

## **FUNCTIONAL AREA ONE (1) – SYSTEMS OPERATIONS AND MAINTENANCE**

- (1) Chief Knowledge Officer (CKO) Support
  - i) Informatics
  - ii) Knowledge Management
- (2) Configuration Management and Licensing
- (3) Database Design and Administration and Data Storage Management
  - i) Database Design
- (4) E-Business Planning and Support
- (5) Electronic Commerce (EC) and Electronic Data Interchange Support
- (6) Emerging Technologies
  - i) IT Research and Development
  - ii) Nanotechnology
- (7) Independent Verification and Validation
- (8) Information Architecture Analysis and Web Object Indexing
- (9) Information Management Life Cycle Planning/Support
  - i) Information Management Support
- (10) Integration Support
- (11) Internet System Architecture and Webmaster Support
  - i) 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.)
  - i) 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
  - i) Systems Operations
- (18) Section 508 Compliance Assistance
- (19) Supply Chain Management (Logistics)
- (20) Systems Management Support
  - i) Information Systems Support
- (21) Technical Support
  - i) Computer Center Technical Support
- (22) Telemedicine
- (23) Test and Evaluation Support
- (24) Training, Training Development, and Training Center Support (including Computer Based Training)
  - i) Distance Learning
  - ii) Training Requirements Analysis and Planning
- (25) Virtual Data Center
  - i) Data Warehousing
- (26) Anti-Virus Management Service

- i) Intrusion Detection and Prevention Service
- ii) Virus Detection, Elimination, and Prevention
- (27) Biometrics
  - i) Smart Card Technologies
- (28) Computer Security Awareness, and Training
  - i) Computer Security Incident Response
  - ii) Computer Security Planning
  - iii) Security Policy Compliance
- (29) Disaster Recovery, Continuity of Operations, and Contingency Planning
  - i) Critical Infrastructure Protection
  - ii) Hot-site and Cold-site Support Services
  - iii) Incident Response Service
  - iv) System Recovery Support Services
- (30) Hardware and Software Maintenance and /or Licensing
  - i) Software/Hardware Maintenance and /or Licensing
- (31) Independent Verification and Validation (Security)
  - i) Certification of Sensitive Systems
  - ii) Mainframe Automated Information Security Support
  - iii) 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)
  - i) Crypto Systems
  - ii) Digital Signature Technology
- (36) Secure Managed Email Service (SMEMS)
- (37) Security Certification and Accreditation
- (38) Systems Vulnerability Analysis/Assessment and Risk Assessment
  - i) Quantitative Risk Analysis of Large Sensitive Systems
  - ii) Vulnerability Scanning Service