

# Mission-critical IT operations and modernization support for NOAA

*Ensuring 24x7x365 delivery of satellite data to the National Weather Service*









Maximus provides comprehensive support for continuous satellite, product, and services operations at sites managed by NOAA's Office of Satellite and Product Operations (OSPO) and Office of Satellite Ground Services (OSGS). From program management to systems engineering to operations and maintenance,

our team is dedicated to supporting the systems that ingest, process, and distribute National Environmental Satellite, Data, and Information Service (NESDIS) data.

**What does this mean?** We maintain and sustain operational readiness and uninterrupted availability of Satellite Data Products to NESDIS data consumers.

## We are the primary operational support partner for the NOAA Satellite Operations Facility.

OPERATIONS AND MAINTENANCE			OPERATIONS	ANALYSIS, MONITORING & SUPPORT	
 <p><b>Geostationary Operational Environmental Satellite system (GOES)</b> provides science and weather intelligence for timely emergency preparation and response to protect life and property and enhance the national economy. *</p>	 <p><b>NOAA Jason Ground System (NJGS)</b> observes and downlinks ocean surface topography measurements for scientific and environmental analysis. **</p>	 <p><b>Polar Operational Environmental Satellite system (POES)</b> provides data that supports a broad range of environmental monitoring applications including weather analysis and forecasting, climate research and prediction, sea surface temperatures, forest fire detection, and more. °</p>	 <p><b>Environmental Satellite Processing Center (ESPC)</b> provides the ingest, processing, and distribution data production pipeline for real-time and non-real-time domestic and international partners and the general public. ^</p>	 <p><b>Satellite Acquisition Branch (SAB)</b> monitors 24x7x365 data acquisition feeds and analyzes remote-sensing satellite and external auxiliary data products to provide mission-critical interpretive analysis support to domestic and international partners.</p>	 <p><b>Operations Help Desk</b> provides 24x7x365 mission-critical services that monitor the health and safety of the satellite ingest, processing, and distribution pipeline and provide integral end-user support by fielding operational issues including outages.</p>

\* [ospo.noaa.gov/Operations/GOES/](https://ospo.noaa.gov/Operations/GOES/) | ° [ospo.noaa.gov/Operations/POES/](https://ospo.noaa.gov/Operations/POES/) | \*\* [nesdis.noaa.gov/content/jason-3-continuing-decades-ocean-surface-measurements-expanded-version](https://nesdis.noaa.gov/content/jason-3-continuing-decades-ocean-surface-measurements-expanded-version) | ^ [nesdis.noaa.gov/OSGS/sustain.html](https://nesdis.noaa.gov/OSGS/sustain.html)

We are proud to support NOAA in its mission to understand and predict changes in climate, weather, oceans, and coasts, and to enable the protection of American lives, property, and the economy.

Maximus provides a broad range of IT services to NOAA under the Satellite Mission Operations and Maintenance Support (SMOMS) Program:

- Asset/inventory management
- Contingency operations
- Enterprise management services
- Enterprise systems management
- Hardware maintenance
- Interpretive analyses
- IT security
- Monitoring and notification services
- Network management
- Network capacity management
- Procurement
- Software maintenance
- System administration
- Systems modernization
- Technical documentation
- Transition to operations (T2O) support
- Unique product integration deployment

## SUCCESS IN ACTION

### A satellite mission operations and maintenance support partner today and in the future



**Program Management:** Our efficient approach is firmly based on established methodologies and processes.



**Systems Engineering:** Our approach comprehensively supports all satellite mission operations support and maintenance task areas using mature, repeatable processes.



**Operations and Maintenance:** Our approach, tailored to core OSPO mission elements, leverages mature IT Service Management capabilities to support flight operations with 24x7x365 coverage.

Our expertise in managing and maintaining legacy systems and our experience in support of the deployment of new systems makes us mission-critical to NOAA's satellite operations success.

### Accreditations and Certifications

- ISO 9001:2015
- ISO 20000:2018
- ISO 27001:2013



### Contract Vehicles



*NESDIS satellites do more than just produce incredible images; data produced by NESDIS is used to track wildlife, forecast the weather, monitor global chlorophyll concentration, create digital elevation models of potential storm surge impacts, and more.*

Maximus is dedicated to *Helping Government Serve the People*®. For decades, we have helped federal agencies run large, complex programs by leveraging the right people, process, and technology to deliver a full life cycle of services for mission success.