



**REACH PEAK
PRODUCTIVITY AND
PERFORMANCE**

- ◆ Government Training Solutions
- ◆ Technology-Enabled Media Solutions
- ◆ Federal Human Resources Solutions
- ◆ On-Site Staffing Solutions

Government agencies and commercial businesses face similar productivity issues—for peak performance workers need highly specialized knowledge, appropriate skills, and timely information. Star Mountain's extensive custom training, human resources management, information technology, and on-site staffing solutions help you turn these performance challenges into growth opportunities.

Providing solutions to meet your needs:

- ◆ Custom designed and developed training (web-based, instructor-led, computer-based, and video-based) on any subject, in any language, adhering to industry standards
- ◆ Human resources management, outsourcing, training, conferences, and publications
- ◆ Organizational performance consulting
- ◆ Web-enabled databases and web portals
- ◆ 3D animations and simulations
- ◆ Tailored learning management systems (LMS)
- ◆ On-site staffing

Star Mountain stands for exceptional quality, reasonable pricing, and unsurpassed customer service. Each of our divisions—Government Training Solutions, *StarMedia*,

FPMI, and Star Digital—evolved separately over the past two decades along complementary business lines. Yet, each division has built its own strong reputation on these same cornerstones. Today, thousands of successful government and commercial projects later, these combined companies are highly regarded for their high-quality, best-value work and for serving each client as though it was our only client.

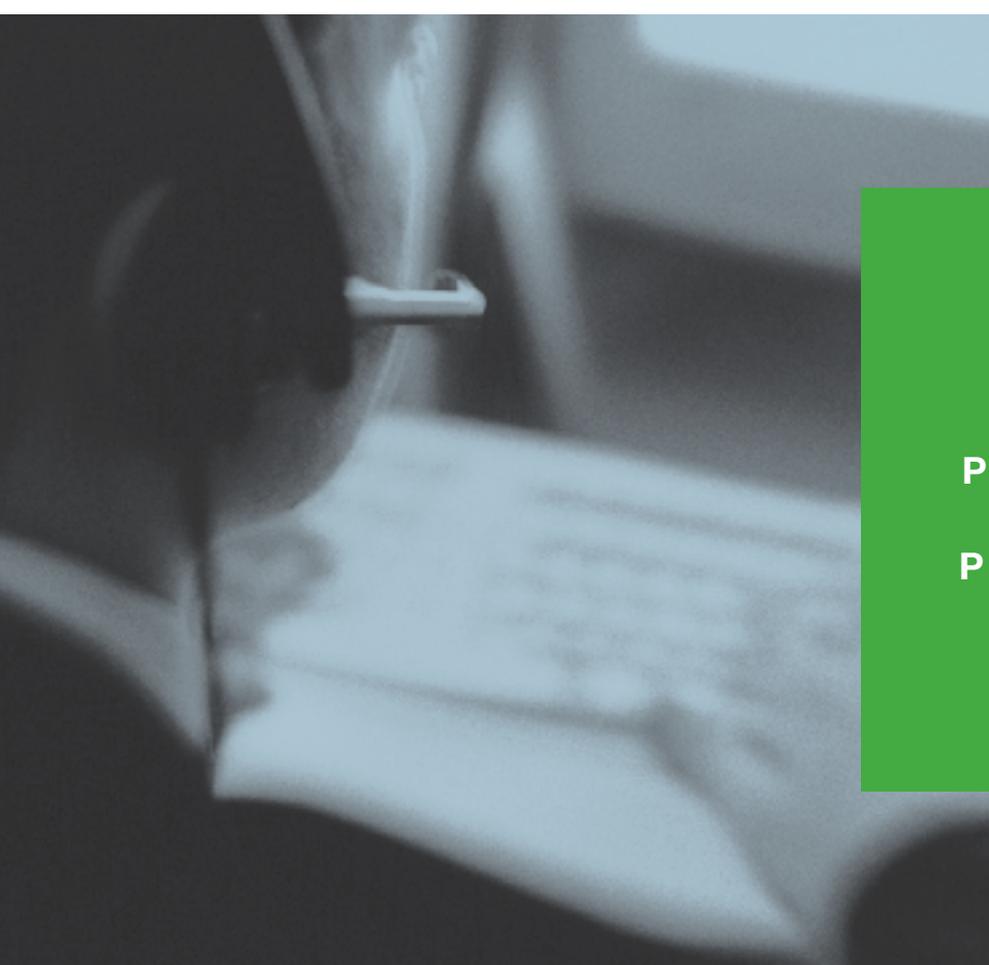
Our divisions' capabilities complement each other so that we can provide a robust range of productivity and performance solutions to meet your specific needs. We utilize human and technical resources from across all our divisions to build the most appropriate team for your project. Plus, if you're a federal customer, you can access our services quickly and economically using any of our numerous contract vehicles, including GSA MOBIS, IT, and HR/EEO, FBA Global, and OPM TMA.

Star Mountain is here by your side, exceeding your expectations and earning your trust. We value our customers, we understand your needs, and we are here to help.

Discover the Star Mountain difference—contact us today for a free estimate.

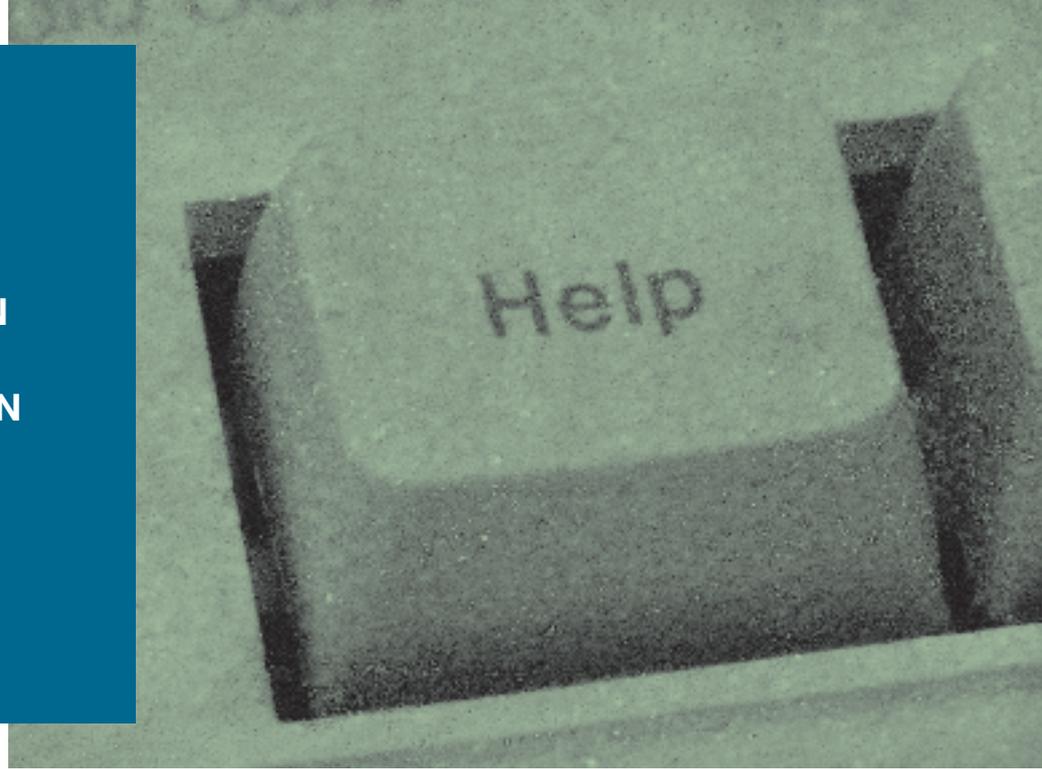
For more information:

- ◆ Call 703.960.7000
- ◆ Email contactus@starmountain.com
- ◆ Visit us at www.starmountain.com



**IMPROVING
PRODUCTIVITY
AND
PERFORMANCE**

HOW CAN STAR MOUNTAIN HELP?



STAR MOUNTAIN DIVISIONS

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Government Training Solutions

Custom Performance Solutions

- ◆ Evaluates client's specific needs and assigns appropriate talent to ensure success
- ◆ Applies the instructional systems design (ISD) model to produce successful training projects
- ◆ Adheres to industry standards for training (508 Compliance, SCORM, Adult Learning Theory)
- ◆ Delivers customer-specific training in any format (web-based, instructor-led, computer-based, or video-based)

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StarMedia

Technology-Enabled Media Solutions

- ◆ Develops and hosts computer-, web-, and simulation-based training
- ◆ Designs high-end 3D simulations and animations
- ◆ Ports legacy databases to web-enabled solutions
- ◆ Employs industry-leading quality and configuration management practices
- ◆ Provides complete technology support services

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FPMI

Federal Human Resources Solutions

- ◆ Consults on employee and labor relations, ADR, EEO, and performance management
- ◆ Outsources human resources functions
- ◆ Designs and implements career management and disability management systems
- ◆ Provides classroom and Internet-based training on federal HR subjects
- ◆ Hosts conferences on key HR topics

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Star Digital

On-Site Staffing Solutions

- ◆ Augments on-site personnel with contract employees
- ◆ Transitions contract employees to full-time positions without a fee

GOVERNMENT TRAINING SOLUTIONS

Star Mountain's Government Training Solutions division designs and develops customized training programs tailored to your unique needs. By organizing the appropriate information into a formal training program, your employees gain the knowledge, skills, and understanding they need to improve performance.

We have developed thousands of training solutions in numerous subject areas, including:

- ◆ Aviation and transportation
- ◆ Humanitarian demining
- ◆ Management, human resources, purchasing, and acquisition
- ◆ Information technology
- ◆ Law enforcement and security
- ◆ Medical, ambulance, and air evacuation care
- ◆ Biological and chemical warfare

Working with the instructional systems design (ISD) model and subject matter experts (SMEs), Government Training Solutions builds training programs that meet your specific requirements. Using the ISD model and methodology as a standard across the organization enables repeatable processes, clearly defines customer requirements, greatly reduces risk, and ensures quality products.

Once training objectives have been determined, we use a combination of surveys, document reviews, focus groups, and workforce experience to collect data for curriculum development. Our ISD experts analyze the information and work with SMEs to deliver practical, cost-effective solutions. The information is then used to develop performance-based training objectives, application-level sequenced material, evaluation methods, templates, and style guides.



CUSTOM PERFORMANCE SOLUTIONS

Find a training program that works for you:

- ◆ **Instructor-led Courses**—Traditional instructor-led program materials include an instructor guide, participant manuals, exams, support materials, and visuals. We have developed more than 140 traditional classroom-based, instructor-led training courses, which allow students to be actively involved in the learning process by sharing their experiences with each other.
- ◆ **Web-based Training**—Training programs are delivered through the Internet or your intranet and are easily accessed through your desktop or laptop computer. We have developed more than 750 hours of interactive and lecture-based WBT, all of which adhere to Section 508 compliance standards.
- ◆ **Interactive Multimedia Instruction**—Multimedia formats are a self-paced, interactive learning environment with graphics, animations, photographs, text, and audio. Computer-based training can also incorporate virtual reality, expert systems, and databases. We have developed more than 2,350 hours of CBT using industry-standard tools like Authorware® and Dreamweaver® with CourseBuilder.
- ◆ **Video-based Training**—Our ability to shoot new footage or utilize any source material provided allows us to deliver current, high-quality training products on videotape, DVD, or CD-ROM. Our production capabilities include script development, shooting, editing, and post-production. We have produced more than 90 projects, including a number of award-winning videos.

For custom performance solutions, contact:

Star Mountain
Government Training Solutions
1101 King Street, Suite 500
Alexandria, VA 22314-2944
703.960.7000
contactus@starmountain.com
www.starmountain.com



TECHNOLOGY-ENABLED MEDIA SOLUTIONS

STARMEDIA

If you need technology-based instruction and support services, Star Mountain's *StarMedia* division can help. Our technology-based instruction includes computer-, web-, and simulation-based training, and computer-aided instruction. Technology-based instruction means that materials are current, cost-effective, and can be delivered anytime, anywhere.

StarMedia has developed nearly 10,000 hours of conventional and technology-based courseware, as well as electronic schoolhouse architectures. Our team consists of training analysts, instructional designers, subject matter experts, graphic artists, and programmers who handle every aspect of developing training solutions. We have the experience and capabilities to develop training programs that are compliant with standards including SCORM, AICC, and Section 508 of the Rehabilitation Act of 1998. We can also customize your existing courseware to comply with these or other regulations based on your requirements.

We offer a number of support services, which can either be separate or embedded into training programs:

- ◆ 2D/3D graphics and animations
- ◆ Website design and implementation
- ◆ Media production
- ◆ Quality assurance
- ◆ Configuration management
- ◆ Programming
- ◆ Electronic classroom design and implementation
- ◆ Documentation

StarMedia also offers needs assessment, design, processes and standards, and formative and summative evaluations. The instructional systems design (ISD) model ensures successful and effective training of your staff. Our products range from print materials to simulation-based courseware delivered across the Internet.

We also create web-enabled solutions for legacy systems. We can convert traditional Windows applications to web-based systems that connect directly to a database backend. Or we can implement a custom development system to merge data and program logic and publish web pages that require no server-side resources other than a standard HTTP delivery mechanism.

Our formal quality and configuration management processes employ industry-leading practices. These processes ensure that quality checks are performed at the lowest level and that all assets and source files are configured correctly, tracked, and checked for quality before they are delivered to you.

StarMedia is a recognized industry leader. As the winner of the Boeing Silver Supplier Status Award, we understand the importance of knowledgeable resources and state-of-the-art products and training. Whatever your need and technological requirement, *StarMedia* will develop the training and materials to address your challenges.

For technology-enabled media solutions, contact:

StarMedia
12051 Corporate Boulevard
Orlando, FL 32817-1450
407.249.1990
info@media.starmountain.com
www.starmediatraining.com

FEDERAL HUMAN RESOURCES SOLUTIONS

FPMI

For federal government human resources-related technical assistance, training, workforce development, conferences, and publications, turn to Star Mountain's FPMI division. Our products and services are available to federal customers through several in-place government-wide contracts, including GSA's Federal Supply Schedule, the Department of Treasury's FedSource, the Department of Transportation, and FedLink.

FPMI's Technical Services Program is an easily accessible, comprehensive solution for all your human resource needs. From labor relations to position classification, we work with you to either outsource projects or handle the majority of your HR requirements. With an extensive network of consultants, FPMI provides expert consulting and technical assistance services in all aspects of human resources, management, and EEO.

We are also widely known for our federal government HR training, which we deliver in a variety of ways:

- ◆ Live, instructor-led courses
- ◆ Internet-based training
- ◆ Publications
- ◆ Video

Our off-the-shelf training packages cover virtually every human resource, management, and related topic, and we can tailor these seminars to your agency's specific challenges. Offerings include nationally hosted open-enrollment seminars, as well as tailored, regional small-group training sessions. We team with your employee development specialists to design the best solution to match your agency's priorities and resources.

Our Workforce Development Program provides comprehensive services for organizations in the process of downsizing and reorganizing, as well as services to maximize employee performance. We provide agencies with a full spectrum of human resource development, career management, disability management, outplacement, personnel management evaluation, and employee assistance programs services.

We are known as the "HR Event Experts" throughout the federal sector because we conduct numerous cutting-edge, informative conferences each year. We have hosted more than 100 events ranging in length from several hours to several days. We listen to our customers and closely monitor trends so that each FPMI conference is a valuable experience. We also plan and facilitate conferences on behalf of federal agencies.

FPMI also produces quality books and newsletters focused on human resources management and supervision. We specialize in providing step-by-step, how-to guides for federal managers and supervisors in a number of areas, including:

- ◆ Human resources
- ◆ Personnel management
- ◆ Labor relations
- ◆ EEO and diversity
- ◆ Alternative dispute resolution
- ◆ Employee relations
- ◆ Interest-based negotiating
- ◆ Supervision

Our HR knowledge is trusted and respected, no matter how we deliver our expertise. Federal agencies have purchased more than 500,000 copies of FPMI Publications' 45 book titles. We also produce paper and web-based newsletters, including *The Federal HR Edge*, the *EEO Update*, and the *Federal Labor & Employee Relations Update*.

For federal human resources solutions, contact:

FPMI
4901 University Square, Suite 3
Huntsville, AL 35816
256.539.1850
fpmi@fpmi.com
www.fpmi.com





ON-SITE STAFFING SOLUTIONS

STAR DIGITAL

On-site staffing services from Star Mountain's Star Digital division enable you to master the complexities of today's business cycles and boost productivity at a moment's notice. By supplementing your staff with flexible, specialized contract professionals, you gain control over rising employee costs associated with taxes, benefits, insurance, and turnover. Our approach to mutual success also minimizes red tape. If you are interested in making one of our contract professionals a permanent member of your team, there are no fees to pay and no contracts to sign.

Star Digital offers contract employees across the United States in professional, technical, administrative, and medical fields to Fortune 500 companies, federal government agencies, and small privately held businesses. Our unmatched ability to locate, screen, and hire the highest caliber talent available in today's marketplace ensures a successful match. And our FBA Global relationship makes it easy and economical to use our services.

We provide flexibility, customized solutions, and services at reasonable costs. We also minimize your exposure to the risks of hiring new personnel. We provide a complimentary consultation on your behalf, evaluate your requirements, and provide the person capable of performing in your environment—a custom solution to fit your exact requirements. Plus, our 100% satisfaction guarantee instills complete confidence in our people.

For on-site staffing solutions, contact:

Star Digital
447 Viking Drive, Suite 350
Virginia Beach, VA 23452
757.486.5500
marketing@stardigital.com
www.starmountain.com

FEDERAL GOVERNMENT CONTRACT VEHICLES

Star Mountain's quality products and professional services are accessible through multiple federal contract vehicles. These vehicles allow most government agencies to access our capabilities and expertise in an expedited and cost-effective manner.

By utilizing Star Mountain through a contract vehicle (schedule) your agency is assured fair and reasonable pricing, coupled with the latest technology and experienced professionals to meet your needs.

To access our services through a Federal schedule contract, government buyers need only prepare a statement of work (SOW) for services needed and contact any one of the points of contact below.

Contact us today to find out how we can help:

- ◆ Call 703.960.7000
- ◆ Email contactus@starmountain.com
- ◆ Visit us at www.starmountain.com

**HOW DO
I GET
STARTED?**

CONTRACT NAME/#	FBA GLOBAL #TPD-01-C-0023	GSA MOBIS #GS-23F-8009H	GSA GROUP 70 – IT #GS-35F-0568J	GSA HR MANAGEMENT & EEO SERVICES #GS-15F-0070K	OPM #OPM-01-01058
SCOPE	Training & personnel development; performance management; business process reengineering	Consulting services; facilitation services; survey services; training services; support services	Professional information technology services; maintenance, repair service & repair parts/spare parts; remote management services; purchase of equipment	Reference material; EEO training & consulting; general support services; recruitment & internal placement; position classification; training; employee assistance; employee relations; outplacement; review & integration services; function review; integrator	Research & development in instructional systems development; performance management; workforce productivity
PERIOD OF PERFORMANCE	Jan 2001 – Dec 2005	Oct 1997 – Sep 2003 (w/four option years until Sep 2007)	Jun 1999 – Jun 2004	Mar 2000 – Mar 2005	Sep 2001 – Sep 2003 (w/three option years until Sep 2006)
TYPE	Firm-fixed price, labor hour, and time & material orders	Firm-fixed price, labor hour, and time & material orders	Firm-fixed price, labor hour, and time & material orders	Firm-fixed price, labor hour, and time & material orders	Firm-fixed price
RELATIONSHIPS	Agency to Agency	Agency to Contractor	Agency to Contractor	Agency to Contractor	Agency to Agency
MANAGEMENT FEE	4%	None	None	None	Sliding Scale
POINT OF CONTACT	Mr. Mike Sneed 703.317.0357	Mr. Joey B. Marsh 253.931.7612	Ms. Sara Hamilton 703.305.7194	Ms. Mary Ann DeFeo 212.264.2603	Mr. Henry Wong 202.606.1598



WHY STAR MOUNTAIN?

WHY CHOOSE STAR MOUNTAIN?

- ◆ Employees gain the knowledge, skills, and understanding they need to improve performance
- ◆ Our 700+ talented employees can handle projects of any size and complexity
- ◆ Federal clients obtain convenient and economical solutions through GSA MOBIS, IT, and HR/EEO schedules and FBA Global and OPM TMA contracts
- ◆ We have produced thousands of successful training programs

WHY CHOOSE GOVERNMENT TRAINING SOLUTIONS?

- ◆ Custom and off-the-shelf training is delivered in a variety of formats, including instructor-led, web-based, multimedia, and video-based
- ◆ Training can be produced on any subject, in any language
- ◆ Instructional systems design (ISD) model ensures training goals are achieved

WHY CHOOSE STARMEDIA?

- ◆ The latest technologies, including state-of-the-art 3D simulations, enhance the learning experience
- ◆ Technology-enabled training permits learning anytime, anywhere
- ◆ Custom training solutions comply with disabled accessibility (Section 508), LMS, and other standards

WHY CHOOSE FPMI?

- ◆ Technical services provide a wide range of federal government HR knowledge and experience at your fingertips
- ◆ More than 40 courses teach specific HR knowledge—plus, our most popular courses are available via the Internet
- ◆ Conferences provide the latest information on current HR topics
- ◆ Outsourcing services provide a means to achieve strategic goals and meet aggressive executive and legislative reduction targets

WHY CHOOSE STAR DIGITAL?

- ◆ Using our contract professionals help you gain control over rising employee costs associated with taxes, benefits, insurance, and turnover
- ◆ Our unmatched ability to locate, screen, and hire the highest caliber talent available ensures a successful match
- ◆ There's never a fee if you decide to transition our contract employees to a full-time position

NEED HELP DECIDING?

Contact Star Mountain Headquarters and we'll develop a solution for you:

- ◆ Call 703.960.7000
- ◆ Email contactus@starmountain.com
- ◆ www.starmountain.com

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