



Guiding Your Mission Forward

Capabilities Statement

Transition Execution • Site Cutovers • Stabilization Support • Project Recovery • Transition Training

WHO WE ARE

True North Strategic Services delivers **hands-on transition execution support and training** for Federal IT and operational capability deployments. For transition-execution services, we provide **fixed-price execution teams** that plan, coordinate, and run transitions from kickoff through stabilization. If a program needs people to **run the cutover**, not just advise on it — we do the work and drive the schedule.

True North Strategic Services also specializes in transition training development and delivery. we provide **adult-learning-centered trainings** to help project managers understand not only the difference between transition and project management, but how to execute a transition including lessons on project schedules, risk and issue mitigation and identification, cut-over coordination, and handing off a transition to operations.

CORE SERVICES

Transition Planning

- Deployment sequencing and rollout planning
- Readiness assessments
- Integrated schedules
- Risk identification and mitigation planning

Transition Execution

- Site and capability deployment coordination
- Stakeholder and vendor coordination
- Cutover planning and execution
- Command center operations
- Issue tracking and resolution
- Operational handoff

Stabilization

- Hypercare support (30–90 days)
- Performance monitoring
- Transfer to operations

Project Recovery

- Schedule recovery plans
- Deployment re-baselining
- Risk remediation

Transition Training

- Understanding the role of a Transition Manager
- Transition Management vs. Project Management
- Project Schedule development & management
- Risk/Issue identification and management
- Cut-Over coordination
- Hypercare coordination

DELIVERY MODEL

Transition Execution Services

Transition Execution Services are delivered as **scalable fixed-price units**.

Each transition execution unit supports one concurrent transition or deployment and includes all the labor, management, and tools to:

- Lead transition activities
- Coordinate deployment actions
- Manage schedule and risk registers
- Support cut-over activities
- Support stabilization
- Coordinate the hand-off to steady-state teams

Transition Training Services

Transition Training services are delivered as **fixed-price units**.

Each transition training unit supports the development and execution of transition training for a 3 month period including all the labor, management, and tools to:

- Gather requirements
- Develop team specific trainings
- Deliver in-person OR remote transition training consisting of 3 sessions (3 hours total)
- Provide reference/training documents & custom templates

EXPERIENCE

- Executed **200+ rapid deployment transitions** for Census Bureau, Department of Veterans Affairs, General Services Administration, Department of Navy, Department of State and Federal Emergency Management Agency
- Directed Enterprise-Level transitions impacting **400,000+ users** for Navy Enterprise Service Desk
- 1,200-seat contact center go-live for Federal Emergency Management Agency in **5 days**
- Enterprise modernization go-live in **<100 days** for General Services Administration
- Large-scale service onboarding for Department of Veterans Affairs in **<30 days**

COMPANY DATA

True North Strategic Services, LLC

CAGE: 18RK1

Core NAICS: 541611 | 541618 | 541990

Colorado Springs, CO

Small Business – WOSB In Progress

www.truenorthstrategicservices.com