

# BETHESDA INFORMATION TECHNOLOGY PROJECT SERVICES (ITPS)

## CONTACTS

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Today's federal agencies are faced with many challenges: budget cuts, rapidly changing technologies, responsibilities of reporting progress, and showing return on investment. Decision makers at all levels need high quality IT solutions to help them address these issues.

NORC's Bethesda-based Information Technology Project Services (ITPS) group brings together experts with outstanding project management and information technology skills. The team's full spectrum of IT skills are current and span today's latest trends—information architecture, project management, software development, quality assurance, and business analysis—ensuring high-quality, customized IT solutions.

The ITPS team has worked on projects for several federal agencies, including the Office of Minority Health, Health and Human Services, and the Department of Veteran's Affairs. Its work ranges from designing and implementing tool kits to better disseminate information to the public to building secure data collection systems.

Part of NORC's full-service Information Technology department, the Bethesda-based ITPS group is committed to collaboration, innovative problem solving, and the use of appropriate technologies that serve the public good.

## Major Capabilities

### Business Analysis

- Collaborative requirements gathering
- Application and system architecture
- Performance measurement and reporting
- Risk assessment

### User Experience Design

- Information architecture
- Website design and development
- 508 compliance

### Software Development and Systems Integration

- Content management
- Managed hosting services
- Microsoft technologies
- Open source technologies
- Database design, implementation, and management
- Mobile application development

### Technical Assistance and Support Program

- Project management
- Training and documentation
- Content analysis of qualitative sources



## Bethesda ITPS Sample Projects

**Veteran's Affairs, Office of Rural Health (VA ORH).** NORC built a project-tracking database to monitor new proposal submissions and subsequent peer review of those proposals. The database also monitors funding, progress, performance metrics, and associated products of an estimated 500 existing individual projects across the country that were funded by Public Law 110-329.

**Health and Human Services, Office of Minority Health (HHS OMH).** The Office of Minority Health collects performance data from all funded grantees on a quarterly basis. Data are collected using OMH's Performance Data System (OMH PDS) a web-based data collection system developed by NORC. The PDS efficiently collects data on over 50 performance measures for more than 150 OMH grantees by using a survey-based system that allows grantees to answer questions about their current grant programs. Data are used by OMH for program monitoring and to generate federally mandated reports to Congress.

**Traumatic Brain Injury Collaboration Space (TBICS).** For the NORC Traumatic Brain Injury Technical Assistance Center (TBI TAC), Bethesda ITPS coordinates and implements updates to TBICS — a collaboration and benchmarking toolkit on the web for grantees and others affiliates with the HRSA Federal Traumatic Brain Injury (TBI) Program. The ITPS team recently implemented several enhancements to the portal.

**Health Resources and Services Administration (HRSA).** The ITPS team has built new modules for the public-facing HRSA website, whose main purpose is to disseminate vital information. NORC-created modules include; Health IT Adoption toolkit, Health IT for Children toolbox, and an HIV/AIDS Care toolkit.

## Other Projects

- Human and Health Services Office of Minority Health, Performance Improvement Measurement System, Performance Data System (PIMS PDS)
- Department of Veterans' Affairs Office of Rural Health
- International eSurveys
- Health Resources and Services Administration (HRSA)
- Traumatic Brian Injury Collaboration Space (TBICS)
- National Longitudinal Survey (NLS)

### Bethesda ITPS Senior Staff

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