

CAPABILITY SHEET

ServiceNow

Volition delivers ServiceNow inside federal HR and IT organizations — including HR service delivery modernization for HHS — backed by deep roots in HR/ERP transformation, Agile DevSecOps and cybersecurity. Our ISO/IEC 20000-1 certification is the operational discipline that underpins every engagement.

SBA 8(a) through July 2030

ISO 9001 · 20000-1 · 27001

Oracle Service Partner

Workday Service & AMS Partner

Databricks Partner

CMMC Level 2 in progress

IT SERVICE MANAGEMENT

End-to-end process delivery — Implementation and optimization across the incident, problem, change, request and service catalog lifecycle.

ITIL 4-aligned process design — Mapped to ISO/IEC 20000-1 practices for auditable, repeatable operations.

CMDB — Design, discovery and service mapping for accurate, trustworthy configuration data.

Automation and self-service — SLA/OLA definition, workflow automation and Virtual Agent deployment to accelerate resolution.

HR SERVICE DELIVERY AND KNOWLEDGE

Platform — Employee Center, HR Case and Knowledge Management, and Employee Journey workflow implementation.

Lifecycle — Onboarding and offboarding automation with cross-department task orchestration.

ERP-informed — Workday and PeopleSoft HCM heritage informs data models, integrations and change management for HRSD.

KCS knowledge management — Knowledge-Centered Service architecture, article governance, taxonomy and self-service deflection.

SELECTED CLIENTS

U.S. Department of Health & Human Services

Multiple engagements · service management, HR systems modernization

District of Columbia Government

ERP and IT services

Social Security Administration

Software engineering and quality assurance

DIFFERENTIATORS

Agile DevSecOps.

CI/CD, automated testing and secure pipeline practices applied to Now Platform development.

Security depth.

CMMC Level 2 in progress, post-quantum cryptography research, ISO 27001-certified security management.

AI readiness.

Federal AI capability (V-FAID) applicable to Now Assist and predictive-intelligence use cases.

Acquisition.

8(a) sole-source eligibility and contract vehicles to accelerate award and delivery.