# MISSION CONTROL HUB

*Powered by ServiceNow Strategic Portfolio Module and IT Service Management*

In 2021, General Services Administration (GSA) Federal Systems Integration and Management Center (FEDSIM) issued a new requirement for a task order portal to be included in most, if not all, new FEDSIM opportunities. To address this need, Deloitte has launched the Mission Control Hub, a PaaS-based product hosted on ServiceNow's Strategic Portfolio Module (SPM) empowers federal agencies with real-time visibility across programs and portfolios, enabling alignment with mission objectives and strategic priorities. It can enhance resource allocation, accelerate delivery of mission-critical initiatives, and supports data-driven investment decisions through advanced analytics and integrated risk management. By streamlining compliance, enhancing collaboration, and enabling agile responses to emerging needs, the portal drives measurable outcomes and maximizes the impact of federal investments.

## Solution Features

### Empowering Program Oversight

Mission Control Hub leverages the robust capabilities of ServiceNow to centralize, streamline, and optimize program operations. Designed for maximum visibility and control, the portal enables collaboration, proactive decision-making, and efficient execution of program objectives.

### Enhanced Transparency and Accountability

Mission Control Hub provides real-time visibility across all levels of management, allowing stakeholders – including agency leadership, oversight bodies, and external auditors, are informed and aligned. Centralized audit trails and activity logs adhere to compliance with various federal regulations.

### Supports Federal Modernization Goals

Supports federal IT modernization goals by leveraging a cloud-based, scalable platform to streamline operations, improve data accessibility, and reduce reliance on outdated, manual processes to drive greater efficiency, accountability, and transparency across programs.

### Safety and Cyber Security

Misson Control Hub has been intentionally built using configuration methods, common data models, and access and security standards to enable safe and sustainable usability within a variety of environments including ServiceNow's FedRAMP high GovCommunityCloud, up to Department of Defense (DoD) Impact Level 4 (IL4) allows for storage of Controlled Unclassified Information (CUI).

# Benefits

🏛️ Scales seamlessly to accommodate expanding program requirements or new federal mandates

💻 SSO integration and identity and access management (IAM) with Common Access Card (CAC) authentication

📋 Facilitates cross-agency coordination by providing a unified platform for shared goals, enabling secure information exchange and alignment of strategic initiatives

👍 Automates repetitive tasks, such as approvals, data reconciliation, and status updates, allowing program teams to focus on high-priority tasks and mission objectives
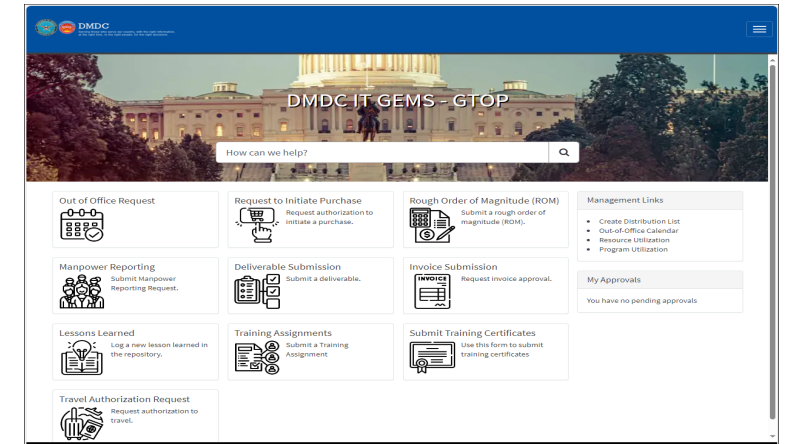
🤝 Increase in user adoption, confidence and trust

💰 Minimizes duplication of effort and redundant technology investments by consolidating tools

✓ Adaptable design enables alignment with each federal agency's goals


DMDC IT GEMS – GTOP

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*Built with ServiceNow Offering Partner of the Year*

🟩 **Worldwide**
*Creator Workflow Partner of the Year*

🟩 **Worldwide**
*Employee Workflow Partner of the Year*

🟩 **Worldwide**
*Public Sector Industry Partner of the Year*

🟩 **Worldwide**
*Healthcare Industry Partner of the Year*

🟩 **APAC**
*Global Elite Partner of the Year*

🟩 **APAC**
*Employee Workflow Partner of the Year*

🟩 **EMEA**
*Global Elite Partner of the Year*

🟩 **EMEA**
*Transformation Partner of the Year*

**2023:**

🟩 **Worldwide**
*Built with ServiceNow Offering Partner of the Year*

🟩 **Worldwide**
*Manufacturing Industry Partner of the Year*

🟩 **Worldwide**
*Employee Workflow Partner of the Year*

🟩 **Americas**
*Service Provider Partner of the Year*

🟩 **APAC**
*Customer Workflow Partner of the Year*

🟩 **EMEA**
*Transformation Partner of the Year*

# Why Deloitte and ServiceNow?

Deloitte helps our clients enhance business outcomes by leveraging ServiceNow as an end-to-end digital workflow platform. We don't just leverage ServiceNow to help you automate your current processes; we can help you reimagine how work gets done, delivering material improvements in revenue and cost reduction with higher job satisfaction.

As a ServiceNow Global Elite Partner with 11+ years of experience delivering ServiceNow transformation programs, 10,500+ practitioners, 11,000+ certifications, 16 ServiceNow Certified Technical Architects (CTAs) and 13 ServiceNow Certified Master Architects (CMAs), Deloitte is recognized for collaborating with 5,500+ clients to re-architect work and unlock business value. With deep industry experience, Generative AI services, and distinctive capabilities spanning Deloitte's Advise, Implement, and Operate (AIO) offerings, we integrate advisory services into our 6,000+ ServiceNow-led project implementations and innovation-led operations.