



CyberSecurity
Technology Consulting
Application Services
Staff Recruitment & Augmentation

At ICS, we pride ourselves in our unique ability to integrate comprehensive strategy and cutting edge security into information operations. Learn more at www.ICSInc.com.

DoD Agency

Enterprise Infrastructure Support

Contract Pricing Type: Firm Fixed Price

Project Start and Completion: October 2003 – August 2012 (multiple contract awards)

Customer Organization: Department of Defense

Reference Contact Information: Contact ICS for reference

Project Description: Prime contractor – ICS is the sole provider of on-site desktop computing infrastructure support services for a large DoD enterprise datacenter. In this role, ICS is responsible for complete operational and security management of desktop and laptop computing assets in a dynamic, high velocity, mission-critical datacenter environment supporting the global war-fighter.

Exceptional CPARs

Contract Description

ICS' Enterprise Infrastructure Support (EIS) Team is the operational arm of the agency's enterprise client operations providing tier-3 touch support for local administrative enclave assets, plus tier-1 through tier-3 support for three additional classified and unclassified enclaves within the organization. The Team also provides full asset lifecycle management for all four enclaves. The environment consists of sensitive unclassified and classified assets attached to unclassified and classified network backbones.

Service Areas

- Desktop seat management (acquire; provision; secure; operate; maintain; dispose)
- Systems security (harden, patch, secure, audit);
- Systems Administration
- Other: IT Infrastructure Library (ITIL); IT Service Management (ITSM); ISO 20000; Quantitative and Qualitative data visualization

Achievements

- Exceptional CPARs
- Since being awarded this contract, ICS gained efficiencies through automation and standardized processes to absorb a 100% increase in assets under management, a 230% increase in the number of security related activities, a 100% growth in the number of secure enclaves and a >200% increase in operations tempo at no increase in cost to the government.
- Effectively supported 800+ assets across 4 network enclaves meeting all support, security and lifecycle management requirements
- Maintains team efficiency ratio (assets per FTE) of 800:1 for information security / assurance functions
- Maintains team efficiency ratio (assets per FTE) of 160:1 for admin functions

Along with this experience, we have also demonstrated continual service level and process improvement for the EIS function to ensure optimal user experience and customer support through the disciplined and systematic use of checklists, review of lessons learned and quantitative metrics. Because user experience issues associated with the desktop environment depend on many touch-points beyond the span of control of our team (e.g. network; server; application services; etc.), we have developed the necessary skills to negotiate strong working relationships with other teams within the organization to provide the best customer service possible from a single point of contact, the PC Support Team.

Integrated Computer Solutions, Inc.
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Technical Operations Support

Contract Pricing Type: Time and Materials (T&M)

Project Start and Completion: April 2011 – Present (ICS supported previous iterations of this contract since 1997)

Customer Organization: Department of Defense

Reference Contact Information: Contact ICS for reference

Project Description: ICS is part of a multi-vendor team providing personnel delivering broad-spectrum support to combat forces, combat support forces, and integral/supporting business operations: Information Assurance, Security Operating Support, Service Desk, Incident, Problem, Change, Configuration, Release, Security, Capacity, Business Continuity, Service Level, and Availability Management.

Contract Description

This agency provides IT services to the global warfighter in response to customer operational requirements. Services are provided within a backdrop of world-class computing facilities located in both the continental United States (CONUS) and outside of the continental United States (OCONUS). The agency's mission is to deliver computing information products and services that enable and enhance the ability of customers/end users to execute their missions. The datacenter supports 3,000,000+ users, managing 2,200 application and database instances, 34 mainframes, 39,500 copies of executive software, 215 software vendors, 2800 servers, 1.6 petabytes of storage, 911 Oracle instances, 979 MSSQL instances, and 124 other database instances. ICS provides support to the prime contractor in delivering the following services to combat forces, combat support forces, and integral/supporting business operations: Information Assurance, Security Operating Support, Service Desk, Incident, Problem, Change, Configuration, Release, Security, Capacity, Business Continuity, Service Level, and Availability Management. Areas of ICS responsibility include 40 Air Force bases and 100 Medical Treatment Facilities globally. ICS consistently meets or exceeds contract requirements and customer satisfaction objectives.

Service Areas

- Customer Support (tier 1-3 help desk)
- Systems security (harden, patch, secure , audit);
- Systems Administration (Windows; *nix, mainframe);
- Application Support, Database Management (Oracle, SQL, DB2);
- Other: IT Infrastructure Library (ITIL); IT Service Management (ITSM); ISO 20000; Quantitative and Qualitative data visualization

Achievements

- Our efforts helped our team to transition 133 of 135 (>97%) incumbent staff to the new contract without any disruption in service. The transition between contracts from incumbent to the new Prime was completely transparent to the more than 1.25 million customers around the globe. This transition was rated a 10 out of 10 by the Deputy Director with the entire team lauded for a "truly superior effort."
- We routinely fill openings within 14 calendar days and in many instances have a replacement hired before the departing staff leave the program. We have maintained over a 95% fill rate on allocated staffing.

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DoD Agency

Enterprise Network Management

Contract Pricing Type: Firm Fixed Price

Project Start and Completion: March 2011 – Present

Customer Organization: Department of Defense

Reference Contact Information: Contact ICS for reference

Project Description: Prime Contractor – ICS operates, monitors, maintains, integrates, modernizes, automates, and standardizes the global computing services network for a large Department of Defense organization. Functions performed include: Network Support, Network Management, Device Management, Reporting, DNS Operations, Security, Change & Configuration Management, Knowledge Management, Project Integration, Infrastructure Integration and response to trouble tickets.

Exceptional Contractor Performance Assessment Ratings (CPARs)

Contract Description

The core function of this organization is to operate and maintain a 24x7x365 secure, cost effective, efficient, and reliable telecommunications operations environment supporting the war-fighter, Department of Defense (DoD), and non-DoD business partners. Major mission areas include network monitoring, troubleshooting, change / incident / problem management, network project integration, and information protection in support of the management and maintenance of global networks and network infrastructure operations. ICS remotely manages the network infrastructure (LAN/WAN) of 16 data centers and processing elements. Managed environments include both classified and unclassified production, administrative, backup, and management networks. In addition, the agency manages network devices supporting the Demilitarized Zones (DMZ) and DoD DMZ extensions. Devices managed include, but are not limited to, routers, firewalls, switches, load balancers, AAA devices, XML accelerators, Domain Name Services (DNS), email security devices and proxy servers.

Managed data centers are located across the globe providing the warfighter with the information and applications they require, hosting over 1400 applications with 55 mission critical, all traversing the agency managed infrastructure. Customers include Air Force, Army, Navy, Marines, Defense Logistics, Defense Finance, Medical Health Systems and others. Agency technicians currently operate from multiple locations to include Montgomery, Oklahoma City, Columbus, San Antonio, Columbia Pike, and Hagerstown. All locations use centralized managed toolsets, change management database, consolidated internal web sites and standard policies/procedures. The multiple operating locations provide redundant management capabilities and virtual coverage, permitting a natural continuity of operations (COOP) ability.

Service Areas

- Global Network Management: Consolidated Communications Center
- Systems security (harden, patch, secure, audit);
- Systems Administration (windows; *nix, mainframe, network O/S);
- IT Infrastructure Library; IT Service Management; ISO 20000; Quantitative and Qualitative data visualization

Achievements

- Exceptional CPARs
- ICS has consistently delivered exceptional quality and exceeds contractual requirements to the government's benefit.
- ICS has steadily improved contract performance through quantitative analysis of performance data and bi-weekly review with the customer
- Maintains a days position outstanding (DPO/Vacancy) metric of 9 days

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Global Military Healthcare System Portal Support

Contract Pricing Type: Time & Materials

Project Start and Completion: Oct 2004 – May 2010

Customer Organization: Department of Defense

Reference Contact Information: Contact ICS for reference

Project Description: TAs part of a multi-vendor team, ICS provides enterprise systems support for Air Force Portal (GCSS-AF) and Military Health Systems (MHS) applications and 9.2 million users. Provides performance monitoring and workload simulation to drive systems design and implementation to meet service level objectives.

Contract Description

ICS provided performance monitoring and workload simulation to drive systems design and implementation to meet objectives for a services-wide medical and dental information management system. ICS integrated new workload the environment while adhering to configuration control board (CCB) charter and constraints. We provided engineering and security support for the global VPN from datacenter to last mile. We delivered full spectrum information assurance (IA) support including FISMA, SAS-70, network management (NM), Network Defense (ND) and Security Readiness Review (SRR) audit support. We ensured the environment met all DoD standards, architectures and regulations while maintaining technical soundness of documentation.

Service Areas

- Systems security (harden, patch, secure, audit);
- Systems Administration (windows; *nix, mainframe);
- Application Support, Database Management (Oracle, SQL);
- Other: IT Infrastructure Library (ITIL); IT Service Management (ITSM); ISO 20000; Quantitative and Qualitative data visualization

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