

132 51 INFORMATION TECHNOLOGY PROFESSIONAL SERVICES

FSC/PSC CLASS D301 ADP FACILITY MANAGEMENT – FACILITY MANAGEMENT

- ◆ Provide systems and facility management of the ORO computer facilities. Monitor systems and network operations and resolve performance problems.
- ◆ Maintain operations records such as maintenance logs, preventative maintenance logs, capacity management, disaster recovery validation histories, parts/supplies usage.
- ◆ Investigate feasibility of off-site storage and redundancy of software, hardware and data.

FSC/PSC CLASS D302 ADP SYSTEMS DEVELOPMENT SERVICES - SYSTEMS DEVELOPMENT SERVICES

- ◆ Add new requirements to developed software as required by the customer.
- ◆ Prepare feasibility studies and recommendations on new and innovative technologies.
- ◆ Large scale systems integration and application development for
 - Document management systems
 - MS SharePoint Portals
 - Executive dashboards and tracking systems
 - Business process support systems

FSC/PSC CLASS D306 ADP SYSTEMS ANALYSIS SERVICES – SYSTEMS ANALYSIS SERVICES

- ◆ Provide and operate a quality assurance program applicable to IT systems and services in accordance with Federal Agency Guidelines.
- ◆ Prepare project plans and timelines for projects, tasks, and programs to plan work, allocate resources, and track progress toward project, task, and program milestones.
- ◆ Implement and maintain a corporate software and systems development environment that allows for the design, creation and test of software products required by Customer.

FSC/PSC CLASS D307 AUTOMATED INFORMATION SYSTEM SVCS – AUTOMATED INFORMATION SYSTEMS SERVICES

- ◆ Databases, internal and external web portals, management, asset tracking and work flow applications.
- ◆ Maintain and control web servers.
- ◆ Perform needs assessment analysis and develop and maintain an Annual Training Plan for safety, environmental, health, skills and operational area access training.

FSC/PSC CLASS D308 PROGRAMMING SERVICES - PROGRAMMING SERVICES

- ◆ Implement and maintain a corporate software and systems development environment that allows for the design, creation and test of software products required by the customer.

FSC/PSC CLASS D310 ADP BACKUP AND SECURITY SERVICES - BACKUP AND SECURITY SERVICES

- ◆ Provide technical leadership and technical oversight of network cyber security, including but not limited to: cyber security audits, assessments, and surveys; and review cyber security plans, and self-assessments.
- ◆ Provide authority wide support 24/7 for LAN/WAN security related computer hardware and software.
- ◆ Help Desk administration & staffing and support for all customer calls,
- ◆ Help Desk technical support for Windows and Macintosh platforms.
- ◆ Investigate new disaster recovery technologies and provide recommendations and advice.
- ◆ Prepare and routinely update and test a Disaster Recovery Plan that will provide for the availability of critical computer and communications systems in the event of a major disaster.

FSC/PSC CLASS D311 ADP DATA CONVERSION SERVICES - DATA CONVERSION SERVICES

- ◆ Legacy System Migration – The re-engineering and moderation of systems developed in older technology. Conversion efforts may involve re-hosting on another platform, OS, database, and/or programming language. Contractor services include but are not limited to:
 - Provide an inventory of systems to be migrated including a recommended migration strategy for each system.
 - Run the new system in parallel in a test environment for an appropriate period of time not less than one month.

- Develop user guides and provide user training.

FSC/PSC CLASS D316 TELECOMMUNICATION NETWORK MGMT SVCS - IT NETWORK MANAGEMENT SERVICES

- ◆ On-call 24/7 to ensure network services are up at least 99.98% by supporting the planning, implementation and maintenance of the networks.
- ◆ Ensures updated patches are pushed to all machines within current cyber security policies.
- ◆ Coordinate/collaborate with personnel managing other contractor networks as required to achieve Agency missions.

FSC/PSC CLASS D317 AUTO NEWS, DATA & OTHER SVCS - CREATION/RETRIEVAL OF IT RELATED DATA SERVICES; CREATION/RETRIEVAL OF OTHER INFORMATION SERVICES; CREATION/RETRIEVAL OF IT RELATED AUTOMATED NEWS SERVICES

- ◆ Maintain library of IT documents to support Agency operations – office automation procedures, orders, commercial practices, brochures, system documentation, user guides and other appropriate materials.
- ◆ Review and update IT technical manuals, guidelines, drawings, guides and other documents.
- ◆ Provide support for email services, including training and assistance as required on email software

FSC/PSC CLASS D399 OTHER ADP & TELECOMMUNICATIONS SVCS - OTHER INFORMATION TECHNOLOGY SERVICES, NOT ELSEWHERE CLASSIFIED

- ◆ Establish a comprehensive educational program that employs a variety of educational techniques and technologies to allow employees to stay current with evolving technology.
- ◆ Develop training plans and lesson plans.
- ◆ Support the Government Paper Elimination Act (GPEA) goals by providing for the electronic maintenance, submission or disclosure of information as a substitute for paper.
- ◆ Compliance with Section 508 of the Rehabilitation Act.

A SAMPLE OF OUR EMPLOYEES SOFTWARE CERTIFICATIONS:

- Adobe ColdFusion, Flash, Dreamweaver
- ASP.Net
- C#
- Compression tools (WinZip, PKZip, 7Zip)
- Entourage MAC Email Clients
- GO TO Meeting Software
- Hummingbird DM
- Javascript
- Pointsec HD Encryption Tools
- Quick Time Media Player
- SQL Server 2005 & 2008
- VB
- VS 2005 & VS 2008
- Microsoft Word, Excel, Outlook, Project, PowerPoint, PSTools Suite – Win95, WinXP, Win7
- SharePoint 2007 Development, Administration and Content Management
- Information Technology Infrastructure Library V3 Certification
- Certified in Risk and Information Systems Control
- Unclassified Accounts Management Administration
- ARC-GIS & ARC-IMS
- BitLocker
- Citrix Desktop Client for MAC
- EndPoint Encryption Tools
- FireFox
- HTML
- I17 & I16
- Oracle 9, Oracle 10
- Primavera desktop support
- Real Player
- VPN Client Remote Access
- WebEx

For more information, please visit our website at www.redeinc.com.

Or

Contact Liz Lawler, 832-418-6468, llawler@rede-inc.com

