Empowering the Next Generation

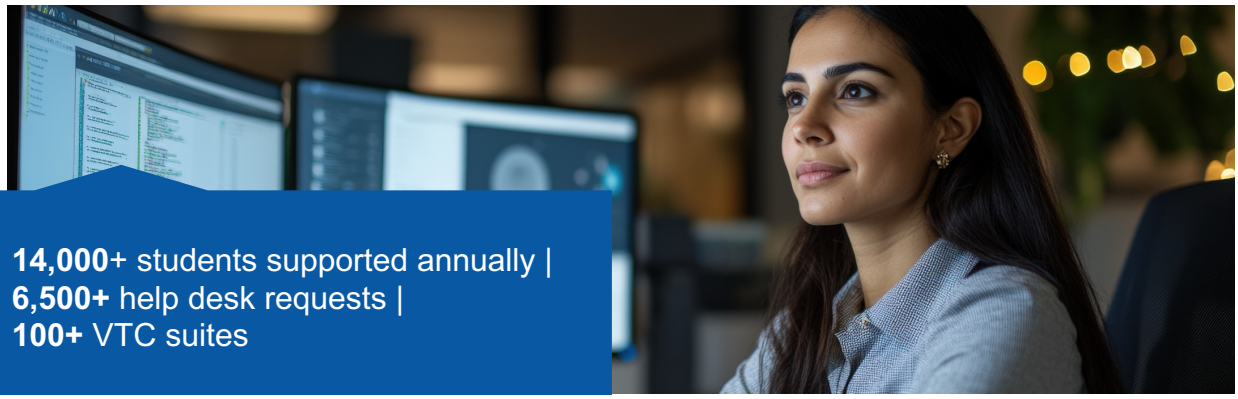
Delivering Scalable IT Support for Federal Training, Learning, and Student Success

STRATIVIA®

Introduction

The future of mission readiness begins with education—and education today is powered by information technology. At the intersection of national defense and digital transformation lies a growing demand for high-quality, scalable, and secure student IT support services that empower trainees, cadets, and instructors with uninterrupted access to learning environments.

Strativia partners with federal agencies to deliver end-to-end Student IT Support Services across the lifecycle—from user onboarding and device provisioning to help desk operations and VTC suite integration. Our capabilities are designed to meet the needs of dynamic academic and training environments serving thousands of students across multiple sites.



14,000+ students supported annually |
6,500+ help desk requests |
100+ VTC suites

Meeting the Demands of the Federal Classroom

Federal education and training facilities operate with unique pressures: high student volume, security restrictions, mobility requirements, and rapid course turnover. Strativia's student IT support model meets these demands head-on through:

- Full-lifecycle mobile device and user account management
- Real-time help desk and incident response
- Secure VTC bridge operations and AV support
- Student-specific onboarding, tracking, and exit procedures
- Compliance with DoD, Army, and RMF standards

Our IT workforce is trained, cleared, and embedded in the daily rhythm of the mission—ensuring classrooms remain connected, cadets stay on mission, and instructors are fully supported.

Strativia's Student IT Support Delivery Model

Strativia supports high-volume educational technology environments across government training campuses. Our delivery model spans eight critical service domains:

1. Device Imaging & Issuance

- Baseline imaging, BIOS configuration, and post-install setup
- Laptop/tablet provisioning for class cohorts up to 400 students
- Security briefings, DA Form 2062 issuance, and CAC onboarding
- Lifecycle and FLIPL packet support for damaged/missing unitsAttachment+1+-+PWS+-+MC…

2. Help Desk & Automation Support

- 15-minute SLA response for student issue
- Remote and on-site troubleshootin
- End-user support for Army software suites and CAC smartcard login
- ITIL-based ticketing, logging, and escalation procedures

3. Educational Technology System (ETS) Administration

- Active Directory user and object management
- STIG compliance and IA quarterly audits
- SharePoint metrics and TKE document repository creation
- Collaboration with NEC for network access and system imagingAttachment+1+-+PWS+-+MC…

4. AV & VTC Suite Support

- Management of over 100 secure and non-secure VTC suites
- Cisco CMS bridge operation, IP/site ID inventory, codec testing
- Conference setup, troubleshooting, and multi-state endpoint support
- Audio engineering for optimal learning environmentsAttachment+1+-+PWS+-+MC…

5. Asset & Property Management

- Coordination of 8,000+ student IT assets across multiple buildings
- Property hand receipt reconciliation and monthly/annual inventory
- Lifecycle replacement planning and warranty tracking
- eFLIPL documentation for accountability loss or damage

6. Data Metrics & Reporting

- ETS NOC-level student tracking metrics (student count, tickets, image/issue data)
- VTC configuration and bridge usage reports
- Equipment forecasts to support Training Resource Arbitration Panel (TRAP) planning
- SharePoint-based dashboarding for command-level decision makingAttachment+1+-+PWS+-+MC…

7. Program & Quality Management

- PMP-certified leadership with 12+ years of experience
- Monthly contract quality reviews
- SOP reviews, security plan recommendations, and efficiency improvements
- Interface with course leadership for mission continuity planning

8. Cybersecurity & Compliance

- All personnel IA-certified and cleared at the SECRET level
- Compliance with DoD 8570.01-M, DISA STIG, and AR 25-2
- RMF assessments, patching, and configuration management
- Use of ATCTS for credential tracking and reporting

Case Highlight: Support for a DoD Student Training Mission

Strativia supports one of the largest military education facilities in the country, enabling academic continuity for more than 14,000 students annually across multiple campuses. Our team:

- Manages thousands of government-furnished student laptops
- Executes 6,500+ help desk requests per year
- Maintains 100+ VTC suites across six locations
- Delivers ETS system administration and real property support
- Enables seamless collaboration between G-6, NEC, and course commanders

From onboarding cadets to resolving mission-impacting system outages, Strativia's team is integral to this training environment's successAttachment+1+-+PWS+-+MC….

Strativia Certifications & Capabilities

Strativia's ability to deliver secure, high-volume, student-focused IT operations is anchored by:

ISO 9001
Consistent quality assurance across every touchpoint

ISO 27001
Protected data handling and cybersecurity governance

CMMI Level 3
Repeatable, well-documented processes that reduce risk and cost

These certifications demonstrate our alignment with federal IT standards and our ability to deliver predictable results at scale.

The Strativia Commitment: Supporting Every Student, Every Session

Strativia is a mission-aligned delivery partner. Our cleared IT professionals work shoulder-to-shoulder with instructors, administrators, and command leadership to ensure every class is connected, every help desk request resolved, and every student empowered.

From classrooms to remote campuses, Strativia ensures that student technology isn't just maintained—it's mission-ready.

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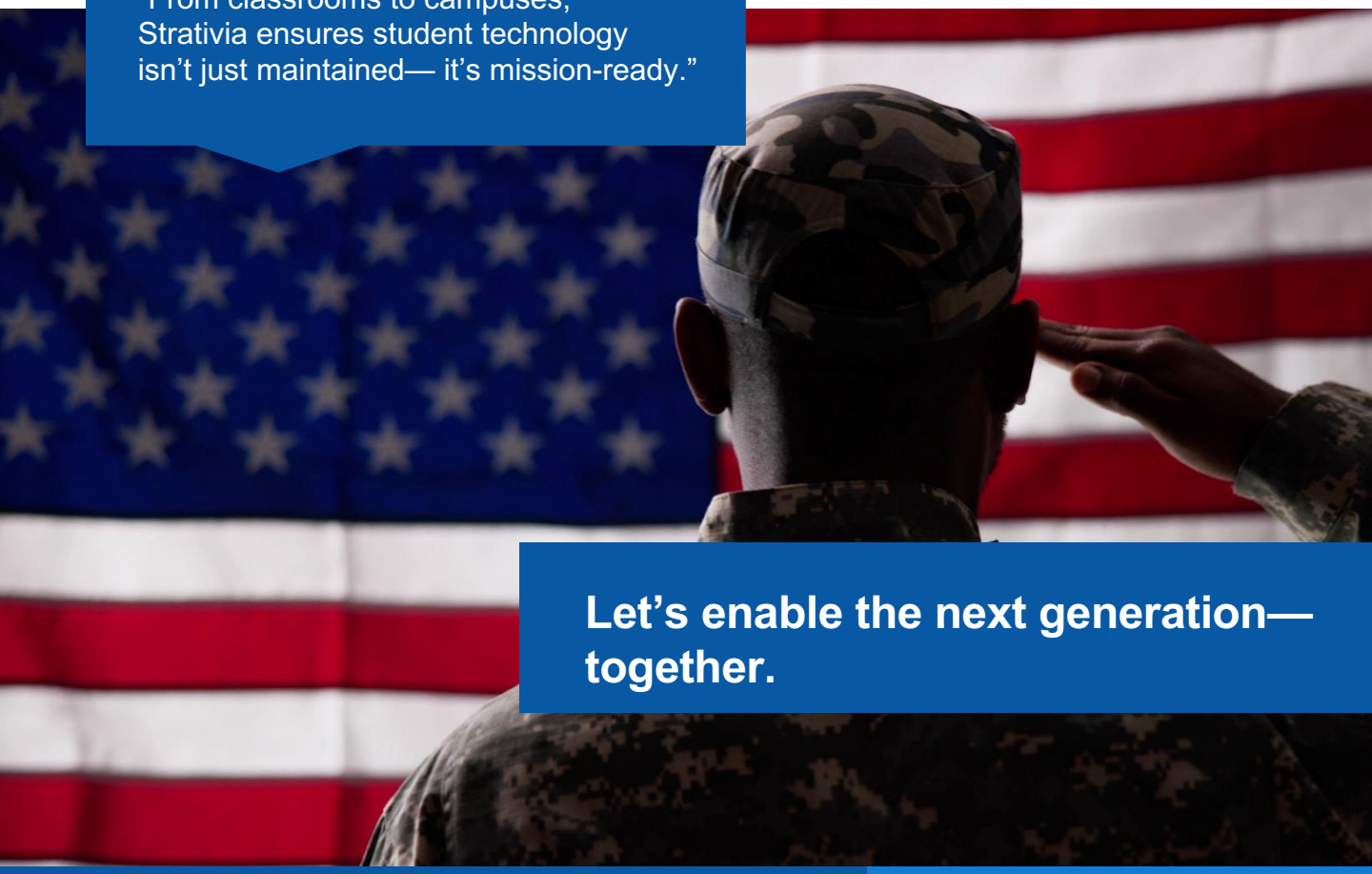

Let's enable the next generation—together.

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