

Partner in Technology Solutions

## BUSINESS DETAILS

- SBA Certified WOSB & EDWOSB
  - Minority Owned Business
  - UEI:625018861
  - Cage Code:6FYA6
- Contracting Vehicles**
- 8a STARS III
  - FAA eFAST
  - ITES-3S (Sub)

## NAICS:

518210: Data Processing, Hosting...  
541511: Custom Computer Programming  
541512: Computer Systems Design  
541513: Computer Facilities Management  
541519: Other Computer Related Services  
541611: Administrative Management...  
541612: Human Resource Consulting  
541618: Other Management Consulting  
561410: Document Preparation Services  
611420: Computer Training  
611430: Professional and Management Development Training

## Contact Us:

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At **BI FACT LLC (BIFACT)**, we offer a comprehensive range of **ServiceNow-based solutions** designed to help organizations streamline their operations, improve service delivery, and drive business transformation. Our expertise spans **custom application development**, platform configurations, and end-to-end implementations across ITSM, ITOM, HRSD, and more. We also specialize in delivering **tailored solutions** such as **Procurement Action & Workload Management (PAWM)** to meet the unique business needs of our clients.

We follow **best practices** to ensure that our solutions are **scalable, maintainable, and efficient**, leveraging ServiceNow's powerful no-code and low-code capabilities.

### Custom Application Development

We have over 6 years of experience in developing custom ServiceNow applications that address complex business challenges. Our team has delivered tailored solutions such as:

- **ANC Resource Tool (ART):** A comprehensive solution for **budget and resource management**. This tool helps organizations manage budget allocation, track resource utilization, and optimize financial planning.
- **Procurement Action and Workload Management (PAWM):** A cloud-based solution that streamlines the **federal acquisition lifecycle**, allowing contracting agencies to track procurement actions and manage workload distribution throughout the acquisition process.
- **Human Resource Recruitment and Hiring (HR2H):** This solution **automates recruitment and pre-onboarding** processes for federal job applicants, improving the speed and efficiency of hiring.

We use ServiceNow's **no-code/low-code capabilities**—such as UI policies, **Flow Designer**, and **Integration Hub**—to create tailored applications that are efficient and scalable, minimizing **technical debt** and reducing the complexity of future upgrades.

### Service Portal Development

Our team specializes in developing custom **ServiceNow portals** that provide a seamless user experience for your teams. Examples of our work include:

- **PAWM Portal:** A custom portal designed for **procurement professionals** to manage procurement actions, workload distribution, and reporting.
- **HR2H Portal:** A portal that allows federal job applicants to manage the recruitment and pre-onboarding process from a single interface.

By leveraging **best practices** in customization, we ensure the portals provide robust features, such as record creation, search functionality, knowledge bases, and real-time reporting, while also reflecting your organization's brand and culture.

### Widget Development

We develop highly customized widgets to enhance the functionality of your ServiceNow portals. Our team uses **AngularJS** and **ServiceNow's API** to create interactive, data-driven widgets. For example:

- **Custom Form Widget for PAWM:** A widget that displays related procurement tasks in a tabbed format within the **PAWM** portal.

- **HR2H Recruitment Widget:** A widget that displays the current status of job applicants in the recruitment process, including milestones such as interview scheduling and document submission.

These widgets are built following **ServiceNow's best practices**, ensuring they're maintainable, scalable, and easy to integrate with other parts of the ServiceNow platform.

#### Database Design & Management

Our team designs **efficient data models** and tables to support custom applications on the ServiceNow platform. We ensure that each data model is scalable, maintainable, and optimized for performance. For example:

- In the **PAWM application**, we designed a data model that tracks procurement milestones, stages, and tasks across various phases of the acquisition lifecycle. This design ensures seamless data management and reporting.

We follow **CSDM guidelines** for service modeling, ensuring compatibility with **CMDB** and optimal use of base system tables. We also utilize techniques such as data normalization, indexing, and optimized data types to ensure high-performance data retrieval and storage.

#### Flow & Workflow Development

We develop **flows** and **workflows** to automate business processes, improving efficiency and reducing manual effort. Examples include:

- **PAWM Flow:** A flow that automates the movement of procurement actions through various stages, including approval requests, data updates, and task notifications. For instance, when a planned action transitions to a procurement action, our flow automates the approval notification, data copying, and stakeholder notifications.
- **HR2H Workflow:** A workflow that automates the recruitment pipeline, ensuring that all candidates complete required steps before advancing to the next stage.

Using **Flow Designer** and **Workflow Editor**, we follow best practices to ensure that all flows and workflows are efficient, easy to maintain, and scalable.

#### Server-Side & Client-Side Development

We offer **server-side development** using **business rules**, **script includes**, and **UI actions** to automate backend processes. For example:

- In **PAWM**, we've implemented **business rules** to trigger actions based on procurement data changes, such as updating related tables or sending notifications to stakeholders.
- We have also developed **script includes** to handle reusable logic, such as calculating budget adjustments or updating procurement action statuses.

On the **client-side**, we build **UI policies**, **client scripts**, and **UI scripts** to enhance the user experience. For example:

- **Client-side validation** in the **HR2H application** ensures that user inputs (e.g., candidate information) are correct before submission, providing instant feedback to users.

#### Notification & Email Template Development

Our team creates customizable **notification templates** to keep stakeholders informed of key updates. Examples include:

- **ART Notification Template:** Custom notifications that alert project managers when resource allocations exceed budget thresholds.
- **PAWM Notification Template:** Automatic email alerts notifying contracting officers about procurement action approvals or rejections.

We ensure that all templates are tailored to match your organization's branding and communication needs while ensuring key actions and milestones are communicated efficiently.

#### System Administration & Maintenance

Our **System Administrators** ensure that your ServiceNow instance operates smoothly. We provide ongoing support, including:

- **Security management:** Configuring **Access Control Lists (ACLs)** to protect sensitive data in applications like **PAWM** and **HR2H**.
- **Performance monitoring:** Regular checks to maintain optimal system performance.
- **Update management:** Deploying update sets and ensuring that new functionalities are seamlessly integrated into the platform.

We also manage **user access, roles, and multi-factor authentication (MFA)** to enhance security and compliance across the platform.

#### Agile Software Delivery

We use the **Scaled Agile Framework (SAFe)** to deliver ServiceNow solutions in **2–4-week sprints**, ensuring regular progress updates and feedback loops. Key activities include:

- **Sprint Planning:** Defining user stories and setting sprint goals, such as creating a custom notification system for **ART** or developing a workflow for **PAWM**.
- **Sprint Demo:** At the end of each sprint, we demonstrate the progress, such as a new **PAWM approval workflow** or a custom **HR2H form** to stakeholders for review and feedback.

This approach ensures we deliver high-quality features in each sprint, while maintaining close collaboration with clients to meet evolving needs.

#### Certified Staff

BIFACT's team consists of highly skilled professionals with a range of **ServiceNow certifications** and specialized expertise, including:

- **Certified ServiceNow Application Developers**
- **Certified ITSM Implementers**
- **Certified Architects**
- **PMP-certified Project Managers**

Our certified staff ensures that all ServiceNow projects are executed with the highest standards of quality, efficiency, and best practices.