



*Innovation working for you*

## **VET GWAC: LIST OF WORK SCOPE ELEMENTS**

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

- (1) Chief Knowledge Officer (CKO) Support
- (2) Configuration Management and Licensing
- (3) Database Design and Administration and Data Storage Management
- (4) E-Business Planning and Support
- (5) Electronic Commerce (EC) and Electronic Data Interchange Support
- (6) Emerging Technologies
- (7) Independent Verification and Validation
- (8) Information Architecture Analysis and Web Object Indexing
- (9) Information Management Life Cycle Planning/Support
- (10) Integration Support
- (11) Internet System Architecture and Webmaster 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.)
- (15) Office Automation Support/Help Desk Support
- (16) Performance Measures and Metrics Planning
- (17) Seat Management
- (18) Section 508 Compliance Assistance
- (19) Supply Chain Management (Logistics)
- (20) Systems Management Support
- (21) Technical Support
- (22) Telemedicine
- (23) Test and Evaluation Support
- (24) Training, Training Development, and Training Center Support (including Computer Based Training)
- (25) Virtual Data Center
- (26) Anti-Virus Management Service
- (27) Biometrics
- (28) Computer Security Awareness, and Training
- (29) Disaster Recovery, Continuity of Operations, and Contingency Planning
- (30) Hardware and Software Maintenance and /or Licensing
- (31) Independent Verification and Validation (Security)
- (32) Managed E-Authentication Service
- (33) Managed Firewall Service
- (34) Privacy Data Protection
- (35) Public Key Infrastructure (PKI)
- (36) Secure Managed Email Service (SMEMS)
- (37) Security Certification and Accreditation
- (38) Systems Vulnerability Analysis/Assessment and Risk Assessment