



Dispatch via Print

Contract ID			Page
00000000000000000000000000003918			3 of 3
Contract Dates	Currency	Rate Type	Rate Date
11/04/2014 to 09/30/2015	USD	CRRNT	PO Date
Description:		Contract Maximum	
ITSW1025 IT Staffing		0.00	
Allow Open Item Reference			
TYPE: STATEWIDE			

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

Authorized Signature



Lumenate 0900000134

[illegible]

Lumenate 0900000134

[illegible]

Lumenate 0900000134

[illegible]

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 threats

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 walls

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

This discipline focuses on analyzing an organization's data communications needs and plan

This discipline focuses on analyzing an organization's holistic vision for technology use ar

This discipline focuses on routinely analyzing and auditing deliverables from projects to e

This discipline focuses on maintaining an RDBMS or other database management system i

This discipline focuses on designing a set of standards to be utilized within an organization

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

This discipline focuses on ensuring consistent quality of systems by testing new versions c

This discipline focuses on coordinating any change in the IT services pipeline with other gr

This discipline focuses on taking historical data from systems and changes and designs set

This discipline focuses on ensuring consistent quality of systems by testing new versions c

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

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

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

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

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

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

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

This discipline focuses on analyzing an organization's data communications needs and plan

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

This discipline focuses on the design and support of current VoIP and legacy circuit-switc

This discipline focuses on the continued monitoring and profiling of given systems in orde

This discipline focuses on the design of strategic visions for the direction of security sectic

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

This discipline focuses on remediating cybersecurity threats, failures, and incidents, invest

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

This discipline focuses on development of policies for the secrecy level classification of da

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

This discipline focuses on developing practices and technical mechanisms to secure an org

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

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

This discipline focuses on taking the strategic security vision for an organization and busin

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

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

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 compliance

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
rocess Execution Language) in a Service-Oriented A
rtal solution
creation of IT Performance Metrics
oint framework and its underlying .Net/MSSQL bac
industry knowledge to employees to allow for effect
ed benchmarks for performance and availability, and
t systems
ing language
gramming languages
ly dialects
ogramming language
up language
ing language and enterprise environment
nming language
ming language

languages within the environment of given applications
) and their scripting functionality
ing language
builder programming environment
ant, and aesthetically pleasing interfaces and user de
m programming language
applications will work and how to go about program

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
ganization's applications
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

running said applications

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

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

prophic loss of critical infrastructure, and ensuring the continued business activity of an organization

the organizational compliance with these policies

have shown or potential security flaws that allow for unacceptable risk in the event of a cyber

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

hreat where they may be exploited so remediation may be sought

move to production

as well as reactively respond to cybersecurity incidents

appropriate cable management

fitness and integrity of the mount

functional

for telecommunication infrastructure

architecture allowing for accommodation 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
the 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
on the 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

persecution 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