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

AWARDED VENDOR INFORMATION

Supplier Name: Quest Information Systems, Inc. **Vendor ID#:** 376954

Primary Contact: Steve M. McNear, President & CEO

Email: smcnear@questis.com

Secondary Contact: Janeann Pitz, Business Development **Phone #:** 1-317-806-8810

Email: jpitz@questis.com

Website: www.questis.com

Contract ID #: 3788

P/Card Accepted: X☐ Yes ☐ No

Email Address to Receive ITSW1025 SOW Notifications: jpitz@questis.com

CONTRACT

State of Oklahoma

Dispatch via Print

Contract ID			Page
00000000000000000000003788			1 of 4
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 0000376954
QUEST INFORMATION SYSTEMS INC
8720 CASTLE CREEK PKWY E DR
INDIANAPOLIS IN 46250-4315
USA

Tax Exempt? Y Tax Exempt ID:736017987

Contract Lines:

Line #	Cat CD / Item ID / Item Desc		UOM	Minimum Order Qty	Minimum Order Amt	Maximum / Open Qty	Maximum / Open Amt
1	81112211 /		HR	0.00	0.00	0.00	0.00
	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						
	Contract Base Pricing	0.01000	HR		0001		
2	81111811 /		HR	0.00	0.00	0.00	0.00
	Help Desk						
	Help Desk consists of the following consulting services:						
	Application and Personal Computer Support						
	Contract Base Pricing	0.01000	HR		0001		
3	81112200 /		HR	0.00	0.00	0.00	0.00
	Software Maintenance and Support						
	Help Desk consists of the following consulting services:						
	Application and Personal Computer Support						
	Contract Base Pricing	0.01000	HR		0001		
4	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						

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



CONTRACT

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Description:		**Contract Maximum**	
ITSW1025 IT Staffing		0.00	

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QUEST INFORMATION SYSTEMS INC
8720 CASTLE CREEK PKWY E DR
INDIANAPOLIS IN 46250-4315
USA

Tax Exempt? Y Tax Exempt ID:736017987

Technical Writer
IT End-User Trainer
Capacity Planning & Performance Specialist

	Contract Base Pricing	0.01000	HR		0001		
5	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		
6	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 Enterprise Service Bus Engineer RDS Print Manager QC Tester Change Coordinator Quality Control Planner Quality Control Tester		HR	0.00	0.00	0.00	0.00
	Contract Base Pricing	0.01000	HR		0001		
7	81112004 / Data Services		HR	0.00	0.00	0.00	0.00

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07/01/2014 to 09/30/2015	USD	CRRNT	PO Date
Description:		**Contract Maximum**	
ITSW1025 IT Staffing		0.00	

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QUEST INFORMATION SYSTEMS INC
8720 CASTLE CREEK PKWY E DR
INDIANAPOLIS IN 46250-4315
USA

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Contract Lines:

Line #	Cat CD / Item ID / Item Desc		UOM	Minimum Order Qty	Minimum Order Amt	Maximum / Open Qty	Maximum / Open Amt
	Data Services consists of the following consulting services: Disaster Recovery Service Data Conversions Services Data Center Services						
	Contract Base Pricing	0.01000	HR		0001		
8	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 ¿ 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

Contract Period 7/1/2014 ¿ 6/30/2015

Agreement Period 7/1/2014 ¿ 6/30/2015

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Contract Dates	**Currency**	**Rate Type**	**Rate Date**
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Description:		**Contract Maximum**	
ITSW1025 IT Staffing		0.00	

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QUEST INFORMATION SYSTEMS INC
8720 CASTLE CREEK PKWY E DR
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USA

Tax Exempt? Y Tax Exempt ID:736017987

Quest

Email jpitz@questis.com

Website www.questis.com
06/26/2015 - ITSW1025 Contract Extension 07/01/2015 - 09/30/2015. - JMcCaulla

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Authorized Signature

COMPANY NAME

Quest Information Systems, Inc.

Infrastructure			
		Labor Discipline	**Hourly Rate**
		Enterprise Architecture	125.00
		Network Design and Security	125.00
		Network Administrator	125.00

COMPANY NAME

Quest Information Systems, Inc.

Help Desk Support			
		Labor Discipline	**Hourly Rate**
	Level 1	Application and Personal Computer Support	100.00
	Level 2	Application and Personal Computer Support	110.00
Software Maintenance and Support			
		Labor Discipline	**Hourly Rate**
	Level 1	Development Software maintenance	110.00
	Level 2	Development Software maintenance	125.00
		System management software Maintenance	110.00
Audio Visual Installation and Services			
		Labor Discipline	**Hourly Rate**
Security Design and Support			
		Labor Discipline	**On-Site Rate**

COMPANY NAME

Quest Information Systems, Inc.

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System and System Component Administration Services			
		Labor Discipline	**On-Site Rate**
		Software coding service	110.00
		Database analysis service	125.00
		System analysis service	125.00

Management Information System MS			
		Labor Discipline	**On-Site Rate**
		Database Administrators	125.00
		Quality Assurance Inspector/Analyst	100.00
		QC Tester	85.00
		Database design	125.00
		Quality Control Planner	100.00
		Quality Control Tester	85.00
		System architecture	125.00

COMPANY NAME

Quest Information Systems, Inc.

Installation Services			
		Labor Discipline	On-Site Rate

System Design and Support			
		Labor Discipline	On-Site Rate

Security			
		Labor Discipline	On-Site Rate

COMPANY NAME

Quest Information Systems, Inc.

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Quest Information Systems, Inc.

Data Services		
	Labor Discipline	**On-Site Rate**
	Data Conversion Services	125.00

Security Risk Assessment Consulting		
	Labor Discipline	**On-Site Rate**

Personal Computer Support		
	Labor Discipline	**On-Site Rate**

Application Devlopment and Support		
	Labor Discipline	**On-Site Rate**
	ASP/.NET/MSSQL	110.00
	Programmer/System Analyst	110.00
	Graphic Designers	110.00
	Applications Architect	125.00
	Programmers for C or C++	110.00
	Programming for Visual Basics	110.00
	Programming for HTML	110.00
	Programming for Java	110.00

COMPANY NAME

Quest Information Systems, Inc.

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 controllin
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
Techical 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, e
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-premesis 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-existant) 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 h
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 sp
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 prog
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 planned
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 por
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 programm
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 marku
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 lang
This discipline provides development and support activities specific to UNIX Shells (bash
This discipline provides development and support activities specific to the JCL programmi
This discipline provides development and support activities specific to the Sybase PowerB
This discipline works with usability engineers to design useful, usability standard conform
This discipline provides development and support activities specific to the COBOL progra
This discipline focuses on taking technical and business requirements and designing how a
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

This discipline focuses on remediating cybersecurity threats, failures, and incidents, invest
This discipline focuses on designing, implementing, and testing responses to hypothetical
This discipline focuses on developing and auditing policies designed to avert or mitigate ri
This discipline provides in-depth analysis and auditing of system settings and functionality
This discipline focuses on studying current and developing new access control methodolog
This discipline focuses on intentionally trying to compromise the security systems of an or
This discipline provides analysis of application code to look for potential vulnerabilities in
This discipline combines the various security disciplines in a holistic manner that is able to

This discipline focuses on developing internal tools to aid in development, and maintainin
This discipline focuses on maintaining internal tools that are used to manage and monitor i

This discipline focuses on installing physical network cabling infrastructure and terminatin
This discipline focuses on installing physical hardware into system racks and appropriately
This discipline focuses on mounting flat planel displays to mounts and affixing mounts to
This discipline focuses on mounting speakers to given mounting points as well as installati
This discipline focuses specifically on cable management and rack layout within a rackmo
This discipline focuses on ensuring that cables are tidily routed through proper hardware in
This discipline focuses on reading diagrams of cabling, server mounting, and other forms o
This discipline involves taking the business requirements of an organization and designing

This discipline focuses on analyzing an organization's voice, video, and data communicatio
This discipline focuses on taking the business and technical requirements for a given syste
This discipline focuses on taking the business need of an organization and designing their
This discipline focuses on taking the business need of an organization and designing their

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 pla
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
This discipline focuses on designing a set of standards to be utilized within an organizatio
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 coodinating 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
This discipline focuses on installation of security camera systems to ensure reliable video
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 pla
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 busir
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

This discipline focuses on ensuring health care records and other information is only acces

This discipline provides emergency services to help restore the business activities of an or
This discipline provides services to transform data in one format to another dissimilar form
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
This discipline focuses on intentionally trying to compromise the security systems of an or
This discipline audits and tests the holistic security program to ensure its effectiveness aga
This discipline focuses on identifying the inherent cybersecurity risks in a given set of IT s
This discipline focuses on intentionally trying to compromise the security systems of an or
This discipline focuses on auditing and testing security practices and proceedures to ensure

This discipline focuses on providing support for Microsoft's Office product line and its ass
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 conv
This discipline focuses on design and support of PC peripherals attached to an individual I
This discipline focuses on deploying client machines in a quick and efficient manner

ıg resources to achieve specific goals.
on information technology (IT) systems and their p
ɔgy 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
vorks in and its layout, but also the ergonomics and
ıtion 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
ionship management, and enterprise architecture to d
ıstomer relationship management, and IT costing dis
cumentation on technical systems that can provide "h
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
xt 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 a
mechanisms such as email and instant messaging, a
echanisms, and ensures interoperability between dis
g standardized communication protocols in a manne
ı a given IT environment, and analyzes the environm
er and ensures they conform to the overall strategic
ıow 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

pecific to relational database management systems a
through user education, policy development, techni
uction migration of said system, ensuring it interope
gain insight into the action of a given system in ord
iven, including debugging, testing, and documentati
problems, maintaining the system, and making any
enance to provide physical and logical support and
id disproportionate resource allocation, ensuring fai

ing language and enterprise environment
ing language, MySQL RDBMS, and PHP/MySQL e
)L environment
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 framew
creation of SDLC Business Planning documents
l mainframe systems
luler solution and subcomponents
ocess 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
ning language
gramming languages
ly dialects
ogramming language
up language
ing language and enterprise environment
nming language
mming language

uages within the environment of given applications
) and their scripting functionality
ing language
Builder programming environment
ant, and aesthetically pleasing interfaces and user do
mming 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
isk 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
software and mitigate the risk prior to deploying co
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 stif
ion and integration of all mounting hardware
unt system
n a manner that is both aesthetically pleasing and fur
of visual instructions
g 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 schem
ns out an efficient and scalable network architecture
ıd 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
ı 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 qu
of systems as they are rolled out with real-world data

voice, video, and data communications inside of a ph
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
ıd its associated components
ns out an efficient and scalable network architecture
tems and its operation as a performance-critical syst
hed Avaya and Nortel telephony systems
er to ensure service continuity at a desirable level of

ons and how to achieve the strategic visions for the c
isk involved with cybersecurity threats, and to ensur
igates said incidents in order to determine causes, m
systems then attempts to mitigate those risks as muc
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 organ
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 a
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 mucl
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

erformance and risk management.
ed with making the planning process for information technology investments and decisior

ıtes
ıer's needs are met adequately by the service provider
safety of a workplace, ensuring a healthy and productive workzone
uct
ıtext), 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
ıptime requirements, response times, etc) are met
ɔnships, and ensuring a project manager can operate optimally within their own context

letermine efficient sets of requirements and architectural guidelines for projects
ciplines to develop new processes and SOPs that remove the extraneous and unnecessary,
ıow-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
rmation, to determine the necessary capacity enhancement of a service provider to continu

ɔm planning specialists and designs enterprise systems to meet current and future demands
ıg 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
ıent 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
iency 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

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

nvironment

orks and methodologies

rchitecture (SOA)

kend
ive communication and transitions
l to ensure they continue to meet business requirements

ɔcuments

ming said applications

locumentation that describes fixes for problems, and routing support instances to the appr

ıethods, 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
ɔde to production
ell as reactively respond to cybersecurity incidents

priate cable management
ffness and integrity of the mount

ıctional

for telecommunication infrastructure
itecture allowing for accomodation of current need and future growth

a

T systems in that organizatoin
he deliverables continue to behave as expected and desired
suring optimal efficiency of said database system
ommunicate with one another and ensure interoperability between applications

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

ysical presence
per with
/video systems, computers, network infrastructure, and other systems

em

performance

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

w they may be exploited so remediation may be sought

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

ecture to ensure the security of a given system while meeting the business need
nd passwords, biometrics, access cards, and other mechanisms. This discipline also focus
ctive mechanism to control this access

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

usions to ensure business continuity and integrity
emediation
w they may be exploited so remediation may be sought

as feasible within the organization's strategic vision
vith people and attempting to extract critical information, such as passwords, out of them
eats and also how it affects the businesses

r systems

n-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

ıl workings of a database system

ıistration teams

opriate group as necessary

ganization post-disaster

ersecurity threat
hreat

hreat

es on interoperability between different identity control mechanisms and establishing t

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

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Level I
Level II
Level III