Infrastructure Services

Services provided in this category would cover Infrastructure Services including the network backbone, virtual environments, application layers, storage area networks, desktop services, and operations management.

Resource skills and experience include the following:

- Expertise in architecture engineering/design, planning, security, application protocol interfaces, provisioning, applications/middleware, storage, operations/maintenance, and desktop services. (Resources needed: technology architect, solution architect, security architect, operations management, network and desktop administration, and desktop implementation.)
- Datacenter operations management for various infrastructure environments to include but not limited to configuration management, operations tools/applications, management of enterprise applications, office infrastructure relating to desktop support, remote help desk, internet connectivity, virtual environments, and disaster recovery methods.
- IT operations management and security software services — IT operations management (ITOM) software is intended to represent all the tools needed to manage the provisioning, capacity, performance and availability of the computing, networking and application environment. Security software is included to control and monitor access to internal and external IT resources.
- Experience in one or more categories of enterprise-level system integration, networking, Common Technical Infrastructure and Services, Web Portals, Service Oriented-Architecture (SOA), Business Process and Data Modeling, Data Standards, Security, Middleware, Data Warehousing, Web Development including Extensible Markup Language (XML), Data Security, Records Retention, and any other area related to EA planning and development to meet business needs.
- Developing or maintaining local and wide area networks through upgrades, application of technical knowledge, network administration, and management
- Other infrastructure software services — Other infrastructure software includes, but is not limited to, clustering and remote control software, directory servers, OS tools, Java license fees, mainframe infrastructure, and mobile and wireless infrastructure, as well as other infrastructure software.
- Various of operating systems knowledge include Linux, Unix, Windows and mainframe OS
- Comprehensive knowledge and experience with server and/or mainframe operating systems, network protocols, and computer security. Experience with the following: Antivirus tools, Intrusion Prevention tools (behavior software), Active directory and single sign-on, and firewalls (i.e. Cisco).
- SAP Security & Authorization Administration with ECC, BI/BW, and Portal (SAP roles, profiles & authorizations; SAP Profile Generator), SAP User Administration & Provisioning.
- Installing and supporting logical firewalls, performing security vulnerability assessments, web application penetration testing, and security incident investigations