



News Release Title:	IMC to Provide Release Management and Help Desk Support for the VA		
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IMC to Provide Release Management and Help Desk Support for VA

Dulles, VA – [Innovative Management Concepts, Inc. \(IMC\)](#), an information technology services and solutions provider, is pleased to announce that it has been awarded a 12-month task order (TO) with two 12-month option periods to provide **Veterans Benefit Management System (VBMS) Deployment Release Management and Help Desk Tier 2 & 3 Support** for the [U.S. Department of Veterans Affairs](#). The TO, won through the Transformation Twenty-One Total Technology Next Generation (T4NG) acquisition program, begins on 6 April 2018 and, if both option periods are exercised, will end in 2021.

The Veterans Benefits Management System (VBMS) is a custom-built web application designed and implemented to deliver critical functionality for benefits claims processing. IMC will support the deployment of VBMS during the production roll-out, develop release documentation, and work with VBMS developers and the VBMS Project Management Office team to learn the system and gather information for required documents. IMC will also provide Tier 2 Help Desk support to VBMS users and assist with Tier 3 and Tier 4 Help Desk issue resolution.

IMC is supported by an experienced team in this effort – [Leidos](#), [DYONYX](#), and [ThomasRiley Strategies](#). IMC and its team members in this effort are committed to supporting VA’s pursuit of its mission to serve and honor the men and women who are America’s Veterans.

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About Innovative Management Concepts, Inc. – Innovative Management Concepts, Inc. (IMC), a [Service-Disabled Veteran-Owned Small Business](#), provides a broad range of information technology services to government and commercial clients. Since its founding in 1989, IMC has offered solutions and expertise in: IT operations and maintenance, cyber security, systems and network engineering and support services, cloud/hosting services, software engineering and development, website services, software quality assurance and testing (including IV&V), and project management. IMC is certified in International Organization for Standardization (ISO) 9001:2015 Quality Management, ISO 27000:2013 Information Technology Security Management, and ISO 20000:2011 Information Technology Service Management. Find out more about IMC at www.imcva.com.