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

AWARDED VENDOR INFORMATION

Supplier Name: STAPLEGUN

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Contract ID #:

P/Card Accepted: ☐ Yes ☒ No

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Vendor ID#: 000006401

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CONTRACT

State of Oklahoma

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Contract ID			Page
00000000000000000000003797			1 of 2
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 0000064031
STAPLEGUN
204 N ROBINSON AVE STE 2000
OKLAHOMA CITY OK 73102-6888
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	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	

2	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

Final = The price is final after adjustments
Hard = Apply adjustments regardless of other adjustments
Skip = Skip adjustments if any other adjustments have been applied

Authorized Signature

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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

Staplegun

Email pbaker@staplegun.us

Website www.staplegun.us
06/25/2015 - ITSW1025 Contract Extension 07/01/2015 - 09/30/2015 - JMcCaulla

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Authorized Signature

STAPLEGUN DESIGN

		Administrative Services	
		Labor Discipline	**On-Site Rate**
		IT Project management	160.00
		IT Marketing and branding	160.00
		Usability Consulting	160.00
		Business Requirements Gathering	160.00
		Business Analysts	160.00
		Technical Writer	140.00
		Application Devlopment and Support	
		Labor Discipline	**On-Site Rate**
		PHP/MySQL	160.00
		CMS Consulting and Contract Developme	140.00
		Programming for HTML	160.00
		Programmer/System Analyst	160.00
		Graphic Designers	140.00
		Applications Architect	160.00

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Skill-Set	Short Description
Administrative Services	
IT Project management	IT Project management is the discipline of planning, organizing, motivating, and controlling resources to achieve specific goals.
IT Governance	Information technology governance is a subset discipline of corporate governance focused on information technology (IT) systems and their performance and risk management.
IT Strategic Planning	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.
IT Marketing and branding	Marketing is the process of communicating the value of a product or service to customers.
IT Costing and Rate Analysis	A benchmarking process to determine cost per standardized unit versus cost to provider in order to provide efficient and competitive service rates
IT CRM	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
IT Physical Workspace Planning	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
IT Asset Lifecycle Management	This discipline tracks IT assets from purchase to surplus, and concerns itself with amortization rates and average cost of the lifecycle of a product
Usability Consulting	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
Process/Service Improvement Coordinators	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
Service Level Agreement	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
IT Portfolio Management	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
Business Requirements Gathering	This skillset interacts with the customer on a given endeavor to adequately gather all information needed to provide the scope of a project
Business Analysts	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
Business Process ENG/MGT and Assessment	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
Technical Writer	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
IT End-User Trainer	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
Capacity Planning & Performance Specialist	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
Infrastructure	
Enterprise Architecture	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
Data Center Engineering for High Availability	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
Enterprise Application and Desktop Virtualization	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
Integration between on-site services with cloud/managed service	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
Network Design and Security	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
Identity management and Federation	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).
Enterprise messaging and/or E-Discovery	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
VOIP and Unified Communications	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
EDI/HL7 Messaging	This discipline focuses on exchange of information between dissimilar IT systems by using standardized communication protocols in a manner that ensures their interoperability
Network Assessment	This discipline takes any available (albeit understood to be inconsistent) 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
SOA Governance	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
Complex system performance tuning	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
Network Administrator	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
Network Specialist	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
System and System Component Administration Services	
Local Area network LAN Maintenance or Support	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
Database analysis service	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
Computer or network or internet security	This discipline focuses on discovery, management, and mitigation of cybersecurity threats through user education, policy development, technical systems design, auditing, and forensic investigation
System installation service	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
System analysis service	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
Software coding service	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
Mainframe administration services	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
Wide area network WAN maintenance or support	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
Mainframe Protection Control/Scheduling - Global Variable	This discipline maintains the integrity of a mainframe system from cybersecurity threats and disproportionate resource allocation, ensuring fairness among batch jobs being processed
Application Development and Support	
Java/J2EE	This discipline provides development and support activities specific to the Java programming language and enterprise environment
PHP/MySQL	This discipline provides development and support activities specific to the PHP programming language, MySQL RDBMS, and PHP/MySQL environment
ASP/.NET/MSSQL	This discipline provides development and support activities specific to the .Net and MSSQL environment
Creston	This discipline provides development and support for Creston AV control and automation systems
Cold Fusion	This discipline provides development and support activities specific to the Coldfusion programming language and enterprise environment
Oracle/PeopleSoft	This discipline provides development and support activities specific to the Peoplesoft enterprise environment
COBOL	This discipline provides development and support activities specific to the COBOL programming language and enterprise environment
Banner	This discipline provides development and support activities specific to the Banner Student Information System and subcomponents
Mainframe Production Control	This discipline provides development and support activities related to day-to-day operations of mainframe systems
SDLC Performance Management	This discipline provides design, development, review and support activities related to the creation of SDLC Performance Management frameworks and methodologies
SDLC - Business Plans	This discipline provides design, development, review and support activities related to the creation of SDLC Business Planning documents
Mainframe Systems Support	This discipline provides development and support activities related to existing and planned mainframe systems
AppWorx	This discipline provides development and support activities specific to the Appworx scheduler solution and subcomponents
BPEL/SOA	This discipline provides development and support activities specific to BPEL (Business Process Execution Language) in a Service-Oriented Architecture (SOA)
Luminis Portal	This discipline provides design, development and support activities related to Luminus portal solution
Metrics Consulting	This discipline provides design, development, review and support activities related to the creation of IT Performance Metrics
SharePoint	This discipline provides development and support activities specific to Microsoft's Sharepoint framework and its underlying .Net/MSSQL backend
Knowledge Management	This discipline focuses on providing a continual flow of both institutional knowledge and industry knowledge to employees to allow for effective communication and transitions
Performance and Monitoring	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
CMS Consulting and Content Development	This discipline provides development and support activities related to content management systems
Programmers for PL/1	This discipline provides development and support activities specific to the PL/1 programming language
Programmers for C or C++	This discipline provides development and support activities specific to the C and C++ programming languages
Programmers for Assemblers (assembly)	This discipline provides development and support activities specific to the various assembly dialects
Programming for Visual Basic	This discipline provides development and support activities specific to the VisualBasic programming language
Programming for HTML	This discipline provides development and support activities specific to the hypertext markup language
Programming for Java	This discipline provides development and support activities specific to the Java programming language and enterprise environment
Programming for Basic	This discipline provides development and support activities specific to the BASIC programming language
Programming for CLIST	This discipline provides development and support activities specific to the CLIST programming language
Programmer/System Analyst	This discipline provides development and support activities for various programming languages within the environment of given applications
Programming for Shell Scripting (Linux/AIX/Solaris)	This discipline provides development and support activities specific to UNIX Shells (bash) and their scripting functionality
Programming for JCL - Global Variable	This discipline provides development and support activities specific to the JCL programming language
Programming for PowerBuilder	This discipline provides development and support activities specific to the Sybase PowerBuilder programming environment
Graphic Designers	This discipline works with usability engineers to design useful, usability standard conformant, and aesthetically pleasing interfaces and user documents
Programming for COBOL	This discipline provides development and support activities specific to the COBOL programming language
Applications Architect	This discipline focuses on taking technical and business requirements and designing how applications will work and how to go about programming said applications
PeopleSoft Business Analyst	This discipline focuses on Grants/Projects/Contracts
PeopleSoft Administrator	This discipline focuses on Accounts Receivable/Billing
Helpdesk Support	
Application and Personal Computer Support	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
Security Design and Support	
Forensics/Incident response	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
Business Continuity/Disaster recovery Planning	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
Policy Creation/Compliance	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
System Hardening	This discipline focuses on 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
Access Control Methodologies	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
Vulnerability and Penetration testing	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
Code Review	This discipline provides analysis of application code to look for potential vulnerabilities in software and mitigate the risk prior to deploying code to production
Security Operations Center Staff	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
Software Maintenance and Support	
Development Software maintenance	This discipline focuses on developing internal tools to aid in development, and maintaining other tools in the development toolchain
System management software Maintenance	This discipline focuses on maintaining internal tools that are used to manage and monitor internal systems
Audio/video Installation and Services	
Wire pulls and termination	This discipline focuses on installing physical network cabling infrastructure and terminating it at both the endpoints
Equipment Racking	This discipline focuses on installing physical hardware into system racks and appropriately routing various forms of cabling to facilitate appropriate cable management
Flat Panel Display mounting/rigging	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
Speaker mounting/rigging	This discipline focuses on mounting speakers to given mounting points as well as installation and integration of all mounting hardware
Rack Dressing	This discipline focuses specifically on cable management and rack layout within a rackmount system
Cable Management	This discipline focuses on ensuring that cables are tidily routed through proper hardware in a manner that is both aesthetically pleasing and functional
Ability to read and interpret system schematics	This discipline focuses on reading diagrams of cabling, server mounting, and other forms of visual instructions
Audio/Visual Design	This discipline involves taking the business requirements of an organization and designing audio/visual systems to suit the business need
Management Information Systems MS	
Telecommunications Planning Services	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
System architecture	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
Wide area network communication design	This discipline focuses on taking the business need of an organization and designing their wide-area network connectivity to suit their needs

Local area network communication design	This discipline focuses on taking the business need of an organization and designing their local-area network connectivity to suit their needs
Database design	This discipline utilizes normalization and other techniques to design an efficient and high performance, but also very intuitive database schema
Network Planning Services	This discipline focuses on analyzing an organization's data communications needs and plans out an efficient and scalable network architecture
Systems Planning Services	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
Quality Assurance Inspector/Analyst	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
Database Administrators	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
Enterprise Service Bus Engineer	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
RDS Print Manager	This discipline focuses on managing remote and centralized printers that are attached to a remote desktop session
QC Tester	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
Change Coordinators	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
Quality Control Planner	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
Quality Control Tester	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

Installation Services

Network/Phone Cabling	This discipline focuses on installation of the physical cabling infrastructure necessary for voice, video, and data communications inside of a physical presence
Security Cameras	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
Classroom Technology	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

System Design and Support

Linux	This discipline focuses on the design and support of the GNU/Linux operating system and its associated components
Apple	This discipline focuses on the design and support of the Apple OSX and iOS operating systems and their associated components
Microsoft	This discipline focuses on the design and support of Microsoft Windows operating systems and their associated components
Solaris	This discipline focuses on the design and support of the Oracle Solaris operating system and its associated components
Network	This discipline focuses on analyzing an organization's data communications needs and plans out an efficient and scalable network architecture
High-performance Computing	This discipline focuses on the design and support of "multi-head" clustered computing systems and its operation as a performance-critical system
Avaya/Nortel Telephony/IP Telephony	This discipline focuses on the design and support of current VoIP and legacy circuit-switched Avaya and Nortel telephony systems
Performance and Monitoring	This discipline focuses on the continued monitoring and profiling of given systems in order to ensure service continuity at a desirable level of performance

Security

Security Governance and Management	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
Security Policies and Procedures	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
Incident Response and Forensics	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
Risk management	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
Data Classification and Protection	This discipline focuses on development of policies for the secrecy level classification of data and how to appropriately secure that data
Vulnerability Assessment and Penetration Testing	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
Application Security	This discipline focuses on developing practices and technical mechanisms to secure an organization's applications
Access Controls	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
Network Security	This discipline focuses on ensuring the technical security of a given network by deploying systems to control access to IT assets
Security Architectures	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
Identity management	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).
Data Encryption	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
HIPAA/Privacy	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

Data Services

Disaster Recovery Services	This discipline provides emergency services to help restore the business activities of an organization in the event of a catastrophic failure
Data Conversion Services	This discipline provides services to transform data in one format to another dissimilar format
Data Center Services	This discipline provides services to house, protect, and maintain IT assets

Security Risk Assessment Consulting

Evaluate Network Security (WAN & Backbone components)	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
Identify Vulnerabilities (Network Element & Architecture Secu	This discipline focuses on using mass scanning tools and other methods to identify current vulnerabilities in a given network in order to seek remediation
Penetration Testing	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
Security Program Assessment	This discipline audits and tests the holistic security program to ensure its effectiveness against existing and emerging threats
Risk Analysis	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
Social Engineering Testing	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
Determine Adequacy of Security Measures	This discipline focuses on auditing and testing security practices and procedures to ensure its effectiveness against existing and emerging threats and also how it affects the businesses

Personal Computer Support

Microsoft Office	This discipline focuses on providing support for Microsoft's Office product line and its associated products
Microsoft PC Operating Systems	This discipline focuses on the design and support of Microsoft Windows operating systems and their associated components
Mobile Device support (laptops, tablets, iPads, etc)	This discipline focuses on design and support of mobile hardware such as laptops and convertibles as well as iOS devices such as iPads
PC Peripherals (printers, external drives etc	This discipline focuses on design and support of PC peripherals attached to an individual PC, including printers, external hard drives, and other systems
PC Imaging and Deployment	This discipline focuses on deploying client machines in a quick and efficient manner

Level I
Level II
Level III