

Digital Service Innovation Center



The Digital Service Innovation Center identifies and captures mission value for our customers through modern software development practices and technologies. It is the home of the Agile Software Development, DevOps, and User Experience (UX) Practices at Salient CRGT.

Digital transformation is the next wave of intelligent, user centric, responsive, and enabling technological advancement in both commercial and government organizations. Computing power is now available at user's finger-tips, it is mobile, and it is deeply connected to data and internet resources. It is no longer sufficient to convert paper processes to PDF forms, or to provide static print-ready reports. Digital users are mobile and expect systems to be smart and aware of context. All of this leads to new approaches to software design, development, and delivery.

Unparalleled Commitment to Results

Salient CRGT not only recognizes these trends but embraces them by investing in the Digital Service Innovation Center. The center provides leadership to the company as we address the changing needs of our customers.

Agile, DevOps, and UX Practices

Housed in the Digital Service Innovation Center are three practices. These three pillars of modern digital software support a culture of innovation, transparency, and growth for the company while delivering the highest value to our customers.

- ▶ **Agile Software Development Practice**—Innovates in modern software solutions through our Agile Software Development Practice
- ▶ **DevOps Practice**—Drives Agile software development automation including a DevOps Toolkit that enables customers to be up and running in weeks not years
- ▶ **User Experience (UX) Practice**—Innovates user experience design (UX) for our customers ensuring effective applications and high user adoption

Benefits for Our Customers

Our mission is to engage with our customers to identify and solve their biggest digital transformation and modernization problems. We also engage across Salient CRGT to bring best practices, training, and innovation (such as hackathons and our annual Innovation Challenge) to our business unit staff, preparing them to excel in delivering mission value to their customer programs.



Thought Leader

Neal Smith is a proven leader and innovator and has the essential knowledge and experience to successfully build and

deliver the needed services of Agile Software Development, DevOps, UI/UX (Design Thinking), Business Process Management, and Organizational Change Management.

Neal has been highly engaged in the transformation process moving into a Digital Services focus and has contributed greatly in the efforts to formulate the current strategy and direction.

He is responsible for the creation and service delivery of our UI/UX Practice and has been instrumental in the visioning, development and implementation of the Salient CRGT DevOps toolkit.

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Our Salient CRGT User Experience (UX) team has seen many of these older systems and the lessons are clear: often with just a small investment, significant benefits can be achieved.

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—Neal Smith

American Security Today, Small Tweaks Can Result in Big Savings for Government Health Data