

FUNCTIONAL AREA ONE (1) – SYSTEMS OPERATIONS AND MAINTENANCE

1. Chief Knowledge Officer (CKO) Support
 - a. Informatics
 - b. Knowledge Management
2. Configuration Management and Licensing
3. Database Design and Administration and Data Storage Management
 - a. Database Design
4. E-Business Planning and Support
5. Electronic Commerce (EC) and Electronic Data Interchange Support
6. Emerging Technologies
 - a. IT Research and Development
 - b. Nanotechnology
7. Independent Verification and Validation
8. Information Architecture Analysis and Web Object Indexing
9. Information Management Life Cycle Planning/Support
 - a. Information Management Support
10. Integration Support
11. Internet System Architecture and Webmaster Support
 - a. Website Development and Support
12. Mainframe/Data Processing System Support
13. Media/Training Center/Video Teleconferencing Support
14. Network Support (including Interdepartmental Data Network (IDN), Local Area Networks (LAN), Wide Area Networks (WAN), Internet access, etc.)
 - a. Connectivity and IT infrastructure Support (including Data Networks, Interdepartmental Data Network (IDN), Local Area Networks (LAN), Wide Area Networks (WAN), Storage Area Networks (SAN)
15. Office Automation Support/Help Desk Support

16. Performance Measures and Metrics Planning
17. Seat Management
 - a. Systems Operations
18. Section 508 Compliance Assistance
19. Supply Chain Management (Logistics)
20. Systems Management Support
 - a. Information Systems Support
21. Technical Support
 - a. Computer Center Technical Support
22. Telemedicine
23. Test and Evaluation Support
24. Training, Training Development, and Training Center Support (including Computer Based Training)
 - a. Distance Learning
 - b. Training Requirements Analysis and Planning
25. Virtual Data Center
 - a. Data Warehousing
26. Anti-Virus Management Service
 - a. Intrusion Detection and Prevention Service
 - b. Virus Detection, Elimination, and Prevention
27. Biometrics
 - a. Smart Card Technologies
28. Computer Security Awareness, and Training
 - a. Computer Security Incident Response
 - b. Computer Security Planning
 - c. Security Policy Compliance
29. Disaster Recovery, Continuity of Operations, and Contingency Planning
 - a. Critical Infrastructure Protection

- b. Hot-site and Cold-site Support Services
 - c. Incident Response Service
 - d. System Recovery Support Services

- 30. Hardware and Software Maintenance and /or Licensing
 - a. Software/Hardware Maintenance and /or Licensing

- 31. Independent Verification and Validation (Security)
 - a. Certification of Sensitive Systems
 - b. Mainframe Automated Information Security Support
 - c. Security for Small Systems, Telecommunications, and Client Service

- 32. Managed E-Authentication Service

- 33. Managed Firewall Service

- 34. Privacy Data Protection

- 35. Public Key Infrastructure (PKI)
 - a. Crypto Systems
 - b. Digital Signature Technology

- 36. Secure Managed Email Service (SMEMS)

- 37. Security Certification and Accreditation

- 38. Systems Vulnerability Analysis/Assessment and Risk Assessment
 - a. Quantitative Risk Analysis of Large Sensitive Systems
 - b. Vulnerability Scanning Service