

“Managed IT Services provides customers a flexible, yet cost-effective solution where a wide spectrum of IT services across the entire system management life cycle are bundled and seamlessly integrated under a single contractor. As a small business, SuprTEK has a unique qualification and experience to provide fully managed or tailored IT services.” Managed IT services are based on the industry best practices including IT Infrastructure Library (ITIL), Capability Maturity Model Integration (CMMi), and ISO 9000:2001.

#### THE BENEFITS OF MANAGED IT SERVICES ARE NUMEROUS:

- Fully supports performance based service contracting approach. Performance is service-level driven
- Provides an integrated program team and single-source of accountability
- Minimizes government’s and contractor’s governance structure and overhead
- Greater contractor control across all IT functional areas and allows a greater return on investment through continuous process improvement such as ITIL, CMMi, and ISO quality systems
- Single award facilitates streamlined acquisition, and contract management
- Ideal for small to medium size programs where they do not have “economy of scale” to break up IT services into multiple contracts (i.e. application development, security management, network management, system cv testing, help desk, etc.).
- Introduction of innovation and process improvement results in productivity gain, thus reducing staffing level and service cost

#### CASE STUDY - NO. 1:



**Engagement:** US Air Force Institute of Technology (AFIT) IT Managed Support Services

**Background:** AF trained and certified IT staff in Dayton, Ohio supporting over 2,000 students/faculty, 3 graduate schools and professional continuing educations, 1,000 students involved in long-distance learning and 500 continuing education students

**Scope:** Four major areas of IT support:

- IT Operations including Network Support and Administration: Security boundary admin., physical and virtual network traffic management, active directory admin., SMS, storage array network admin., wireless network implementation and admin., etc.
- System Engineering, Maintenance, and Support: Client and Functional System Admin. including Microsoft/Unix/Linux network environments, troubleshooting end-user computer systems, and admin. of high-demand, multiple-user functional applications
- Application Development and Delivery: Application and Web Programming Support including Oracle application development and sustainment, Dynamic and static webpage development, Student Information System (SIS), and long-distance learning capabilities via Blackboard and Learn.com.
- Administrative Support to provide day-to-day management support administrative activities

#### CASE STUDY - NO. 2:



**Engagement:** Department of Justice, Office of Justice Programs, Office of the CIO, Information Security Management Services

**Background:** Highly specialized IT professionals in Washington DC, supporting the Office of the CIO on enterprise IT security management services

**Scope:** Four major areas of IT security management services:

- Certification and Accreditation Support: provides NIST-compliant 4-stage C & A support for a successful approval to operate.
- Penetration Testing: including Denial of Service and Brute Force penetration, and attempts to circumvent system security features
- Post Accreditation Security Management: operational security for information systems and operations on a day-to-day basis. Operates and maintains all firewall technology. Ensures that system and operational infrastructure security requirements are met.
- e-Authentication Support: provides full System Development Life-Cycle support for implementation of HSPD-12