



BizTechOps LLC

Capability Statement

Service-Disabled Veteran-Owned Small Business (SDVOSB)

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Company Overview

BizTechOps LLC is a Texas-based, service-disabled veteran-owned small business that helps federal agencies manage IT money and IT operations with the same discipline as a well-run business. The company was founded in 2025 by Ryan Woodward, a Marine Corps veteran and retired federal executive who spent 17 years inside the Department of Veterans Affairs, finishing his career as the Chief Operating Officer of VA's IT infrastructure organization. In that role he oversaw nationwide data centers, cloud services, and fee-for-service product lines, with financial responsibility for budgets approaching \$900 million per year.

BizTechOps brings the government buyer's perspective to every engagement. Its founder has formulated and executed federal budgets, set franchise fund rates, awarded and managed enterprise IT contracts, run change control boards, and answered to auditors, oversight bodies, and Congress. Clients get senior-level delivery from someone who has owned these problems on the government side of the table, not just advised on them.

Core Capabilities

Federal Financial Management

Federal accounting and budget operations across appropriated and franchise fund (revolving, fee-for-service) authorities, grounded in hands-on experience running the financial operations of one of the government's largest IT franchise fund organizations.

- **Budget formulation and execution:** full lifecycle budget support for appropriated and franchise fund programs, including strategic planning, spend plans, and reserve management for portfolios up to \$900M per year
- **Franchise fund business operations:** business plan development, service catalog design, product profit and loss projections, revenue and billing operations, and customer agreement and SLA management
- **Federal accounting and audit readiness:** internal controls, monthly reconciliations, corrective action plans, and audit response; led financial operations that achieved clean audits year after year
- **Appropriations law and policy compliance:** analysis of new laws, regulations, and OMB guidance with practical implementation plans, SOPs, and financial policy documents
- **Financial analysis and efficiency studies:** variance analysis, common-size benchmarking, and process studies that have produced measurable results, including a 16% expense reduction, a 50% cut in overtime usage, and recovery of over \$2 million in new accounts receivable
- **Federal financial systems:** deep working knowledge of VA and federal financial systems, system transition support, reconciliation design, and reporting automation

IT Financial Management

FinOps, Technology Business Management, and IT cost recovery expertise backed by industry credentials (Certified FinOps Professional, Certified TBM Executive, Certified Management Accountant) and real implementations at enterprise scale.

- **FinOps:** cloud financial management practice buildout, cost visibility and allocation, optimization pipelines, governance, and maturity assessments using a practical crawl-walk-run model

- **Technology Business Management (TBM):** TBM taxonomy adoption, cost modeling, and showback reporting; instituted TBM cost accounting at VA to increase financial transparency across the enterprise
- **IT rate setting and chargeback:** defensible service costing, rate development, and chargeback and showback models for fee-for-service IT organizations; built annual rate packages covering more than 20 product offerings
- **ITFM system implementation:** led the successful implementation of an enterprise IT financial management system (Apptio), from requirements through adoption
- **Cloud investment analysis:** unit economics, business case development, and cost transparency reporting that give federal decision makers a clear view of what IT actually costs and why

IT Operations

Operational leadership for enterprise IT organizations, drawn from running the day-to-day operations of VA's nationwide IT infrastructure, including incident response, service management, and customer-facing operations for every VA mission.

- **IT service management:** ITIL-based intake, incident, and service availability management; consolidated intake processes and improved transparency across a nationwide infrastructure organization
- **Change control and IT governance:** design and facilitation of change control boards, governance forums, and decision frameworks that keep production stable without slowing delivery
- **Customer success:** stood up and directed an Office of Customer Success at VA; improved customer satisfaction scores three consecutive years by building the voice of the customer into strategic and business plans
- **Project management:** PMO creation and operation, project intake and prioritization, and executive status reporting
- **Strategic communications:** organizational communication plans, executive messaging, newsletters, SharePoint presence, and technical artifact review for IT organizations
- **IT modernization:** led modernization and innovation teams that improved existing services and launched new offerings to meet emerging customer needs
- **Site reliability and operational readiness:** availability monitoring, executive dashboards, nationwide incident response coordination, and operational readiness reporting

Acquisition and Program Support

Support for the business side of federal IT programs, informed by years of developing acquisition strategies and managing a contract portfolio of over 400 active contracts.

- **Acquisition strategy:** market research, requirements development, independent government cost estimates, and acquisition planning for enterprise IT contracts, including awards valued at \$100M per year
- **Contract and vendor management:** post-award contract oversight, vendor partner alignment, and performance management from the government perspective
- **Program analysis and executive support:** decision support, OKR and strategic plan development, performance monitoring, and analysis for executive leadership

Training and Workforce Development

Practical, plain-language training built and delivered by a practitioner.

- **FinOps and ITFM training:** developed and delivered FinOps training series and presentations for federal audiences, including an accountant-focused introduction to cloud financial management
- **Federal financial training:** designed and delivered training on appropriations law, budget processes, fiscal procedures, and financial systems for finance, engineering, contracting, and clinical audiences across more than 30 VA medical centers

Differentiators

- **Government operator, not just an advisor:** the founder ran VA IT infrastructure operations as COO and directed a 140-person financial and contracting organization; BizTechOps recommendations come from someone who has been accountable for the results
- **Rare credential mix:** CMA, MBA, Certified FinOps Professional, Certified TBM Executive, and ITIL Foundation in one practice, spanning federal accounting, cloud economics, and IT service management
- **Franchise fund depth:** hands-on experience building rates, business plans, and product lines for fee-for-service IT, a niche where few firms have real operating experience
- **VA institutional knowledge:** 17 years inside VA, from medical center accounting to VHA CFO oversight to enterprise IT leadership, with working knowledge of VA systems, culture, and stakeholders
- **SDVOSB value:** prime and subcontract awards to BizTechOps count toward SDVOSB socioeconomic goals
- **Senior-only delivery:** small by design, with low overhead and no bench of junior staff learning on the client's dime

Relevant Experience

- **Current performance:** subcontractor supporting VA Office of Information Technology programs in FinOps and IT financial management, delivering cloud cost optimization, financial analysis, and technical proposal support
- **Vice President, Business Transformation for mid-size Federal contractor (2025-2026):** led the creation of internal FinOps practice; advised Federal agencies in FinOps practices; delivered FinOps training to diverse audiences, both in person and virtual; analyzed organizational operations and delivered recommendations for efficiency improvements
- **Chief Operating Officer, VA OIT Infrastructure Operations (2022 to 2025):** led nationwide IT infrastructure operations including data centers, cloud, identity and access management, and fee-for-service offerings; roughly \$900M budget and 400+ contracts
- **Director, Franchise Fund Business Office, VA OIT (2018 to 2022):** directed accounting, budget, billing, and contracting operations for a \$600M franchise fund IT organization with more than 20 fee-for-service products; implemented TBM and Apptio; clean audits every year
- **Financial Manager, VA OIT Enterprise Operations (2015 to 2018):** managed accounting and budget operations, business planning, and profit and loss forecasting for all customers and product lines
- **VHA CFO Office of Financial Oversight (2012 to 2015):** agency-wide financial analysis, audit corrective actions, financial system design, and training across more than 30 medical centers
- **United States Marine Corps (2000 to 2008):** Staff Sergeant and Fire Direction Controlman; honor graduate of multiple leadership courses; two Navy and Marine Corps Achievement Medals

Corporate Data

Legal name	BizTechOps LLC
Business type	Service-Disabled Veteran-Owned Small Business (SDVOSB); Texas limited liability company
Founded	April 2025
Location	312 Fletcher Bend, Buda, TX 78610
UEI	JC12D4ADSR29
CAGE code	11V18
DUNS	137644252

Primary NAICS	541611 - Administrative Management and General Management Consulting Services
Additional NAICS	541512 (Computer Systems Design Services), 541519 (Other Computer Related Services)
Product and service codes	DD01 (IT and Telecom - Service Delivery Support Services: ITSM, Operations Center, Project/PM Labor), DF01 (IT Management Support Services Labor), DF10 (IT Management as a Service), R703 (Support - Management: Accounting), R704 (Support - Management: Auditing), R710 (Support - Management: Financial), R799 (Support - Management: Other)
Contract vehicles	Available as a subcontractor and teaming partner; named subcontractor on active GSA MAS task order pursuits
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