy Higa	The Research Corporation of the University of Hawaii 2800 Woodlawn Dr, Suite 200, Honolulu, HI 96822  Glenn Yee Director of Finance B: (808) 988-8320 F: (808) 988-8349 <a href="mailto:GYee@rcuh.com">GYee@rcuh.com</a>	\$17,631,985.80	Ongoing	Ongoing	Ongoing
08/2019 – 01/2020	Oracle ERP Fusion Procurement and Financials – The Office of Hawaiian Affairs (OHA)	Lisa White	The Office of Hawaiian Affairs 560 N Nimitz Hwy 200 Honolulu, HI 96817  Dr. Lisa Watkins-Victorino Research Director B: (808) 594-1835 <a href="mailto:lisaw@oha.org">lisaw@oha.org</a>	\$300,000	6 months	100%	100%
10/2016 – Present	Animal Quarantine Computer Information System (AQ CIS) – Hawaii Department of Agriculture (HDOA), Animal Industry Division, Animal Quarantine Branch	Rodney Murashige	Hawaii Department of Agriculture Animal Quarantine Branch 99-951 Halawa Valley St Aiea, HI 96701  Isaac Maeda, DVM Program Manager B: (808) 483-7144 <a href="mailto:Isaac.m.maeda@hawaii.gov">Isaac.m.maeda@hawaii.gov</a>	\$646,088.40	Ongoing	Ongoing	Ongoing

<b>TYPE:</b> #DS.3 Computer Engineering (Computer Sciences - Web Development and Administration)							
04/2019 – 03/2020	Health Care Facility Management Information System (HCFMIS) – Hawaii State Department of Health (DOH), Office of Health Care Assurance (OHCA)	Lisa White	State of Hawaii, Department of Health Office of Health Care Assurance Kakuhihewa Building 601 Kamokila Blvd Kapolei, HI 96707  Keith Ridley Chief, Office of Health Care Assurance B: (808) 692-7227 <a href="mailto:Keith.ridley@doh.hawaii.gov">Keith.ridley@doh.hawaii.gov</a>	\$79,370	Ongoing	Ongoing	Ongoing

**Explain firm's individual project assignment, project management structure, project execution (work flow and responsibilities) and quality control process.**

## **PROJECT ASSIGNMENT**

Typically, project assignments are specified during the proposal process. Specific resources are identified and assigned to work on the project. If circumstances require a change to project assignments, clients are given the option to review and screen replacement candidates.

## **PROJECT MANAGEMENT STRUCTURE**

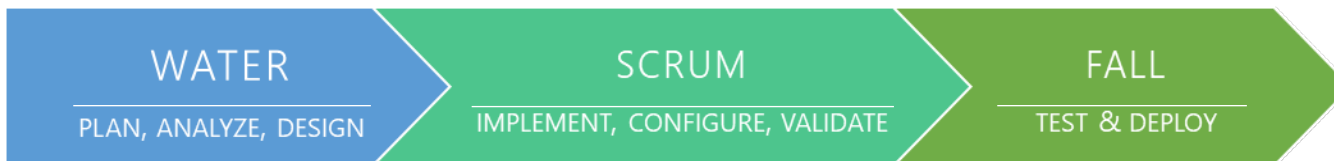
DataHouse's Project Management structure will depend on the size and scope of the project. The typical large IT project will have the following management structure:

- Executive Sponsor – Responsible for achieving client business objectives and securing DataHouse resources.
- Program Manager – As needed, responsible for coordination and orchestration across the client entity's staff and business and technology consultants.
- Project Manager – Responsible for management and successful completion of project tasks. Project managers report to the Program Manager.
- Subject Matter Expert (SME) – Responsible for specific highly technical areas, e.g., infrastructure, vertical industry, and system integration. SMEs report to the Project Manager.

## **PROJECT EXECUTION**

Since DataHouse's founding in 1975, we have continuously refined our methodologies and techniques. We have leveraged various Software Development Life Cycle (SDLC) models to deliver the highest business value to our customers. With our trusted staff and adaptable processes, we take our customers' solutions further in the direction of their visions.

DataHouse often uses a modified Agile methodology and the SCRUM framework to identify requirements and workflow steps as part of a Water-SCRUM-Fall development methodology. This approach helps our development team adopt practical Agile practices, such as test-driven development (TDD), collaboration with business owners, and self-directed teams to create the best solutions for our customers. By merging the best aspects of the Agile and Waterfall approaches, DataHouse enables flexible yet time-boxed solution delivery to optimize value delivery with minimal risk. The following figure shows an overview of our typical Water-SCRUM-Fall methodology.



The following sections summarize each stage of our approach.

### **1. Water (Plan, Analyze, Design)**

During the **Water (Plan, Analyze, Design)** stage, DataHouse gathers and analyzes the project requirements, including all preparations, design sessions, deliverables, and environment creation. In addition to the design criteria and task list development, we will finalize the testing, training, and go-live plans and create others as needed. Some items, like solution design, will be part of a living document which we will adjust as we configure things to our customer's specific needs. Other items, like the test plan, will be established up front and implemented after each configuration iteration in the **SCRUM (Implement, Configure, Validate)** stage and during user acceptance testing (UAT) in the **Fall (Test and Deploy)** stage.

**2. SCRUM (Implement, Configure, Validate)**

Our Agile framework uses SCRUM to implement, configure, and validate the system. DataHouse will configure portions of the system and review them regularly with stakeholders to ensure that they meet our customer's needs. Any adjustments will occur during the next iteration, and any rework will be prioritized and tracked alongside all new work for that iteration. This Agile methodology proves very successful for our customers. It also provides better user engagement and collaboration during the project, with significantly fewer issues during UAT and post-deployment.

**3. Fall (Test and Deploy)**

During the **Fall (Test and Deploy)** stage, DataHouse will deploy the application to all stakeholders. This stage contains UAT and data cutover and provides environment access to other production systems. As part of our Agile methodology, our Quality Assurance (QA) team works directly with the implementation and configuration teams to identify and address issues quickly during each iteration. The QA team will perform functional testing to ensure the system meets our customer's expectations. We then follow the rollout schedule for a successful go-live. Post-deployment support will begin, and we will continue to manage any issues and requests. At the end of this stage, we wrap up the project and satisfy all project closure requirements.

**4. Testing Approach**

As part of our Agile methodology, QA and testing occur throughout the implementation and configuration process to identify and address issues quickly during each iteration. The QA process involves functional and user interface testing to ensure the solution meets our customer's expectations. Our QA team can also provide user interface testing, web accessibility testing, security testing, installation testing, or documentation testing, as appropriate. QA can also provide unit testing, integration testing, and system testing. We will create a formal test plan during the **Water (Plan, Analyze, Design)** stage to finalize all testing requirements.

**5. Training and Knowledge Transfer Approach**

Knowledge transfer activities occur throughout the project, including all planning and design sessions, sprint reviews and retrospectives, UAT, go-live, and post-deployment. Documentation, screens, and workflow will be provided as a guide for knowledge transfer.

DataHouse is committed to maximizing our customer's technology investment by providing thorough training and knowledge transfer at various project stages. Since training is critical to the overall success of the implementation, usability is the key to user success. We design our training program around the specific business processes for each role.

We prepare related training documents and create training environments with proper test data to facilitate learning. Additionally, as part of DataHouse's strategic project success planning, our knowledge transfer approach prepares our customers for the system's continued operation and support. Knowledge transfer activities occur throughout the project, including all planning and design sessions, sprint reviews and retrospectives, UAT, go-live, and post-deployment.

As of 6/19/2023, the preceding is a true statement of facts.

<b>NAME OF FIRM OR INDIVIDUAL SUBMITTING QUESTIONNAIRE</b>	<b>TYPE NAME AND TITLE OF PERSON SIGNING</b>	<b>SIGNATURE</b> 
DataHouse Consulting, Inc.	Edward Ontai, President	

NOTE: It is to a firm's advantage to maintain its experience record on a current basis. This may be accomplished by periodically forwarding current data to DAGS.

**PRINCIPALS ONLY - ADDITIONAL INFORMATION**

<b>NAME</b> Hong Phan	<b>TITLE AND POSITION</b> Chief Executive Officer	<b>YEARS WITH FIRM</b> Five (5)
<b>MAJOR RESPONSIBILITIES WITH THIS FIRM</b>  With over 25 years of experience in architectural frameworks and best practices for developing, selecting, and implementing systems within an enterprise, Hong is leading the expansion of DataHouse's capabilities within the islands and the continental U.S. As a strategic thinker with practical, results-driven expertise, she is responsible for leveraging the foundation of DataHouse for the future and creating more value for our clients. Hong held previous positions with BIAS Corporation, Oracle, and HP Enterprise Services, but her family-first mentality and strong core values make her a perfect fit at DataHouse.		

**PRIOR EMPLOYMENT**  
(START WITH LATEST EMPLOYMENT PRIOR TO JOINING THIS FIRM AND PROVIDE SIMILAR INFORMATION FOR EACH SEPARATE EMPLOYMENT OR MAJOR CHANGES IN DUTIES WITH THE SAME EMPLOYER.)

<b>FIRM:</b> Please see above.	<b>DATE</b>	<b>FIRM:</b>	<b>DATE</b>
	<b>FROM:                      TO:</b>		<b>FROM:                      TO:</b>
<b>ADDRESS:</b>		<b>ADDRESS:</b>	
<b>JOB TITLE:</b>		<b>JOB TITLE:</b>	
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<b>MAJOR DUTIES:</b>		<b>MAJOR DUTIES:</b>	

**PRINCIPALS ONLY - ADDITIONAL INFORMATION**

<b>NAME</b> Edward (Eddie) Ontai	<b>TITLE AND POSITION</b> President	<b>YEARS WITH FIRM</b> 9.5
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**MAJOR RESPONSIBILITIES WITH THIS FIRM**

Eddie is responsible for all aspects of the business and strategic direction. He is a passionate Servant Leader whose life purpose is to enable others to be successful. Proven expertise in every level of organizational leadership, including strategic, operational, and administrative - gained from past experiences working at Deloitte & Touche, Ernst & Young, Catholic Charities Hawaii, and St Francis Healthcare System for the past 30+ years.

Eddie has a heart for people and the skills to navigate teams through challenges so they can exceed their potential. Always a team player willing to let others bask in the limelight while celebrating behind the scenes.

**PRIOR EMPLOYMENT**

(START WITH LATEST EMPLOYMENT PRIOR TO JOINING THIS FIRM AND PROVIDE SIMILAR INFORMATION FOR EACH SEPARATE EMPLOYMENT OR MAJOR CHANGES IN DUTIES WITH THE SAME EMPLOYER.)

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**PRINCIPALS ONLY - ADDITIONAL INFORMATION**

<b>NAME</b> Dennis McCormick	<b>TITLE AND POSITION</b> Chief Operations Officer	<b>YEARS WITH FIRM</b> One (1)
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**MAJOR RESPONSIBILITIES WITH THIS FIRM**

Dennis brings over 15 years of experience in executing complex enterprise transformation projects, improving program delivery, and streaming operations to his new role as DataHouse Chief Operations Officer (COO). While with DataHouse, Dennis delivered innovation by enhancing our company partnerships with state and local governments. His experience with driving organizational transformation using new strategies to create lasting change will complement his new role. As Chief Operations Officer (COO), Dennis oversees all domestic and international company delivery and operations. Dennis held previous positions at the City of San Francisco as Senior Director (PMO/Service Delivery), Director (PMO), Systems Manager, and Senior Performance Analyst; Tetra Tech Corporation as General Manager; and BIAS Corporation as Senior Director.

**PRIOR EMPLOYMENT**

(START WITH LATEST EMPLOYMENT PRIOR TO JOINING THIS FIRM AND PROVIDE SIMILAR INFORMATION FOR EACH SEPARATE EMPLOYMENT OR MAJOR CHANGES IN DUTIES WITH THE SAME EMPLOYER.)

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<b>MAJOR DUTIES:</b>			<b>MAJOR DUTIES:</b>		

**PRINCIPALS ONLY - ADDITIONAL INFORMATION**

<b>NAME</b> David Luu	<b>TITLE AND POSITION</b> Chief Technology Officer	<b>YEARS WITH FIRM</b> One month
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**MAJOR RESPONSIBILITIES WITH THIS FIRM**

David has more than 30 years of experience in software systems engineering and project management, including more than 10 years of experience supporting the Department of Defense (DoD). David possesses strong leadership, technical, and analytical skills, with expertise in program/project management, Agile methodology, system/network/database administration, and troubleshooting. David has worked as a Project Manager and Lead Engineer on large programs and is adept at developing project plans, managing large-based customers, and overseeing the entire software development lifecycle. He has programming skills in various languages and hands-on experience in system administration, networking, and web development. David is a certified Project Management Professional (PMP). David held previous positions at various companies, including Booz Allen Hamilton as Project Manager, Lead Engineer, and Technologist; HumRRO, Inc. as Senior Engineer and Project Manager; FASA, Inc. as Program Project Matter; and Intuit, Inc.

**PRIOR EMPLOYMENT**

(START WITH LATEST EMPLOYMENT PRIOR TO JOINING THIS FIRM AND PROVIDE SIMILAR INFORMATION FOR EACH SEPARATE EMPLOYMENT OR MAJOR CHANGES IN DUTIES WITH THE SAME EMPLOYER.)

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**PRINCIPALS ONLY - ADDITIONAL INFORMATION**

<b>NAME</b> Maggie Hamamoto	<b>TITLE AND POSITION</b> Chief Financial Officer	<b>YEARS WITH FIRM</b> Five (5)
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**MAJOR RESPONSIBILITIES WITH THIS FIRM**

Maggie provides the illuminating financial insight that guides DataHouse’s global growth. She brings a clear, strong analytical voice to the team, brokering opportunities that deliver maximum performance and transformative value. With over 20 years of proven success through diverse industries and acquisitions, she is known for her unrivaled excellence in accounting, forecasting, and financial planning. Maggie is a member of the American Institute of Certified Public Accountants and holds a degree in Business Administration from the University of Hawaii at Manoa. Maggie was originally hired as DataHouse’s Controller in May 2018. She was promoted to Chief Financial Officer in June 2022. Prior to DataHouse, Maggie’s experience included Grace Pacific LLC as Controller; GP Roadway Solutions Inc. as Controller; and Kodani, Yim, Shiraki & Hattori, CPAs as Accountant.

**PRIOR EMPLOYMENT**

(START WITH LATEST EMPLOYMENT PRIOR TO JOINING THIS FIRM AND PROVIDE SIMILAR INFORMATION FOR EACH SEPARATE EMPLOYMENT OR MAJOR CHANGES IN DUTIES WITH THE SAME EMPLOYER.)

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<b>MAJOR DUTIES:</b>	<b>MAJOR DUTIES:</b>														

### 3 DataHouse Statement of Qualifications

#### 3.1 Business Name and Address

<b>Name of Firm</b>	DataHouse Consulting, Inc.
<b>Main Office</b>	711 Kapiolani Blvd. Suite 500 Honolulu, HI 96813
<b>Branch Office Locations:</b>	
<b>DataHouse Asia</b>	Lot B4-B5, 2/9 St., Binh Thuan Ward, Hai Chau District, Danang City, Vietnam. Phone: +84 777 8765 88
<b>DataHouse Ho Chi Minh</b>	3rd FL, 265-267 Hong Lac St., Ward 10, Tan Binh District, Ho Chi Minh, Vietnam. Phone: +84 865 311 167
<b>DataHouse Binh Duong</b>	Capital Tower, 2nd FL, 68 Hoang Van Thu St., Chanh Nghia Ward, Thu Dau Mot City, Binh Duong, Vietnam. Phone: +84 777 876 589
<b>American Samoa</b>	P.O. Box 6605, Tafuna Industrial Park, Pago Pago, AS 96799. Phone: 1-833-378-0022
<b>Phone Number of Firm</b>	808.942.8108
<b>Prime Contact Person</b>	Edward Ontai, President
<b>Email Address of the Prime Contact Person</b>	Edward_ontai@datahouse.com
<b>Web Site Address</b>	<a href="http://www.datahouse.com">http://www.datahouse.com</a>
<b>Email Address</b>	info@datahouse.com

#### 3.2 Age of Firm and Number of Staff

<b>Parent Company</b>	'ike Group Inc. (FKA DataHouse Holdings Corp.)
<b>Age of Company</b>	47 years (Parent company founded in 1975; incorporated 12/1975)
<b>Age of Firm</b>	DataHouse Consulting, Inc. established in 2001
<b>Average number of employees over the past five years</b>	160

### 3.3 Education and Training of Key Personnel

DataHouse Employee	Education, Training, Experience
<b>Hong Phan</b> <i>DataHouse Chief Executive Officer</i>	<ul style="list-style-type: none"> <li>✓ 26+ years of experience</li> <li>✓ Expertise in developing company vision and strategy, sales, service delivery, and partnership strategies</li> <li>✓ Attended University of California at San Diego, San Diego, CA</li> </ul>
<b>Edward Ontai</b> <i>DataHouse President</i>	<ul style="list-style-type: none"> <li>✓ 30+ years of experience</li> <li>✓ Expertise in organizational leadership, professional management, strategic planning, people development, fiscal management, systems implementation, and project management</li> <li>✓ BS in Accounting from Loyola Marymount University, Los Angeles, CA</li> </ul>
<b>Dennis McCormick</b> <i>DataHouse Chief Operations Officer</i>	<ul style="list-style-type: none"> <li>✓ 20 years of experience</li> <li>✓ Expertise in the public sector industry, as an employee for local government and as an IT consultant; large-scale enterprise modernization projects; and program vision and accountability</li> <li>✓ MA in International Affairs from University of California at San Diego, San Diego, CA</li> <li>✓ BA in History from George Washington University, Washington, D.C.</li> </ul>
<b>Maggie Hamamoto</b> <i>Chief Financial Officer</i>	<ul style="list-style-type: none"> <li>✓ 30+ years of experience</li> <li>✓ Expertise in financial planning, budgeting, forecasting, and financial goal setting</li> <li>✓ BBA in Accounting from University of Hawaii at Manoa, Honolulu, HI</li> </ul>
<b>David Luu</b> <i>DataHouse Chief Technology Officer</i>	<ul style="list-style-type: none"> <li>✓ 30+ years of experience</li> <li>✓ Expertise in software-systems engineering, program/project management, leadership, and team management</li> <li>✓ MS in Software Engineering from National University, San Diego, CA</li> <li>✓ BS in Computer Science from National University, San Diego, CA</li> <li>✓ BA in Economics from San Diego State University, San Diego, CA</li> </ul>

### 3.4 Experience of the Staff

DataHouse is headquartered in Honolulu, Hawaii, with consultants located throughout the United States, American Samoa, and Vietnam. We have over 300 professionals who exhibit expertise, grit, a spirit of excellence in everything they do, and the skillsets to deliver quality solutions with leading-edge, transformative technology. We work collaboratively and effectively as one team to meet the needs of every client.

DataHouse delivers various services, including consulting, project management, enterprise systems design, development and integration, hosting and managed cloud services, infrastructure, and large-scale rollout. We have nearly 50 years of experience developing and supporting highly integrated systems with diverse requirements and more than 40 years of experience developing solutions for the public sector.

In addition to our technical qualifications and proven leadership in continuous modernization and technology transformation, DataHouse aims to advance our community through intelligent innovation and collaboration for a better Hawaii. This mission drives all aspects of our work and relationships and supports effective collaboration to strengthen and flourish our treasured communities.

### 3.5 Client References

The table below shows contact information for the following six (6) references:

1. Hawaii Department of Education (HIDOE)
2. Hawaii State Judiciary
3. State of Hawaii – Department of Labor and Industrial Relations (DLIR)
4. The Research Corporation of the University of Hawaii (RCUH)
5. Hawaii Department of Agriculture (HDOA)
6. American Samoa Government

Name of Company	Address	Contact Name Title Phone Number Email Address
Hawaii Department of Education (HIDOE)  Facilities Application Project Management and Operational Support	Hawaii Department of Education Office of Facilities and Operations (OFO) 3633 Waiialae Avenue Honolulu, HI 96816	Riki Fujitani Auxiliary Services Director (808) 784-5023 <a href="mailto:Riki.fujitani@k12.hi.us">Riki.fujitani@k12.hi.us</a>
Hawaii State Judiciary	1111 Alakea Street 6th floor	Lori Ann M. Okita

Name of Company	Address	Contact Name Title Phone Number Email Address
Computer Infrastructure Consulting and Support Services	Honolulu, HI 96813	Chief Court Administrator, First Circuit (808) 539-4400 <a href="mailto:Lori.m.okita@courts.hawaii.gov">Lori.m.okita@courts.hawaii.gov</a>
State of Hawaii – Department of Labor and Industrial Relations (DLIR)  Electronic Cost Accounting System (E-CAS) and Microsoft Dynamics Great Plains General Ledger Accounting System (GP)	830 Punchbowl Street Room 309 Honolulu, HI 96813	Francis Kagawa Accountant IV (808) 586-8897 <a href="mailto:Francis.t.kagawa@hawaii.gov">Francis.t.kagawa@hawaii.gov</a>
The Research Corporation of the University of Hawaii (RCUH)  Financial Information System (FIS)	The Research Corporation of the University of Hawaii 2800 Woodlawn Drive Suite 200 Honolulu, HI 96822	Glenn Yee Director of Finance (808) 988-8320 <a href="mailto:gyee@rcuh.com">gyee@rcuh.com</a>
Hawaii Department of Agriculture (HDOA)  Animal Quarantine Station (AQS) Animal Information System (AIS)	Animal Industry Division Rabies Quarantine Branch 99-951 Halawa Valley Street Aiea, HI 96701	Isaac Maeda, DVM Program Manager (808) 483-7144 <a href="mailto:Isaac.m.maeda@hawaii.gov">Isaac.m.maeda@hawaii.gov</a>
American Samoa Government (ASG)  <b>TALOFAPASS</b>	American Samoa Medicaid Office of the Governor American Samoa Government 301 3 <sup>rd</sup> Floor ASTC Building PO Box 6101 Pago Pago American Samoa	Sandra King Young Medicaid Director (684) 699-4777 <a href="mailto:sandrakingyoung@medicaid.as.gov">sandrakingyoung@medicaid.as.gov</a>

### 3.6 Brief Company History

DataHouse Consulting, Inc., DBA DataHouse, has been in business for nearly 50 years and is one of Hawaii's largest information technology consulting companies. We began as a software development team and have evolved into a global, enterprise-class system integrator transforming complex business and technology issues.

Some of the highlights of DataHouse's history and capabilities include the following:

- ✓ Founded in 1975
- ✓ Headquartered in Honolulu, Hawaii, with global office locations in American Samoa and Vietnam
- ✓ More than 300 employees located in Hawaii, California, Washington, Nevada, American Samoa, and Vietnam
- ✓ Top Hawaii Information Technology Company (Pacific Business News Book of Lists 2013 – 2023)
- ✓ Hawaii's Top Workplaces Award (Honolulu Star-Advertiser 2022 – 2023)
- ✓ Pacific Business News Fire Award (2022)
- ✓ ISO/IEC 27001:2013 Certified

DataHouse has earned a worldwide reputation for helping organizations improve business practices and achieve desired results. Since our founding in 1975, clients have relied on DataHouse for innovative thought leadership, technical expertise, and domain knowledge in key industries, including government, education, healthcare, and banking.

DataHouse delivers various services, including consulting, project management, enterprise systems design, development and integration, hosting and managed cloud services, infrastructure, and large-scale rollout. We have nearly 50 years of experience developing and supporting highly integrated systems with diverse requirements and more than four decades of experience developing solutions for the Hawaii state government.

By leveraging DataHouse's continuous modernization strategies, Community Sourced Innovation™ (CSI) model, Innovation Canvas®, Innovation Factory, enterprise system integration approach, and pre-engineered, cloud-based LumiSight Platform, we help our clients fulfill current needs and plan for uncertain and dynamic futures. We enable our clients with harmonized infrastructures and intelligent automation that optimize user experiences and orchestrate critical business functions.

#### **Our Global Team**

DataHouse is headquartered in Honolulu, Hawaii, with consultants throughout the United States, American Samoa, and Vietnam. We have over 300 professionals who exhibit expertise, grit, a spirit of excellence in everything they do, and the skillsets to deliver quality solutions with leading-edge, transformative technology. We work collaboratively and effectively as one team to meet the needs of every client.

### 3.7 Certifications

Area	Certifications and Compliance
<b>Data Center</b>	<ul style="list-style-type: none"> <li>▪ SAS/70 Type 2 – 2010, 2011</li> <li>▪ SSAE-16 Type 2 – 2012–2020</li> <li>▪ ISO/IEC 27001:2013</li> </ul>
<b>Managed Services</b>	<ul style="list-style-type: none"> <li>▪ SAS/70 Type 2 – 2010, 2011</li> <li>▪ SSAE-16 Type 2 – 2012–2020</li> <li>▪ ISO/IEC 27001:2013</li> </ul>
<b>Industry Standards</b>	<ul style="list-style-type: none"> <li>▪ Healthcare – HIPAA</li> <li>▪ Education – FERPA</li> </ul>
<b>Project Management Institute (PMI)</b>	<ul style="list-style-type: none"> <li>▪ PMI Project Management Professional (PMP)</li> <li>▪ PMI Professional in Business Analysis (PMI-PBA)</li> <li>▪ PMI Agile Certified Practitioner (PMI-ACP)</li> </ul>
<b>Professional Certifications</b>	<ul style="list-style-type: none"> <li>▪ Microsoft</li> <li>▪ IBM</li> </ul>
<b>AWS Certifications</b>	<ul style="list-style-type: none"> <li>▪ AWS Certified Cloud Practitioner</li> <li>▪ AWS Certified Developer</li> <li>▪ AWS Certified DevOps Engineer</li> <li>▪ AWS Security</li> <li>▪ AWS Certified Solutions Architect</li> <li>▪ AWS Certified SysOps Administrator</li> <li>▪ AWS Certified Security - Specialty</li> </ul>
<b>Salesforce Certifications</b>	<ul style="list-style-type: none"> <li>▪ Salesforce Administrator</li> <li>▪ Salesforce Platform Developer 1</li> <li>▪ Salesforce Platform App Builder</li> <li>▪ Salesforce Marketing Cloud Specialist</li> <li>▪ Salesforce Application Architect</li> <li>▪ Salesforce Platform Developer 2</li> <li>▪ Salesforce Certified Experience Cloud Consultant</li> <li>▪ Salesforce Data Architecture and Management Designer</li> <li>▪ Salesforce Certified Heroku Architecture Designer</li> <li>▪ Salesforce Certified Sharing and Visibility Architect</li> <li>▪ Salesforce Certified Marketing Cloud Email Specialist</li> <li>▪ Salesforce Certified JavaScript Developer I</li> </ul>
<b>Other Certifications</b>	<ul style="list-style-type: none"> <li>▪ Certified Information Systems Security Professional (CISSP) Certification from ISC2 (ISO/IEC I7024)</li> <li>▪ Change Management Professional Certification</li> <li>▪ Axelos MSP</li> <li>▪ Certified Scrum Master (CSM)</li> <li>▪ Certified Product Manager (CPM)</li> </ul>

Area	Certifications and Compliance
	<ul style="list-style-type: none"> <li>▪ Certified Product Marketing Manager (CPMM)</li> <li>▪ Certified Risk Management</li> <li>▪ Certified Sigma Green Belt</li> <li>▪ Microsoft Certified Professional</li> <li>▪ CompTIA CySA+ Certified CE</li> </ul>

### 3.8 Conflict of Interest Statement

DataHouse is not aware of any conflicts of interest in performing services for the State of Hawaii.

### 3.9 Past Record of Performance on Contracts

DataHouse has consistently performed its work on schedule and within the budget allowed for its projects. Since our founding, DataHouse has supported state, local, and federal agencies across all branches of government, some of which we've worked with continuously over many decades. We have more than 40 years of experience developing solutions for the Hawaii state government. Our culture and business philosophy are the driving forces behind our longevity and ability to maintain long-term engagements. We value people and relationships, are passionately innovative, and thrive on self-empowerment and personal responsibilities. These core values are born from our roots as a Hawaii-based company and form the basis of our culture and principles of success.

DataHouse is a local, Hawaii-based company. Our staff is personally invested in the success of technology projects to provide a better future for everyone in Hawaii. DataHouse also understands that the success of the Department of Information Technology, County of Hawai'i will be a personal reflection of the company. This value and purpose of serving Hawaii makes us accountable and committed to the success of the County of Hawai'i and encourages us to deliver the most cost-effective solution based on the stated goals and objectives.

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## 3.10 DataHouse Service Offerings

### Global Delivery Resources

Our DataHouse Asia team extends our IT service offerings and specializes in designing and developing websites, applications, and mobile apps. With our global team, we can work around the clock and accelerate our project tempo. DataHouse Asia provides another option for organizations looking for expedited delivery, lower-cost alternatives, and potentially turnkey applications.

### Information Security

DataHouse operates and maintains an Information Security Management System (ISMS) to protect our clients' information assets' confidentiality, availability, and integrity. Our ISMS is ISO/IEC 27001:2013 certified, the internationally accepted standard for implementing and managing information security and confidential information. The ISO/IEC 27001:2013 certification scope includes policies, procedures, standards, systems, endpoint devices, applications, and data that support the delivery of DataHouse's application development and managed services.

### Innovation Thought Leadership

DataHouse is a leader in innovation and helps organizations of all sectors and sizes solve critical problems with community resources. Our Community Sourced Innovation™ (CSI) framework helps drive business value through collaboration and creative thinking. We nurture relationships throughout our network in a continuous innovation effort to support our community's immediate and future needs.

#### 3.10.1 Featured Solution

##### LumiSight Platform

Our pre-engineered LumiSight Platform is a business accelerator that meets various user needs and increases delivery speed. LumiSight is a flexible, end-to-end Platform as a Service (PaaS) solution that helps organizations adapt quickly and evolve. It leverages AWS's industry-leading cloud infrastructure, applications, and security services to create exceptional user experiences. Solution highlights include the following:

- Quickly creating a network of interconnected business operations with automated workflows and intelligent analytics
- Enabling better interactions among users and smoother business processes
- Evolving and adapting to your changing business needs and circumstances
- Exceptional, personalized service for setup and ongoing modernization

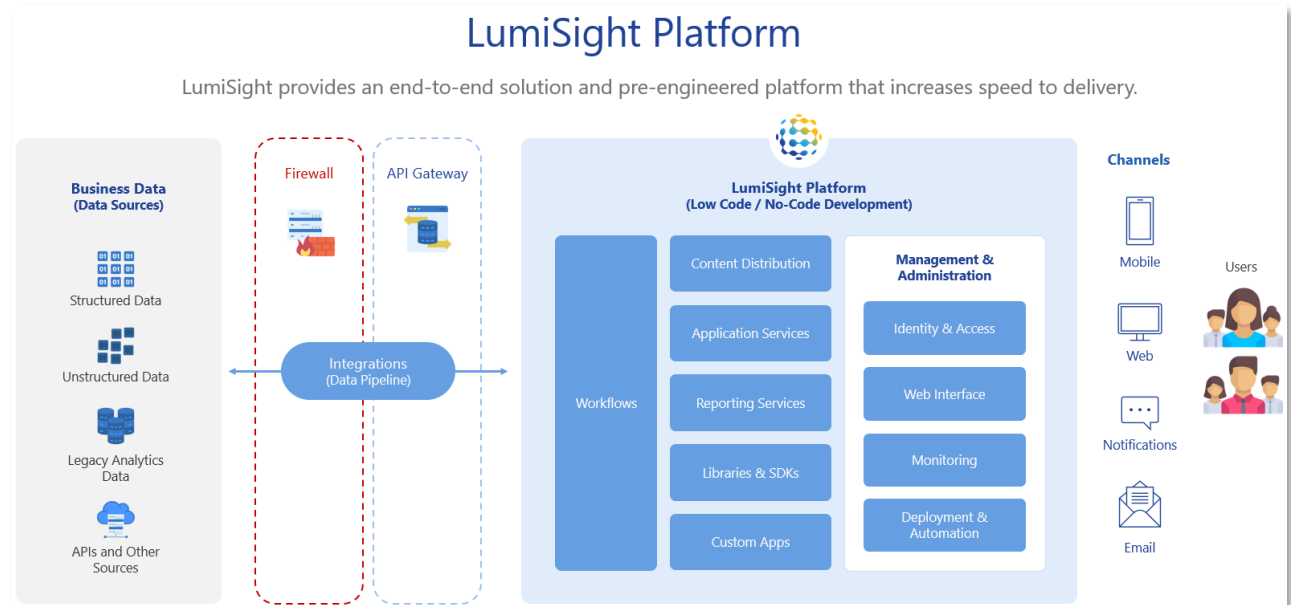
LumiSight has many uses and is helping dozens of organizations facilitate business operations among 200,000 users. Some of the most common use cases for LumiSight include the following:

- Business disruption response (e.g., pandemics and disasters)
- COVID-19 response strategy (e.g., test management and daily check-ins)

- Scheduling for customer service (e.g., in-person and virtual meetings)
- Portals for customers and employees or agents (e.g., insurance and customer service)

Analytics for more refined decision-making (e.g., banking and investments)

Additionally, with DataHouse's expertise and quality service, we continuously manage and modernize the platform to future-proof your organization with cutting-edge cloud technology.



### 3.10.2 Business Consulting Services

DataHouse's Business Consulting Services help clients achieve their visions and goals through IT strategic planning, effective project management, detailed analyses of current systems and processes, and collaborative design of innovative solutions.

#### Enterprise Strategy and Transformation

DataHouse helps organizations incorporate IT assets into business models, plan strategic initiatives aligning with organizational goals, and deliver high-value outcomes.

#### Public Service Consulting

DataHouse supports public service organizations through innovative thinking and lasting solutions that optimize technology investments. We work with various organizations, such as federal, state, and local governments, non-profits, and education. We are also qualified to work with multiple public purchasing programs, including Federal GSA IT Schedule 70. We modernize licensing systems, revamp claims processing, and provide front- and back-end services to keep public services readily available to the citizens who need them.

#### Governance Services

DataHouse guides clients in establishing a governance structure to continuously modernize systems, identify risks, comply with requirements, and improve capabilities.

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## **Disciplined Agile Delivery**

DataHouse provides an end-to-end delivery life cycle through Disciplined Agile Delivery (DAD), a people-first, learning-oriented approach to solving business problems.

## **Organizational Change Management**

DataHouse helps organizations transform technology, processes, and people through organic organizational change management (OCM). The process of organic OCM is highly iterative and agile and increases staff collaboration.

## **Back Office Engineering**

DataHouse has refined our Business Process Reengineering (BPR) approach and techniques since our founding in 1975. We take our clients on an enlightening journey to identify current processes and problems, collaboratively ideate potential solutions, and devise a roadmap to achieve our clients' organizational vision and goals. Our Business Analysts have decades of experience working with clients to thoroughly examine end-to-end workflows to surface possible inefficiencies and pain points. We use this information to document workflows and requirements that guide the pathway for future systems and enhancements.

## **User Engagement Engineering**

DataHouse designs systems and services using industry best practices and approaches. We leverage Inclusive Design principles to optimize our solutions and ensure accessibility and usability across various user groups. We also use the Journey Mapping Method to build relationships with product stakeholders while working to understand what they do and how their contribution ties in with the overall Customer Journey. This method combines all perspectives across organization silos and visually projects how product value is realized and delivered. Workshops are designed to capture observational and organizational knowledge and to identify existing opportunities and breakdowns.

## **Product Management**

Product management is an innovative, proactive approach to ensure that IT systems remain relevant and meet business needs. Compared to project management, which strives to accomplish objectives within budget and time constraints, product management is the continuous endeavor to add value and adapt existing IT assets, or "products," to constantly evolving business needs.

The product management process leverages different disciplines and frameworks to ensure alignment with the organization's strategic goals and that maximum value is continually derived from the IT assets. The approach seeks to proactively realize an organization's strategic goals by identifying new areas for innovation, incorporating best practice techniques (e.g., design thinking and continual user feedback), and considering external factors to look for ways to improve products and customer experiences continually.

## Innovation Framework

DataHouse offers an innovation framework to nurture creative thinking and foster an innovative mindset in an organization. Our Community Source Innovation™ (CSI) approach harnesses the collective wisdom, capabilities, experiences, and relationships to solve problems and create value for community members. DataHouse's CSI model is a framework that defines a simple approach to proactively identify opportunities, understand needs, inspire ideas, and take incremental steps to prototype, build, test, implement, and improve innovative solutions.

Our innovation framework draws on DataHouse's nearly 50 years of experience, lessons learned, proven practices, and published theories and methods. We distill key concepts and techniques from these methodologies and package them into a simple framework and set of tools called an Innovation Canvas® that everyone could use to incubate ideas and explore new ways of doing things.

### 3.10.3 Application Services

DataHouse accelerates the development of scalable, cloud-based applications and microservices using web and mobile frameworks, cloud technologies, pre-built components, and an Agile approach. We also build custom applications, including mobile apps, that integrate with legacy systems and take our clients' strategic vision "all the way."

### Modernization Services

DataHouse builds bridges between legacy systems and modern platforms to equip organizations for success in the digital economy. We work with globally acclaimed partners and their industry-leading products to give our clients the highest business value and expand their capabilities. We also share our flexible, incremental strategy with our clients and help them adopt a product management approach for low-risk, high-value, continuous improvement.

### Cloud Platform and Infrastructure Services

Cloud computing is an innovative approach to delivering IT services and is especially well-suited for modernization. Our vast catalog of cloud services can be leveraged to reduce costs and add new capabilities to existing legacy systems.

DataHouse helps organizations select the right solutions to modernize applications, databases, and business operations through our partnerships with Amazon Web Services (AWS), Oracle, IBM, Adobe, and Salesforce. We also provide migration and infrastructure automation services to re-platform on-premises applications to the cloud.

DataHouse uses the following cloud modernization strategies:

- Infrastructure as a Service (IaaS)
- Platform as a Service (PaaS)
- Software as a Service (SaaS)
- Integration Platform as a Service (iPaaS)

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## Enterprise Architecture and Frameworks

At DataHouse, we have created our enterprise architectures and frameworks as platforms for building modern applications that can integrate with commercial platforms or custom-built systems. Using innovative and established application best practices, DataHouse optimizes our enterprise frameworks to empower innovative applications across the digital business arena, whether in the cloud or on-premises.

## Legacy Engineering

DataHouse provides development, operations, maintenance, and migration services for mainframe and midframe systems. Technologies include AS/400, RPG, COBOL, and ADABAS.

## DevOps

DataHouse has merged the software delivery pipeline and customer feedback loop into an operational process with philosophies, practices, and tools, such as Jira and GitHub, that accelerate product innovation while minimizing business disruption.

With abilities across the major Cloud platforms, our DevOps practice includes:

- Automated provisioning, release management, and testing
- Continuous build, integration, and deployment
- Integrated policy controls and change management
- Scalable architectures
- Proactive logging and monitoring of production environments

## APIs and Microservices

DataHouse has fully embraced microservice architecture to enable continuous modernization and take advantage of the elastic scalability of the cloud. DataHouse makes the componentized business functionality of microservices available to applications and users through Application Programming Interfaces (APIs) on private/public/hybrid cloud or on-premises. DataHouse builds APIs and microservices with the following:

- REST APIs
- GraphQL
- Serverless compute platforms, including AWS Lambda and Azure Functions

## Artificial Intelligence and Automation

DataHouse takes artificial intelligence (AI) to a new level and integrates information into legacy systems. We give IT systems a human touch with innovative virtual assistants, cognitive analytics, or robotic processing automation (RPA). We leverage cloud-based services like Amazon SageMaker to drive machine learning and intelligent decision-making. We also help organizations continuously improve their business processes and deliver exceptional quality to their customers through AI-driven solutions.

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## **Analytics**

DataHouse provides custom analytics solutions that clarify complex decisions, including financial analytics for financial performance management strategies. Our solutions support a range of popular languages, including Python. We help our clients stay agile, collaborate efficiently, and make informed decisions to improve their internal operations and elevate their customer experiences.

## **Database Development**

DataHouse provides a variety of database design and development services to fit our clients' specific needs with technologies such as:

- Relational Database Development: MS SQL Server, Oracle, Postgres, MySQL
- Non-Relational Database Development: MongoDB, Amazon DocumentDB, Cassandra

## **Web and Mobile Development**

DataHouse is fluent across all major front-end frameworks to deliver applications to any device. Our front-end development framework competencies include the following:

- AngularJS
- Vue.js
- ReactJS
- NodeJS
- Xamarin
- Flutter
- Kotlin
- Swift
- Java
- .NET

## **Web and Mobile User Experience/User Interface (UX/UI) Design and Content Management Services**

DataHouse designs and develops websites and mobile apps that play key roles in organizations' business strategies. We provide content development and management services, including UX/UI, graphic design, copywriting, and multimedia. We also implement, integrate and support content management systems. Some of our favorite UX/UI tools include:

- Figma
- InVision
- Sketch
- Adobe XD
- Zeplin

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## Quality Assurance

DataHouse ensures that systems are fully validated using standardized and custom test procedures and automated test tools. Our Quality Assurance services include the following:

- Functional Testing
- Manual Testing
- Automated Testing
- Load and Stress Testing
- Security and Access Control Testing
- Regression Testing
- Installation Testing
- Performance Testing
- Business Cycle Testing
- Testing Education
- Documentation Review

## Technical Writing Services

DataHouse employs experienced technical writers who have been in the computer industry for years and are well-versed in many authoring tools and methods. Our writers have worked on system documentation, standards manuals, policy and procedure guides, user manuals, and training documents. They also have experience creating online help and training documentation.

## Commercial-off-the-shelf (COTS) Platforms

DataHouse provides complete end-to-end assessment, implementation, and integration of enterprise application software. We ensure that our clients' enterprise applications align with their organizational vision and strategic goals to secure long-term growth and adaptability. DataHouse provides a variety of COTS platforms to fit our clients' specific needs, such as:

- ERP and CRM: Oracle, Microsoft Dynamics, SAP, Salesforce, Infor
- Application Development Platforms: Salesforce, Infor, Adobe Experience Manager (AEM)
- Low Code/No Code Platforms: Caspio, Microsoft Power Platform

## Partner and Vendor Solutions

DataHouse partners with world-class technology companies and leverages our vendor network to deliver high-value solutions to our clients. Our partners and vendors include:

- Adobe
- Amazon Web Services (AWS)
- Gartner
- IBM
- Microsoft
- Oracle
- Salesforce
- SAP