

March 2010



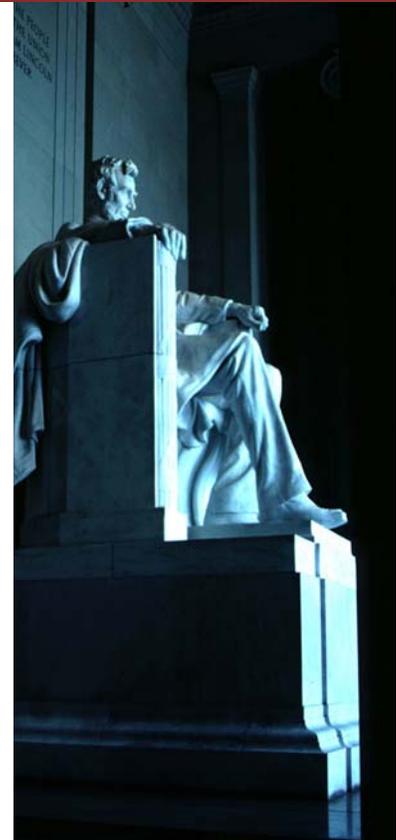
Excellence at Work

V-TECH PROVIDES CERTIFICATION & ACCREDITATION SUPPORT TO NAVY'S TRIDENT WARRIOR 2010 EXERCISES

Trident Warrior is the Navy's Premier FORCEnet Sea Trial. It includes the US Navy, USMC, USAF, USCG, NCIS and FBI with coalition partners consisting of the UK, CAN, NZ, Chile, Netherlands, AUS and FR, with direct involvement of over 60-US and 19 coalition ships. Since 2003 it has provided experimental data for 300+ Program of Record Technologies. This year, the Certification and Accreditation process for systems participating in Trident Warrior is the Department of Defense Information Assurance and Accreditation Process (DIACAP).

V-Tech's Navy client needed a DIACAP package prepared to submit for participation in the Trident Warrior 2010 Exercises. V-Tech's IA Team, led by Project Manager Charlene Deaver-Vasquez, CISSP, ITILF, received the notice three days prior to the submission deadline. Our Team Lead immediately realized that the only way our client would be able to meet the deadline would be by pulling all team members together, both client and V-Tech, and coordinating our efforts. Fortunately, V-Tech is located in close proximity to our client. However, the client's Project Lead was off-site at a training session and only available intermittently via phone throughout the day, but checking email throughout the evening.

To start the process, V-Tech's IA Team Lead used a "OneTeam" approach, putting the two client technical staffs together with one of V-Tech's IA associates to begin addressing the DIACAP IA Controls. In addition, we pulled the System Security Agreement Authorization (SSAA) and began the task of re-writing it to move the document forward. It took several discussions and some white-board diagrams but the Team was able to grasp the project's technical details.



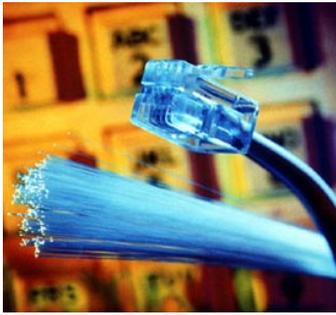
V-Tech Solutions is an 8(a), Minority/Veteran Owned SDB and MDOT MBE

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V-Tech Contract News

V-TECH PROVIDES C&A SUPPORT TO NAVY (CON'D.)



The client's submission was related to the Global Command and Control Systems- Joint (GCCS-J) Command, Control, Communications, Computer, and Intelligence (C4I) system, which uses the Defense Information Systems Network (DISN) and works over tactical communications systems to ensure connectivity and communications with deployed forces in the tactical environment. GCCS-J employs an open system client/server architecture that allows a diverse group of commercial-off-the-shelf (COTS) and government-off-the-shelf (GOTS) software packages to operate at any GCCS-J location. GCCS-J is a run-time environment and the Team needed to clearly document our client's new functionality to be demonstrated during the exercise. We carefully reviewed and discussed the diagrams and technical documentation.

We contacted the Exercise Coordinator and discussed strategies to ensure we would complete the package and deliver on time. After 10 hours, personnel and staff began heading home. However, the V-Tech Team continued working late into the evening, collaborating with the client's Project Lead via email and several detailed phone calls.

On the second day, when the Team came back together, we continued working through the system Concept of Operations (CONOPS) and detailing the demonstration process. We prepared a Threat Analysis and described a System Architecture. At times, we were reading sections of the document to the Project Lead over the phone for final approval. Finally, by late afternoon, we were ready to submit the DIACAP package.

We had done it! We met the client's deadline and thanked everyone involved for their great effort. The true reward came when the Exercise Coordinator contacted the Team a week later to say that they had reviewed the package and approved it to move forward to the Designated Approval Authority (DAA) for review. In the Coordinators' words, "your team is awesome!" We think so too! Congratulations to V-Tech's Navy IA Team for a job well done.

RECORD SNOWS MEAN RECORD SERVICE FOR V-TECH STAFF AT USPTO



It snowed and snowed and snowed and the Federal government closed down for four and one-half days. However, that did not stop the over 800 callers per day from still contacting the US Patent & Trademark Office (USPTO) to get information on how to file a patent or to check on their patent statuses. A lot of pent up desire was waiting in the wings for our Team's return. When V-Tech CSR's returned to work on Friday, February 12, with half staff because of the lingering "snowpocolypse" and over 800 calls to handle it was a rough day, but the best was yet to come!

On Tuesday, February 16 -- with only one day back from the previous Friday when many people did not realize we were working and on top of a three day holiday weekend -

- the flood gates opened with callers from the moment we went live on the phones at 8:30 AM. It was a fast paced day and when all was said and done, our team had handled 1011 calls! A record for V-Tech at USPTO!

Throughout the rest of the week, call volumes exceeded 20% of our usual daily volumes. However, our diligent CSR's stayed focused and committed to serving our customers with patience, professionalism and "Excellence at Work". At week's end we had received 3,154 calls in 4 days. In a normal 5 day week we receive about 3,054 calls on average.

Despite this huge volume in a short period of time, our V-Tech CSR service team was able to meet our required service level of 95% of all calls answered in 20 seconds or less for the week and had an abandon rate of only 0.63%, well below our required service level of <2%. It was a phenomenal achievement by the V-Tech staff under challenging conditions. They are a true team of dedicated professionals led by V-Tech's USPTO Project Manager Beverly Burgess, CCMC, ITILF, and we are very proud to have them all at V-Tech!

V-Tech Contract News

V-TECH KICKS-OFF NEXT PHASE OF CENSUS 2010 SUPPORT

As a member of the Gunnison Consulting Group Census 2010 Team, V-Tech supports the Decennial Response Integration System (DRIS) project. The DRIS includes technology assessments related to data capture; developing high-level system requirements; contributing expert-level oversight in the areas of decennial systems architecture, security plans and procedures, data capture via optical mark reading and intelligent character recognition, and quality measurement and control for data capture.



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Beginning in March 2010, V-Tech's Data Capture Analysts began supporting the DRIS Paper Data Quality (PDQ) task. Our Data Capture Analysts use critical thinking to perform analyses of Census survey data to determine intended responses. They also operate and perform data entry using custom software designed to confirm the accuracy of Optical Character Recognition and Optical Mark Recognition efforts.

Other functions include:

- Comparing data with source documents in image format.
- Re-entering data in verification format to detect errors.
- Reporting any data or system issues.
- Working with management to resolve data issues.
- Maintaining logs of activities and completed work.

V-Tech's Data Capture Analysts must also quickly and accurately compare similarities and differences among sets of letters, numbers, objects, pictures, or patterns. Our phase one DRIS support included six months of specialized training for Lauren Parker, the Site Manager for PDQ.

HP SELECTS V-TECH FOR TREASURY'S SUCCESS PARTNERSHIPS PROGRAM

Treasury's Success Partnerships is designed to motivate and encourage firms to assist small businesses (SB), including HUBZone small businesses (HUBZone), small disadvantaged businesses (SDB), women-owned small businesses (WOSB), veteran-owned small businesses (VOSB), and service disabled veteran-owned small businesses (SDVOSB). The program is also designed to improve the performance of the Department of the Treasury contracts and subcontracts, foster the establishment of long-term business relationships between these entities and Treasury prime contractors, and increase the overall number of these entities that receive Treasury contract and subcontract awards.

Benefits to the Department of the Treasury include, but are not limited to: acquiring an expanded base of qualified small businesses; obtaining more competitive pricing on procurement opportunities resulting in cost savings; and achieving a potential increase in small business program goal accomplishments.

V-Tech looks forward to its continued "Partnership in Excellence" with HP as we work together to support the future needs of U.S. Treasury.



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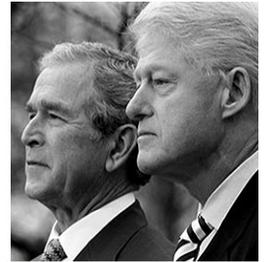
Treasury Success Partnership Program

Corporate Citizenship

A letter from the Presidents

Dear V-Tech Solutions, Inc.,

We are so grateful for your quick response to the devastating earthquake in Haiti and the massive humanitarian crisis that has followed. Donation by donation, it's the generosity of people like you that is keeping the Haiti relief effort going. And it's people like you who make us believe that despite the setbacks, Haiti still has a chance to overcome its history of poverty and neglect. As you read this, your contribution is helping us support organizations providing direct relief and assistance to survivors, including medical care, food, water, shelter, and education.



And it's not going to stop there. The Clinton Bush Haiti Fund will continue to work with reputable organizations, the Haitian government, and most importantly the people of Haiti to ensure that they are empowered to create more opportunities for jobs, education, and health care than existed the day before this tragedy occurred.

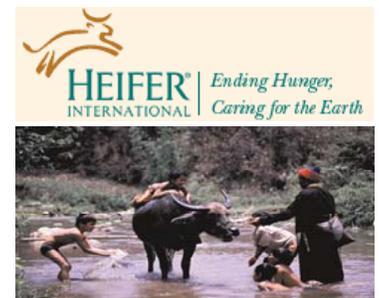
Together -- long after the television crews have gone and emergency response teams have returned to their home countries -- we will continue working toward Haiti's long-term rebuilding and recovery. Thank you for being part of that work with us. We'll keep in touch as the relief effort in Haiti continues.

Sincerely,

President Bill Clinton and President George W. Bush

V-TECH CONTINUES SUPPORT FOR GLOBAL SUSTAINABILITY PROGRAM—HEIFER INTERNATIONAL

V-Tech has made several donations in the past to support Heifer International's mission to work within the international communities to end hunger and poverty and to care for the earth. Most recently, V-Tech donated a water buffalo—to help break-up and till difficult to plant terrain—goats, ducks and geese. Recipients, in turn, are encouraged to give back to their communities by donating animal offspring, fruits and vegetables to their neighbors. By helping to create self-sustaining communities, Heifer gives people a hand up instead of a handout.



STEPDC MENTORING PROGRAMS HELP DC YOUTH

V-Tech is pleased to add STEPdc to the growing list of community based organizations we support. STEPdc embraces children and youth in the ParkView and Morton communities of Washington, DC by providing mentor relationships in a variety of extra-curricular programs that enable children to broaden their horizons, rise above circumstances and make positive life decisions. The mission of STEPdc is to break debilitating spirals of poverty, drugs and violence that sometimes affect the lives of children and replace them with hope, self-esteem and self-sufficiency. STEPdc programs are held at Bruce Monroe @ Parkview Elementary School and the Raymond Learning Center both located in NW Washington, DC. To volunteer as a mentor or tutor, contact STEPdc at 202.829.8989.



10 Principles for Successful Work-Life Balance



It seems the only way to get ahead these days is to get behind at home. Much is written on finding a healthy work/life balance. It is a widespread problem that continues to elude people, especially those of us driven to achieve. Of course, there are days when we all get backed up and over scheduled. The issue is when these days are the rule, not the exception. You have no healthy work/life balance when you are chronically late to your children's sporting events, your meetings, doctor's appointments, or if you struggle to get out of bed in the morning because you worked late the night before. It doesn't have to be like this. You can escape this pattern.

Here are 10 principles you can use to get more done in less time—and get back to a healthy balance between time spent at work and home:

- 1. Set Goals.** Set specific goals with actions and incremental milestones that you can track. Define your goals in terms that create a vivid mental picture of your desired end-state. Written goals help you establish clarity of purpose and provide accountability. Regularly review them and your progress against them. Like going on road trip, you will get to your destination much easier if you map the best route.
- 2. Focus on the Important.** With the many communications channels and other distractions vying for your attention, staying focused is a constant challenge. Don't let the urgent, the convenient and the immediate distract you from the important. Stay focused on reaching the milestones that support your goals. Be proactive. Create the habit of working intentionally. Minimize your distractions. Make a "not to-do" list and adhere to it.
- 3. Set Your Own Standards.** Don't mindlessly follow social and cultural norms. Instead, follow your own values. Establish your own principles of operations. Define the few principles by which you will operate your business and your life. Let them guide you instead of following the latest fads and over-hyped products.
- 4. Learn to Say "No."** You can't do everything. You can't attend every seminar or go to every social function. You can't even go to every family gathering. Of course you might like to, but there just aren't enough hours in the day. Learn to say no. Or if it is truly worthy, learn to use "yes, if ..." instead of just "yes." In other words, put conditions on activities you can influence like adding "if you can make the food this time" or "if there is a way to shorten the event to a half-hour."
- 5. Delegate.** Just because there are activities that you can't say no to doesn't mean you have to be the one that does them. No one is successful on their own. Solicit the help of others. Outsource activities that others can do as well as or better than you. Delegate responsibilities to people that have more bandwidth than you. If you have a house to clean and a teenager at home who needs some spending money, outsource the cleaning to them. It's a win-win solution for you both. If you were hit by a bus tomorrow and had to spend the next month in a hospital, consider who would do your work and start delegating it to them now.
- 6. Be More Productive at What You Do.** For those activities you must do yourself, find ways to be as efficient as you can. Your time is your most valuable resource—don't squander it. Create reusable templates for anything that you do repeatedly. Employ tools and computer applications to automate your tasks as much as possible. Streamline your processes so that there is little wasted time and effort, particularly where there are hand-offs between people.
- 7. Get Organized.** You can't be your most productive if you're not organized. Stacks of inbound correspondence mixed with reference material and time sensitive documents aren't conducive to quick reference and follow-up. Establish a filing system that gives you ready access. Set up a "one-touch" approach to dealing with e-mails, letters, text-messages, bills, reference materials, voice messages and other requests. Utilize the "Do, Delegate, Delete or File" principle.
- 8. Maintain Your Energy.** Being tired robs you of the energy you need to stay productive and focused. Get a good night's rest of uninterrupted sleep—seven hours, if possible. Eat a balanced diet and follow good nutritional guidelines. Take vitamin and mineral supplements. Exercise at least 30 minutes a day, three times a week at your doctor-recommended cardio levels—it will recharge your body's battery just like a cell-phone charger.
- 9. Don't Worry.** Leave your worries behind. Do what you can to resolve your problems and that is good enough. Worrying and chronic stress are bad for your health and energy level and provide no substantive benefit to you or others. Studies show that 92 percent of what people worry about has already happened, won't change a thing or is completely unfounded. Channel your energy into more productive uses. Go exercise instead.
- 10. Maintain Some White Space on Your Calendar.** Pretend there isn't as much availability on your calendar as it affords. Take a break. Carve out some time for reflection. The cliché that your best ideas come to you in the shower is more fact than fiction.

When relaxed, your brain is free to unleash its power. Albert Einstein, Sir Isaac Newton, Archimedes of Syracuse and countless others were relaxing when they came up with their world-changing ideas!

10 Principles for Successful Work-Life Balance Share by Mike Hawkins, <http://www.ciainsight.com/c/a/Workplace/10-Principles-WorkLife-Balance-301326/>



Current Job Opportunities

If you have an interest in a job opening at V-Tech or a have a referral, please contact the HR Department at 301.495.2693 for more information.

Call Center Supervisor

US Patent & Trademark Office, Shirlington, VA

Coordinates activities to meet call volumes and service expectations. Recommends operational improvements. Trains call center representatives and monitors performance. Maintains and enhances service quality through coaching and counseling. Serves as a technical and operational resource for the work and assists in resolving more complex issues and complaints. This candidate's responsibilities will include hiring and performance appraisals.

Information Security Analyst

Naval Research Laboratory, Washington DC

Provides certification and accreditation (C&A) support in designing, developing, engineering and implementing solutions to security requirements. Monitors the health, status, and availability of security devices. Plan, coordinate, and implement security measures for information systems to regulate access to computer data files and prevent unauthorized modification, destruction, or disclosure of information.

Computer Operator

US Army, Alexandria, VA

Under general supervision, operates and monitors mainframe and mid-range computer and peripheral equipment, such as printers, tape and disk drives, in an environment requiring continuous shift coverage. Selects and loads input and output, observes operation of equipment, control panels, error lights, verification printouts, error messages, and faulty output. Researches error messages and may manipulate console to resequence job steps after a job is interrupted.

Proposal Writer

V-Tech HQ, Silver Spring MD

Writing experience in proposal writing, marketing writing, business writing, or technical writing preferred. Analyze RFPs for requirements. Develop persuasive and accurate initial drafts for each proposal with compliant response to each requirement. Edit proposal graphics and create a visually appealing proposal.

Technical Writers

Veterans Administration, Herndon VA, St. Petersburg FL, Plano TX

Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. May be responsible for coordinating the display of graphics and the production of the document. Familiar with standard concepts, practices, and procedures. Bachelor's degree and at least 2 years of experience preferred.

WELCOME NEW EMPLOYEE!

Sadiqa A. Brown

US Army

02/22/2010

MARCH MILESTONES

HAPPY BIRTHDAY!

Blanca Orellana, USPTO—03/11

Tameka Robertson, USPTO—03/11

Daelena Pruitte, NRL—03/14

Jycelis Torris, USPTO—03/27

HAPPY CORPORATE ANNIVERSARY!

Fred Hammond, EPA—03/27/07

LaJarey Moten, NRL—03/01/07

Alice Wilkes, EPA—03/31/2009

CEO's Corner

What Does It Mean To Be Part Of The V-Tech Team ?



Being a team player is a privilege—everybody doesn't get to play. Being competitive requires competition—everybody cannot compete. Being a team requires each player to work—everybody must work. Success will depend on you. Are you a dependable player on your team?

A team lifts and elevates each player individually and collectively. Everyone can not be lifted at the same time; however, the team can be elevated as each player is lifted. There is no height that cannot be achieved when each player performs and performs to their potential. Are you playing your part to elevate your team?

Responsibility and accountability will make or break the team. What is making or breaking your team?

Team [teem]-*noun*

1. a collection of individuals chosen to pursue one or more common goals: V-Tech's team.
2. a group of people willing to work to improve each individual as they perform together: many co-workers in a productive workplace.
3. a set of individuals making sacrifices to nurture and give to each other for the benefit of the whole: you and me.

Remember: success depends on you. Successful work teams have common characteristics:

- 1) They demand adherence to the team's core values. The core values are given and not to be modified or bent for the individual.
- 2) They recognize that not every individual's needs can be met at the same time, but the team bends over backwards to accommodate the **MOST IMPORTANT** needs of each individual ensuring the teams goals are still met.
- 3) They react positively to the idea in action making sure they are in place to play their role and assist others as needed.

Remember: your team depends on you. Individuals on successful teams also have common characteristics:

- 1) They give back. If they want to be cheered for, they cheer for their teammates. If they need special attention, they provide special attention to others. Giving is better than receiving; it makes room for growth.
- 2) They recognize that each player is equal but different. A strong player and weak player have unique responsibilities—each must always play to their best ability. A team is only limited to its best efforts. Never let growth and potential lay dormant; keep striving.
- 3) They keep looking for opportunities to advance and uplift their team. Recognize that a rising tide lifts all the boats. The rising tide is each individual's effort to propel the boats and keep them afloat. Keep rising; don't let the tide fall.

Remember: You make your team. I am sure you have heard of TEAM defined as "Together Everyone Achieves More." Here is the "backronym"—"Teach Everyone About Motivation." To be the most successful team that performs best requires working to motivate each other day by day. No one wants to be on a losing team. At V-Tech, we strive for "Excellence at Work"; being better tomorrow than we were yesterday. You have to commit yourself to making your team be the best that it can be. Now that you are on a team, make the team "excellent" by contributing your individual and collective efforts to the success of everyone—you, our customers, and V-Tech by reaching our common goals and thrilling our customers.



How to Reach Us!

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ABOUT V-TECH

At V-Tech Solutions, Inc. , "*Excellence at Work*" is the state or quality of excelling. It is at the core of all we do. This equates to delivering our best everyday to our clients-being better tomorrow than we were yesterday. "*Excellence at Work*" matches our practices with our potential.

V-Tech is an emerging Information Technology and Professional Services company. We focus on Call Centers, Information Assurance and IT Security, and Technical and Management Services. Our clients include Federal Civilian & Defense Agencies, State and Local governments and commercial businesses. Our business service management is devoted to customer service and innovation. We focus on new trends, markets and technologies. V-Tech has cultivated this spirit by creating an organization comprised of dedicated professionals who believe that their success and the success of V-Tech and of our clients is a team effort.



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PLEASE
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