

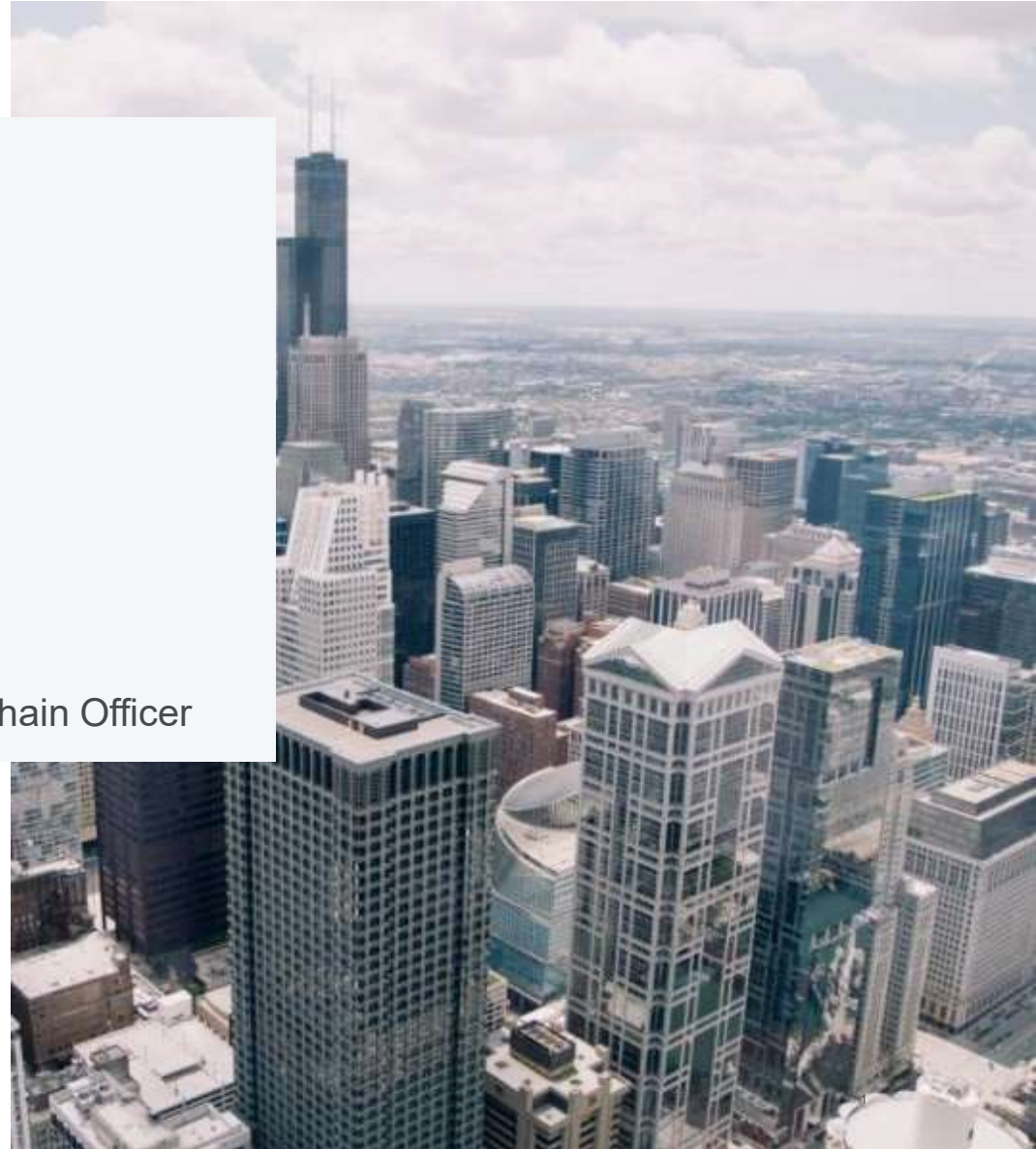
GDIT Shared Services

September 10, 2020

Tammy Kness, CHRO

Kristie Grinnell, Global CIO & Chief Supply Chain Officer

GENERAL DYNAMICS
Information Technology



General Dynamics

Phebe N. Novakovic, Chairman and CEO

2019 REVENUE	WORLDWIDE EMPLOYEES	BUSINESS UNITS	OPERATING GROUPS
\$39.4 Billion	90,000+	10	5



AEROSPACE

Manufactures Gulfstream aircraft and provides comprehensive services for aircraft owners and operators.

Gulfstream
Jet Aviation



COMBAT SYSTEMS

Designs, manufactures and integrates land combat machines.

Land Systems
Ordnance and Tactical Systems
European Land Systems



MARINE SYSTEMS

Designs, builds and repairs ships and submarines.

Electric Boat
Bath Iron Works
NASSCO



MISSION SYSTEMS

Leading integrator of C4ISR solutions for land, sea, air, space and cyber defense.

GD Mission Systems



INFORMATION TECHNOLOGY

Delivers strategy, technology transformations and mission services.

GDIT

GDIT

ABOUT GDIT

We are GDIT. The people supporting and securing some of the most complex government, defense and intelligence projects across the country. We deliver. Bringing the expertise needed to understand and advance critical missions. We transform. Shifting the ways clients invest in, integrate and innovate technology solutions.

We ensure today is safe and tomorrow is smarter. We are there. On the ground, beside our clients, in the lab, and everywhere in between, offering the technology transformations, strategy, and mission services needed to get the job done.

STRATEGY
SERVICES

TECHNOLOGY

MISSION

GDIT

Diverse and Talented Workforce

30K+
EMPLOYEES

14K+
TECHNOLOGISTS

7K+
VETERANS

14K+
CLEARED
PROFESSIONALS

Global Operations

400
CUSTOMER
LOCATIONS

225
FACILITIES

30
COUNTRIES

Experience

50+
YEARS OF
SERVICE

90+
ALLIANCE
PARTNERS

4K
CONTRACTS

GDIT

WHO WE SERVE

- Defense
- Health
- Federal Civilian
- Intelligence Community
- State
- National Security

Managing Integration Complexity

General Dynamics acquires CSRA Inc. in April 2018

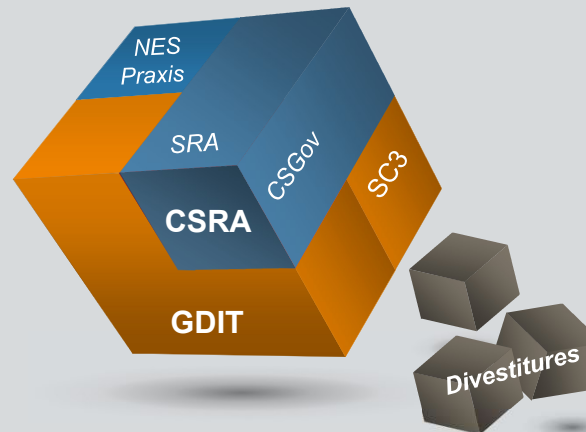
GENERAL DYNAMICS
Information Technology
24,000 Employees



CSRA
20,000 Employees



One
GDIT



- 300+ Application Portfolio
- 30,000* Employees
- Multiple integrations & divestitures
- 90+ Alliance Partners
- 40+ \$500M+ deals
- 400 Customer Locations

- Established Leadership Team
- Defined Core Values and Strategic Imperatives
- New Operating Model
- Consolidated Facilities
- OneGDIT Strategy
- Expanded Alliance Partnerships
- Re-shaped our Portfolio

* Rounded employee count after acquisitions and divestitures

GDIT Integration Approach

Governance and Organizational Change Management



2019

- Set the stage
- Focus on Employee-Facing Systems
- Drive Largest Synergies
- Reduce Risk
- Align common culture
- Streamline policies
- Focus on employee internal mobility

2020

- Focus on Back Office Systems
- Next iteration of complex financial systems

2021

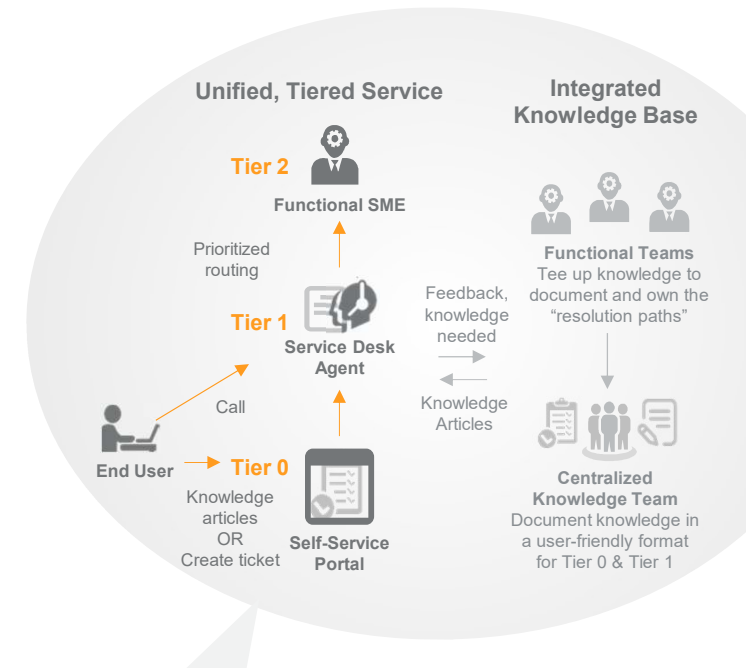
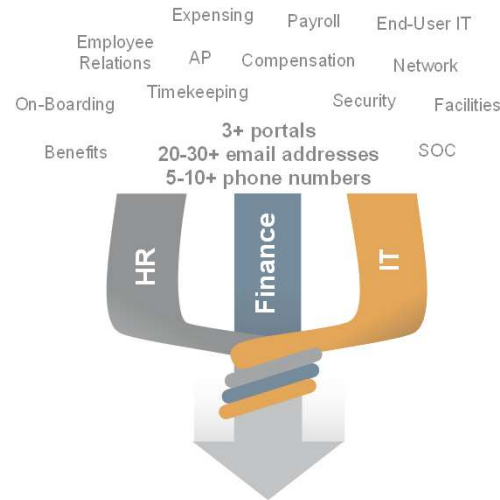
- OneGDIT
- Optimization

GDIT

Success Story: OneGDIT Service Center

Guiding Principles

- Start with Personas and Employee Experience**
- Drive to Self-Serve** where possible – empower users to self-cure
- Single system of record**, with an integrated knowledge base & tool suite
- Keep employees productive** – focus on solving problems vs closing tickets
- Protect sensitive information with **data segmentation** by role



OneGDIT Employee Service Center

Single Entry Point

- Single phone number
- Hand-offs to third party service providers where required

Integrated Tool Suite

- Routing
- Prioritized traffic for specialized tickets
- Future: mobile, chat

Integrated Knowledge Base

- Single knowledge system of record for knowledge articles written for end users
- Service Catalog

Integrated Dashboard

- Centralized performance metrics
- GDIT SLAs for incident, problem requests

Data Segmentation

- Assignment groups & members
- Permissions



Recognized synergies by retiring four (4) legacy systems



Improved workflows and increased productivity for functional services support staff



Increased information integrity, reporting and analytics for actionable business insights



Increased Volume with Integration

14,430 Monthly Calls (before vs. after integration) → 16,590 Monthly Calls

10:56 min Handle Time



Increased Self-Serve Actions

14% Self-Serve (first month vs. recent month after roll-out) → 18% Self-Serve



5,000+ Monthly Article Views



920+ Knowledge Articles

Effective Knowledge and Service

64% at Tier 1 / Self-Serve level



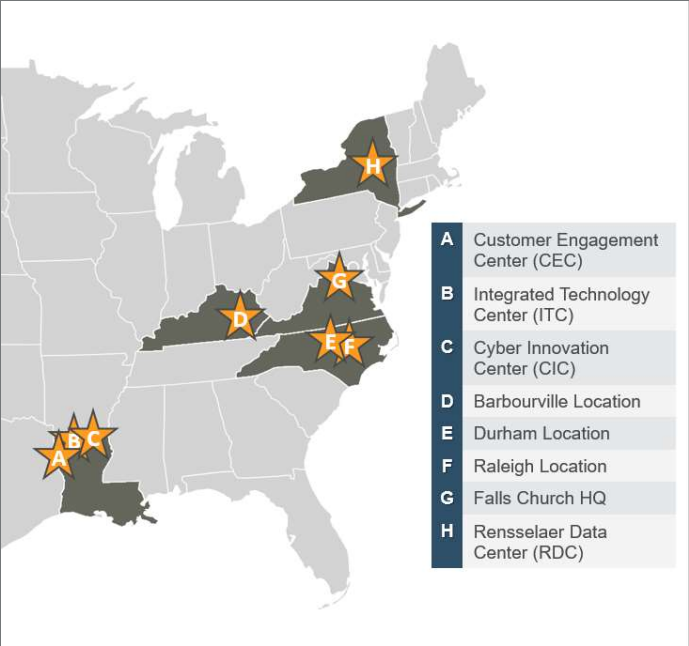
99.24% Customer Satisfaction

Shared Service Benefits

	<ul style="list-style-type: none">• Enhanced service delivery with commercial-grade cloud services and capabilities
	<ul style="list-style-type: none">• Increased and enhanced service options, consistently meeting high quality service delivery and SLAs
	<ul style="list-style-type: none">• Consistent and enhanced user experience through augmented capabilities and standardized processes
	<ul style="list-style-type: none">• Cost savings and control with better predictability and reduced management and compliance costs
	<ul style="list-style-type: none">• Enhanced service agility by allowing customers to outsource repeatable standardized work so IT team can focus on higher-value contributions
	<ul style="list-style-type: none">• Improved security and compliance

Technology Shared Services (TSS)

From enterprise IT and cloud to cyber and applications, we deliver proven service delivery models that scale to meet the evolving needs of government agencies. Our workforce comes with the technology, tools, expertise, and facilities necessary so you can focus on the mission.



Diverse and Talented Workforce

1,900+
EMPLOYEES

700+
TECHNICAL &
BUSINESS CERTIFICATIONS

Workforce Pipeline

5
EDUCATIONAL
PARTNERS

30%
EMPLOYEES CONTINUING
EDUCATION

40%
EMPLOYEES CLEARED
Public Trust, Secret and Top Secret

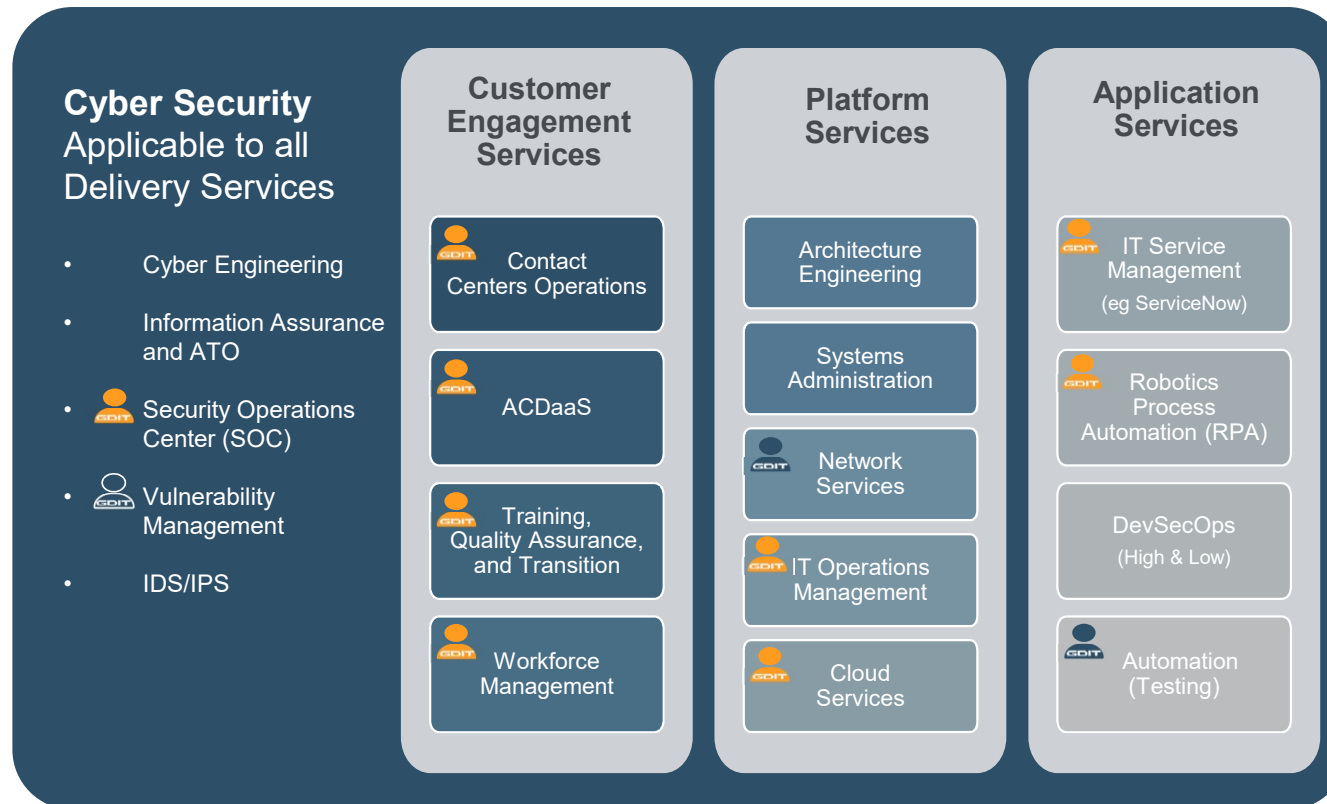
Operations



95+
PROGRAMS
Civilian, DoD, Intelligence
Agencies, GDIT Ent IT

17
OFFERINGS
Shared Managed Services &
Cost Effective Solutions

4
DELIVERY LINES
Cyber Security
Customer Engagement Services
Application Services
Platform Services

Technology Shared Services (TSS) at GDIT



 Service leveraged internally
 Service planned for internal use

Q&A