



**NETWORK DESIGNS inc**  
transforming the user experience™

## Offering web solutions, application development & information assurance

NDi is a professional services firm focused on delivering solutions that transform the user experience. Whether that means delivering an effective Cyber Forensics training program...building an engaging website that delivers an optimal user experience...developing an enterprise-wide application that is as simple to use as a web browser ...or using social media to foster transparency and collaboration across a government agency, NDi develops solutions that meet – and exceed – the expectations of the user.



### Information Assurance

NDi has developed an information security management practice that addresses all of the strategic, tactical, and operational aspects of maintaining a secure IT enterprise.



### Application Development

NDi is always focused on users – who they are and what they need – so that the applications we build will do far more than simply accomplish a set of business objectives.



### Web

The mission of NDi Web is to design and build websites that enable the government to capitalize on the power of the Internet in order to serve citizens like never before.

Please contact us at [contact@netdes.com](mailto:contact@netdes.com)

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**SDVOSB**  
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Veteran Owned  
Small Business

# About NDi

NDi has been in business for more than 13 years. For over a decade, NDi honed its skills in network architecture, implementation, integration, and management; developing solutions for LAN/WAN/MAN, call centers, desktop-managed upgrades, seat management, network and operations connectivity.

But as technology has evolved, so has NDi. And we've expanded our capabilities beyond information technology and network infrastructure, to include wireless networks, web-enabled applications, social media networking, and computer forensics expertise. NDi is committed to excellence and carries PMP, CMMI, ITIL, ISO-9000 technical certifications. NDi is also a Service-Disabled, Veteran-Owned Small Business (SDVOSB).

## Our Methodologies

For every engagement, we rely on a combination of two different methodologies to guide and shape our efforts. The methodologies we employ include:

### User-Centered Design (UCD)

An approach that grounds the process in information about the people who will use the application, website, or program. The focus extends throughout the planning, design and development processes.

### D3M (Data-Driven Decision Making)

A process that stresses using detailed, accessible, real-time data to make informed decisions for allocating resources and assessing results.

Both UCD and D3M serve as a blueprint for delivering a great user experience. Both use many of the same tools (e.g., usability testing, web analytics, customer surveys) and repeatable processes, yet they are flexible enough to solve a myriad of challenges. Applying these methodologies keeps the user at the center of all that we do, enabling us to design, develop, and deploy solutions that have the power to transform the user experience.

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# NDi Information Assurance

Safeguarding information – and building the technology infrastructure to ensure its security – has become an increasingly complex and critical issue. That's true regardless of whether the information that needs to be protected is personal data, agency intelligence, or client privileged information.

CASE STUDY turn over

NDi has developed an information security management practice that addresses all of the strategic, tactical, and operational aspects of maintaining a secure IT enterprise. For years, we have applied this approach to protecting critical components of the Government's information infrastructure from security threats and are well-versed in what is mandated by the Federal Information Security Management Act (FISMA).

## NDi Information Assurance includes:

- IT Security & Identify Management
- Anti-Cyber Terrorism/Forensics
- Data & Physical Security
- FISMA
- DIACAP
- Penetration Testing & Risk Assessment
- Security Operations & Policy
- Web Streaming Video
- CCTV Surveillance System Design/Networking

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# Case Study

## Department of State Turns to NDi for Cyber Forensics Training

Since 2001, in support of the DOS-ATA mission for anti-terrorism training, NDi has provided more than 200 training events for computer forensic labs and investigative units overseas. Led by our highly credentialed law enforcement and cyber security experts, each course trains between 10-35 personnel and lasts from 5-21 days. Courses have been held in over 27 countries.

In delivering these courses for DOS-ATA, NDi manages all related logistics, which includes the scheduling of instructors; airline ticketing; passport management; consumable item acquisition; shipping of mobile labs and materials; monitoring and maintaining the security of all instructors; managing inventory; caring for equipment; and handling return logistics post-event. NDi is currently the only vendor performing this work anywhere in the world.

## Below is a sampling of some of our Cyber Forensics Courses

### Identification and Seizure of Digital Evidence

Developed for frontline police officers and investigators involved in securing terrorism-related crime scenes that may involve the seizure of electronic or digital evidence.

### Introduction to Digital Forensics and Investigations

Focused on practical aspects of cyber incidents and computer forensics. Explores the concepts needed to respond to and investigate computer related events

### Proactive Internet Investigations Course

Designed to teach computer investigators to recognize the signs indicating a terrorist is using the Internet to plan or communicate operations.

### Cellular Communications Forensics Consultation

Developed for law enforcement officers. Explores the forensic skills necessary to properly seize, acquire and analyze digital evidence contained on modern cellular devices and personal digital assistants (PDAs).

### Advanced Digital Forensics Consultation

Designed to provide further assistance in the ongoing development of computer investigative/forensic unit and capabilities.

### Cyber Awareness for Prosecutors

Designed to focus on issues related to motivation and trends in cyber terrorism.



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# NDi Application Development

Whether it's an information sharing and collaboration program or a customized document management system, applications are the workhorse of an enterprise. They can deliver a host of benefits – from streamlining processes to enhancing an agency's capabilities. But applications can also dramatically impact the people who use them. Poorly designed applications can frustrate, overwhelm and impede; whereas well-designed applications can engage, galvanize and inspire.

CASE STUDY turn over

That's why NDi is always focused on users – who they are and what they need – so that the applications we build will do far more than simply accomplish a set of business objectives. To do this, we collaborate with information owners, stakeholders, end-users, and decision makers in a joint-development approach guided by the Capability Maturity Model (CMM). CMM is the practice of using selected process techniques to improve the quality of a software development effort. It is the model preferred across the federal marketplace. In addition to applying CMM, we also employ User Centered Design (UCD) and Data-Driven Decision Making (D3M) approaches.

All of these form the foundation for our successful application development track record.

## NDi Application Development includes:

- Applications Development
- Web Solutions & Section 508
- Customized Project Management Portals

## Expertise in:

- ColdFusion
- Oracle
- .net
- SQL
- MOSS

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# Case Study

## Web-Based Workflow & Document Management System One of 22 Mission-Critical Applications at FAA



The Federal Aviation Administration (FAA) Office of Rulemaking (ARM) is responsible for the activities surrounding the creation, modification, management and implementation of aviation rules, as well as exemptions to those rules. In order to manage and report on enterprise-wide activities surrounding rulemaking and exemptions, FAA-ARM turned to NDi to develop the Integrated Rulemaking Management Information System (IRMIS).

IRMIS is a web-based workflow and document management system application that the FAA designated as one of 22 mission-critical business applications. The FAA Chief Information Officer and the Department of Transportation Inspector General praised the IRMIS application as a “best practice” approach to Internet/Intranet-enabling technology that should be implemented and duplicated throughout the FAA.

IRMIS is accessible to all FAA Intranet users via a browser window and allows for the automated data entry, tracking, management and reporting of regulatory business processes. IRMIS also provides an integrated, start-to-finish “workflow” of the rulemaking regulatory process. The IRMIS document management capabilities allow users to store, edit, maintain, and secure documents within the integrated IRMIS server/library. IRMIS uses n-tier application architecture; Microsoft .NET, C++; JavaScript; Crystal Reports; Java Applets; XML/XS, and a SQL Server backend database.

NDi has supported software application development for the FAA Office of Rulemaking since 1998.

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# NDi Web

There is no tool with more power or potential than the Internet. It helps us communicate, deliver services, and foster collaboration in ways that weren't possible even just 10 years ago. The mission of NDi Web is to design and build websites that enable the government to capitalize on this power and potential as it serves its citizens like never before. To accomplish this, NDi applies an unbending focus on the user experience as we deploy the latest strategies and technologies to develop robust web solutions that meet the government's needs.

CASE STUDY turn over

## NDi Web includes:

- Web Strategy
- User Experience
- Web Analytics
- Social Media/Web 2.0
- Ideation Programs

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# Case Study

## About NDi Web solutions

NDi Web is a full-service web development firm that provides professional services to help clients design, develop, and deploy websites, applications and communications that provide real value for end users. NDi Web's mission is to make government websites serve its citizens first and foremost. To accomplish this mission, NDi has an unyielding focus on delivering an exceptional customer experience to users of its websites and applications.

## FAA Web Program, supported by NDi

As the provider of all contract support for the FAA Web Program, the FAA web presence has benefited from increased visibility, greater website traffic, and improved customer experience. FAA's websites – developed and managed by NDi - receive over three million visits every month—that's one visit every second of every day, all year - making it a major destination for both citizens and FAA employees.

As a result of NDi's focus on the user, FAA websites stand out from other agencies when compared by the leading customer satisfaction metric for government websites, the American Customer Satisfaction Index (ACSI). In the last four years alone, FAA's score in the ACSI survey has increased from a 66 to a 73, placing FAA at the top of all regulatory agencies.

## Here is a sampling of accomplishments NDi Web has helped engineer for FAA.

Developed and managed the first-ever FAA Web Improvement Program using hard data to optimize the user experience in a series of releases

Implemented the most advanced software tools in the industry to analyze how our website users search, use and feel about FAA websites

At the request of almost every FAA line of business and staff office, built more than 40 web programs they rely on as their main tool to collect and deliver information

Created and enforce agency-wide web standards and templates for use by the more than 1,000 FAA employees and contractors who contribute to FAA websites



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