



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

**AWARDED VENDOR INFORMATION**

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**Supplier Name:** Serigor Inc

**Vendor ID#:**

**Primary Contact:** Juda Kindt

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**Website:** [www.serigor.com](http://www.serigor.com)

**Contract ID #:**

**P/Card Accepted:** ☐ Yes ☒ No

**Email Address to  
Receive ITSW1025  
SOW Notifications:** okgov@serigor.com













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Infrastructure			
Labor Discipline			Hourly Rate
	Level 1	Enterprise Architecture	155.00
	Level 2	Enterprise Architecture	175.00
	Level 3	Enterprise Architecture	225.00
	Level 1	Data Center Engineering for High Availability	155.00
	Level 2	Data Center Engineering for High Availability	175.00
	Level 3	Data Center Engineering for High Availability	225.00
	Level 1	Enterprise Application and Desktop Virtualization	110.00
	Level 2	Enterprise Application and Desktop Virtualization	130.00
	Level 3	Enterprise Application and Desktop Virtualization	160.00
	Level 1	Integration between on-site services with cloud/managed services	110.00
	Level 2	Integration between on-site services with cloud/managed services	130.00
	Level 3	Integration between on-site services with cloud/managed services	160.00
	Level 1	Network Design and Security	110.00
	Level 2	Network Design and Security	130.00
	Level 3	Network Design and Security	160.00
	Level 1	Identity management and Federation	155.00
	Level 2	Identity management and Federation	175.00
	Level 3	Identity management and Federation	225.00
	Level 1	Enterprise messaging and/or E-Discovery	110.00
	Level 2	Enterprise messaging and/or E-Discovery	130.00
	Level 3	Enterprise messaging and/or E-Discovery	160.00
	Level 1	VOIP and Unified Communications	110.00
	Level 2	VOIP and Unified Communications	130.00
	Level 3	VOIP and Unified Communications	160.00
	Level 1	EDI/HL7 Messaging	155.00
	Level 2	EDI/HL7 Messaging	175.00
	Level 3	EDI/HL7 Messaging	225.00
	Level 1	Network Assessment	110.00
	Level 2	Network Assessment	130.00
	Level 3	Network Assessment	160.00
	Level 1	SOA Governance	155.00
	Level 2	SOA Governance	175.00
	Level 3	SOA Governance	225.00
	Level 1	Complex system performance tuning	150.00
	Level 2	Complex system performance tuning	160.00
	Level 3	Complex system performance tuning	175.00
	Level 1	Network Administrator	110.00
	Level 2	Network Administrator	130.00
	Level 3	Network Administrator	160.00
	Level 1	Network Specialist	110.00
	Level 2	Network Specialist	130.00
	Level 3	Network Specialist	160.00



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Help Desk Support			
Labor Discipline			Hourly Rate
	Level 1	Application and Personal Computer Support	110.00
	Level 2	Application and Personal Computer Support	130.00
	Level 3	Application and Personal Computer Support	160.00
Software Maintenance and Support			
Labor Discipline			Hourly Rate
	Level 1	Development Software maintenance	110.00
	Level 2	Development Software maintenance	130.00
	Level 3	Development Software maintenance	160.00
	Level 1	System management software Maintenance	110.00
	Level 2	System management software Maintenance	130.00
	Level 3	System management software Maintenance	160.00
Audio Visual Installation and Services			
Labor Discipline			Hourly Rate
	Level 1	Wire pulls and termination	95.00
	Level 2	Wire pulls and termination	110.00
	Level 3	Wire pulls and termination	130.00
	Level 1	Equipment Racking	95.00
	Level 2	Equipment Racking	110.00
	Level 3	Equipment Racking	130.00
	Level 1	Flat Panel Display mounting/rigging	95.00
	Level 2	Flat Panel Display mounting/rigging	110.00
	Level 3	Flat Panel Display mounting/rigging	130.00
	Level 1	Speaker mounting/rigging	110.00
	Level 2	Speaker mounting/rigging	130.00
	Level 3	Speaker mounting/rigging	160.00
	Level 1	Rack Dressing	110.00
	Level 2	Rack Dressing	130.00
	Level 3	Rack Dressing	160.00
	Level 1	Cable Management	110.00
	Level 2	Cable Management	130.00
	Level 3	Cable Management	160.00
	Level 1	Ability to read and interpret system schematics	110.00
	Level 2	Ability to read and interpret system schematics	130.00
	Level 3	Ability to read and interpret system schematics	160.00
	Level 1	Audio/Visual Design	110.00
	Level 2	Audio/Visual Design	130.00
	Level 3	Audio/Visual Design	160.00

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Security Design and Support			
Labor Discipline			On-Site Rate
	Level 1	Forensics/Incident response	150.00
	Level 2	Forensics/Incident response	170.00
	Level 3	Forensics/Incident response	190.00
	Level 1	Business Continuity/Disaster recovery Planning	150.00
	Level 2	Business Continuity/Disaster recovery Planning	170.00
	Level 3	Business Continuity/Disaster recovery Planning	190.00
	Level 1	Policy Creation/Compliance	150.00
	Level 2	Policy Creation/Compliance	170.00
	Level 3	Policy Creation/Compliance	225.00
	Level 1	System Hardening	150.00
	Level 2	System Hardening	170.00
	Level 3	System Hardening	190.00
	Level 1	Access Control Methodologies	150.00
	Level 2	Access Control Methodologies	170.00
	Level 3	Access Control Methodologies	225.00
	Level 1	Vulnerability and Penetration testing	150.00
	Level 2	Vulnerability and Penetration testing	170.00
	Level 3	Vulnerability and Penetration testing	190.00
	Level 1	Code Review	110.00
	Level 2	Code Review	130.00
	Level 3	Code Review	160.00
	Level 1	Security Operations Center Staff	110.00
	Level 2	Security Operations Center Staff	130.00
	Level 3	Security Operations Center Staff	160.00
Administrative Services			
Labor Discipline			On-Site Rate
	Level 1	IT Project management	150.00
	Level 2	IT Project management	175.00
	Level 3	IT Project management	225.00
	Level 1	IT Governance	150.00
	Level 2	IT Governance	175.00
	Level 3	IT Governance	225.00
	Level 1	IT Strategic Planning	150.00
	Level 2	IT Strategic Planning	175.00
	Level 3	IT Strategic Planning	225.00
	Level 1	IT Marketing and branding	150.00
	Level 2	IT Marketing and branding	175.00
	Level 3	IT Marketing and branding	225.00

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	Level 1	IT Costing and Rate Analysis	150.00
	Level 2	IT Costing and Rate Analysis	175.00
	Level 3	IT Costing and Rate Analysis	225.00
	Level 1	IT CRM	150.00
	Level 2	IT CRM	175.00
	Level 3	IT CRM	225.00
	Level 1	IT Physical Workspace Planning	150.00
	Level 2	IT Physical Workspace Planning	175.00
	Level 3	IT Physical Workspace Planning	225.00
	Level 1	IT Asset Lifecycle Management	150.00
	Level 2	IT Asset Lifecycle Management	175.00
	Level 3	IT Asset Lifecycle Management	225.00
	Level 1	Usability Consulting	150.00
	Level 2	Usability Consulting	175.00
	Level 3	Usability Consulting	225.00
	Level 1	Process/Service Improvement Coordinators	150.00
	Level 2	Process/Service Improvement Coordinators	175.00
	Level 3	Process/Service Improvement Coordinators	225.00
	Level 1	Service Level Agreement	150.00
	Level 2	Service Level Agreement	175.00
	Level 3	Service Level Agreement	225.00
	Level 1	IT Portfolio Management	165.00
	Level 2	IT Portfolio Management	175.00
	Level 3	IT Portfolio Management	250.00
	Level 1	Business Requirements Gathering	150.00
	Level 2	Business Requirements Gathering	175.00
	Level 3	Business Requirements Gathering	195.00
	Level 1	Business Analysts	150.00
	Level 2	Business Analysts	175.00
	Level 3	Business Analysts	195.00
	Level 1	Business Process ENG/MGT and Assessment	150.00
	Level 2	Business Process ENG/MGT and Assessment	175.00
	Level 3	Business Process ENG/MGT and Assessment	225.00
	Level 1	Technical Writer	110.00
	Level 2	Technical Writer	130.00
	Level 3	Technical Writer	160.00
	Level 1	IT End-User Trainer	110.00
	Level 2	IT End-User Trainer	130.00
	Level 3	IT End-User Trainer	160.00
	Level 1	Capacity Planning & Performance Specialist	135.00
	Level 2	Capacity Planning & Performance Specialist	150.00
	Level 3	Capacity Planning & Performance Specialist	195.00

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System and System Component Administration Services			
Labor Discipline			On-Site Rate
	Level 1	Local Area network LAN Maintenance or Support	110.00
	Level 2	Local Area network LAN Maintenance or Support	130.00
	Level 3	Local Area network LAN Maintenance or Support	160.00
	Level 1	Database analysis service	135.00
	Level 2	Database analysis service	150.00
	Level 3	Database analysis service	195.00
	Level 1	Computer or network or internet security	135.00
	Level 2	Computer or network or internet security	150.00
	Level 3	Computer or network or internet security	195.00
	Level 1	System installation service	135.00
	Level 2	System installation service	150.00
	Level 3	System installation service	195.00
	Level 1	System analysis service	135.00
	Level 2	System analysis service	150.00
	Level 3	System analysis service	195.00
	Level 1	Software coding service	135.00
	Level 2	Software coding service	150.00
	Level 3	Software coding service	195.00
	Level 1	Mainframe administration services	135.00
	Level 2	Mainframe administration services	150.00
	Level 3	Mainframe administration services	195.00
	Level 1	Wide area network WAN maintenance or support	135.00
	Level 2	Wide area network WAN maintenance or support	150.00
	Level 3	Wide area network WAN maintenance or support	195.00
	Level 1	Mainframe Protection Control/Scheduling - Global Variable	135.00
	Level 2	Mainframe Protection Control/Scheduling - Global Variable	150.00
	Level 3	Mainframe Protection Control/Scheduling - Global Variable	195.00
Management Information System MS			
Labor Discipline			On-Site Rate
	Level 1	Telecommunications Planning Services	155.00
	Level 2	Telecommunications Planning Services	175.00
	Level 3	Telecommunications Planning Services	225.00
	Level 1	System architecture	155.00
	Level 2	System architecture	175.00
	Level 3	System architecture	225.00
	Level 1	Wide area network communication design	135.00

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	Level 2	Wide area network communication design	150.00
	Level 3	Wide area network communication design	195.00
	Level 1	Local area network communication design	135.00
	Level 2	Local area network communication design	150.00
	Level 3	Local area network communication design	195.00
	Level 1	Database design	135.00
	Level 2	Database design	150.00
	Level 3	Database design	195.00
	Level 1	Network Planning Services	135.00
	Level 2	Network Planning Services	150.00
	Level 3	Network Planning Services	195.00
	Level 1	Systems Planning Services	135.00
	Level 2	Systems Planning Services	150.00
	Level 3	Systems Planning Services	195.00
	Level 1	Quality Assurance Inspector/Analyst	135.00
	Level 2	Quality Assurance Inspector/Analyst	150.00
	Level 3	Quality Assurance Inspector/Analyst	195.00
	Level 1	Database Administrators	135.00
	Level 2	Database Administrators	150.00
	Level 3	Database Administrators	195.00
	Level 1	Enterprise Service Bus Engineer	155.00
	Level 2	Enterprise Service Bus Engineer	175.00
	Level 3	Enterprise Service Bus Engineer	225.00
	Level 1	RDS Print Manager	135.00
	Level 2	RDS Print Manager	150.00
	Level 3	RDS Print Manager	195.00
	Level 1	QC Tester	135.00
	Level 2	QC Tester	150.00
	Level 3	QC Tester	195.00
	Level 1	Change Coordinators	135.00
	Level 2	Change Coordinators	150.00
	Level 3	Change Coordinators	195.00
	Level 1	Quality Control Planner	135.00
	Level 2	Quality Control Planner	150.00
	Level 3	Quality Control Planner	195.00
	Level 1	Quality Control Tester	135.00
	Level 2	Quality Control Tester	150.00
	Level 3	Quality Control Tester	195.00

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Installation Services			
Labor Discipline			On-Site Rate
	Level 1	Network/Phone Cabling	135.00
	Level 2	Network/Phone Cabling	150.00
	Level 3	Network/Phone Cabling	195.00
	Level 1	Security Cameras	135.00
	Level 2	Security Cameras	150.00
	Level 3	Security Cameras	195.00
	Level 1	Classroom Technology	135.00
	Level 2	Classroom Technology	150.00
	Level 3	Classroom Technology	195.00
System Design and Support			
Labor Discipline			On-Site Rate
	Level 1	Linux	135.00
	Level 2	Linux	150.00
	Level 3	Linux	195.00
	Level 1	Apple	135.00
	Level 2	Apple	150.00
	Level 3	Apple	195.00
	Level 1	Microsoft	135.00
	Level 2	Microsoft	150.00
	Level 3	Microsoft	195.00
	Level 1	Solaris	135.00
	Level 2	Solaris	150.00
	Level 3	Solaris	195.00
	Level 1	Network	135.00
	Level 2	Network	150.00
	Level 3	Network	195.00
	Level 1	High-performance Computing	135.00
	Level 2	High-performance Computing	150.00
	Level 3	High-performance Computing	195.00
	Level 1	Avaya/Nortel Telephony/IP Telephony	155.00
	Level 2	Avaya/Nortel Telephony/IP Telephony	175.00
	Level 3	Avaya/Nortel Telephony/IP Telephony	225.00
	Level 1	Performance and Monitoring	135.00
	Level 2	Performance and Monitoring	150.00
	Level 3	Performance and Monitoring	195.00

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Security			
Labor Discipline			On-Site Rate
	Level 1	Security Governance and Management	155.00
	Level 2	Security Governance and Management	175.00
	Level 3	Security Governance and Management	225.00
	Level 1	Security Policies and Procedures	155.00
	Level 2	Security Policies and Procedures	175.00
	Level 3	Security Policies and Procedures	225.00
	Level 1	Incident Response and Forensics	135.00
	Level 2	Incident Response and Forensics	150.00
	Level 3	Incident Response and Forensics	195.00
	Level 1	Risk management	155.00
	Level 2	Risk management	175.00
	Level 3	Risk management	225.00
	Level 1	Data Classification and Protection	135.00
	Level 2	Data Classification and Protection	150.00
	Level 3	Data Classification and Protection	195.00
	Level 1	Vulnerability Assessment and Penetration Testing	135.00
	Level 2	Vulnerability Assessment and Penetration Testing	150.00
	Level 3	Vulnerability Assessment and Penetration Testing	195.00
	Level 1	Application Security	135.00
	Level 2	Application Security	150.00
	Level 3	Application Security	195.00
	Level 1	Access Controls	135.00
	Level 2	Access Controls	150.00
	Level 3	Access Controls	195.00
	Level 1	Network Security	135.00
	Level 2	Network Security	150.00
	Level 3	Network Security	195.00
	Level 1	Security Architectures	155.00
	Level 2	Security Architectures	175.00
	Level 3	Security Architectures	225.00
	Level 1	Identity management	155.00
	Level 2	Identity management	175.00
	Level 3	Identity management	225.00
	Level 1	Data Encryption	135.00
	Level 2	Data Encryption	150.00
	Level 3	Data Encryption	195.00
	Level 1	HIPAA/Privacy	155.00
	Level 2	HIPAA/Privacy	175.00
	Level 3	HIPAA/Privacy	225.00

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Data Services			
Labor Discipline			On-Site Rate
	Level 1	Disaster Recovery Services	155.00
	Level 2	Disaster Recovery Services	175.00
	Level 3	Disaster Recovery Services	225.00
	Level 1	Data Conversion Services	135.00
	Level 2	Data Conversion Services	150.00
	Level 3	Data Conversion Services	195.00
	Level 1	Data Center Services	155.00
	Level 2	Data Center Services	175.00
	Level 3	Data Center Services	225.00
Security Risk Assessment Consulting			
Labor Discipline			On-Site Rate
	Level 1	Evaluate Network Security (WAN & Backbone components)	155.00
	Level 2	Evaluate Network Security (WAN & Backbone components)	175.00
	Level 3	Evaluate Network Security (WAN & Backbone components)	225.00
	Level 1	Identify Vulnerabilities (Network Element & Architecture Security)	155.00
	Level 2	Identify Vulnerabilities (Network Element & Architecture Security)	175.00
	Level 3	Identify Vulnerabilities (Network Element & Architecture Security)	225.00
	Level 1	Penetration Testing	155.00
	Level 2	Penetration Testing	175.00
	Level 3	Penetration Testing	225.00
	Level 1	Security Program Assessment	155.00
	Level 2	Security Program Assessment	175.00
	Level 3	Security Program Assessment	225.00
	Level 1	Risk Analysis	155.00
	Level 2	Risk Analysis	175.00
	Level 3	Risk Analysis	195.00
	Level 1	Social Engineering Testing	155.00
	Level 2	Social Engineering Testing	175.00
	Level 3	Social Engineering Testing	195.00
	Level 1	Determine Adequacy of Security Measures	155.00
	Level 2	Determine Adequacy of Security Measures	175.00
	Level 3	Determine Adequacy of Security Measures	195.00



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Personal Computer Support			
Labor Discipline			On-Site Rate
	Level 1	Microsoft Office	135.00
	Level 2	Microsoft Office	150.00
	Level 3	Microsoft Office	195.00
	Level 1	Microsoft PC Operating Systems	135.00
	Level 2	Microsoft PC Operating Systems	150.00
	Level 3	Microsoft PC Operating Systems	195.00
	Level 1	Mobile Device support (laptops, tablets, iPads, etc)	135.00
	Level 2	Mobile Device support (laptops, tablets, iPads, etc)	150.00
	Level 3	Mobile Device support (laptops, tablets, iPads, etc)	195.00
	Level 1	PC Peripherals (printers, external drives etc	135.00
	Level 2	PC Peripherals (printers, external drives etc	150.00
	Level 3	PC Peripherals (printers, external drives etc	195.00
	Level 1	PC Imaging and Deployment	135.00
	Level 2	PC Imaging and Deployment	150.00
	Level 3	PC Imaging and Deployment	195.00
Application Development and Support			
Labor Discipline			On-Site Rate
	Level 1	Java/J2EE	135.00
	Level 2	Java/J2EE	150.00
	Level 3	Java/J2EE	195.00
	Level 1	PHP/MySQL	135.00
	Level 2	PHP/MySQL	150.00
	Level 3	PHP/MySQL	195.00
	Level 1	ASP/.NET/MSSQL	135.00
	Level 2	ASP/.NET/MSSQL	150.00
	Level 3	ASP/.NET/MSSQL	195.00
	Level 1	Creston	135.00
	Level 2	Creston	150.00
	Level 3	Creston	195.00
	Level 1	Cold Fusion	135.00
	Level 2	Cold Fusion	150.00
	Level 3	Cold Fusion	195.00
	Level 1	Oracle/PeopleSoft	155.00
	Level 2	Oracle/PeopleSoft	175.00
	Level 3	Oracle/PeopleSoft	195.00

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	Level 1	<b>COBOL</b>	135.00
	Level 2	<b>COBOL</b>	150.00
	Level 3	<b>COBOL</b>	195.00
	Level 1	<b>Banner</b>	135.00
	Level 2	<b>Banner</b>	150.00
	Level 3	<b>Banner</b>	195.00
	Level 1	<b>Mainframe Production Control</b>	135.00
	Level 2	<b>Mainframe Production Control</b>	150.00
	Level 3	<b>Mainframe Production Control</b>	195.00
	Level 1	<b>SDLC Performance Management</b>	135.00
	Level 2	<b>SDLC Performance Management</b>	150.00
	Level 3	<b>SDLC Performance Management</b>	195.00
	Level 1	<b>SDLC - Business Plans</b>	135.00

## **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 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 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 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 infrastructure

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 the 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 information assets

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 the 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 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  
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mation needed to provide the scope of a project  
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ensuring they have up-to-date and useful knowledge  
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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  
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creation of SDLC Business Planning documents  
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o seek proactive remediation of security threats, as w

g other tools in the development toolchain  
internal systems

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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  
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n to ensure that dissimilar systems can effectively co  
remote desktop session

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

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stems and their associated components  
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hed Avaya and Nortel telephony systems  
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ons and how to achieve the strategic visions for the c  
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igates said incidents in order to determine causes, m  
systems then attempts to mitigate those risks as much  
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systems to control access to IT assets  
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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

ig 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  
interoperability 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  
on a proactive 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



**Serigor *Pricing Proposal* for  
State of Oklahoma  
Office of Management and Enterprise Services (OMES),  
Information Services Division (ISD)  
IT Consulting Services  
Solicitation: 0900000134**

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