

This document provides additional details of the ten task areas enumerated in IBM's CIO-SP3 GWAC FACT SHEET.

Task Area 1 - IT Services for Biomedical Research, Health Sciences, and Healthcare

The objective of this task area is to support Biomedical Research, Health Sciences and Healthcare by performing studies and analyses and providing operational, technical, and maintenance services for the systems, subsystems, and equipment, some of which interface with, and are extensions to, information systems throughout the federal government. A comprehensive, but not limited, sampling of work to be performed under this task area is shown below:

1. Health Sciences Informatic and Computational Services
2. Health Communication Support Services and Enhancements to Facilitate Integration and Data Exchange at the Federal, State, and Local Level
3. Integration of Health Systems Across Federal Agencies and Public and Private Healthcare Systems
4. Modernization and Enhancement of Existing Health IT Legacy Systems
5. Automation of Administrative and Clinical Processes
6. Biomedical Information Services
7. Biomedical Modeling, Visualization, and Simulation
8. Biosurveillance and Disease Management Support
9. Scientific Computing Services
10. IT Clinical Support Services
11. Telemedicine (e.g., mobile health/mHealth)
12. Healthcare Payment Processes and Fraud and Abuse in Medical Claims
13. Health Emergency Preparedness and Response to Include IT Support for Epidemic and Bio-Terrorism Simulations, Emergency Response Training, Exercise Support, etc.
14. Security of Healthcare and Biomedical Research Systems
15. IT Service Management
16. Healthcare Systems Studies
17. Natural Language Processing Software and Services (Biology/Medicine Focus)
18. Medical Computer-based Training
19. Standards Development for Health IT Services

Task Area 2 - Chief Information Officer (CIO) Support

The objective of this task area is to support Chief Information Officers (CIOs) in implementing laws, regulations, and policies and to facilitate evolving CIO practices. A comprehensive, but not limited, sampling of work to be performed under this task area is shown below:

1. IT Governance Process Development and Management
2. Workforce Management
3. Capital Planning and Investment Control Support
4. Independent Verification and Validation
5. Agency Information Technology Architecture Support
6. IT Portfolio Analysis
7. Risk Management
8. Program Analyses and Implementation (including Business Cases Analysis, Cost/Benefit Analysis and Cost Effectiveness Analyses)
9. IT Organizational Development
10. Program Management Office Support
11. Advisory and Assistance Services
12. FEA Alignment Support Services
13. Market Research

Task Area 3 - Imaging

This objective of this task area addresses systems and services that support the collection, storage, and retrieval of digital images. Digital images can include scanned documents, medical images, geographical information systems, video, and photographs. A comprehensive, but not limited, sampling of work to be performed under this task area is shown below:

1. Document Management Systems
2. Image Conversion
3. Image Content Management
4. Medical Imaging, including Picture Archiving and Communication Systems
5. Document Imaging
6. Workflow Management for Digital Imaging Functions
7. Geospatial and Scientific Imaging
8. Environmental Imaging
9. Image Analysis
10. 3D Immersive Visualization
11. Imaging Related to Laboratory and Test Equipment
12. Security Imaging
13. Identity and Access Management

Task Area 4 - Outsourcing

The objective of this task area is to provide the Information Technology (IT) infrastructure and IT services required to assume management and operations of government IT resources and IT business functions. A comprehensive, but not limited, sampling of work to be performed under this task area is shown below:

1. Program Management
2. Management of Call Centers
3. Network Operations and Web Management Support
4. Leasing of Hardware and Software
5. Tools and Applications (including Application Service Provider)
6. Hardware/Software Maintenance
7. Transition Planning
8. A-76 Studies Specific to IT Operations or Support
9. Data Base Administration and Data Storage Management
10. Backup and Recovery Services System Console Operations
11. Production Control and Management
12. Asset Management (including Radio Frequency Identification [RFID] Tracking)
13. IT Acquisition Management
14. Desktop Computing as a Unified Service
15. Managed IT Services Support
16. IT Impact Analyses
17. Workflow Management
18. Implementation of Standards (e.g., International Organization for Standardization (ISO) 9000, Capability Maturity Model Integration (CMMI), IT Services Management)
19. Solution Leasing
20. Software-as-a-service (SaaS)
21. Cloud Computing

Task Area 5 - IT Operations and Maintenance

The objective of this task area is to support the operation and maintenance of IT systems, keeping IT systems viable with supported vendor releases or off-the-shelf applications software upgrades.

Operations and maintenance on IT systems shall include all software and hardware associated with mainframes, client/server, web-based applications, and networking. A comprehensive, but not limited, sampling of work to be performed under this task area is shown below:

1. Operational Support
2. Software Maintenance and Upgrades
3. Telecommunications Maintenance (Data, Voice, Images, including Wireless)
4. Infrastructure Management Services (IMS)
5. Configuration Management
6. Network/Hardware Support
7. Help Desk/IT Support
8. Resource Management
9. Backup and Recovery Management
10. Installation, Configuration, and Tuning
11. Electronic Software Licensing Services including license: deployment, management, tracking, upgrading, etc.
12. System Management
13. IT Training
14. IT Operation and Maintenance Planning
15. Data Quality Management
16. Transformation Services
17. Continual Service Improvement
18. Balanced Scorecard for Operations
19. IT Infrastructure Optimization

Task Area 6 - Integration Services

The objective of this task area is to support the development and deployment of integrated information systems, which includes the integration of technical components, information technology components, organizational components and documentation. Integration projects can support a wide range of agency functions. In the healthcare and research domain, medical imaging systems, patient management systems, clinical management systems, and laboratory management systems are often provided via integration of commercial components with existing infrastructure. A comprehensive, but not limited, sampling of work to be performed under this task area is shown below:

1. Infrastructure Engineering, Development, Implementation, Integration
2. Enterprise Application Integration
3. Gap Analysis and Benchmarking
4. Data Migration and Integration
5. Acquisition Support
6. Risk Assessment
7. Open Source Integration
8. Enterprise Data Management
9. Collaboration Tools
10. Business Process Reengineering
11. Test and Evaluation Services
12. Financial Analysis
13. Feasibility Studies
14. Requirements Analysis
15. System Design Alternative (SDA) Studies
16. Systems Engineering
17. Architecture Validation and Verification

Task Area 7 - Critical Infrastructure Protection and Information Assurance

The objective of this task area is to support the protection of critical infrastructure, assurance of agency information, and operations that protect and defend information and information systems by ensuring confidentiality, integrity, availability, accountability, restoration, authentication, non-repudiation, protection, detection, monitoring, and event react capabilities. A comprehensive, but not limited, sampling of work to be performed under this task area is shown below:

1. Cyber Security
2. Critical Infrastructure Asset Identification and Configuration Management Databases
3. Information Assurance of Critical Infrastructure
4. Risk Management (Vulnerability Assessment and Threat Identification)
5. Facility Protection Planning
6. Information Systems Security
7. Security Operations Center Development and Operations Management
8. Application Security
9. Disaster Recovery
10. Critical Infrastructure Continuity and Contingency Planning
11. Incident Response Planning and Execution
12. Security Certification and Accreditation
13. Training and Awareness Programs
14. Exercises and Simulation
15. Federal Information Security Management Act (FISMA) Implementation Support
16. Health Insurance Portability and Accountability Act Implementation Support
17. Cryptographic Support and Services
18. Record Management
19. Public Key Infrastructure
20. Trusted Internet Connections implementation
21. Security Review and Analysis of Automated Information Systems
22. Identity Management and Assurance
23. Intelligent, Automated Data Collection and Analysis
24. IT Forensics and eDiscovery

Task Area 8 - Digital Government

The objective of this task area is to support government services that are provided through digital, electronic means, creating a transparent interaction between government and citizens (G2C – government-to-citizens), government and business enterprises (G2B – government-to-business enterprises) and government interagency relationships (G2G - government-to-government). A comprehensive, but not limited, sampling of work to be performed under this task area is shown below:

1. Data Warehousing and Data Mining
2. Business Intelligence
3. Web Development and Support
4. Electronic Commerce and Electronic Data Interchange
5. Customer Relationship Management
6. Knowledge Management (IT-based sharing/storing of agency individuals' knowledge)
7. IT –Enhanced Public Relations
8. IT Strategic Planning
9. Records/Document Management
10. Business-to-Government (B2G) Solutions
11. Communications Management
12. Accessibility Services (508 and 504 compliance)
13. Automated Abstraction, Taxonomies, and Ontologies
14. Deep web and federated searching

15. Computational linguistics and machine-based translation
16. Telecommuting Support Services
17. Interactive Marketing

Task Area 9 - Enterprise Management Systems

The objective of this task area is to support the implementation of enterprise management applications and systems in the federal environment, which are integrated software applications used to control, monitor, and coordinate key business activities across an enterprise. These applications generally fall into the following categories: Financials, Human Resources, Logistics, Manufacturing, and Projects. A comprehensive, but not limited, sampling of work to be performed under this task area is shown below:

1. ERP Package Implementation
2. Integration of Business Systems
3. Business Consulting Services
4. Business Transformation and Business Process Reengineering
5. Business Systems Modernization
6. IT Software Package Selection
7. ERP IT Infrastructure
8. ERP Infrastructure Planning, Installation, and Tuning
9. Performance Load Testing
10. ERP End User Training

Task Area 10 - Software Development

The objective of this task area is to develop customized software applications, database applications, and other solutions not available in off-the-shelf modular software applications. A comprehensive, but not limited, sampling of work to be performed under this task area is shown below:

1. Requirements Analysis, Design, Coding, and Testing
2. Production Deployment
3. Application Prototyping
4. Multimedia Software for Patient/Staff Education
5. Program Evaluation Software
6. Administrative and General Decision Support Software
7. Business Intelligence and Analytics
8. GIS-Enhanced Planning and Program Evaluation Software
9. Web 2.0 Development and Management
10. Database Development and Management
11. Clinical Protocol and Quality Assurance Decision