



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

AWARDED VENDOR INFORMATION

Supplier Name: Information Resource Group, Inc.

Vendor ID#: 363214

Primary Contact: Shyam Goel

Email: SGoel@irginc.net

Secondary Contact: Tyler Jenkins

Phone #: 1- 573 - 632 - 6474

Email: TJenkins@irginc.net

Website: www.irginc.net

Contract ID #: 3769

P/Card Accepted: ☐ Yes ☒ No

**Email Address to
Receive ITSW1025
SOW Notifications:** OKreq@irginc.net

CONTRACT

State of Oklahoma

Dispatch via Print

Supplier 0000363214
INFORMATION RESOURCE GROUP INC
2721 INDUSTRIAL DR STE A
JEFFERSON CITY MO 65109-0795
USA

Contract ID			Page	
000000000000000000000000003769			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	
TYPE: STATEWIDE				

Tax Exempt? Y Tax Exempt ID:736017987

Contract Lines:

Line #	Cat CD / Item ID / Item Desc	UOM	Minimum Order		Maximum / Open	
			Qty	Amt	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	81112208 / 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	HR	0.00	0.00	0.00	0.00
	Contract Base Pricing	0.01000	HR	0001		

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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Contract Lines:

Line #	Cat CD / Item ID / Item Desc	UOM	Minimum Order Qty	Amt	Maximum / Open Qty	Open Amt
5	80101507 / 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	HR	0.00	0.00	0.00	0.00
	Contract Base Pricing	0.01000	HR	0001		
6	81112218 / 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	HR	0.00	0.00	0.00	0.00
	Contract Base Pricing	0.01000	HR	0001		
7	81111700 / 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	HR	0.00	0.00	0.00	0.00

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TYPE: STATEWIDE				

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Contract Lines:

Line #	Cat CD / Item ID / Item Desc	UOM	Minimum Order Qty	Order Amt	Maximum / Open Qty	Open Amt
11	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		
12	81111508 / 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 2 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	HR	0.00	0.00	0.00	0.00
	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

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Description: ITSW1025 IT Staffing			Contract Maximum 0.00	
TYPE: STATEWIDE				

Tax Exempt? Y Tax Exempt ID:736017987

Contract Period 7/1/2014 to 6/30/2015

Agreement Period 7/1/2014 to 6/30/2015

Information Resource Group

Email OKreq@irginc.net
Website www.irginc.net
06/25/2015 - ITSW1025 Contract Extension 07/01/2015 - 09/30/2015 - JMcCaulla

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Security Design and Support			
	Labor Discipline		On-Site Rate
	Expert	Forensics/Incident response	85.00
	Senior	Forensics/Incident response	70.00
	Junior	Forensics/Incident response	35.00
	Expert	Business Continuity/Disaster recovery Planning	88.00
	Senior	Business Continuity/Disaster recovery Planning	60.00
	Junior	Business Continuity/Disaster recovery Planning	35.00
	Expert	Policy Creation/Compliance	80.00
	Senior	Policy Creation/Compliance	60.00
	Junior	Policy Creation/Compliance	35.00
	Expert	System Hardening	80.00
	Senior	System Hardening	60.00
	Junior	System Hardening	40.00
	Expert	Access Control Methodologies	80.00
	Senior	Access Control Methodologies	60.00
	Junior	Access Control Methodologies	35.00
	Expert	Vulnerability and Penetration testing	95.00
	Senior	Vulnerability and Penetration testing	55.00
	Junior	Vulnerability and Penetration testing	35.00
	Expert	Code Review	88.00
	Senior	Code Review	60.00
	Junior	Code Review	35.00
	Expert	Security Operations Center Staff	85.00
	Senior	Security Operations Center Staff	55.00
	Junior	Security Operations Center Staff	35.00
Administrative Services			
	Labor Discipline		On-Site Rate
	Expert	IT Project management	120.00
	Senior	IT Project management	90.00
	Junior	IT Project management	50.00
	Expert	IT Governance	110.00
	Senior	IT Governance	85.00
	Junior	IT Governance	50.00
	Expert	IT Strategic Planning	95.00
	Senior	IT Strategic Planning	75.00
	Junior	IT Strategic Planning	45.00
	Expert	IT Marketing and branding	65.00
	Senior	IT Marketing and branding	55.00
	Junior	IT Marketing and branding	35.00
	Expert	IT Costing and Rate Analysis	65.00
	Senior	IT Costing and Rate Analysis	55.00
	Junior	IT Costing and Rate Analysis	35.00
	Expert	IT CRM	70.00
	Senior	IT CRM	60.00
	Junior	IT CRM	35.00
	Expert	IT Physical Workspace Planning	60.00
	Senior	IT Physical Workspace Planning	50.00
	Junior	IT Physical Workspace Planning	30.00
	Expert	IT Asset Lifecycle Management	60.00
	Senior	IT Asset Lifecycle Management	50.00
	Junior	IT Asset Lifecycle Management	30.00
	Expert	Usability Consulting	70.00
	Senior	Usability Consulting	55.00
	Junior	Usability Consulting	30.00
	Expert	Process/Service Improvement Coordination	60.00
	Senior	Process/Service Improvement Coordination	50.00
	Junior	Process/Service Improvement Coordination	30.00
	Expert	Service Level Agreement	60.00
	Senior	Service Level Agreement	50.00
	Junior	Service Level Agreement	30.00

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	Expert	IT Portfolio Management	80.00
	Senior	IT Portfolio Management	60.00
	Junior	IT Portfolio Management	30.00
	Expert	Business Requirements Gathering	90.00
	Senior	Business Requirements Gathering	70.00
	Junior	Business Requirements Gathering	35.00
	Expert	Business Analysts	90.00
	Senior	Business Analysts	75.00
	Junior	Business Analysts	40.00
	Expert	Business Process ENG/MGT and Assess	80.00
	Senior	Business Process ENG/MGT and Assess	65.00
	Junior	Business Process ENG/MGT and Assess	40.00
	Expert	Technical Writer	75.00
	Senior	Technical Writer	50.00
	Junior	Technical Writer	30.00
	Expert	IT End-User Trainer	60.00
	Senior	IT End-User Trainer	50.00
	Junior	IT End-User Trainer	30.00
	Expert	Capacity Planning & Performance Specia	70.00
	Senior	Capacity Planning & Performance Specia	55.00
	Junior	Capacity Planning & Performance Specia	35.00

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System and System Component Administration Services			
	Labor Discipline		On-Site Rate
Expert	Local Area network LAN Maintenance or		70.00
Senior	Local Area network LAN Maintenance or		55.00
Junior	Local Area network LAN Maintenance or		30.00
Expert	Database analysis service		110.00
Senior	Database analysis service		80.00
Junior	Database analysis service		35.00
Expert	Computer or network or internet security		80.00
Senior	Computer or network or internet security		65.00
Junior	Computer or network or internet security		35.00
Expert	System installation service		60.00
Senior	System installation service		50.00
Junior	System installation service		30.00
Expert	System analysis service		85.00
Senior	System analysis service		60.00
Junior	System analysis service		35.00
Expert	Software coding service		95.00
Senior	Software coding service		75.00
Junior	Software coding service		40.00
Expert	Mainframe administration services		85.00
Senior	Mainframe administration services		65.00
Junior	Mainframe administration services		30.00
Expert	Wide area network WAN maintenance or		60.00
Senior	Wide area network WAN maintenance or		50.00
Junior	Wide area network WAN maintenance or		30.00
Expert	Mainframe Protection Control/Scheduling		65.00
Senior	Mainframe Protection Control/Scheduling		55.00
Junior	Mainframe Protection Control/Scheduling		30.00
Management Information System MS			
	Labor Discipline		On-Site Rate
Expert	Telecommunications Planning Services		80.00
Senior	Telecommunications Planning Services		60.00
Junior	Telecommunications Planning Services		35.00
Expert	System architecture		120.00
Senior	System architecture		90.00
Junior	System architecture		55.00
Expert	Wide area network communication design		78.00
Senior	Wide area network communication design		65.00
Junior	Wide area network communication design		35.00
Expert	Local area network communication design		78.00
Senior	Local area network communication design		65.00
Junior	Local area network communication design		30.00
Expert	Database design		105.00
Senior	Database design		70.00
Junior	Database design		35.00
Expert	Network Planning Services		65.00
Senior	Network Planning Services		50.00
Junior	Network Planning Services		30.00
Expert	Systems Planning Services		65.00
Senior	Systems Planning Services		50.00
Junior	Systems Planning Services		30.00
Expert	Quality Assurance Inspector/Analyst		65.00
Senior	Quality Assurance Inspector/Analyst		55.00
Junior	Quality Assurance Inspector/Analyst		30.00
Expert	Database Administrators		110.00
Senior	Database Administrators		70.00
Junior	Database Administrators		35.00
Expert	Enterprise Service Bus Engineer		110.00
Senior	Enterprise Service Bus Engineer		85.00
Junior	Enterprise Service Bus Engineer		40.00
Expert	RDS Print Manager		62.00
Senior	RDS Print Manager		50.00
Junior	RDS Print Manager		30.00
Expert	QC Tester		68.00
Senior	QC Tester		55.00
Junior	QC Tester		30.00
Expert	Change Coordinators		68.00
Senior	Change Coordinators		52.00
Junior	Change Coordinators		30.00
Expert	Quality Control Planner		65.00
Senior	Quality Control Planner		50.00
Junior	Quality Control Planner		30.00
Expert	Quality Control Tester		65.00
Senior	Quality Control Tester		50.00
Junior	Quality Control Tester		30.00
Installation Services			
	Labor Discipline		On-Site Rate
NO BID			
System Design and Support			
	Labor Discipline		On-Site Rate
Expert	Linux		80.00
Senior	Linux		65.00
Junior	Linux		35.00
Expert	Apple		88.00
Senior	Apple		70.00
Junior	Apple		35.00
Expert	Microsoft		80.00
Senior	Microsoft		62.00
Junior	Microsoft		35.00
Expert	Solaris		80.00
Senior	Solaris		68.00
Junior	Solaris		35.00
Expert	Network		70.00
Senior	Network		60.00
Junior	Network		35.00
Expert	High-performance Computing		82.00
Senior	High-performance Computing		68.00

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	Junior	High-performance Computing	35.00
	Expert	Avaya/Nortel Telephony/IP Telephony	70.00
	Senior	Avaya/Nortel Telephony/IP Telephony	60.00
	Junior	Avaya/Nortel Telephony/IP Telephony	35.00
	Expert	Performance and Monitoring	88.00
	Senior	Performance and Monitoring	60.00
	Junior	Performance and Monitoring	35.00
Security			
		Labor Discipline	On-Site Rate
	Expert	Security Governance and Management	98.00
	Senior	Security Governance and Management	72.00
	Junior	Security Governance and Management	40.00
	Expert	Security Policies and Procedures	75.00
	Senior	Security Policies and Procedures	60.00
	Junior	Security Policies and Procedures	40.00
	Expert	Incident Response and Forensics	55.00
	Senior	Incident Response and Forensics	45.00
	Junior	Incident Response and Forensics	35.00
	Expert	Risk management	80.00
	Senior	Risk management	60.00
	Junior	Risk management	40.00
	Expert	Data Classification and Protection	55.00
	Senior	Data Classification and Protection	45.00
	Junior	Data Classification and Protection	35.00
	Expert	Vulnerability Assessment and Penetration	88.00
	Senior	Vulnerability Assessment and Penetration	55.00
	Junior	Vulnerability Assessment and Penetration	35.00
	Expert	Application Security	90.00
	Senior	Application Security	55.00
	Junior	Application Security	35.00
	Expert	Access Controls	60.00
	Senior	Access Controls	45.00
	Junior	Access Controls	30.00
	Expert	Network Security	75.00
	Senior	Network Security	45.00
	Junior	Network Security	30.00
	Expert	Security Architectures	110.00
	Senior	Security Architectures	75.00
	Junior	Security Architectures	40.00
	Expert	Identity management	110.00
	Senior	Identity management	55.00
	Junior	Identity management	35.00
	Expert	Data Encryption	70.00
	Senior	Data Encryption	60.00
	Junior	Data Encryption	35.00
	Expert	HIPAA/Privacy	80.00
	Senior	HIPAA/Privacy	60.00
	Junior	HIPAA/Privacy	30.00

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Data Services			
	Labor Discipline		On-Site Rate
Expert	Disaster Recovery Services		85.00
Senior	Disaster Recovery Services		70.00
Junior	Disaster Recovery Services		35.00
Expert	Data Conversion Services		88.00
Senior	Data Conversion Services		60.00
Junior	Data Conversion Services		30.00
Expert	Data Center Services		70.00
Senior	Data Center Services		55.00
Junior	Data Center Services		30.00
Security Risk Assessment Consulting			
	Labor Discipline		On-Site Rate
Expert	Evaluate Network Security (WAN & Back		95.00
Senior	Evaluate Network Security (WAN & Back		55.00
Junior	Evaluate Network Security (WAN & Back		35.00
Expert	Identify Vulnerabilities (Network Element		95.00
Senior	Identify Vulnerabilities (Network Element		55.00
Junior	Identify Vulnerabilities (Network Element		35.00
Expert	Penetration Testing		88.00
Senior	Penetration Testing		55.00
Junior	Penetration Testing		35.00
Expert	Security Program Assessment		80.00
Senior	Security Program Assessment		55.00
Junior	Security Program Assessment		35.00
Expert	Risk Analysis		85.00
Senior	Risk Analysis		60.00
Junior	Risk Analysis		30.00
Expert	Social Engineering Testing		70.00
Senior	Social Engineering Testing		60.00
Junior	Social Engineering Testing		30.00
Expert	Determine Adequacy of Security Measur		90.00
Senior	Determine Adequacy of Security Measur		60.00
Junior	Determine Adequacy of Security Measur		30.00
Personal Computer Support			
	Labor Discipline		On-Site Rate
NO BID			
Application Development and Support			
	Labor Discipline		On-Site Rate
Expert	Java/J2EE		95.00
Senior	Java/J2EE		85.00
Junior	Java/J2EE		50.00
Expert	PHP/MySQL		88.00
Senior	PHP/MySQL		75.00
Junior	PHP/MySQL		35.00
Expert	ASP.NET/MSSQL		95.00
Senior	ASP.NET/MSSQL		75.00
Junior	ASP.NET/MSSQL		35.00
Expert	Creston		70.00
Senior	Creston		60.00
Junior	Creston		35.00
Expert	Cold Fusion		68.00
Senior	Cold Fusion		55.00
Junior	Cold Fusion		40.00
Expert	Oracle/PeopleSoft		120.00
Senior	Oracle/PeopleSoft		100.00
Junior	Oracle/PeopleSoft		55.00
Expert	COBOL		88.00
Senior	COBOL		72.00
Junior	COBOL		35.00
Expert	Banner		85.00
Senior	Banner		70.00
Junior	Banner		35.00
Expert	Mainframe Production Control		74.00
Senior	Mainframe Production Control		55.00
Junior	Mainframe Production Control		35.00
Expert	SDLC Performance Management		68.00
Senior	SDLC Performance Management		55.00
Junior	SDLC Performance Management		35.00
Expert	SDLC - Business Plans		75.00

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 servi
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

Software Maintenance and Support

Development Software maintenance
System management software Maintenance

Audio/video Installation and Services

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

Management Information Systems MS

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

Security

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

Data Services

Disaster Recovery Services

Data Conversion Services

Data Center Services

Security Risk Assessment Consulting

Evaluate Network Security (WAN & Backbone components)

Identify Vulnerabilities (Network Element & Architecture Sec

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
Information technology governance is a subset discipline of corporate governance focused
Information Technology Strategic Planning is a discipline within the Information Technolo
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
Customer Relationship Management is the maintenance of a relationship between a service
The discipline which concerns itself with not only the physical space which an employee v
This discipline tracks IT assets from purchase to surplus, and concerns itself with amortiza
This discipline focuses on ensuring an IT system conforms to the 4 C's of user interface de
This skillset seeds data from CRM metrics and works with both global statistics and specif
This discipline focuses on an overall relationship between a customer and a service provid
Portfolio management is the holistic control of all projects for a given entity and focuses o
This skillset interacts with the customer on a given endeavor to adequately gather all infor
Business analysis combines skills such as business requirements gathering, customer relati
This discipline focuses on working with process and service improvement coordinators, cu
Technical Writing is a discipline that focuses on providing high-quality, understandable doc
This discipline focuses on providing adequate training for end users on given IT systems, c
This discipline concerns itself with the overreaching growth of a service provider, determi

This discipline focuses on taking business and technical requirements from business analy
This discipline concerns itself with ensuring that services are always available in the conte
This discipline works to disconnect user applications and environments from physical hard
This discipline manages integration between on-premises systems inside an entity and outs
A similar discipline to enterprise architecture, this discipline focuses on how to efficiently
This discipline focuses on managing mechanisms in which a customer proves their identity
This discipline focuses on semi-realtime, user-to-user or system-to-system communication
This discipline focuses on real-time communications between users via voice and video m
This discipline focuses on exchange of information between dissimilar IT systems by using
This discipline takes any available (albeit understood to be limited to non-existent) data or
This discipline provides oversight of IT systems designed to provide a service to a custom
This discipline involves in-depth analysis of systems running currently in production and l
This discipline focuses on the management of entire networks, or subsets of networks, and
This discipline operates underneath of a network administrator in order to provide labor th

This discipline combines the disciplines of network specialist with physical network maint

This discipline focuses on providing troubleshooting, diagnostics, and profiling services s
This discipline focuses on discovery, management, and mitigation of cybersecurity threats
This discipline provides a service to install a given system, including integration and produ
This discipline focuses on providing troubleshooting, diagnostics, and profiling services to
This discipline provides a service to write software according to technical specifications gi
This discipline focuses on providing general administration tasks, such as troubleshooting
This discipline combines the disciplines of network specialist with physical network maint
This discipline maintains the integrity of a mainframe system from cybersecurity threats ar

This discipline provides development and support activities specific to the Java programm
This discipline provides development and support activities specific to the PHP programm
This discipline provides development and support activities specific to the .Net and MSSQ
This discipline provides development and support for Crestron AV control and automation
This discipline provides development and support activities specific to the Coldfusion pro
This discipline provides development and support activities specific to the Peoplesoft ente
This discipline provides development and support activities specific to the COBOL progra
This discipline provides development and support activities specific to the Banner Student
This discipline provides development and support activities related to day-to-day operation
This discipline provides design, development, review and support activities related to the c
This discipline provides design, development, review and support activities related to the c
This discipline provides development and support activities related to existing and planne
This discipline provides development and support activities specific to the Appworx sched
This discipline provides development and support activities specific to BPEL (Business Pr
This discipline provides design, development and support activities related to Luminus poi
This discipline provides design, development, review and support activities related to the c
This discipline provides development and support activities specific to Microsoft's Sharep
This discipline focuses on providing a continual flow of both institutional knowledge and
This discipline monitors applications to ensure they continue to meet anticipated and desir
This discipline provides development and support activities related to content managemen
This discipline provides development and support activities specific to the PL/1 programr
This discipline provides development and support activities specific to the C and C++ prog
This discipline provides development and support activities specific to the various assemb
This discipline provides development and support activities specific to the VisualBasic pro
This discipline provides development and support activities specific to the hypertext mark
This discipline provides development and support activities specific to the Java programm
This discipline provides development and support activities specific to the BASIC program
This discipline provides development and support activities specific to the CLIST program

This discipline provides development and support activities for various programming languages

This discipline provides development and support activities specific to UNIX Shells (bash, zsh, etc.)

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 database

This discipline works with usability engineers to design useful, usability standard conforming user interfaces

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 to implement them

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 point of contact

This discipline focuses on remediating cybersecurity threats, failures, and incidents, investigating root causes

This discipline focuses on designing, implementing, and testing responses to hypothetical cybersecurity scenarios

This discipline focuses on developing and auditing policies designed to avert or mitigate risk

This discipline provides in-depth analysis and auditing of system settings and functionality

This discipline focuses on studying current and developing new access control methodologies

This discipline focuses on intentionally trying to compromise the security systems of an organization

This discipline provides analysis of application code to look for potential vulnerabilities in the code

This discipline combines the various security disciplines in a holistic manner that is able to address the entire security posture

This discipline focuses on developing internal tools to aid in development, and maintaining them

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

This discipline focuses on installing physical network cabling infrastructure and terminating it

This discipline focuses on installing physical hardware into system racks and appropriately labeling it

This discipline focuses on mounting flat panel displays to mounts and affixing mounts to racks

This discipline focuses on mounting speakers to given mounting points as well as installing them

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

This discipline focuses on ensuring that cables are tidily routed through proper hardware in a rack

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

This discipline involves taking the business requirements of an organization and designing the infrastructure to meet them

This discipline focuses on analyzing an organization's voice, video, and data communication needs

This discipline focuses on taking the business and technical requirements for a given system and designing it

This discipline focuses on taking the business need of an organization and designing their network

This discipline focuses on taking the business need of an organization and designing their infrastructure

This discipline utilizes normalization and other techniques to design an efficient and high performance database system

This discipline focuses on analyzing an organization's data communications needs and planning an architecture to support those needs

This discipline focuses on analyzing an organization's holistic vision for technology use and determining the appropriate technology to support that vision

This discipline focuses on routinely analyzing and auditing deliverables from projects to ensure they meet the organization's requirements

This discipline focuses on maintaining an RDBMS or other database management system in a state of high performance and availability

This discipline focuses on designing a set of standards to be utilized within an organization to ensure consistency and quality of systems

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

This discipline focuses on ensuring consistent quality of systems by testing new versions of software and hardware

This discipline focuses on coordinating any change in the IT services pipeline with other groups within the organization

This discipline focuses on taking historical data from systems and changes and designs set of standards to be utilized within an organization

This discipline focuses on ensuring consistent quality of systems by testing new versions of software and hardware

This discipline focuses on installation of the physical cabling infrastructure necessary for a network

This discipline focuses on installation of security camera systems to ensure reliable video surveillance

This discipline focuses on installation of technical systems which enhance the learning experience of students

This discipline focuses on the design and support of the GNU/Linux operating system and applications

This discipline focuses on the design and support of the Apple OSX and iOS operating systems and applications

This discipline focuses on the design and support of Microsoft Windows operating system and applications

This discipline focuses on the design and support of the Oracle Solaris operating system and applications

This discipline focuses on analyzing an organization's data communications needs and planning an architecture to support those needs

This discipline focuses on the design and support of "multi-head" clustered computing systems

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

This discipline focuses on the continued monitoring and profiling of given systems in order to ensure they meet the organization's requirements

This discipline focuses on the design of strategic visions for the direction of security sections within an organization

This discipline focuses on developing and auditing policies designed to avert or mitigate risk to an organization

This discipline focuses on remediating cybersecurity threats, failures, and incidents, investigating the root cause of the problem

This discipline focuses on identifying the inherent cybersecurity risks in a given set of IT systems and applications

This discipline focuses on development of policies for the secrecy level classification of data and information

This discipline focuses on intentionally trying to compromise the security systems of an organization in order to gain unauthorized access

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

This discipline focuses on studying current and developing new access control methodologies and technologies

This discipline focuses on ensuring the technical security of a given network by deploying appropriate security measures

This discipline focuses on taking the strategic security vision for an organization and business and implementing it

This discipline focuses on managing mechanisms in which a customer proves their identity to an organization

This discipline focuses on deploying and implementing systems to protect the contents of a network

This discipline focuses on ensuring health care records and other information is only accessed by authorized personnel

This discipline provides emergency services to help restore the business activities of an organization

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

This discipline focuses on using mass scanning tools and other methods to identify current vulnerabilities

This discipline focuses on intentionally trying to compromise the security systems of an organization

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

This discipline focuses on identifying the inherent cybersecurity risks in a given set of IT systems

This discipline focuses on intentionally trying to compromise the security systems of an organization

This discipline focuses on auditing and testing security practices and procedures to ensure effectiveness

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

This discipline focuses on the design and support of Microsoft Windows operating system

This discipline focuses on design and support of mobile hardware such as laptops and convertible tablets

This discipline focuses on design and support of PC peripherals attached to an individual PC

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

ing resources to achieve specific goals.

on information technology (IT) systems and their po
ogy and Information Systems domain and is concern

order to provide efficient and competitive service ra
e provider and a customer, ensuring all of the custom
works in and its layout, but also the ergonomics and
tion rates and average cost of the lifecycle of a prod
velopment (control, conveyance, continuity, and cor
fic instances where there have been shortcomings in
er, ensuring that the provisions of an SLA (such as u
n improving processes, maintaining customer relatic
mation needed to provide the scope of a project
lationship management, and enterprise architecture to c
ustomer relationship management, and IT costing dis
cumentation on technical systems that can provide "I
ensuring they have up-to-date and useful knowledge
ning current utilization percentiles, and growth infor

sts in projects, and taking data on service growth fro
ext of a given uptime requirement in an SLA, ensurin
lware and make them mobile by pulling them into a
sourced/"cloud" services provided by another service
transport data from a client to a server and back aga
y for access to IT systems, including user accounts an
mechanisms such as email and instant messaging, a
echanisms, and ensures interoperability between disc
g standardized communication protocols in a manne
n a given IT environment, and analyzes the environm
er and ensures they conform to the overall strategic v
now the various pieces interoperate with one another
is charged with ensuring continuity of service, effic
at is more focused on a specific discipline of networ

tenance to provide physical and logical support and i

specific to relational database management systems and
through user education, policy development, technical
action migration of said system, ensuring it interoperates
to gain insight into the action of a given system in order
given, including debugging, testing, and documentation
problems, maintaining the system, and making any
tenance to provide physical and logical support and
and disproportionate resource allocation, ensuring fair

ing language and enterprise environment
ing language, MySQL RDBMS, and PHP/MySQL e
QL environment
i systems
gramming language and enterprise environment
rprise environment
mming language and enterprise environment
Information System and subcomponents
ns of mainframe systems
creation of SDLC Performance Management framework
creation of SDLC Business Planning documents
d mainframe systems
luler solution and subcomponents
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creation of IT Performance Metrics
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initial analysis of a problem, finding any potential d

igates said incidents in order to determine causes, m
or actual disaster scenarios characterized by a catast
risk involved with cybersecurity threats, and to ensur
y and seeks remediation action for systems which ha
gies and how to meet the business needs of an organi
ganization in order to show flaws in systems and ho
i software and mitigate the risk prior to deploying co
o seek proactive remediation of security threats, as w

g other tools in the development toolchain
internal systems

ng it at both the endpoints
y routing various forms of cabling to facilitate appro
a given mounting point and ensuring appropriate stit
ion and integration of all mounting hardware
unt system
n a manner that is both aesthetically pleasing and fur
of visual instructions
; audio/visual systems to suit the business need

on needs and plans out an effective course of action
m and designing a maintainable and extensible archi
wide-area network connectivity to suit their needs
local-area network connectivity to suit their needs

performance, but also very intuitive database schemas
ns out an efficient and scalable network architecture
nd designs an efficient and scalable architecture for I
nsure they meet a high standard of quality and that tl
including writing queries, producing reports, and ens
n to ensure that dissimilar systems can effectively co
remote desktop session

of systems as they are rolled out with real-world data
roups within the organization to ensure that interope
s of procedures to help ensure that high levels of qua
of systems as they are rolled out with real-world data

voice, video, and data communications inside of a pl
streams of data in a manner which is difficult to tam
perience in schools and elsewhere, can include audio

its associated components
stems and their associated components
s and their associated components
nd its associated components
ns out an efficient and scalable network architecture
tems and its operation as a performance-critical syste
hed Avaya and Nortel telephony systems
r to ensure service continuity at a desirable level of

ons and how to achieve the strategic visions for the c
risk involved with cybersecurity threats, and to ensur
igates said incidents in order to determine causes, m
systems then attempts to mitigate those risks as much
ata and how to appropriately secure that data
ganization in order to show flaws in systems and ho
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gies and how to meet the business needs of an organi
systems to control access to IT assets
ness requirement of a project and designing an archit
y for access to IT systems, including user accounts an
data from unauthorized access in the absense of an a

ssible to individuals who are authorized to access sai

ganization in the event of a catastrophic failure
nat

e components against attacks such as DDoS' and intr
vulnerabilities in a given network in order to seek r
ganization in order to show flaws in systems and ho
inst existing and emerging threats
systems then attempts to mitigate those risks as much
ganization in a non-technical matter by interacting v
e its effectiveness against existing and emerging thre

sociated products
s and their associated components
vertibles as well as iOS devices such as iPads
PC, including printers, external hard drives, and othe

performance and risk management.

ed with making the planning process for information technology investments and decision

ites

ner's needs are met adequately by the service provider

safety of a workplace, ensuring a healthy and productive workzone

uct

ntext), and ensuring that the IT system is well adjusted to the business process and vice ve

service provided and helps process designers develop new processes and test them in the

uptime requirements, response times, etc) are met

onships, and ensuring a project manager can operate optimally within their own context

etermine efficient sets of requirements and architectural guidelines for projects

disciplines to develop new processes and SOPs that remove the extraneous and unnecessary,

now-to" assistance to end users, as well as provide very technical institutional knowledge

of a given system and how it fits into their business processes

mation, to determine the necessary capacity enhancement of a service provider to continu

om planning specialists and designs enterprise systems to meet current and future demands

ing that customers can use said services, even when something has gone wrong

centrally managed virtualization environment, then providing an access system to the end

e provider to ensure a seamless and invisible user experience between the two

in, in a manner that prevents unauthorized access, and ensures fair use of resources betwe

nd passwords, biometrics, access cards, and other mechanisms. This discipline also focus

nd maintaining an archive of communications between users that can be retrieved on dem

crete systems such that they appear to an end user to behave as a single, holistic system

r that ensures their interoperability

ient in order to provide documentation on the numerous systems within an environment ar

vision of the organization and meet the needs of the organization's customers

; finding bottlenecks and other slow-downs, and then provides action to remove these bot

iciency of the network, and fairness of distribution of network resources

ks (such as wireless or MPLS) and that requires less overall technical knowledge and inst

maintenance activities specific to a local area network as perscribed by the network admin

and other non-RDBMS database systems in order to gain more keen insight into the internal systems design, auditing, and forensic investigation rates with the existing enterprise structure appropriately in order to more keenly understand the internals of the system in order to know how the system operates and how to deploy it and make changes as necessary, specific to mainframe systems and maintenance activities specific to a wide area network as prescribed by the network administrator among batch jobs being processed

environment

tools and methodologies

architecture (SOA)

kind

ive communication and transitions

l to ensure they continue to meet business requirements

documents

ming said applications

documentation that describes fixes for problems, and routing support instances to the appro

ethods, and effects, and provide support to legal teams as necessary

rophic loss of critical infrastructure, and ensuring the continued business activity of an org

e organizational compliance with these policies

ve shown or potential security flaws that allow for unacceptable risk in the event of a cybe

ization while mitigating the risk of data loss or corruption in the event of a cybersecurity t

w they may be exploited so remediation may be sought

ode to production

well as reactively respond to cybersecurity incidents

priate cable management

ffness and integrity of the mount

actional

for telecommunication infrastructure

itecture allowing for accomodation of current need and future growth

a

IT systems in that organization
the deliverables continue to behave as expected and desired
ensuring optimal efficiency of said database system
communicate with one another and ensure interoperability between applications

and techniques
reliability is maintained, security is not compromised, and that a high level of quality is kept
quality are maintained, and how to test the quality of systems in the future
and techniques

physical presence
oper with
audio/video systems, computers, network infrastructure, and other systems

em

performance

organization
ensure organizational compliance with these policies
methods, and effects, and provide support to legal teams as necessary
as feasible within the organization's strategic vision

when they may be exploited so remediation may be sought

organization while mitigating the risk of data loss or corruption in the event of a cybersecurity t

architecture to ensure the security of a given system while meeting the business need
and passwords, biometrics, access cards, and other mechanisms. This discipline also focuses
effective mechanism to control this access

d information in a standardized manner that allows for easy portability between dissimilar

usions to ensure business continuity and integrity
emediation

w they may be exploited so remediation may be sought

1 as feasible within the organization's strategic vision

with people and attempting to extract critical information, such as passwords, out of them c
eats and also how it affects the businesses

r systems

making a quicker, more flexible, and more thoroughly aligned process.

rsa
field

, and create novel ways to avoid expensive tasks wherever possible, in order to create a
to technical personnel on given systems

ally meet their customers' needs without any service interruptions

for a given system

user to allow them to access their operating environment and application

en customers

es on interoperability between different identity control mechanisms and establishing t
and in order to ensure legal compliance with various legislation

nd how they interoperate

tlenecks, and negate any other slow-down or negative performance factor

itutional knowledge than a network administrator

istration teams

ul workings of a database system

ustration teams

appropriate group as necessary

organization post-disaster

cybersecurity threat
threat

hreat

es on interoperability between different identity control mechanisms and establishing ti

systems

directly

. more efficient and lean workplace

rust between these systems so that one provider's access will be trustworthy to others (i

rust between these systems so that one provider's access will be trustworthy to others (i

.e. federation).

.e. federation).

Level I

Level II

Level III