



FRACTIONAL COO ADVISORY

Operational discipline for small businesses scaling in regulated, mission-critical markets

Boykin Enterprise Transformation Advisory Services helps CEOs and founders convert growth pressure into governed execution. Shannon H. Boykin brings the operating perspective of a VP of Operations, former Deputy CIO, and enterprise transformation leader who has built cadence, people systems, portfolio governance, and executive decision rhythms in high-stakes public-sector and GovCon environments.

825% small-business headcount growth supported as VP Operations	\$13.5M mission contract execution supported	\$500M+ annual enterprise portfolio led	\$1.5B+ lifecycle cost avoidance shaped
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Why This Offering Is Credible

The strongest market position is not generic COO coaching; it is scale-up operating discipline for small and mid-sized GovCon, defense, technology, and regulated-services companies that have growth, contracts, and customer demand but need stronger internal machinery.

- Current VP Operations evidence: company #2 role, CEO operational partner, customer success owner, and day-to-day operational authority across HR, finance, compliance, IT, contracts, vendors, and program delivery.
- Enterprise proof: \$500M+ portfolio leadership, 170+ systems, 100+ personnel, 17K+ analytics users, 20+ audit findings closed, and measurable savings/cost avoidance.
- Leadership fit: servant foundation, transformational orientation, and situational execution style, with emphasis on trust, accountability, learning from failure, and clear operating rhythms.

Core Fractional COO Offers

Fractional COO Service	What Clients Get
Operating Cadence & Governance	Install weekly/monthly business reviews, KPI dashboards, escalation paths, decision logs, and operating rhythms that make strategy executable.
Scale-Up People Systems	Modernize recruiting, onboarding, HRIS, role clarity, performance management, retention, and leadership routines for small businesses moving fast.
Contract Delivery & Customer Success	Stabilize SOW/SLA execution, program reviews, CPARS readiness, corrective actions, partner/vendor coordination, and customer confidence.
Finance, Margin & Resource Discipline	Translate priorities into staffing plans, budgets, forecasts, proposal cost inputs, working-capital awareness, and margin-minded operating choices.
Risk, Compliance & Audit Readiness	Create practical controls for FAR/DFARS, NIST/CMMC/RMF, security readiness, audit evidence, remediation cycles, and leadership reporting.

Proof Points That Translate to COO Outcomes

Evidence	Why It Supports Fractional COO Advisory
Small-business operations	VP Operations & Customer Success for IQ Sig; company #2 and CEO operational partner; supported growth from 8 to 74 employees in under five months.
Operating authority	Delegated authority for day-to-day operations, staffing decisions, vendor management, corrective actions, operating expenses up to \$25K, and capital expenses up to \$50K.
Enterprise operating model	Led \$500M+ annual portfolio of 170+ systems; established operations cell, branch liaison model, performance plans, and governance routines across 100+ personnel.
Financial discipline	Built cost/benefit, POM/FYDP, audit, and portfolio narratives; shaped \$1.5B+ lifecycle avoidance and \$10M annual savings through platform consolidation.
Leadership style	Servant foundation, transformational change orientation, and situational execution; emphasizes trust, learning loops, accountability, and practical governance.

Ideal Client Profile

- Founder-led or CEO-led small business moving from founder-managed execution to a repeatable operating model.
- GovCon, defense, cyber, technology services, logistics, communications, or regulated-services firms where delivery, compliance, customer trust, and cash discipline matter.
- Organizations with 20-150 employees, rapid hiring, new contract awards, inconsistent internal cadence, or customer-facing delivery risk.
- Leadership teams that need practical executive help, not a heavyweight consulting study.

Engagement Model

30-Day Operating Diagnostic	90-Day Operating Cadence Build	Fractional COO Retainer
Assess cadence, org structure, contract delivery, people systems, risk controls, and CEO decision flow. Deliver a priority roadmap.	Install KPI reviews, escalation paths, ownership model, recruiting/onboarding improvements, and executive reporting.	Ongoing weekly operating leadership for growth, customer success, contract execution, people systems, and cross-functional alignment.

Credentials & Differentiators

- 28+ years across mission operations, enterprise IT governance, DoD transformation, and defense-industry operations.
- Current Vice President of Operations & Customer Success experience in a rapidly scaling small business.
- M.S., National Security Strategy, National War College; M.S., Management & Leadership; B.S., Computer Studies.
- Active TS/SCI; experienced with FAR/DFARS, FIAR/audit remediation, NIST/CMMC/RMF-adjacent controls, PPBE/POM, and executive stakeholder coalitions.

Representative NAICS

541611 Administrative Management and General Management Consulting Services | 541618 Other Management Consulting Services | 541519 Other Computer Related Services | 541512 Computer Systems Design Services

Company	Contact	Identifiers
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