



## National Endowment for the Arts (NEA)

### Application & Web Development / Desktop Support / Helpdesk Services

- Systems Analysis
- Application Development
- Web Development
- Testing
- Documentation
- Section 508 Compliance
- IT System Maintenance Support
- Audio/Visual Diagnostics
- COTS Evaluation

### PROJECT OVERVIEW

The National Endowment for the Arts (NEA) is an independent Federal agency with approximately 180 employees. All of the employees are housed in a single location in Washington, DC. — the agency has no regional or satellite offices. The agency's primary mission is to foster opportunities for the creation and presentation of artistically excellent work through the awarding of grants.

### PSI SERVICES

PSI provided systems analysis to determine the requirements for custom programming and applications plus maintenance and modification of existing systems and database systems. Additionally, PSI developed new desktop applications in a variety of languages and development environments. Development of Web interfaces and Forms, documentation of all new systems, including user manuals and system documentation was provided, which was critical to the rollout and success of this program.

PSI provided helpdesk services supporting all of NEA. The services included: installation troubleshooting, software support, and hardware support for desktop and laptop computers running MS Windows OS. The NEA also has several Apple MAC PCs running MAC OS. Each desktop has a standard software suite and other miscellaneous COTS software packages.

Additionally, PSI staff provided miscellaneous services including: diagnosing problems and assisting with the use of computerized audiovisual equipment; conducting research on requested new software and hardware for user base; performing backups, and monitoring server disk volumes.

PSI's helpdesk personnel supported a wide range of operating systems, commercial off-the-shelf software, and custom applications. PSI provided Tier I through Tier III levels of support depending on the individual client's needs. The helpdesk team underwent continual training over the life of the contract in order to stay on the cutting edge of helpdesk operations and technology.

### TECHNICAL ENVIRONMENT

- MS C++
- MS.NET
- ASP.NET
- MS C#
- MS SQL Server
- JavaScript
- GroupWise 6
- CISCO
- Novell NDS

## CONTACT

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### About Planned Systems International, Inc.

PSI offers a full-service, single source approach to providing quality Information Technology solutions and services based on the mission of our customers. Our winning combination of people, technology, processes and experience helps our customers achieve sustainable success.