State of Oklahoma
Office of Management and Enterprise Services
Information Services Division

AWARDED VENDOR INFORMATION

Supplier Name: Elegant Enterprise Wide Solutions, Inc.

Vendor ID#: 363131

Primary Contact: Priyanka Arora

Email: parora@elegantsolutions.us

Secondary Contact: Vikas Arora

Phone #: 1- 703 - 609 - 0215

Email: varora@elegantsolutions.us

Website: http://www.elegantsolutions.us

Contract ID #: 3762

P/Card Accepted: ☒ Yes   ☐ No

Email Address to Receive ITSW1025 SOW Notifications: parora@elegantsolutions.us

Office of Management and Enterprise Services, Information Service Division· 3115 N. Lincoln · Oklahoma City, OK 73105
www.OMES.ok.gov

OMES/PROCUREMENT - FORM 072OSF (10/2011) Rev 1

CONTRACT

State of Oklahoma

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Contract ID			Page
0000000000000000000003762			1 of 5
Contract Dates	**Currency**	**Rate Type**	**Rate Date**
07/01/2014 to 09/30/2015 USD		CRRNT	PO Date
Description:		**Contract Maximum**	
ITSW1025 IT Staffing		0.00	
Allow Open Item Reference			
TYPE: STATEWIDE			

Supplier 0000363131
ELEGANT ENTERPRISE WIDE SOLUTIONS INC
25961 HARTWOOD DR
CHANTILLY VA 20152-3671
USA

Tax Exempt? Y   Tax Exempt ID:736017987

Contract Lines:

Line #	Cat CD / Item ID / Item Desc	UOM	Minimum Order Qty	Amt	Maximum / Open Qty	Amt
1	81112211 / Infrastructure Infrastructure consists of the following consulting services: Enterprise Architecture Data Center Engineering for high Availability Enterprise Application and Desktop Virtualization Integration between on-site services with cloud/managed services Network Design and Security Identity Management and Federation Enterprise Messaging and/or E-Discovery VOIP and Unified Communications EDI/HL7 Messaging Network Assessment SOA Governance Complex System Performance Tuning Network Administrator Network Specialist	HR	0.00	0.00	0.00	0.00
	Contract Base Pricing 0.01000	HR		0001		
2	81111811 / Help Desk Help Desk consists of the following consulting services: Application and Personal Computer Support	HR	0.00	0.00	0.00	0.00
	Contract Base Pricing 0.01000	HR		0001		
3	81112200 / Software Maintenance and Support Software Maintenance and Support consists of the following consulting services: Development Software Maintenance System Management Software Maintenance	HR	0.00	0.00	0.00	0.00
	Contract Base Pricing 0.01000	HR		0001		
4	80161507 / Audio and Visual Services Audio and Visual Services consists of the following consulting services: Wire Pulls and Terminations Equipment Racking Flat Panel Display Mounting/Rigging Speaker Mounting/Rigging Rack Dressing Cable Management Ability to Read and Interpret System Schematics Audio/Visual Design	HR	0.00	0.00	0.00	0.00
	Contract Base Pricing 0.01000	HR		0001		

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Allow Open Item Reference

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5	81112208 /	HR	0.00	0.00	0.00	0.00
	Security Design and Support					
	Security Design and Support consists of the following consulting services:					
	Forensics/Incident Response					
	Business Continuity/Disaster Recovery Planning					
	Policy Creation/Compliance					
	System Hardening					
	Access Control Methodologies					
	Vulnerability and Penetration Testing					
	Code Review					
	Security Operations Center Staff					

	Contract Base Pricing	0.01000	HR	0001		

Line #	Cat CD / Item ID / Item Desc	UOM	Qty	Amt	Qty	Amt
6	80101507 /	HR	0.00	0.00	0.00	0.00
	Administrative Services					
	Administrative Services consists of the following consulting services:					
	IT Project Management					
	IT Governance					
	IT Strategic Planning					
	IT Marketing and Branding					
	IT Cost and Rate Analysis					
	IT CRM					
	IT Physical Workspace Planning					
	IT Asset Lifecycle Management					
	Usability Consulting					
	Process/Service Improvement Coordinator					
	Service Level Agreement					
	IT Portfolio Management					
	Business Requirements Gathering					
	Business Analysts					
	Business Process ENG/MGT and Assessment					
	Technical Writer					
	IT End-User Trainer					
	Capacity Planning & Performance Specialist					

	Contract Base Pricing	0.01000	HR	0001		

Line #	Cat CD / Item ID / Item Desc	UOM	Qty	Amt	Qty	Amt
7	81112218 /	HR	0.00	0.00	0.00	0.00
	System and System Component Administration Services					
	System and System Components Administration consists of the following consulting services:					
	Local Area Network (LAN) Maintenance or Support					
	Database Analysis Service					
	Computer or Network or Internet Security					
	System Installation Service					
	System Analysis Service					
	Software Coding Service					
	Mainframe Administration Service					
	Wide Area Network (WAN) Maintenance or Support					
	Mainframe Protection Control/Scheduling ¿ Global Variable					

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	Contract Base Pricing	0.01000	HR		0001			
8	81111700 /		HR	0.00	0.00	0.00	0.00	

Management Information Systems (MS)
Management Information Systems consists of the following consulting services:
Telecommunications Planning Services
System Architecture
WAN Communications Design
LAN Communications Design
Database Design
Network Planning Services
System Planning Services
Quality Assurance Inspector/Analysts
Database Administrator
Enterprise Service Bus Engineer
RDS Print Manager
QC Tester
Change Coordinator
Quality Control Planner
Quality Control Tester

	Contract Base Pricing	0.01000	HR		0001			
9	81111809 /		HR	0.00	0.00	0.00	0.00	

Installation Services
Installation consists of the following consulting services:
Network/Phone Cabling
Security Camera
Classroom Technology

	Contract Base Pricing	0.01000	HR		0001			
10	81111504 /		HR	0.00	0.00	0.00	0.00	

System Design and Support
System Design and Support consists of the following consulting services:
Linux
Apple
Microsoft
Solaris
Network
High-Performance Computing
Avaya/Nortel Telephony/IP Telephony
Performance and Monitoring

	Contract Base Pricing	0.01000	HR		0001			
11	81111801 /		HR	0.00	0.00	0.00	0.00	

Security

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Line #	Cat CD / Item ID / Item Desc	UOM	Minimum Order Qty	Amt	Maximum / Open Qty	Amt
	Security consists of the following consulting services: Security Governance and Management Security Policies and Procedures Incident Response and Forensics Risk Management Data Classification and Protection Vulnerability Assessment and Penetration Testing Application Security Access Control Network Security Architectures Identity Management Data Encryption HIPAA/Privacy					
	Contract Base Pricing 0.01000	HR		0001		
12	81112004 / Data Services Data Services consists of the following consulting services: Disaster Recovery Service Data Conversions Services Data Center Services	HR	0.00	0.00	0.00	0.00
	Contract Base Pricing 0.01000	HR		0001		
13	81111801 / Security Risk Assessment Consulting Security Risk Assessment consists of the following consulting services: Evaluate Network Security (WAN Backbone Components) Identify Vulnerabilities (Network Element & Architecture Security) Penetration Testing Security Program Assessment Risk Analysis Social Engineering Testing Determine Adequacy of Security measures	HR	0.00	0.00	0.00	0.00
	Contract Base Pricing 0.01000	HR		0001		
14	81111812 / Personal Computer Support Personal Computer Support consists of the following consulting services: Microsoft Office Microsoft PC Operating Systems Mobile Device Support (laptops, tablets, iPads, etc) PC Peripherals (printers, external drives etc) PC Imaging and Deployment	HR	0.00	0.00	0.00	0.00
	Contract Base Pricing 0.01000	HR		0001		

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Line #	Cat CD / Item ID / Item Desc	UOM	Minimum Order Qty	Amt	Maximum / Open Qty	Amt
15	81111508 /	HR	0.00	0.00	0.00	0.00
	Application Development					

Application Development consists of the following consulting services:
Java/J2EE
PMP/MySQL
ASP/.NET/MSSQL
Creston
Cold Fusion
Oracle/PeopleSoft
COBOL
Banner
Mainframe Production Control
SDLC Performance Management
SDLC ¿ Business Plans
Mainframe Systems Support
App Worx
BPEL/SOA
Luminis Portal
Metrics Consulting
Programing for COBOL
Application Architect
PeopleSoft Business Analyst
SharePoint
Knowledge Management
Performance and Monitoring
CMS Consulting and Contract Development
Programmers for PL/1
Programmer for C or C++
Programmer for Assemblers
Programming for Visual Basics
Programming for HTML
Programming for Java

Contract Base Pricing	0.01000	HR		0001

COMMENTS:

All terms and conditions set forth in the solicitation for ITSW1025 are applicable to this contract and any purchase orders issued under this statewide contract.

Please refer to the Vendor Awardee Document for further information on the POC

Contract Period 7/1/2014 ¿ 6/30/2015

Agreement Period 7/1/2014 ¿ 6/30/2015

Elegant

Email parora@elegantsolutions.us
Website www.elegantsolutions.us

06/26/2015 - ITSW1025 Contract Extension 07/01/2015 - 09/30/2015. - JMcCaulla

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COMPANY NAME

Elegant Enterprise Wide Solutions, Inc.

Infrastructure	
Labor Discipline	**Hourly Rate**
Enterprise Architecture	113.00
Data Center Engineering for High Availab	125.00
Enterprise Application and Desktop Virtu	80.00
Integration between on-site services with	105.00
Network Design and Security	100.00
Identity management and Federation	80.00
Enterprise messaging and/or E-Discover	90.00
VOIP and Unified Communications	76.00
EDI/HL7 Messaging	80.00
Network Assessment	70.00
SOA Governance	80.00
Complex system performance tuning	95.00
Network Administrator	82.00
Network Specialist	92.00

Help Desk Support	
Labor Discipline	**Hourly Rate**
Application and Personal Computer Sup	65.00

Software Maintenance and Support	
Labor Discipline	**Hourly Rate**
Development Software maintenance	70.00
System management software Maintena	70.00

Audio Visual Installation and Services	
Labor Discipline	**Hourly Rate**
Wire pulls and termination	40.00
Equipment Racking	40.00
Flat Panel Display mounting/rigging	40.00
Speaker mounting/rigging	35.00
Rack Dressing	35.00
Cable Management	45.00
Ability to read and interpret system sche	40.00
Audio/Visual Design	50.00

COMPANY NAME

Elegant Enterprise Wide Solutions, Inc.

		Security Design and Support	On-Site Rate
		Labor Discipline	**On-Site Rate**
		Forensics/Incident response	90.00
		Business Continuity/Disaster recovery P	98.00
		Policy Creation/Compliance	80.00
		System Hardening	80.00
		Access Control Methodologies	85.00
		Vulnerability and Penetration testing	110.00
		Code Review	87.00
		Security Operations Center Staff	75.00

		Administrative Services	
		Labor Discipline	**On-Site Rate**
		IT Project management	100.00
		IT Governance	100.00
		IT Strategic Planning	100.00
		IT Marketing and branding	90.00
		IT Costing and Rate Analysis	90.00
		IT CRM	100.00
		IT Physical Workspace Planning	100.00
		IT Asset Lifecycle Management	110.00
		Usability Consulting	80.00
		Process/Service Improvement Coordinat	70.00
		Capacity Planning & Performance Specia	85.00
		Service Level Agreement	90.00
		IT Portfolio Management	100.00
		Business Requirements Gathering	90.00
		Business Analysts	90.00
		Business Process ENG/MGT and Assess	90.00
		Technical Writer	70.00
		IT End-User Trainer	70.00

COMPANY NAME

Elegant Enterprise Wide Solutions, Inc.

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System and System Component Administration Services	
Labor Discipline	**On-Site Rate**
Local Area network LAN Maintenance or	70.00
Database analysis service	80.00
Computer or network or internet security	80.00
System installation service	50.00
System analysis service	55.00
Software coding service	60.00
Mainframe administration services	65.00
Wide area network WAN maintenance or	80.00
Mainframe Protection Control/Scheduling	80.00

Management Information System MS	
Labor Discipline	**On-Site Rate**
Telecommunications Planning Services	*110.00*
System architecture	*100.00*
Wide area network communication desig	*115.00*
Local area network communication desig	*100.00*
Database design	*95.00*
Network Planning Services	*90.00*
Systems Planning Services	*90.00*
Quality Assurance Inspector/Analyst	*85.00*
Database Administrators	*85.00*
Enterprise Service Bus Engineer	*80.00*
RDS Print Manager	*90.00*
QC Tester	*75.00*
Change Coordinators	*65.00*
Quality Control Planner	*80.00*
Quality Control Tester	*75.00*

Installation Services	
Labor Discipline	**On-Site Rate**
Network/Phone Cabling	40.00
Security Cameras	45.00
Classroom Technology	45.00

System Design and Support	
Labor Discipline	**On-Site Rate**
Linux	85.00
Apple	85.00
Microsoft	90.00
Solaris	90.00
Network	80.00
High-performance Computing	85.00
Avaya/Nortel Telephony/IP Telephony	85.00
Performance and Monitoring	85.00

COMPANY NAME

Elegant Enterprise Wide Solutions, Inc.

		Security		On-Site Rate
		Labor Discipline		**On-Site Rate**
		Security Governance and Management		95.00
		Security Policies and Procedures		95.00
		Incident Response and Forensics		95.00
		Risk management		100.00
		Data Classification and Protection		80.00
		Vulnerability Assessment and Penetratio		110.00
		Application Security		85.00
		Access Controls		80.00
		Network Security		110.00
		Security Architectures		100.00
		Identity management		110.00
		Data Encryption		80.00
		HIPAA/Privacy		90.00

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COMPANY NAME

Elegant Enterprise Wide Solutions, Inc.

		Data Services	
		Labor Discipline	**On-Site Rate**
		Disaster Recovery Services	120.00
		Data Conversion Services	80.00
		Data Center Services	110.00

		Security Risk Assessment Consulting	
		Labor Discipline	**On-Site Rate**
		Evaluate Network Security (WAN & Back	110.00
		Identify Vulnerabilities (Network Element	110.00
		Penetration Testing	110.00
		Security Program Assessment	120.00
		Risk Analysis	110.00
		Social Engineering Testing	90.00
		Determine Adequacy of Security Measur	100.00

		Personal Computer Support	
		Labor Discipline	**On-Site Rate**
		Microsoft Office	55.00
		Microsoft PC Operating Systems	55.00
		Mobile Device support (laptops, tablets,	60.00
		PC Peripherals (printers, external drives	50.00
		PC Imaging and Deployment	50.00

		Application Devlopment and Support	
		Labor Discipline	**On-Site Rate**
		Java/J2EE	80.00
		PHP/MySQL	70.00
		ASP/.NET/MSSQL	90.00
		Creston	80.00
		Cold Fusion	80.00
		Oracle/PeopleSoft	100.00
		COBOL	80.00
		Banner	100.00
		Mainframe Production Control	80.00
		SDLC Performance Management	85.00
		SDLC - Business Plans	85.00
		Mainframe Systems Support	80.00
		App Worx	80.00
		BPEL/SOA	95.00
		Luminis Portal	95.00
		Metrics Consulting	95.00
		SharePoint	90.00
		Knowledge Management	85.00
		Performance and Monitoring	85.00
		CMS Consulting and Contract Develop	80.00
		Programmers for PL/1	80.00
		Programmers for C or C++	75.00
		Programmers for Assemblers	70.00
		Programming for Visual Basics	75.00
		Programming for HTML	75.00
		Programming for Java	80.00
		Programming for Basic	75.00
		Programming for CLIST	75.00
		Programmer/System Analyst	90.00
		Programming for Shell Scripting (Linu	80.00
		Programming for JCL - Global Variable	80.00

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Skill-Set
Administrative Services

IT Project management

IT Governance

IT Strategic Planning

IT Marketing and branding

IT Costing and Rate Analysis

IT CRM

IT Physical Workspace Planning

IT Asset Lifecycle Management

Usability Consulting

Process/Service Improvement Coordinators

Service Level Agreement

IT Portfolio Management

Business Requirements Gathering

Business Analysts

Business Process ENG/MGT and Assessment

Technical Writer

IT End-User Trainer

Capacity Planning & Performance Specialist
Infrastructure

Enterprise Architecture

Data Center Engineering for High Availability

Enterprise Application and Desktop Virtualization

Integration between on-site services with cloud/managed services

Network Design and Security

Identity management and Federation

Enterprise messaging and/or E-Discovery

VOIP and Unified Communications

EDI/HL7 Messaging

Network Assessment

SOA Governance

Complex system performance tuning

Network Administrator

Network Specialist

System and System Component Administration Services

Local Area network LAN Maintenance or Support

Database analysis service

Computer or network or internet security

System installation service

System analysis service

Software coding service

Mainframe administration services

Wide area network WAN maintenance or support

Mainframe Protection Control/Scheduling - Global Variable
Application Development and Support

Java/J2EE

PHP/MySQL

ASP/.NET/MSSQL

Creston

Cold Fusion

Oracle/PeopleSoft

COBOL

Banner

Mainframe Production Control

SDLC Performance Management

SDLC - Business Plans

Mainframe Systems Support

AppWorx

BPEL/SOA

Luminis Portal

Metrics Consulting

SharePoint

Knowledge Management

Performance and Monitoring

CMS Consulting and Content Development

Programmers for PL/1

Programmers for C or C++

Programmers for Assemblers (assembly)

Programming for Visual Basic

Programming for HTML

Programming for Java

Programming for Basic

Programming for CLIST

Programmer/System Analyst

Programming for Shell Scripting (Linux/AIX/Solaris)

Programming for JCL - Global Variable

Programming for PowerBuilder

Graphic Designers

Programming for COBOL

Applications Architect
PeopleSoft Business Analyst
PeopleSoft Administrator
Helpdesk Support

Application and Personal Computer Support
Security Design and Support

Forensics/Incident response

Business Continuity/Disaster recovery Planning

Policy Creation/Compliance

System Hardening

Access Control Methodologies

Vulnerability and Penetration testing

Code Review

Security Operations Center Staff

<u>Software Maintenance and Support</u>

Development Software maintenance

System management software Maintenance
<u>Audio/video Installation and Services</u>

Wire pulls and termination

Equipment Racking

Flat Panel Display mounting/rigging

Speaker mounting/rigging

Rack Dressing

Cable Management

Ability to read and interpret system schematics

Audio/Visual Design
<u>Management Information Systems MS</u>

Telecommunications Planning Services

System architecture

Wide area network communication design

Local area network communication design

Database design

Network Planning Services

Systems Planning Services

Quality Assurance Inspector/Analyst

Database Administrators

Enterprise Service Bus Engineer

RDS Print Manager

QC Tester

Change Coordinators

Quality Control Planner

Quality Control Tester
Installation Services

Network/Phone Cabling

Security Cameras

Classroom Technology
System Design and Support

Linux

Apple

Microsoft

Solaris

Network

High-performance Computing

Avaya/Nortel Telephony/IP Telephony

Performance and Monitoring
<u>Security</u>

Security Governance and Management

Security Policies and Procedures

Incident Response and Forensics

Risk management

Data Classification and Protection

Vulnerability Assessment and Penetration Testing

Application Security

Access Controls

Network Security

Security Architectures

Identity management

Data Encryption

HIPAA/Privacy
<u>Data Services</u>

Disaster Recovery Services

Data Conversion Services
Data Center Services
<u>Security Risk Assessment Consulting</u>

Evaluate Network Security (WAN & Backbone components)
Identify Vulnerabilities (Network Element & Architecture Security)

Penetration Testing

Security Program Assessment

Risk Analysis

Social Engineering Testing

Determine Adequacy of Security Measures
Personal Computer Support

Microsoft Office

Microsoft PC Operating Systems

Mobile Device support (laptops, tablets, iPads, etc)

PC Peripherals (printers, external drives etc

PC Imaging and Deployment

Short Description

IT Project management is the discipline of planning, organizing, motivating, and controlling resources to achieve specific goals.

Information technology governance is a subset discipline of corporate governance focused on information technology (IT) systems and their performance and risk management.

Information Technology Strategic Planning is a discipline within the Information Technology and Information Systems domain and is concerned with making the planning process for information technology investments and decision-making a quicker, more flexible, and more thoroughly aligned process.

Marketing is the process of communicating the value of a product or service to customers.

A benchmarking process to determine cost per standardized unit versus cost to provider in order to provide efficient and competitive service rates

Customer Relationship Management is the maintenance of a relationship between a service provider and a customer, ensuring all of the customer's needs are met adequately by the service provider

The discipline which concerns itself with not only the physical space which an employee works in and its layout, but also the ergonomics and safety of a workplace, ensuring a healthy and productive workzone

This discipline tracks IT assets from purchase to surplus, and concerns itself with amortization rates and average cost of the lifecycle of a product

This discipline focuses on ensuring an IT system conforms to the 4 C's of user interface development (control, conveyance, continuity, and context), and ensuring that the IT system is well adjusted to the business process and vice versa

This skillset seeds data from CRM metrics and works with both global statistics and specific instances where there have been shortcomings in service provided and helps process designers develop new processes and test them in the field

This discipline focuses on an overall relationship between a customer and a service provider, ensuring that the provisions of an SLA (such as uptime requirements, response times, etc) are met

Portfolio management is the holistic control of all projects for a given entity and focuses on improving processes, maintaining customer relationships, and ensuring a project manager can operate optimally within their own context

This skillset interacts with the customer on a given endeavor to adequately gather all information needed to provide the scope of a project

Business analysis combines skills such as business requirements gathering, customer relationship management, and enterprise architecture to determine efficient sets of requirements and architectural guidelines for projects

This discipline focuses on working with process and service improvement coordinators, customer relationship management, and IT costing disciplines to develop new processes and SOPs that remove the extraneous and unnecessary, and create novel ways to avoid expensive tasks wherever possible, in order to create a more efficient and lean workplace

Techical Writing is a discipline that focuses on providing high-quality, understandable documentation on technical systems that can provide "how-to" assistance to end users, as well as provide very technical institutional knowledge to technical personnel on given systems

This discipline focuses on providing adequate training for end users on given IT systems, ensuring they have up-to-date and useful knowledge of a given system and how it fits into their business processes

This discipline concerns itself with the overreaching growth of a service provider, determining current utilization percentiles, and growth information, to determine the necessary capacity enhancement of a service provider to continually meet their customers' needs without any service interruptions

This discipline focuses on taking business and technical requirements from business analysts in projects, and taking data on service growth from planning specialists and designs enterprise systems to meet current and future demands for a given system

This discipline concerns itself with ensuring that services are always available in the context of a given uptime requirement in an SLA, ensuring that customers can use said services, even when something has gone wrong

This discipline works to disconnect user applications and environments from physical hardware and make them mobile by pulling them into a centrally managed virtualization environment, then providing an access system to the end user to allow them to access their operating environment and application

This discipline manages integration between on-premesis systems inside an entity and outsourced/"cloud" services provided by another service provider to ensure a seamless and invisible user experience between the two

A similar discipline to enterprise architecture, this discipline focuses on how to efficiently transport data from a client to a server and back again, in a manner that prevents unauthorized access, and ensures fair use of resources between customers

This discipline focuses on managing mechanisms in which a customer proves their identity for access to IT systems, including user accounts and passwords, biometrics, access cards, and other mechanisms. This discipline also focuses on interoperability between different identity control mechanisms and establishing trust between these systems so that one provider's access will be trustworthy to others (i.e. federation).

This discipline focuses on semi-realtime, user-to-user or system-to-system communication mechanisms such as email and instant messaging, and maintaining an archive of communications between users that can be retrieved on demand in order to ensure legal compliance with various legislation

This discipline focuses on real-time communications between users via voice and video mechanisms, and ensures interoperability between discrete systems such that they appear to an end user to behave as a single, holistic system

This discipline focuses on exchange of information between dissimilar IT systems by using standardized communication protocols in a manner that ensures their interoperability

This discipline takes any available (albeit understood to be limited to non-existant) data on a given IT environment, and analyzes the environment in order to provide documentation on the numerous systems within an environment and how they interoperate

This discipline provides oversight of IT systems designed to provide a service to a customer and ensures they conform to the overall strategic vision of the organization and meet the needs of the organization's customers

This discipline involves in-depth analysis of systems running currently in production and how the various pieces interoperate with one another, finding bottlenecks and other slow-downs, and then provides action to remove these bottlenecks, and negate any other slow-down or negative performance factor

This discipline focuses on the management of entire networks, or subsets of networks, and is charged with ensuring continuity of service, efficiency of the network, and fairness of distribution of network resources

This discipline operates underneath of a network administrator in order to provide labor that is more focused on a specific discipline of networks (such as wireless or MPLS) and that requires less overall technical knowledge and institutional knowledge than a network administrator

This discipline combines the disciplines of network specialist with physical network maintenance to provide physical and logical support and maintenance activities specific to a local area network as perscribed by the network administration teams

This discipline focuses on providing troubleshooting, diagnostics, and profiling services specific to relational database management systems and other non-RDBMS database systems in order to gain more keen insight into the internal workings of a database system

This discipline focuses on discovery, management, and mitigation of cybersecurity threats through user education, policy development, technical systems design, auditing, and forensic investigation

This discipline provides a service to install a given system, including integration and production migration of said system, ensuring it interoperates with the existing enterprise structure appropriately

This discipline focuses on providing troubleshooting, diagnostics, and profiling services to gain insight into the action of a given system in order to more keenly understand the internals of the system

This discipline provides a service to write software according to technical specifications given, including debugging, testing, and documentation on how the system operates and how to deploy it

This discipline focuses on providing general administration tasks, such as troubleshooting problems, maintaining the system, and making any changes as necessary, specific to mainframe systems

This discipline combines the disciplines of network specialist with physical network maintenance to provide physical and logical support and maintenance activities specific to a wide area network as perscribed by the network administration teams

This discipline maintains the integrity of a mainframe system from cybersecurity threats and disproportionate resource allocation, ensuring fairness among batch jobs being processed

This discipline provides development and support activities specific to the Java programming language and enterprise environment

This discipline provides development and support activities specific to the PHP programming language, MySQL RDBMS, and PHP/MySQL environment

This discipline provides development and support activities specific to the .Net and MSSQL environment

This discipline provides development and support for Crestron AV control and automation systems

This discipline provides development and support activities specific to the Coldfusion programming language and enterprise environment

This discipline provides development and support activities specific to the Peoplesoft enterprise environment

This discipline provides development and support activities specific to the COBOL programming language and enterprise environment

This discipline provides development and support activities specific to the Banner Student Information System and subcomponents

This discipline provides development and support activities related to day-to-day operations of mainframe systems

This discipline provides design, development, review and support activities related to the creation of SDLC Performance Management frameworks and methodologies

This discipline provides design, development, review and support activities related to the creation of SDLC Business Planning documents

This discipline provides development and support activities related to existing and planned mainframe systems

This discipline provides development and support activities specific to the Appworx scheduler solution and subcomponents

This discipline provides development and support activities specific to BPEL (Business Process Execution Language) in a Service-Oriented Architecture (SOA)

This discipline provides design, development and support activities related to Luminus portal solution

This discipline provides design, development, review and support activities related to the creation of IT Performance Metrics

This discipline provides development and support activities specific to Microsoft's Sharepoint framework and its underlying .Net/MSSQL backend

This discipline focuses on providing a continual flow of both institutional knowledge and industry knowledge to employees to allow for effective communication and transitions

This discipline monitors applications to ensure they continue to meet anticipated and desired benchmarks for performance and availability, and to ensure they continue to meet business requirements

This discipline provides development and support activities related to content management systems

This discipline provides development and support activities specific to the PL/1 programming language

This discipline provides development and support activities specific to the C and C++ programming languages

This discipline provides development and support activities specific to the various assembly dialects

This discipline provides development and support activities specific to the VisualBasic programming language

This discipline provides development and support activities specific to the hypertext markup language

This discipline provides development and support activities specific to the Java programming language and enterprise environment

This discipline provides development and support activities specific to the BASIC programming language

This discipline provides development and support activities specific to the CLIST programming language

This discipline provides development and support activities for various programming languages within the environment of given applications

This discipline provides development and support activities specific to UNIX Shells (bash) and their scripting functionality

This discipline provides development and support activities specific to the JCL programming language

This discipline provides development and support activities specific to the Sybase PowerBuilder programming environment

This discipline works with usability engineers to design useful, usability standard conformant, and aesthetically pleasing interfaces and user documents

This discipline provides development and support activities specific to the COBOL programming language

This discipline focuses on taking technical and business requirements and designing how applications will work and how to go about programming said applications

This discipline focuses on Grants/Projects/Contracts

This discipline focuses on Accounts Receivable/Billing

This discipline provides first layer support activities to individual customers, providing an initial analysis of a problem, finding any potential documentation that describes fixes for problems, and routing support instances to the appropriate group as necessary

This discipline focuses on remediating cybersecurity threats, failures, and incidents, investigates said incidents in order to determine causes, methods, and effects, and provide support to legal teams as necessary

This discipline focuses on designing, implementing, and testing responses to hypothetical or actual disaster scenarios characterized by a catastrophic loss of critical infrastructure, and ensuring the continued business activity of an organization post-disaster

This discipline focuses on developing and auditing policies designed to avert or mitigate risk involved with cybersecurity threats, and to ensure organizational compliance with these policies

This discipline provides in-depth analysis and auditing of system settings and functionality and seeks remediation action for systems which have shown or potential security flaws that allow for unacceptable risk in the event of a cybersecurity threat

This discipline focuses on studying current and developing new access control methodologies and how to meet the business needs of an organization while mitigating the risk of data loss or corruption in the event of a cybersecurity threat

This discipline focuses on intentionally trying to compromise the security systems of an organization in order to show flaws in systems and how they may be exploited so remediation may be sought

This discipline provides analysis of application code to look for potential vulnerabilities in software and mitigate the risk prior to deploying code to production

This discipline combines the various security disciplines in a holistic manner that is able to seek proactive remediation of security threats, as well as reactively respond to cybersecurity incidents

This discipline focuses on developing internal tools to aid in development, and maintaining other tools in the development toolchain

This discipline focuses on maintaining internal tools that are used to manage and monitor internal systems

This discipline focuses on installing physical network cabling infrastructure and terminating it at both the endpoints

This discipline focuses on installing physical hardware into system racks and appropriately routing various forms of cabling to facilitate appropriate cable management

This discipline focuses on mounting flat planel displays to mounts and affixing mounts to a given mounting point and ensuring appropriate stiffness and integrity of the mount

This discipline focuses on mounting speakers to given mounting points as well as installation and integration of all mounting hardware

This discipline focuses specifically on cable management and rack layout within a rackmount system

This discipline focuses on ensuring that cables are tidily routed through proper hardware in a manner that is both aesthetically pleasing and functional

This discipline focuses on reading diagrams of cabling, server mounting, and other forms of visual instructions

This discipline involves taking the business requirements of an organization and designing audio/visual systems to suit the business need

This discipline focuses on analyzing an organization's voice, video, and data communication needs and plans out an effective course of action for telecommunication infrastructure

This discipline focuses on taking the business and technical requirements for a given system and designing a maintainable and extensible architecture allowing for accomodation of current need and future growth

This discipline focuses on taking the business need of an organization and designing their wide-area network connectivity to suit their needs

This discipline focuses on taking the business need of an organization and designing their local-area network connectivity to suit their needs

This discipline utilizes normalization and other techniques to design an efficient and high performance, but also very intuitive database schema

This discipline focuses on analyzing an organization's data communications needs and plans out an efficient and scalable network architecture

This discipline focuses on analyzing an organization's holistic vision for technology use and designs an efficient and scalable architecture for IT systems in that organizatoin

This discipline focuses on routinely analyzing and auditing deliverables from projects to ensure they meet a high standard of quality and that the deliverables continue to behave as expected and desired

This discipline focuses on maintaining an RDBMS or other database management system including writing queries, producing reports, and ensuring optimal efficiency of said database system

This discipline focuses on designing a set of standards to be utilized within an organization to ensure that dissimilar systems can effectively communicate with one another and ensure interoperability between applications

This discipline focuses on managing remote and centralized printers that are attached to a remote desktop session

This discipline focuses on ensuring consistent quality of systems by testing new versions of systems as they are rolled out with real-world data and techniques

This discipline focuses on coodinating any change in the IT services pipeline with other groups within the organization to ensure that interoperability is maintained, security is not compromised, and that a high level of quality is kept

This discipline focuses on taking historical data from systems and changes and designs sets of procedures to help ensure that high levels of quality are maintained, and how to test the quality of systems in the future

This discipline focuses on ensuring consistent quality of systems by testing new versions of systems as they are rolled out with real-world data and techniques

This discipline focuses on installation of the physical cabling infrastructure necessary for voice, video, and data communications inside of a physical presence

This discipline focuses on installation of security camera systems to ensure reliable video streams of data in a manner which is difficult to tamper with

This discipline focuses on installation of technical systems which enhance the learning experience in schools and elsewhere, can include audio/video systems, computers, network infrastructure, and other systems

This discipline focuses on the design and support of the GNU/Linux operating system and its associated components

This discipline focuses on the design and support of the Apple OSX and iOS operating systems and their associated components

This discipline focuses on the design and support of Microsoft Windows operating systems and their associated components

This discipline focuses on the design and support of the Oracle Solaris operating system and its associated components

This discipline focuses on analyzing an organization's data communications needs and plans out an efficient and scalable network architecture

This discipline focuses on the design and support of "multi-head" clustered computing systems and its operation as a performance-critical system

This discipline focuses on the design and support of current VoIP and legacy circuit-switched Avaya and Nortel telephony systems

This discipline focuses on the continued monitoring and profiling of given systems in order to ensure service continuity at a desirable level of performance

This discipline focuses on the design of strategic visions for the direction of security sections and how to achieve the strategic visions for the organization

This discipline focuses on developing and auditing policies designed to avert or mitigate risk involved with cybersecurity threats, and to ensure organizational compliance with these policies

This discipline focuses on remediating cybersecurity threats, failures, and incidents, investigates said incidents in order to determine causes, methods, and effects, and provide support to legal teams as necessary

This discipline focuses on identifying the inherent cybersecurity risks in a given set of IT systems then attempts to mitigate those risks as much as feasible within the organization's strategic vision

This discipline focuses on development of policies for the secrecy level classification of data and how to appropriately secure that data

This discipline focuses on intentionally trying to compromise the security systems of an organization in order to show flaws in systems and how they may be exploited so remediation may be sought

This discipline focuses on developing practices and technical mechanisms to secure an organization's applications

This discipline focuses on studying current and developing new access control methodologies and how to meet the business needs of an organization while mitigating the risk of data loss or corruption in the event of a cybersecurity threat

This discipline focuses on ensuring the technical security of a given network by deploying systems to control access to IT assets

This discipline focuses on taking the strategic security vision for an organization and business requirement of a project and designing an architecture to ensure the security of a given system while meeting the business need

This discipline focuses on managing mechanisms in which a customer proves their identity for access to IT systems, including user accounts and passwords, biometrics, access cards, and other mechanisms. This discipline also focuses on interoperability between different identity control mechanisms and establishing trust between these systems so that one provider's access will be trustworthy to others (i.e. federation).

This discipline focuses on deploying and implementing systems to protect the contents of data from unauthorized access in the absense of an active mechanism to control this access

This discipline focuses on ensuring health care records and other information is only accessible to individuals who are authorized to access said information in a standardized manner that allows for easy portability between dissimilar systems

This discipline provides emergency services to help restore the business activities of an organization in the event of a catastrophic failure

This discipline provides services to transform data in one format to another dissimilar format

This discipline provides services to house, protect, and maintain IT assets

This discipline provides services to audit the security and resiliency of major infrastructure components against attacks such as DDoS' and intrusions to ensure business continuity and integrity

This discipline focuses on using mass scanning tools and other methods to identify current vulnerabilities in a given network in order to seek remediation

This discipline focuses on intentionally trying to compromise the security systems of an organization in order to show flaws in systems and how they may be exploited so remediation may be sought

This discipline audits and tests the holistic security program to ensure its effectiveness against existing and emerging threats

This discipline focuses on identifying the inherent cybersecurity risks in a given set of IT systems then attempts to mitigate those risks as much as feasible within the organization's strategic vision

This discipline focuses on intentionally trying to compromise the security systems of an organization in a non-technical matter by interacting with people and attempting to extract critical information, such as passwords, out of them directly

This discipline focuses on auditing and testing security practices and proceedures to ensure its effectiveness against existing and emerging threats and also how it affects the businesses

This discipline focuses on providing support for Microsoft's Office product line and its associated products

This discipline focuses on the design and support of Microsoft Windows operating systems and their associated components

This discipline focuses on design and support of mobile hardware such as laptops and convertibles as well as iOS devices such as iPads

This discipline focuses on design and support of PC peripherals attached to an individual PC, including printers, external hard drives, and other systems

This discipline focuses on deploying client machines in a quick and efficient manner

Level I
Level II
Level III