

KeyLogic News

TurnKey Knowledge Management

Winter

2006

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KeyLogic Receives a 97% Customer Satisfaction Rating

The results are in, and KeyLogic's customers have spoken loudly – they were very satisfied with our performance in 2005. Our annual Customer Satisfaction Survey, conducted online by an independent firm, asked clients to rate our services based on eight key metrics. 97% of the customer responses were positive. The remaining 3% gave a neutral rating. No customer scored KeyLogic negatively on any metric. The summary results are:

Metric 1: Quality

Please rate the quality of KeyLogic's work products and services.

100% positive response. One customer noted that employees "always provide the most exemplary work in a very timely manner. They constantly deliver high-quality products, even under tight deadlines."

Metric 2: Cost

Please rate the cost/value of services provided by KeyLogic.

92% of KeyLogic's customers gave positive ratings. The remaining 8% were neutral.

Metric 3: Schedule

Please rate KeyLogic's timeliness and adherence to schedule.

92% gave positive ratings, 8% were neutral. Comments included "very satisfied is an understatement"!

Metric 4: Customer Support

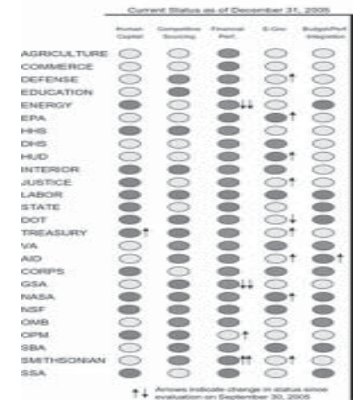
Please rate KeyLogic's responsiveness to customer needs and issues.

100% positive feedback. One customer observed that KeyLogic employees go "above and beyond the call".

(continued on page 2)

Announcing the EV-MPact™ Services Suite – the "One-Stop" Earned Value Solution

KeyLogic is pleased to announce the development of the **EV-MPact™ Services Suite**. KeyLogic has been helping Federal customers "get to Green" on the President's Management Agenda (PMA) by providing Earned Value Management (EVM) services for years. So, the packaging of these services into the **EV-MPact™ Services Suite** is a natural evolution to the project-based engagements we've had thus far.



President's Management Agenda Scorecard

(continued on page 2)

KeyLogic Awarded \$1.1 M Option Exercise to Continue Work with DISA ACTDs

KeyLogic has been awarded a renewal to continue its work with the Defense Information Systems Agency's (DISA's) Advanced Concept Technology Demonstrations (ACTDs) and the Department of Defense's (DoD's) JC2 Capability Program. The estimated value is \$1.1 million dollars, making it KeyLogic's second-largest contract. When the current term is complete, KeyLogic will have the opportunity to execute two additional years on this delivery order.

(continued on page 2)

Customer Satisfaction Survey (continued from page 1)

Metric 5: Business Relations

Please rate the ease of doing business with KeyLogic.

100% positive feedback. Our customers find KeyLogic so easy to do business with that one offered "it is pretty much transparent to me".

Metric 6: Personnel

Please rate the professionalism and attitude of KeyLogic staff.

"Absolutely first rate" and "...true problem solver" are just some of the responses received along with 100% positive customer ratings.

Metric 7: Customer Alignment

Please rate KeyLogic's understanding of customer goals and objectives.

92% responded positively, 8% were neutral. One happy customer noted "...they understand the customer's goals and objectives better than the customer..." Although we appreciate this sentiment, KeyLogic does not claim to understand our customers' goals better than they do.

Metric 8: Solution Orientation

Please rate KeyLogic's focus on solutions to customer requirements.

100% positive results...KeyLogic understands its customers and provides "indispensable solutions" to their challenges.

"Maintaining high customer satisfaction has been a cornerstone of KeyLogic's success thus far, and it remains a key element in our future growth," says Ed DeCosta, KeyLogic's Vice President of Business Development. "It is because of this dedication to customer service that, after seven years in business, we can still say we've never had a one-time customer."

DISA ACTD Contract (continued from page 1)

Personnel providing support to this project include Wilson Quaintance, Sandy Lawrence, Betty Carey, Susan Davis, and George Spencer. As a testament to their outstanding service, KeyLogic's DISA Task Monitor recently commented, "I would recommend KeyLogic for Programmatic support for technically challenging efforts, including those with tight time lines. Their focus and follow-through ensure efforts are fully coordinated, tracked and executed with minimal problems."



DISA is responsible for integrating joint, coalition and combined command and control (C2) and combat support capabilities to the DoD. DISA's joint C2 capabilities concentrate on planning and enabling readiness, mobilizing support, deploying and maintaining our military forces.

EV-MPact Services Suite (continued from page 1)

This suite is based on KeyLogic's extensive understanding of current Federal standards, including the requirement for agencies to develop an EVM policy and use EVM systems that are compliant with ANSI standard 748-A. According to OMB, "the implementation of an earned-value management system ensures that cost, schedule and technical aspects of the contract are truly integrated and measured."

"We're delighted to be able to bring the EV-MPact™ Suite to market," stated Glenn Copen, Executive Director of KeyLogic's Portfolio and Performance Management Strategic Business Unit. "The suite is designed to deliver the results that OMB requires and our customers need."

EV-MPact is designed to provide the full range of EVM Services from initial assessment, baseline establishment, performance measurement, reporting, ongoing data generation and the training of customer personnel.

The **EV-MPact™ Services Suite** provides customers with significant benefits, including:

- Applies EVM to projects in all phases of the project lifecycle
- Measures work performance based on objective criteria
- Provides early detection of trends and variances
- Analyzes the impact of variances from the project plan
- Provides decision support information for each level of management
- Trains customer staff on EVM "best practice" methodologies
- Generates alternative plans for pre-determined variances from the baseline plan
- Change monitoring, management and control
- Standardized, cyclical reports supporting data comparison

For customers in need of a rapid evaluation of their operating environment, KeyLogic is offering a Fast-Track Assessment. This assessment enables the customer to quickly clarify their situation, assess whether their operating environment meets EVM requirements and identify the opportunities for improvement. Using the baseline knowledge gained during the assessment, KeyLogic will then work with the customer to develop an appropriate plan for EV-MPact deployment.

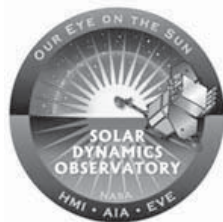
Watch for announcements about additional MPact Service Suites from KeyLogic on www.keylogic.com.



Employees Begin Work on Two New Tasks for NASA

KeyLogic, as part of the Northrop Grumman team, is beginning work on two new projects for the National Aeronautics and Space Administration (NASA). The first is a \$30 million, five-year task order for the Software Integration and Visualization Office at the Goddard Space Flight Center (GSFC). Task orders for this contract are anticipated to begin in the next few months. The second is a services contract to provide Independent Verification and Validation (IV&V) support for the software for the Solar Dynamics Observatory (SDO) mission scheduled to launch in August 2008.

For the Software Integration and Visualization Office, KeyLogic will work with TASC, Inc., a Northrop Grumman company, to provide applications support to scientists using NASA high-performance computers for things such as climate and space environment modeling. Specifically, the group will be working to develop Earth System Modeling Framework (ESMF), which enables "real time" prediction of Atlantic tropical cyclones and other meteorological events. Services will also include software development, analysis and scientific visualization services for NASA's modeling, analysis and prediction program.



The SDO mission is part of NASA's Living With a Star (LWS) program and is designed to help the agency understand the nature and source of solar variability. The Northrop Grumman team is providing technical services in support of the IV&V of the software on SDO. The primary objective of the SDO IV&V effort is to provide assurance that the SDO software will perform as required and that its quality and reliability is sufficient to support mission requirements, thereby contributing to the success of the SDO mission.

New Customers in 2005

Through the efforts of our proposal team, outstanding employees and dedication to providing top-notch customer service, KeyLogic added 15 new customers in 2005!

KeyLogic personnel will now be providing services for the following customers:

Business Intelligence

- Environmental Protection Agency Office of Water
- Department of Transportation Office of the Chief Financial Officer
- Affiliated Computer Services, Inc.

Program Management

- DISA Engineering Career Planning Office
- DISA Coalition Secure Management and Operations System
- DISA ACTD Transition Planning
- DISA Global Command and Control System (*subcontractor*)
- GSA Management, Organizational and Business Improvement Services (MOBIS)
- Navy Automatic Identification Technology Office (*subcontractor*)
- Navy Seaport - e
- Department of Treasury Total Information Processing Support Services (*subcontractor*)

Portfolio and Performance Management

- Department of Labor Office of the Chief Information Officer
- Department of Labor LEAP Project (*subcontractor*)
- Pension Benefit Guaranty Corp. (*subcontractor*)
- NASA Independent Verification and Validation (*subcontractor*)

New Employees Start Task with Northrop Grumman in Newport News, VA

Two of KeyLogic's newest employees are working with Northrop Grumman at their Newport News, VA location to provide engineering and technical services for the Global Command and Control System – Joint (GCCS-J) contract. The task was awarded under Northrop Grumman's Information Technology Next Generation Engineering (NexGen) contract, which provides scientific, engineering, integration and technical services to DISA and the Joint Information and Engineering Organization (JIEO). KeyLogic is serving as a subcontractor to Northrop Grumman on these contracts.

Lennore Gunter is a Senior Human Factors Engineer and provides analysis on current systems and products and identifies areas for improvement. Marguerite Wolf is supporting the contract as a Web Master.

Quick Hits

KeyLogic Employee Survey – The Results are In!

Last fall, KeyLogic's employees participated in our annual employee survey. Measuring employee satisfaction on a regular basis is vital to maintaining a fully engaged, motivated team. The results are being used to evaluate communication within the company and create goals and strategic objectives for 2006.



Most favorably, 95% of employees know who their most important customers are, 88% understand KeyLogic's vision, and 88% believe that KeyLogic's vision of the future is clearly defined. "These results are truly powerful," said President and CEO Jon Hammock. "This clarity is a testimonial to our continued strong relationships and partnerships with our customers, both internal and external."

The survey results are also linked to KeyLogic's Balanced Scorecard (BSC) initiative, where employee goals are aligned with corporate objectives for the year. The BSC is revisited throughout the year to help employees stay on task, provide the best service for their customers, and reach their own professional goals and objectives.

Also in 2006, KeyLogic is focusing on the implementation of a number of new communication avenues and offering employees the opportunity to provide suggestions for communications improvement. KeyLogic will continue to hold monthly and quarterly staff meetings and provide news on the KeyLogic website and in our newsletters.

(Quick Hits continued on page 5)

KeyLogic Celebrates the Holidays, Presents Annual Awards

Each year around the holidays, KeyLogic and its employees take time to reflect on the year's accomplishments and what lies ahead. At the end of 2005, KeyLogic had a number of things to celebrate – over \$7 million in revenues, nearly seven consecutive years of growth, our first contract in West Virginia (NASA), and our Washington Technology "Fast 50" and SBA Small Business Person of the Year awards.

Corporate office employees and guests danced the night away at Lakeview Golf Resort and Spa in Morgantown. Employees and guests in the DC Metro area gathered in January at the Hotel Washington, which overlooks the White House and the National Monument in Washington, D.C., and enjoyed a casino-themed party.

(continued)

Annual Awards *(continued)*

KeyLogic's annual service awards were presented at the D.C. party. Each recipient is presented with a plaque and a trip of their choice. The 2005 "Raising the Bar" award, which is given "for having the vision to see, the daringness to pursue and the willpower to accomplish" was presented to Steve Carlson for continually advancing the company through his stellar performance and by providing superb service to his customers.



Jon Hammock presented Steve Carlson with the 2005 "Raising the Bar" Award for continually providing superb service to the company and his customers.

The 2005 "Dragon Slayer" award was presented to Betty Carey "for accepting the challenges, overcoming the obstacles and winning the battles". Betty has provided our customers at the Defense Information Systems Agency (DISA) with top-notch services since 2001. Additionally, Betty has coordinated and been involved with a number of large community service projects.



KeyLogic's 2005 "Dragon Slayer" Betty Carey and Jon Hammock celebrate another exciting, successful year

KeyLogic congratulates Steve and Betty, as well as the entire KeyLogic team, on another successful year driven by dedication to providing the best services to our customers.

Quick Hits (continued from page 4)**Employees Recognized Based on Customer Feedback**

At the December DC Area Quarterly Meeting, numerous KeyLogic employees were recognized for supporting our valued customers, based on their feedback.

For going "above and beyond" for the Defense Information Systems Agency (DISA):

- Betty Carey
- Susan Davis
- Sandra Lawrence
- Wilson Quaintance
- Mary Kolarik

For providing outstanding service to DISA and Northrop Grumman:

- Jessica Avison

For ongoing service to one of our largest customers, the Environmental Protection Agency (EPA):

- Jeff Johnston
- Michelle Anderson
- Anna Itkin
- Preston Prentice

For continuing to provide top-notch Earned Value Management services to the Department of Labor (DOL):

- Carl Butler
- Steve Carlson
- Mary Kolarik

And for maintaining our ongoing relationship with General Services Administration (GSA):

- John Batzer
- Wendell Wright
- Mary Kolarik

KeyLogic's Newest Addition – It's a Boy!

On January 25th, Krista Arnold and her husband Zack became parents for the first time as they welcomed Christian Zachary into their family. Christian was 7 pounds, 13 ounces and 20.5 inches long at birth, and he has his father's big, bright eyes and dark hair. Congratulations to the Arnold family!



Christian Zachary Arnold, 2 weeks old

KeyLogic Sponsors Employee Photography Contest

In December, KeyLogic sponsored a \$500 digital camera award for "Best Photo" and collected pictures from employees across the company. The pictures will be used in the Morgantown and DC Metro Area offices and in KeyLogic's inaugural internal calendar, which is currently in production and will include important dates for regular staff meetings, quarterly events, and summer and holiday activities.

Submitted photographs included landscapes, architecture, historical sites and animals. Judging was performed by John Bright, a former photographer for Morgantown's *The Dominion Post* and current co-owner of the Purple Fiddle, a family-oriented coffeehouse, market and lodge in Thomas, WV near Blackwater Falls and Canaan Valley.

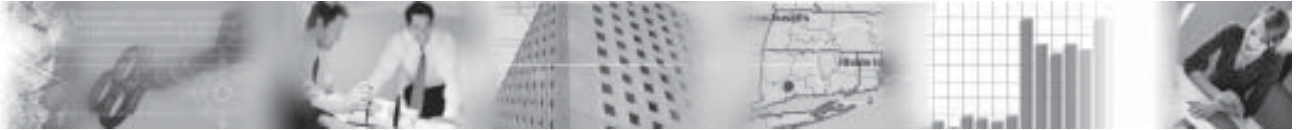
Altogether there were more than 70 photos contributed, each representing the people of KeyLogic and their lives and interests. Congratulations go to this year's "Best Photo" winner Ed DeCosta and his "Morgantown Sunset 2005" submission. Runners-up were Mike Leibig with "Maui, Hawaii" and Pete Johnston for "Key West Sunset with Sailboat". Look for their pictures the next time you visit KeyLogic!



Mike Leibig received second place for his picture submission "Maui, Hawaii".



With great excitement and pride, KeyLogic Systems celebrates its seventh anniversary on April 1, 2006. Watch for more details on www.keylogic.com or in the Spring edition of KeyLogic News!



New Hires

Mike Leibig (11/14/05) is a Senior Business Analyst supporting the Business Intelligence Strategic Business Unit (SBU), particularly the EPA OSRTI project. Mike has a Masters Degree in Industrial and Organizational Psychology and has worked for Booz Allen Hamilton and ISSI Consulting Group. He and his wife Karen have two Siberian Huskies, Malibu and Denali, two horses, Yogi and Marley, and a Maine Coon cat named Sam. When he's away from work, Mike likes football, traveling and music.

Lennore Gunter (12/19/05) is a Senior Human Factors Engineer supporting the DISA GCCS-J contract in Newport News, VA. Lennore has a B.S. and a M.S. in Computer Science from Hampton University and is currently pursuing her Ph.D. in Applied Management and Decision Sciences from Walden University. Before joining KeyLogic, Lennore worked for SRC, SAIC and PricewaterhouseCoopers Consulting.

Marguerite Wolf (01/03/06) is a Senior Web Developer working with Northrop Grumman at their site in Newport News, Virginia. Marguerite has a B.A. in History, which she earned from Christopher Newport University in 1997. Before joining KeyLogic, she spent five years with Analytical Services (ANSER) working as a Webmaster for the Air Combat Command Directorate of Requirements at Langley AFB, Virginia. At home, Marguerite enjoys spending time with her two Nova Scotia Duck Tolling Retrievers Todd and Elf, gardening and art.

Mary Laurents (01/17/06) is KeyLogic's new Proposal Manager, and she joins the company with experience from her previous positions as Director of Sales Operations for ObjectVideo and Senior Proposal Manager for Micropact Engineering. Mary has a B.S. in Computer Science from the University of Maryland, where she has also done

graduate work, and completed doctoral work in History while serving as a Graduate Assistant at Oxford University in England. Mary spends time with her son and granddaughter, avidly hunts antiques, enjoys collecting costume jewelry and china, and studies military history.

Lisa Bath (01/17/06) is the new Executive Assistant for the DC Metro Area Office, and she joins the company with three years of service at Greenhorne & O'Mara and 11 years of experience working for Honeywell Technology Systems, Inc. at the NASA Goddard Space Flight Center (GSFC). Lisa has an Associates Degree in Business Management from Prince George's Community College and is currently pursuing a Bachelors Degree in Business Administration from the University of Maryland University College. Her father is from Philadelphia (Go Eagles!), her mother's family hails from Thailand, where her older sister still lives, and she has two brothers that also live in Maryland. Lisa spends time with her boyfriend Andrew, plays sports, goes camping, listens to live music and enjoys shopping and anything related to fashion.

Dan Ueberfluss (01/25/06) is the newest member of the Business Intelligence Strategic Business Unit (SBU), where he will serve as Program Director. Dan has a B.S. in Computer Management and Information Systems from the University of Maryland University College, a M.S. in Information Systems from Strayer University, and is a certified Project Management Professional (PMP). Previously, he worked for Exceptional Software Strategies as a Program Manager. Dan has a stepson, David, with his wife Alesia, as well as two daughters, Danyelle and Kieran. He enjoys playing a number of sports with his kids and spends his spare time watching football (particularly the Green Bay Packers and Wisconsin Badgers) and basketball (Universities of Wisconsin and Maryland) and listening to music.

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