



Army Strong PM Consultants LLC

SBA-Certified Service-Disabled Veteran-Owned Small Business

UEI TZPFNF9HMF5 | CAGE 9T7G6 | NAICS 541611

James A. Parham, Founder

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El Paso, Texas

CAPABILITY STATEMENT

COMPANY OVERVIEW

Army Strong PM Consultants LLC (ASPMCS) is an SBA-certified service-disabled veteran-owned small business. We work in four lanes: business architecture and systems engineering, program governance and customer-side oversight, IT service management, and workforce development and organizational psychology. Our principal, James A. Parham, retired as a Chief Warrant Officer 4 after 25 years of U.S. Army sustainment and maintenance leadership, including accountability for \$1 billion in equipment across a deployed heavy brigade combat team.

SERVICE LANES

- **Business architecture and systems engineering:** strategic business architecture (capability maps, value streams, and stakeholder and information maps) and execution business architecture (process design, operating model, and handoffs); systems engineering needs analysis, concepts of operations, requirements traceability, and analyses of alternatives
- **Program governance and customer-side oversight:** integrated planning, RAID management, schedule and resource control, statement of work and integrator oversight, quality gates, and go-live readiness decisions
- **IT service management:** ITIL 4 incident, problem, change, and service level practices; KCS v6 knowledge; ServiceNow ITSM, ITOM, SPM, and CMDB and CSDM 5 data foundations
- **Workforce development and organizational psychology:** industrial-organizational psychology applied to the workforce: motivation and leadership development, organizational development, change readiness and adoption risk, and training evaluation built on research and quantitative methods; course design, instructor enablement, and career transition support for service members

SELECTED PAST PERFORMANCE

RWE Americas: SAP SuccessFactors HR transformation, 2026

Subcontractor to the systems integrator, customer-side HR project management. Converted 7 stakeholder interviews into 18 testable requirements traced to named test scenarios; consolidated 180+ requirements to recover the baseline; set the go-live readiness test.

St. Michael's Learning Academy: veterans SkillBridge program, 2026 to present

Prime (direct). Designed a 10-week ServiceNow course with CSA-aligned case studies, and built one-to-one career transition packages for program learners.

Amicus Therapeutics: ServiceNow SPM, CSM, and Employee Center, 2025

Subcontractor through Robert Half. Persona-based training and communication strategy delivered a 35% increase in self-service adoption.

ServiceNow client engagements: esolutionsONE, 2025

Corp-to-corp subcontractor. ITOM Discovery, Service Mapping, and Event Management delivered a 30% operating efficiency improvement.

Commercial work performed through ASPMCS; no federal contract held to date. References available on request.

COMPANY DATA

UEI: TZPFNF9HMF5

CAGE: 9T7G6

NAICS: 541611 (primary), 541512, 541618, 611430, 541690

Socioeconomic: SBA-certified SDVOSB and VOSB (VetCert active through 27 Aug 2028)

SAM: Active through 30 Jan 2027

Clearance: Principal holds an active Secret; TS-eligible. No facility clearance

Founded: January 2024, El Paso, Texas

PRINCIPAL CREDENTIALS

- PfMP, PgMP, PMP, PMI-PBA, PMI-RMP, PMI-SP, PMI-ACP, PMI-PMOCP
- Certified Business Architect Level 1; TOGAF 10
- ITIL 4 Specialist CDS; KCS v6
- ServiceNow CSA, CAD, EA and Data Foundations suites, nine CIS
- Prosci Certified Change Practitioner
- SOLE Demonstrated Master Logistician
- CompTIA SecurityX; CEH
- MS Industrial-Organizational Psychology, Arizona State University (2026)
- Graduate certificates in progress: Systems Engineering Practice (Colorado State); Business Architecture (Penn State)

DIFFERENTIATORS

- CW4 (Ret.), 25 years of Army sustainment and maintenance leadership
- Service-disabled veteran; SBA-certified SDVOSB and VOSB
- Business Architecture Guild: three reference model teams, including the Government Reference Model
- Systems engineering research: Field-Level Maintenance Architecture, presented at the AI4SE workshop (SERC), September 2026
- Methods that trace every finding to a requirement and an acceptance criterion