



22nd Century Technologies, Inc.

*Wish you all a Merry Christmas
& a very Happy New Year*

News & Updates

Nov 2009

Washington State Awards Statewide ITIL Assessment contract to 22nd Century Technologies

22nd Century Technologies has been selected by WA State Department of Information Service (DIS) for ITIL assessment which will include State of Washington's DIS organization's IT Service Management capability including people, processes and ITSM supporting technology/tools used by the DIS organization.

The state of Washington is a recognized leader in integrating technology into state government to improve efficiency, effectiveness and responsiveness for our citizens. WA DIS has identified a goal and outlined an approach for this biennium to increase the efficiency and effectiveness of their IT Service Management capabilities by pursuing an IT Service Management Project. This project will establish a comprehensive DIS ITSM system that will allow delivering high quality and consistently reliable services to our customers and enabling the management of data and information for increasing accountability and performance. As part of the IT Service Management Project, an initial step is to conduct an IT Service Management Maturity Assessment to baseline where the DIS processes stand today. This assessment will be based on a standard ITIL maturity assessment methodology and utilize the Capability Maturity Model (CMMi) to provide an industry standard maturity rating scale.

The objective of this engagement is to:

- » Conduct an IT Service Management Maturity Assessment to baseline the maturity of the existing DIS processes against industry standards using CMM as the measurement scale.
- » Provide actionable recommendations to improve the overall quality of service to DIS customers.
- » Compare the results of the assessment to previous assessment results to demonstrate progress and establish goals for continual improvement.

As part of this assessment, TSCTI will compare existing operation to ITIL/ISO 20000 / CMMI best practices, Identify gaps between current operation and ISO 20000 / CMMI standards using survey, interviews, documentation reviews and observation, Provide actionable recommendations to close the gaps and determine next steps for implementation of recommendations.

Anticipated Benefits from the Assessment are to Identify relative maturity of key processes, Determine service management baseline measures and/or compare result to the established baseline measures, Highlight improvements in service management, Identify recommendations and opportunities for further improvements and Establish goals for future improvements.

State & Other Awarded Projects

IT Security Engineering and assessment project award from Tohono O'odham, State of Arizona

TSCTI will provide security assessment to the client's IT system. Work will include providing recommendations for updates and improvements to the system security, implement security measures, provide training, provide assistance in developing IT policies, procedures and strategic planning.

TSCTI won IT Architecture contract for Criminal Case Management project from the Judiciary Court, State of New Jersey

TSCTI will be providing Systems/IT Architectural support under the directions of the ITO [Information Technology Office] staff. Work will include documenting systems requirements, preparing project plans, prototypes, design, develop and implement the Web Application System within the ITO protocols and procedures using Java.

TSCTI extends Cognos Reporting Project with Cargill Inc.

TSCTI will provide consulting services for Cognos reporting to Cargill Inc, an international provider of food, agricultural and risk management products & services. We won the project for their Financial Business Unit called CarVal Investors. We will be working on to develop Cognos reports for their opportunist value investing project.

Yet another win for TSCTI with Phoenix Department of Aviation

As part of this project TSCTI will provide GIS services with the Phoenix Department of Aviation. The project consists of updating and revising GIS data to be created and maintained for the City of Phoenix Aviation Department. Data will be checked for inclusions in the City's GIS web portal. Tools used are Arc GIS including Arc Editor and SDE.

TSCTI wins temporary staffing project with Department of Human Resources Management, State of Utah

TSCTI will be providing temporary staff for the Department of Human Resources Management, State of Utah. Under this project, the Department of Human Resources Management would be transferring the existing staff onto our contract. Six of the staff has already been placed successfully.

TSCTI won a Consolidated Automation Project with the Department of Human Services, State of Oregon

TSCTI will be providing System Analysis and Java coding services for CAP application, **a component of CAF SSM (CAF Self Sufficiency Modernization Program)** under the directions from the CAF Program Manager.

Contract wins

Temporary Employment Services, UT

TSCTI will provide General Employment services required by State of UTAH under this contract. We are awarded vendor contract for Clerical Office Support and Fiscal categories. TSCTI professionals will perform tasks which shall include answering phones, processing the flow and logging of paper work, filing, distributing mail, office supplies, and documents, basic research such as locating available information from files, telephone calls, making appointments, operating office equipment, (i.e., copying machines, fax machines), general bookkeeping, posting of data, verifying numbers, Processing vouchers and other related technician level tasks.

Computer Equipment repairs / services & Computer Consulting / Network services, Boston, MA

TSCTI will provide Computer Equipment repairs/services and Computer Consulting / Network services for the Boston Fire Department Information Technology Division.