



FUNCTIONAL AREA ONE (1) – Team Symphony Response Teams

We divided the 38 Functional Area 1 Scope Elements into areas of responsibility and created primary response teams based on functional area scopes. This establishes a logical SDVOSB teaming strategy and supports our SDVOSBs with resources and expertise they would not normally have available. This teaming strategy is a key to our ability to confidently proffer our ability to perform all the work depicted in Functional Area 1. The following graphic indicates how we approached the division of tasks by category.

(Note: primary response teams listed below functional area scope are subject to change based on the requirement of the task order and best fit for customer).

VETS Functional Area One- Systems Operations and Maintenance	Functional Area Scope
Mainframe/Data Processing System Support	Healthcare Information Technology (Symphony, ViPS)
Section 508 Compliance Assistance	
Telemedicine	
Chief Knowledge Officer (CKO) Support	Enterprise Architecture (OXKO, Oracle)
Configuration Management and Licensing	
Database Design and Administration and Data Storage Management	
E-Business Planning and Support	
Electronic Commerce (EC) and Electronic Data Interchange Support	
Information Management Life Cycle Planning/Support	
Internet System Architecture and Webmaster Support	
Disaster Recovery, Continuity of Operations, and Contingency Planning	Local Area Network/Wide Area Network (MicroTech, MCI)
Hardware and Software Maintenance and /or Licensing	
Media/Training Center/Video Teleconferencing Support	
Network Support	
Systems Management Support	
Test and Evaluation Support	
Virtual Data Center	
Anti-Virus Management Service	Information Security (Professional Solutions, VeriSign)
Computer Security Awareness, and Training	
Independent Verification and Validation (Security)	
Managed E-Authentication Service	
Managed Firewall Service	
Privacy Data Protection	
Public Key Infrastructure (PKI)	
Secure Managed Email Service (SMEMS)	
Security Certification and Accreditation	
Systems Vulnerability Analysis/Assessment and Risk Assessment	
Biometrics	Integration Services (Martin & Associates, SAIC)
Emerging Technologies	
Independent Verification and Validation	
Information Architecture Analysis and Web Object Indexing	
Integration Support	
Supply Chain Management (Logistics)	
Office Automation Support/Help Desk Support	Staff Augmentation (Symphony, Base Technologies)
Performance Measures and Metrics Planning	
Seat Management	
Technical Support	
Training, Training Development, and Training Center Support	



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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



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FUNCTIONAL AREA ONE (1) – SYSTEMS OPERATIONS AND MAINTENANCE (cont.)

(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) Public Key Infrastructure (PKI)
i) Crypto Systems
ii) Digital Signature Technology
(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