

The management and support of enterprise network IT systems is one of SuprTEK's core competencies. Our engineers provide expert support in the design and implementation of new network solutions, and in providing support services of existing systems.

NETWORK DEVELOPMENT ENVIRONMENT

The SuprTEK staff supports customers in the development and engineering of network infrastructures, including NIPRNET, SIPRNET, DREN, and JWICS networks.

SERVICE SUPPORT OF EXISTING NETWORK ENVIRONMENTS

SuprTEK engineers work closely with Agency officials to ensure that our services meet and exceed client Agency requirements. SuprTEK support services for existing networks include:

- Design

SuprTEK generates future state network/systems architecture that guides detailed network design and enhancements to achieve more secure, reliable, and higher performing network and networked systems.

- Integration

SuprTEK integrates all approved solutions into the Agency Environment, including the hardware, software (both network and desktop), communications gear, and cable plant infrastructure items.

- Operations

SuprTEK provides IT Service Management (ITSM) through ITIL-based services supporting enterprise operations through multi-tier (e.g. Tier I, Tier II and Tier III) IT service and consolidated help desk operations, Command and Control (C2) mail exchanges services, enterprise web portals, virtual private networks (VPN), Voice/Video over IP.

- Maintenance

SuprTEK provides complete network Operations & Maintenance (O&M) services.

SUPRTEK WIRELESS NETWORKS

SuprTEK has developed secure wireless networks for the U.S. Army, state, and local governments. The SuprTEK wireless network security meets FIPS 140-2 requirements when required; is highly mobile, with quick set up and network implementation; is capable of data, full motion streaming video, and voice transmissions; incorporates a wireless visual surveillance system with enhanced video resolution, full motion, low light capable video cameras; and is powered by multiple power sources.

SUPRTEK NETWORK MANAGEMENT CUSTOMERS INCLUDE:

- U.S. Army Surface Deployment and Distribution Command
- U.S. Department of Defense, Inspector General
- U.S. Department of Justice, Justice Management Division
- Washington DC Metropolitan Police Department
- Washington DC Emergency Management Agency
- U.S. Air Force Material Command
- Department of Defense, Health Affairs
- Small Business Administration
- Miami Dade County Police
- State of Minnesota
- U.S. Air Force Institute of Technology
- US AF Air Combat Command



CASE STUDY - NO. 1:



Engagement: DC MPD JOCC - Joint Operations Command Center (JOCC) Design, development and operations

Requirement: Washington DC law enforcement agencies need coordination of activities and responsibilities during emergencies and events.



Solution: The JOCC, a state-of-the-art command and communications facility incorporating:

- Interagency communications via wireless devices and virtual private networks
- Field-deployable cameras with visual enhancement-technologies (night-vision; weather effects defeat)
- Voice-over-IP and Video Teleconferencing
- Geospatial Systems and Flight Tracking
- Event Management
- 7x24x365 operational support

CASE STUDY - NO. 2:



Engagement: Air Force Institute of Technology (AFIT) IT Support

Requirement: Provide core network services, Defense in Depth Network Security, Web services Database Administration, Client Support Administrators (CSA), Functional System Administrators (FSA) and eLearning support to AFIT.

Solution: Facilitated the transformation to performance base contract and increased service delivery of network services to the AFIT community of users. Services supported include:

- Tier II customer support to desktop systems (Incident and Problem Management ITIL Best Practices)
- Active Directory (AD) server administration
- Storage Area Network (SAN) management and long term capacity planning
- Network Infrastructure and Solutions Engineering (LAN/WAN technologies)
- Microsoft Systems Management Server (SMS) framework
- AF TCNO compliance and patch management (Release Management ITIL Best Practice)
- Security Boundary Administration
- Virtual Private Network (VPN) management
- Distance Learning (Blackboard, Learn.com)
- Application and Web Programming Support
- Oracle Database Development and Administration
- Voice-over-IP and Video Teleconferencing
- SCORM-Compliant eLearning courseware development and content management