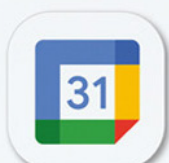




Gmail



Google
Calendar



Google
Drive



Google
Docs



Google
Meet

Google

Google Workspace

Google Workspace

Transforming Your Organization with Google Workspace

“ManTech’s Proven Here First” Insights

A ManTech White Paper



INTRODUCTION

ManTech has transitioned our company to Google Workspace, a strategic change that will benefit our company and all customers who follow suit to achieve the benefits of a vital technology change that delivers digital transformation for the enterprise. This paper shares some of the key frameworks used in our evaluation, execution, and implementation of Google Workspace.

Why ManTech

As an experienced IT, high-end cyber, and engineering partner to the federal government for more than 54 years, ManTech has made the necessary corporate investments to evaluate, test, and deploy Google Workspace for its own employees and customers. ManTech supports U.S. government customers in many countries.

ManTech is the first federal systems integrator to move into Google Workspace. We started small — with less than 100 Workspace licenses set up in a separate internal network. We ran this pilot for 18 months to verify that we could transition smoothly before implementing more broadly or recommending Google Workspace to our customers. ManTech’s “Proven Here First” approach gives us firsthand knowledge of the digital solutions we deliver to our customers, ensuring that we bring the best options to their environments. ManTech recognizes that each federal entity has unique needs and our expertise enables us to deliver custom-tailored solutions that cater to each agency.



Why Google Workspace?

Google Workspace provides a rich variety of solutions and an integrated stack of productivity tools (e.g., email, chat, video, files) which uniformly advance IT and communications for each agency and help ensure interoperability between diverse agencies that are tasked with integral goals and agendas in a secure environment. There are five main reasons for transitioning to Google Workspace: Digital IT transformation through cloud adoption, cost, security, innovation, and new generation ease of use.

Digital Transformation Through Cloud Adoption

Google cloud adoption will improve the efficiency of organizations through the digital transformation of legacy processes, including change management. ManTech has successfully implemented cloud solutions for government customers for years, and now, partnered with Google, we can leverage this experience to enhance the Google Cloud Adoption Framework.

This framework defines the key characteristics of different levels of adoption, known as the Cloud Maturity Scale, which provides the basis for an articulation of the changing employee experience. There is no one-size-fits-all answer on how your organization should design its future state and manage its transformation journey. Every organization has its own unique considerations that determine its specific cloud adoption, and ManTech brings deep knowledge, understanding, and expertise across dozens of Intelligence Community, Department of Defense (DoD), and federal civilian customers to make this happen.

Cost

Implementing Google Workspace will save ManTech millions of dollars in both license costs and total cost of ownership. With other platforms, you pay licenses for each instance of an application or account for a user. With Workspace, the model is a fixed price per user, so you only pay one price per user. Google Workspace also offers unlimited storage and business applications, and saves you significant money by removing duplicate or superfluous subscriptions for collaboration platforms such as Dropbox or anti-spam software.

You will save in many other ways. For example, you will not need to develop a customized training program for your enterprise — we routinely do this for our customers and can adapt very quickly to your organization's unique circumstances. Nor will you need to recruit special staff to plan or design Workspace. ManTech already has this staff and experience.

ManTech Security

The government manages risk in its networks by thoroughly evaluating the security controls for all federal IT systems via the Authorization to Operate (ATO) process. To be granted an ATO, a system must be properly configured to meet the mandatory security control requirements. ManTech systems engineers and architects are well versed in all the regulations, processes and requirements necessary for a system to receive an ATO from the government.

As a contractor in the National Industrial Security Program (NISP), ManTech entered into an agreement with the DoD and other entities of the U.S. government to safeguard all classified information entrusted to our care. ManTech's Security Team developed policies and procedures to ensure compliance with the requirements of NISP and other federal directives. Our goal is to provide a mission-focused environment that meets U.S. government standards for the protection of classified information released or disclosed to our company.

ManTech vigorously defends against IT security lapses. Robust, comprehensive security of networks and software is fundamental to our entire operation. We continually monitor and defend against and defeat attacks from adversaries because protecting our assets, people and reputation is central to our existence. Early in the evolution of the global IT and networking environment, ManTech envisioned, developed, and implemented cloud-separate, segmented networks.

Google Security

Concurrent with ManTech's partnership, Google has embraced federal regulatory compliance needs and requirements at world scale for their cloud solution.

Google Workspace maintains a FedRAMP high authorization and has built-in security controls and features that support compliance with FedRAMP high security controls. For a FedRAMP high environment, Google provides resource documentation and mappings for certain frameworks where formal certifications or attestations might not be required or applied, as well as products and services that assist in ensuring compliance with numerous industry-specific requirements such as the Payment Card Industry Data Security Standard (PCI DSS). Google ensures that the physical infrastructure and corresponding services support compliance with FedRAMP high requirements and provides recommendations on how customers can ensure that anything built in the cloud is compliant. Google supports compliance efforts by providing the same set of security products and capabilities used internally to protect its own infrastructure. Of note, Google Workspace also holds DoD Impact Level 4 (IL4) authorization, which covers controlled unclassified information (CUI), non-CUI information, non-critical mission information and non-national security systems.

Google's IP data network consists of its own fiber, public fiber and undersea cables, enabling delivery of highly available and low latency services across the globe. Google's global network limits the number of hops across the public Internet, improving the security of data in transit. Defense in depth starts with industry-standard firewalls and access control lists (ACLs) to enforce network segregation. All traffic routed through custom Google Front End (GFE) servers detects and stops malicious requests and Distributed Denial of Service (DDoS) attacks.

Customers can control access to data and services on Google Workspace to protect data in accordance with their organization's desired configuration. Role-based access controls enable customers to appoint users as

administrators, granting them the ability to access and perform certain tasks in the Google Workspace Admin console. For example, a user can be designated as a super administrator who can perform all tasks in the Admin console; or an administrator can be restricted to only performing certain tasks such as creating groups, managing service settings, or resetting user passwords.

Innovation

In any development or implementation, there is a “give and take” between establishing processes around new or existing products and developing or upgrading the products themselves. This give and take involves staff, resources and time. Outsourcing this phase of development to ManTech significantly cuts the cost and time of this process. ManTech employees dedicated to Google Workspace have mastered the training, pilot and implementation and have proven Workspace a success on our own IT infrastructure. With our experience in FedRAMP requirements, we can significantly shorten Workspace implementation time.

Successful Research Development Test and Evaluation (RDT&E) requires a partner with a realistic, innovative, and scalable approach. ManTech’s approach drives innovation and advancement through RDT&E in advancing computing systems and architectures, while providing meaningful and accurate deliverables and disruptive solutions for challenging mission problems.

ManTech’s Innovation and Capabilities organization (ICO) embodies this commitment. At ICO more than 100 engineers manage a multimillion-dollar suite of innovation programs supporting dozens of technology projects focused on our customers’ most complex mission-critical needs. Our investment, which includes internally funded studies and research partnerships with our government clients, enhances ManTech’s technical offerings.

To top it off, ManTech ICO partners with 80 industry leaders in AI/Machine Learning, cloud, and high-performance computing: Amazon, C3.ai, Cisco, Cloudera, Cloudhedge, CrowdStrike, Dataiku, Elastic, Google, Hewlett Packard, IBM, RSA, Symantec and VMWare. We also conduct formal participatory research partnerships with Purdue University’s CERIAS, George Mason University’s Quantum Science and Engineering Center and Virginia Tech’s Hume Center for National Security and Technology.

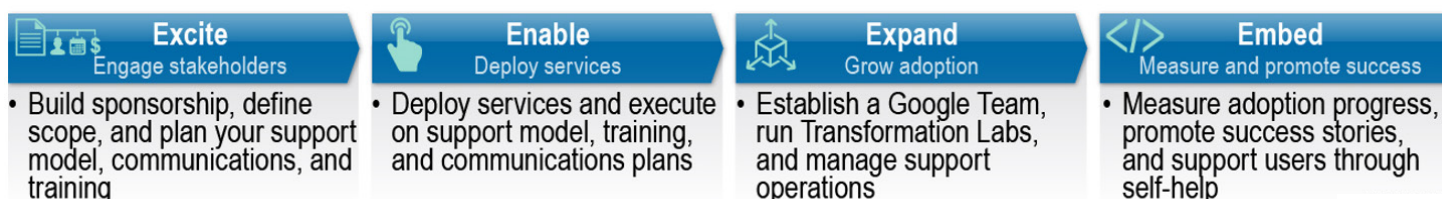
ICO engineers and researchers offer this same level of consultation and collaboration for Workspace implementations at no additional cost to the customer.

New Generation Ease of Use

As we move into the future, it is increasingly important to use technology and solutions recognized by younger generations. Of the global population, millennials account for 23 percent (1.8 billion people) and Gen Z for 30 percent (2 billion people) with trillions of dollars in annual purchasing power. Millennials and Gen Z want fast, connected experiences and seamless interaction between online and offline worlds. These generations have been using Google Workspace applications throughout their student life and will bring this familiarity and expertise with them as they join the workforce.

Implementing Workspace in a Multi-Vendor Environment

ManTech has extensive experience coordinating the disparate elements typical of a multi-vendor environment – and the tools and personnel to streamline the path to Workspace implementation. Our “plug and play” approach to Workspace implementation ensures a smooth transition from legacy platforms, maximizes adoption of the new features and benefits, mitigates risk and measures success and improvement.



ManTech's experience migrating data for multiple customers in multiple vendor settings allows us to seamlessly integrate your implementation teams to move from any platform to Workspace. We can help provide context for the decisions you will need to make and provide data to support your management team. Our delivery organization monitors key performance indicators (KPIs) and service level agreements (SLAs) to ensure that nothing goes off track.

Workspace Lessons Learned at ManTech

Your Workspace journey should start with a pilot that sets specific business and technical goals in achieving ROI, and gives you the opportunity to learn and become comfortable with Workspace. During the pilot be sure to analyze your progress in meeting these goals, and conduct an inventory to find any redundancies. Throughout this process, build the vision of how Workspace can serve your needs and support your customers' missions. Present your ROI to management, then proceed with change management.

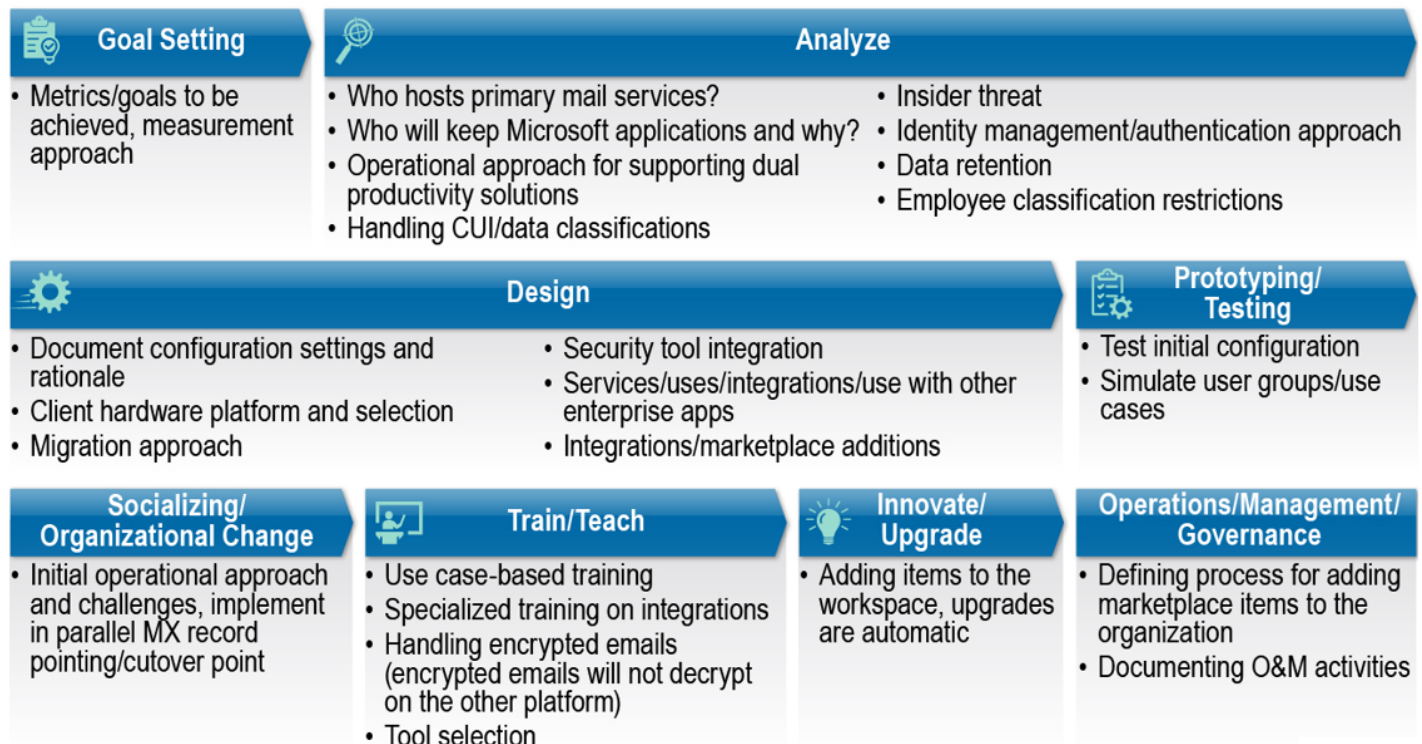
We learned many lessons in implementing Workspace.

First, from the end user perspective, while new generation adoption is certainly important, understand that many people like Google because they already use it residentially. They're not just your next generation workforce – they are very likely an important group in your current workforce. As a result, training and edge management may be less than you think.

Second, learn to operate in a hybrid, collaborative environment. That doesn't mean you have to be "all Google," but rather that you're using Google where it works best for you, leveraging Workspace as a premium collaboration tool.

Third, on the infrastructure side, embrace this integral concept: "built in and for the cloud." Reason: As AI is accentuating, the whole "lift & shift to the cloud" approach doesn't work all that well. Workspace is fully cloud-based, fully interoperable with other apps and comes with extra benefits: Zero Trust configuration, and natural data loss prevention.

Finally, remember that Google has been doing AI for years – since 2014, to be precise. With Google Workspace you have a clear generative AI roadmap that takes you to the future of work.



Change Management

To facilitate and ensure a smooth Workspace transition, Google uses a Practice Lead, Change Manager, and Project Manager – all focused on customer success and satisfaction – to lead change management activities. Change Management is centered on four pillars: **Sponsorship**, **Organizational Analysis**, **Communications**, and **Training**.

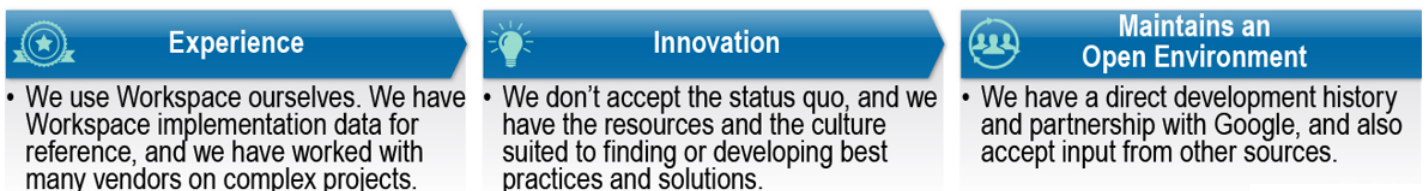


Following successful Workspace deployment, Google provides a **Post-Deployment Customer Success Handbook** that includes customer check-in's at a frequency dependent on customer size and quarterly business reviews (QBRs).

Don't Wait – Go to Google Workspace Now

Implementing true digital transformation in a multi-vendor environment can be complex, requiring extensive experience in coordinating different elements and ensuring smooth transitions. With our experience in Google Workplace, ManTech streamlines the process to minimize resistance, maximize new feature adoption and ensure operational continuity. We do this end-to-end, engaging all stakeholders, deploying services, expanding adoption and measuring success. We do it methodically via a pilot program and a phased rollout to the rest of the organization. Our experience with implementations guides goal setting, analysis, design, prototyping/testing and change management.

As a Workspace implementation partner, ManTech brings the following strengths:



ManTech's partnership with Google, coupled with their innovative approach and focus on security, makes ManTech a reliable partner for Workspace implementation in multi-vendor environments.

In business more than 55 years, ManTech excels in cognitive cyber, AI, data collection & analytics, enterprise IT, systems engineering and software application development solutions that support national and homeland security.

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ManTech