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## APPENDIX C. INFORMATION TECHNOLOGY SERVICES CHARGES

### C.1 INFORMATION TECHNOLOGY PROFESSIONAL SERVICES

#### C.1.1 TECHNICAL AND CONSULTING SERVICES HOURLY RATES

Rates include .75% IFF							
-	GFY08	GFY09	GFY10	GFY11	GFY12	GFY13	Extension thru 9/30/2014
A'	\$373.00	\$382.00	\$390.00	\$402.00	\$413.00	\$404.00	\$404.00
A	\$304.00	\$311.00	\$318.00	\$328.00	\$336.00	\$336.00	\$336.00
B	\$278.00	\$284.00	\$291.00	\$300.00	\$307.00	\$307.00	\$307.00
C	\$253.00	\$259.00	\$265.00	\$273.00	\$280.00	\$280.00	\$280.00
D	\$222.00	\$227.00	\$232.00	\$239.00	\$246.00	\$246.00	\$246.00
E	\$195.00	\$199.00	\$204.00	\$210.00	\$216.00	\$216.00	\$216.00
F	\$186.00	\$190.00	\$195.00	\$200.00	\$206.00	\$206.00	\$206.00
G	\$172.00	\$176.00	\$180.00	\$185.00	\$190.00	\$190.00	\$190.00
H	\$152.00	\$155.00	\$159.00	\$164.00	\$168.00	\$168.00	\$168.00
I	\$123.00	\$126.00	\$129.00	\$133.00	\$136.00	\$136.00	\$136.00
J	\$99.00	\$101.00	\$104.00	\$107.00	\$109.00	\$109.00	\$109.00
K	\$66.00	\$68.00	\$69.00	\$71.00	\$73.00	\$73.00	\$73.00
L	\$39.00	\$40.00	\$41.00	\$42.00	\$43.00	\$43.00	\$43.00

Subject to agreement by both the Government and IBM, IBM will provide support outside IBM's normal working hours. Under such circumstances, the rates identified above will be increased by 15%.

#### C.1.2 SKILL LEVEL DESCRIPTIONS

A Prime. Up to and possibly 25 years of experience of progressive accomplishment managing and implementing large, complex information technology systems with expertise in a specific discipline such as Enterprise Resource Planning, or Information Strategy. This individual may work in conjunction with a Center of Competency such as: Capacity Planning or they may work independently directly with senior customer executives as consultants.

- A. Up to and possibly exceeding 25 years of experience of progressive accomplishment managing and implementing large, complex information technology systems. Experienced in advising senior executives on effective utilization of information technology systems and reengineering to meet business objectives.
- B. Up to 20 years of experience with large, complex systems, providing key leadership in a multi-vendor environment. Extensive experience with large systems modernization and business practice reengineering.
- C. Up to 15 years of progressive accomplishment as experts in large and complex information technology systems implementation. Expertise is applied across multiple information technology platforms and the integration of diverse architectures.
- D. Up to 12 years of significant accomplishment as an expert in large integrated systems. Experience with several ADP architectures and platforms in an integrated environment.
- E. A deep understanding of architecture, techniques and management processes across a broad spectrum of systems, applications and requirements. This level of personnel generally has up to ten years of professional experience in specialized areas of large customer applications.
- F. Generally regarded as an expert in their particular discipline or technology. This level of personnel generally has up to eight years of professional experience in their field of expertise.
- G. Broad knowledge of the labor category field and a demonstrated ability to independently work on complex assignments. This level of personnel generally has up to five years of professional experience in the field of expertise.
- H. Significant knowledge of the labor category field and the ability to work independently on typical assignments. This level of personnel generally has up to four years of professional experience in the field of expertise.
- I. General knowledge of the labor category field and the ability to work with minimal supervision. Assistant personnel generally have up to three years of professional experience in the field of expertise.
- J. Basic knowledge of the labor category field and the ability to work with some supervision. Specialists generally have up to two years of professional experience in their field of expertise.
- K. Some knowledge of the labor category field and the ability to work with supervision. Specialists generally have up to one year of professional experience in their field of expertise.
- L. Entry level IT knowledge, with the ability to provide Level 1 System and Software Support. Professionals have up to one year experience.

General Note:

Consultants at these skill levels provide managerial and technical leadership for development, implementation and operations of complex information technology systems implementation. They are recognized for their experience in providing expert guidance to senior executives.

IBM has identified below a series of service offerings performed under SIN 132-51. For each service, IBM has listed the title of the professionals to perform the service and the hourly rates for each.

The technical/experience level or systems expertise required for a particular task shall be determined by IBM in conjunction with the end user's requirements.

### C.1.3 CONVERSION SUPPORT

Assesses the feasibility, cost and practicality of converting systems against developing new Software. Develops detailed conversion plans to define the conversion process, the size of conversion work packages, environmental considerations, system constraints, vendor extensions and schedule. Utilizes software conversion tools in conjunction with manual refinement to convert the system work packages.

#### POSITIONS AND EXPERIENCE LEVELS AVAILABLE

Position Title	Experience Levels Available			
Senior Consultant IT Specialist	A Prime	A		
Certified IT Specialist	B			
Senior IT Specialist	C			
Advisory IT Specialist	D			
Senior Hardware/Software Conversion Specialist	E	F		
Staff Hardware/Software Conversion Specialist	G	H		
Associate Hardware/Software Conversion Specialist	I	J	K	L

### C.1.4 DATABASE PLANNING AND DESIGN

Provides technical expertise for the production of detailed database designs and design documentation, including data models, and data flow diagrams. Evaluates and configures DBMS products to match user requirements with system capabilities. Determines file organization, indexing methods, and security procedures for system databases. Plans coordinates conversion and migration of existing (or legacy) databases to state of the art DBMS's.

#### POSITIONS AND EXPERIENCE LEVELS AVAILABLE

Position Title	Experience Levels Available			
Senior Consultant IT Specialist	A Prime	A		
Certified IT Specialist	B			
Senior IT Specialist	C			
Advisory IT Specialist	D			
Senior Database Management Specialist	E	F		
Staff Database Management Specialist	G	H		
Senior Database Administrator	E	F		
Staff Database Administrator	G	H		
Database Designer/Architect	A	B	C	D

### C.1.5 DATA RECORDS MANAGEMENT

Provides services relating to the management of physical and/or electronic data. Establishes and maintains a data management facility to monitor, report on and maintain the status of documentation.

#### POSITIONS AND EXPERIENCE LEVELS AVAILABLE

Position Title	Experience Levels Available			
Data Records Management Specialist	I	J	K	

### C.1.6 INFORMATION TECHNOLOGY CONSULTING

Guides the assessment of IT System Objectives and concept of operations. Guides identification of top level system requirements. Prepares high level system architecture in terms of hardware, software, database and telecommunications components.

#### POSITIONS AND EXPERIENCE LEVELS AVAILABLE

Position Title	Experience Levels Available			
Executive Consultant	A Prime	A		
Senior Consultant	B			
Consultant	C			
Associate Consultant	D			

### C.1.7 IMPLEMENTATION SUPPORT

Provides assistance in all aspects of the development and implementation process. Assists in planning, organizing, directing, coordinating, and evaluating the work of personnel in charge of task orders and/or integrated product teams. Assists in developing management plans and preparing management/cost performance reports.

#### POSITIONS AND EXPERIENCE LEVELS AVAILABLE

Position Title	Experience Levels Available			
Senior Program Office Support Specialist	E	F		
Staff Program Office Support Specialist	G	H		
Associate Program Office Specialist	I	J	K	L

### C.1.8 NETWORK COMMUNICATIONS

Provides assistance in all aspects of network management from network design through implementation and the maintenance of upgrading existing networks. Analyzes, designs, specifies, documents, and implements communication system requirements to support the distributed functionality of a software engineering environment.

Position Title	Experience Levels Available						
Network Designer/Architect	A						
Senior Consultant IT Specialist	A						
Certified IT Specialist	B						
Senior IT Specialist	C						
Advisory IT Specialist	D						
Senior Networking Systems Programmer	E	F					
Staff Networking Systems Programmer	G	H					
Data Communications Specialist	F	G	H	I	J	K	L
LAN/WAN Specialist	F	G	H	I	J	K	L
Telecommunications Technician	I	J	K	L			

### C.1.9 PROGRAMMING

Codes, and tests software based upon software specifications and designs. Uses sound software engineering principles to ensure that developed code is modifiable efficient, reliable, understandable, and fault tolerant. Provides software process management and control throughout the coding portion of the software development process.

#### POSITIONS AND EXPERIENCE LEVELS AVAILABLE

Position Title	Experience Levels Available				
Senior Consultant IT Specialist	A				
Certified IT Specialist	B				
Senior IT Specialist	C				
Advisory IT Specialist	D				
Senior Programmer/Analyst	G				
Junior Programmer/Analyst	I				
Journeyman Programmer/Analyst	J	K			
Senior Systems Programmer/Analyst	C	D	E	F	
Systems Programmer/Analyst	G	H	I		

### C.1.10 PROJECT MANAGEMENT

Plans, coordinates, and manages all aspects of complex information technology projects. Prepares and presents status on project schedule, project costs, project deliverables, project risks, and risk containment strategies.

#### POSITIONS AND EXPERIENCE LEVELS AVAILABLE

Position Title	Experience Levels Available				
Project Executive	A Prime	A			
Senior Project Manager	B				
Project Manager	C	D	E	F	G
Task Leader	H	I	J	K	

### C.1.11 RESOURCES AND FACILITIES MANAGEMENT

Plans, organizes, directs, coordinates and evaluates all tasks relating to the smooth operation of an ADP facility. Develops facility/resource management plans and prepares management/costs performance reports.

#### POSITIONS AND EXPERIENCE LEVELS AVAILABLE

Position Title	Experience Levels Available				
Facilities Manager	C	D	E	F	G

### C.1.12 SYSTEMS ANALYSIS DESIGN

Analyzes users requirements, concept of operations documents, and high level system architecture to develop system requirements specifications. Develops detailed system Architecture and system design documentation. Guides system development and implementation planning through assessment or preparation of system engineering management plans and system integration and test plans. Develops system configuration documentation, including detailed designs for capacity planning, security systems and disaster recovery.

#### POSITIONS AND EXPERIENCE LEVELS AVAILABLE

Position Title	Experience Levels Available				
Systems Architect	A Prime	A			
Senior Programmer/Analyst	G				
Junior Programmer/Analyst	I				
Journeyman Programmer Analyst	J	K			
Senior Systems Programmer/Analyst	C	D	E	F	
Senior Consultant IT Specialist	A				
Certified IT Specialist	B				
Senior IT Specialist	C				
Advisory IT Specialist	D				

### C.1.13 SYSTEMS ENGINEERING

Provides expertise in the areas of system architecture, system design, systems engineering techniques, and systems management processes. Analyzes and recommends commercially available hardware capable of meeting systems requirements.

#### POSITIONS AND EXPERIENCE LEVELS AVAILABLE

Position Title	Experience Levels Available				
Senior Consultant IT Specialist	A				
Certified IT Specialist	B				
Senior IT Specialist	C				
Advisory IT Specialist	D				
Senior Systems Engineer	E	F			
Systems Engineer	G	H			

### C.1.14 SYSTEMS INSTALLATION

Performs site surveys, installs, tests, and validates operational automation and communications equipment/software as specified by installation standards, manufacturer's guidance, and safety codes.

#### POSITIONS AND EXPERIENCE LEVELS AVAILABLE

Position Title	Experience Levels Available				
Senior Consultant IT Specialist	A				
Certified IT Specialist	B				
Senior IT Specialist	C				
Advisory IT Specialist	D				
Senior Hardware/Software Installation Specialist	E	F	G		
Hardware/Software Installation Specialist	H	I	J	K	L



**C.1.15 SECURITY**

Formulates and assesses IT security policy to include business impact. Prepares security plans for employing an enterprise wide security architecture to include the design of cryptographic solutions. Develops integrated security services management. Executes security awareness training. Assesses and audits network penetration testing anti virus planning assistance, risk analysis and incident response. Provides security engineering support for application development (including system security certifications and project evaluations). This may include the development, design and implementation of firewalls, and evaluation, review and test of security code.

**POSITIONS AND EXPERIENCE LEVELS AVAILABLE**

Position Title	Experience Levels Available					
Senior Consultant IT Specialist	A					
Certified IT Specialist	B					
Senior IT Specialist	C					
Advisory IT Specialist	D					
Senior Security Systems Specialist	C	D	E	F	G	

**C.1.16 IMAGE SYSTEM SUPPORT**

Provides technical expertise for the installation, configuration and customization of imaging technologies. Evaluates and selects the appropriate technologies and solutions based on client requirements including both hardware and software. Evaluates methodologies and performs the integration of imaging systems with legacy applications. Provides services for both Digital Library and Computer Output to Laser Disk (COLD) environments.

**POSITIONS AND EXPERIENCE LEVELS AVAILABLE**

Position Title	Experience Levels Available					
Senior Consultant IT Specialist	A					
Certified IT Specialist	B					
Senior IT Specialist	C					
Advisory IT Specialist	D					
Image Systems Specialist	E	F	G	H		

### C.1.17 INDEPENDENT VALIDATION AND VERIFICATION

Verifies and validates the products and performance of a third party development effort. Evaluates software and associated documents for compliance with specified requirements, and test results for adherence to test plans. Evaluates the products of a given software development activity to determine the correctness and consistency with respect to the products and standards provided as input to the activity. Evaluates and makes recommendations for solutions regarding problems associated with development efforts.

#### POSITIONS AND EXPERIENCE LEVELS AVAILABLE

Position Title	Experience Levels Available							
IV & V Specialist	E	F	G	H	I	J	K	L

### C.1.18 SOFTWARE TEST

Performs software testing at all levels from module or unit testing through all levels of software integration testing. Writes software test plans in support of software design to ensure the integrity of test plans. Interfaces with the software development group throughout the software development process. Develops test data and predefines specific test acceptance criteria. Supports the software configuration management process and understands all software components and their interface requirements.

#### POSITIONS AND EXPERIENCE LEVELS AVAILABLE

Position Title	Experience Levels Available				
Quality Assurance Specialist	E	F	G		
Senior Software Test Engineer	E	F	G		
Software Test Engineer	H	I	J	K	

### C.1.19 SYSTEM TEST

Supports testing at a system level. Develops system test plans during systems requirements definition to ensure functional completeness of system testing. Works closely with both the systems engineering and software development groups throughout the systems and development process. Develops master test plans and identifies specific functional and performance test requirements. Supports the configuration management process and understands all system components and their relationship in an integrated environment.

#### POSITIONS AND EXPERIENCE LEVELS AVAILABLE

Position Title	Experience Levels Available				
Quality Assurance Specialist	E	F	G		
Senior Hardware Test Engineer	E	F	G		
Hardware Test Engineer	H	I	J	K	

**C.1.20 TRAINING**

Has overall responsibility for conducting customized training classes. Develops training plans and the associated curricula. Identifies the resources necessary to implement the plan and ensures that training is conducted in accordance with the plan. Identifies and analyzes training considerations such as central vs. regional, hands-on vs. classroom, train-the-trainer vs. train-the-user, etc.

**POSITIONS AND EXPERIENCE LEVELS AVAILABLE**

Position Title	Experience Levels Available				
Training Management/Systems Analyst	E	F	G	H	I

**C.1.21 MACHINE MOVEMENT**

Position Title	Experience Levels Available	
IT Specialist	C	D

**C.2 HSPD-12 SERVICE RATES**

SIN 132-62 Labor Category	GFY08	GFY09	GFY10	GFY11	GFY12	GFY13	Extension Through 9/30/ 14
Security Project Executive	\$272.00	\$278.00	\$284.00	\$292.00	\$300.00	\$300.00	\$300.00
Trusted Identity Security and Privacy SME	\$242.00	\$248.00	\$254.00	\$261.00	\$268.00	\$268.00	\$268.00
Senior Web Architect	\$226.00	\$231.00	\$236.00	\$243.00	\$249.00	\$249.00	\$249.00
Trusted Identity Project Manager	\$195.00	\$199.00	\$204.00	\$210.00	\$216.00	\$216.00	\$216.00
Trusted Identity Quality Assurance Specialist-Senior	\$195.00	\$199.00	\$204.00	\$210.00	\$216.00	\$216.00	\$216.00
Trusted Identity Systems Architect/ Engineer - Lead	\$195.00	\$199.00	\$204.00	\$210.00	\$216.00	\$216.00	\$216.00
Identity Management Privacy Analyst	\$180.00	\$184.00	\$188.00	\$193.00	\$198.00	\$198.00	\$198.00
Trusted Identity Training Lead – Senior	\$170.00	\$174.00	\$178.00	\$183.00	\$188.00	\$188.00	\$188.00
Quality Assurance Analyst	\$159.00	\$163.00	\$167.00	\$172.00	\$177.00	\$177.00	\$177.00
Business Operations Specialist - Senior	\$154.00	\$158.00	\$162.00	\$167.00	\$171.00	\$171.00	\$171.00
Identity Management IT Systems Engineer	\$154.00	\$158.00	\$162.00	\$167.00	\$171.00	\$171.00	\$171.00
Security Change Management Consultant - Mid Level	\$154.00	\$158.00	\$162.00	\$167.00	\$171.00	\$171.00	\$171.00
Trusted Identity Database Administrator	\$154.00	\$158.00	\$162.00	\$167.00	\$171.00	\$171.00	\$171.00
Security Business Process Functional Senior Analyst – Seni	\$150.00	\$153.00	\$157.00	\$162.00	\$166.00	\$166.00	\$166.00
Trusted Identity Senior Computer Specialist/ Programmer	\$150.00	\$153.00	\$157.00	\$162.00	\$166.00	\$166.00	\$166.00
Web Architect	\$144.00	\$147.00	\$150.00	\$154.00	\$158.00	\$158.00	\$158.00
Identity Management Systems Security Engineer	\$144.00	\$147.00	\$150.00	\$154.00	\$158.00	\$158.00	\$158.00
Trusted Identity Computer Security Analyst	\$144.00	\$147.00	\$150.00	\$154.00	\$158.00	\$158.00	\$158.00
Trusted Identity Computer Specialist/ Programmer –	\$144.00	\$147.00	\$150.00	\$154.00	\$158.00	\$158.00	\$158.00
Security Business Process Functional Analyst	\$134.00	\$137.00	\$140.00	\$144.00	\$148.00	\$148.00	\$148.00
Identity Management IT Software Specialist	\$129.00	\$132.00	\$135.00	\$139.00	\$143.00	\$143.00	\$143.00
Trusted Identity Database Analyst	\$129.00	\$132.00	\$135.00	\$139.00	\$143.00	\$143.00	\$143.00
Trusted Identity IT Hardware Specialist	\$129.00	\$132.00	\$135.00	\$139.00	\$143.00	\$143.00	\$143.00
Trusted Identity Trainer	\$126.00	\$130.00	\$132.00	\$136.00	\$140.00	\$140.00	\$140.00
Trusted Identity Database Programmer	\$123.00	\$126.00	\$129.00	\$133.00	\$137.00	\$137.00	\$137.00
Security Document/Technical Writer	\$118.00	\$121.00	\$124.00	\$128.00	\$131.00	\$131.00	\$131.00
Business Operations Specialist - Junior	\$113.00	\$116.00	\$119.00	\$122.00	\$125.00	\$125.00	\$125.00
Identity Management Computer Specialist/Data Entry – Juni	\$93.00	\$95.00	\$97.00	\$100.00	\$103.00	\$103.00	\$103.00
Trusted Identity Help Desk Specialist	\$93.00	\$95.00	\$97.00	\$100.00	\$103.00	\$103.00	\$103.00
Trusted Identity IT System Analyst - Junior	\$93.00	\$95.00	\$97.00	\$100.00	\$103.00	\$103.00	\$103.00

**C.2.1 SKILL LEVEL DESCRIPTIONS**

SIN 132-62 Labor Category	SIN 132-62 Labor Description
Security Project Executive	Up to 20 years of progressive experience. Acts as a management authority for client engagements. Performs management of overall contract support operations, organizes, directs and coordinates the planning and production of contract support activities. Manages and coordinates resources, satisfying contract terms, and securing customer satisfaction. Monitors progress of project. Provides primary interface with client management personnel regarding strategic issues. (HSPD-12) Certification required: CISA, CISM or CISSP.
Trusted Identity Security and Privacy SME	Up to 15 years of progressive accomplishment as experts in large and complex information technology systems implementation. Under minimal direction, provides support for security related programs, policies and initiatives. Develops, establishes, and applies knowledge of security principles, concepts and industry practices and standards in the analysis of information and projects. Provides a solid understanding of federal information security/assurance policies, standards and regulations. Familiar with the latest relevant security standards, including FIPS 201 and the related NIST special publications, as well as the associated technologies to include credentialing topics such as PKI, biometrics, and smart cards. Utilizes his/her advanced skills and experience in systems development, detailed knowledge of business processes, technical background and security skills to implement business and security solutions. Performs analysis of security related risks, threats and vulnerabilities of systems, networks and applications. Recommends strategies to prevent security exposure and detect intrusions. Provides direction to IBM project teams and interact with clients at the supervisory level. (HSPD-12) Certification required: CISA, CISM, CISSP
Senior Web Architect	Up to 15 years of progressive experience. Leads or supports requirements analysis, design, development or maintenance of technical integrations or infrastructures for internal and external web applications, protocols, SOA implementations and interfaces. Certified as CISSP, CISM or CISA. Supports HSPD-12, Real ID and other credentialing initiatives or smartcard implementations.

SIN 132-62 Labor Category	SIN 132-62 Labor Description
Trusted Identity Project Manager	<p>Up to 15 years of progressive experience. Acts as the overall lead - manager and administrator for the contract effort. Manages all phases of projects from inception through completion. Establishes milestones, and monitors adherence to master plans and schedules. Implementing detailed management techniques such as Critical Path Method (CPM) and Earned Value Analysis. Detailed functional analysis and gap/fit analysis of Government-Off-the-Shelf (GOTS) and/or Commercial-Off-the-Shelf (COTS) software packages. Expert in Security Management. Knowledgeable of GSA HSPD 12 authorized products and services, Real ID requirements, and NIST standards. Detailed migration planning and trade-off analysis. Certification requirements: CISA, CISM, CISSP. Directs daily staff and task activities to meet client and corporate work objectives. Works with team members to resolve difficult problems. (HSPD-12)</p>
Trusted Identity Quality Assurance Specialist - Senior	<p>Up to 15 years of progressive experience. Able to execute the QA/QC process by reviewing work products for correctness, and adherence to the design concepts and standards, and reviewing program documentation to ensure adherence to standards and requirements. Coordinate with the project manager to ensure problem resolution and client satisfaction. Knowledgeable of FISMA, NIST and other security standards and regulatory mandates. Review software design, change specifications, and related plans against contractual requirements. (HSPD-12)</p>
Trusted Identity Systems Architect/ Engineer - Lead	<p>Up to 15 years of progressive accomplishment as experts in large and complex information technology systems implementation. Familiar with the latest relevant security standards, including FIPS 201 and the related NIST special publications, as well as the associated technologies to include PKI, biometrics, and smart cards. Ensures proper governance of program architecture. Able to design and develop new IT products based on client requirement and technical drivers. Performs major enhancements to existing IT systems. Serves as a technical expert, addressing problems of systems integration, compatibility, and multiple platforms. Evaluates and recommend appropriate hardware and network infrastructure based on cost, performance, need, quality, security and reliability. Strong understanding of network security including</p>

SIN 132-62 Labor Category	SIN 132-62 Labor Description
	<p>configuring and using firewall and IDS equipment, end-to-end information assurance, correlating security events across events across a WAN, TCP/IP DNS, firewall Technologies, IDS/IPS, anti-virus technologies, secure telecommunications, two-factor authentication, encryption, PKI/Digital certificates, SSL based VPN solutions, web protocols and Identity Management. (HSPD-12)</p>
<p>Identity Management Privacy Analyst</p>	<p>Up to 12 years of progressive accomplishment as experts in large and complex information technology systems implementation. Creates analyses and develops strategies, policies, architectures, and privacy assessments to meet Federal mandates. Implements privacy practices in the organization, including collaboration with all the necessary functions (e.g. Legal, ADS, and HR etc). Knowledgeable of NIST PIV requirements, HSPD 12 and State privacy laws in support of Real ID. Monitors all ongoing activities related to the development, implementation, maintenance of, and adherence to, the organization's policies and procedures covering the privacy of, and access to, customer personal information in compliance with Federal law. Extend compliance process to all affiliated and non-affiliated third parties as appropriate. (HSPD-12)</p>
<p>Trusted Identity Training Lead – Senior</p>	<p>Up to 10 years of progressive accomplishment as experts in large and complex information technology systems implementation. Up to 10 years of progressive accomplishment as experts in large and complex information technology systems implementation. Leads the effort to design, develop, implement, and conduct training and instructions of technical-based subject matter. Defines training requirements, training objectives and test methods and designs instructionally valid training materials. Develops computer-based training objectives and methodologies. Coordinates with subject matter expert to design training strategy; designs courseware, including structuring training classes, creates lesson text, provides documentation for software training, tests training programs, presents training programs to users. May conducts research into new training, educational and multimedia technologies. (HSPD-12)</p>

SIN 132-62 Labor Category	SIN 132-62 Labor Description
Quality Assurance Analyst	Up to 10 years of progressive experience. Provides IV&V, QA/QC, survey and testing services by reviewing trusted identity processes ,technologies or work products for correctness and adherence to NIST standards, design concepts or and reviewing program documentation and requirements. Knowledgeable of FISMA, NIST and other security standards and regulatory mandates. Certified CISSP, CISA or CISM.
Business Operations Specialist - Senior	Up to 8 years of progressive experience. Supports level of project business activity by planning, directing, and coordinating the total operations of the project. Monitors daily operations to ensure contract requirements are met. Keeps abreast of major situations affecting service to customer and ensures all aspect of client satisfaction. (HSPD-12)
Identity Management IT Systems Engineer	Up to 12 years of progressive experience. Applies logical analyses or test and evaluation on programs within the contractual scope. Analyzes user needs and identifies resources required for each task to determine functional requirements. Assists in designing and development of new systems or modifies existing systems according to client’s needs. Assists higher-level analysts in analyzing alternative systems, cost aspects and feasibility factors. Familiar with the latest relevant security standards, including FIPS 201 and the related NIST special publications, as well as the associated technologies to include PKI, biometrics, and smart cards. (HSPD-12)
Security Change Management Consultant - Mid Level	Up to 12 years of progressive experience. Applies organizational change management processes and methodologies to facilitate communication of change messages. Prepares, maintains and inventories associated technical drawings for assigned projects. Researches data, and creates and maintains inventory and other databases for assigned projects. Prepares configuration change requests and verifies tracks and documents configuration changes. (HSPD-12)
Trusted Identity Database Administrator	Up to 10 years of progressive experience .Act as the overall lead and manager of database system management projects. Design software tools and subsystems to support and manage software systems implementation. Manage software development and support using formal specifications, data flow diagrams, other accepted design



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	<p>techniques, and Computer Aided Software Engineering (CASE) tools. Knowledgeable of supporting database packages supporting privacy and security for the protection of and administration of identities. Knowledgeable of entity analytics software packages is desired. Provide technical expertise and guidance in the logical and physical database design, development, transition, operation and maintenance of database management systems. (HSPD-12)</p>
<p>Security Business Process Functional Senior Analyst – Senior</p>	<p>Up to 10 years of progressive experience. Serves as lead BPR functional Subject Matter Expert (SME) in their area of specialty. Applies their broad skills and specialized functional and technical expertise to guide project teams in delivering client solutions or to manage the day-to-day operations of IBM projects. Core job responsibilities to include design and implement new organizational structures, assist client to translate its vision and strategy into core human resource and business process. Lead clients through streamlining, reengineering and transforming business processes. (HSPD-12)</p>
<p>Trusted Identity Senior Computer Specialist/ Programmer</p>	<p>Up to 10 years of progressive experience. Defines business and technical requirement, establish scope, project plans, priorities and manage the efforts in delivering software applications. Design software tools and subsystems to support and manage software systems implementation. Manage software development and support using formal specifications, data flow diagrams, other accepted design techniques, and Computer Aided Software Engineering (CASE) tools. Provides leadership knowledge of computer science principles to perform complex software engineering assignments relative to the modification and/or development of software systems. Manages, formulates and develops systems or subsystems architecture, requirements, and design documents. (HPSD-12)</p>
<p>Web Architect</p>	<p>Up to 8 year of progressive experience. Provides support and design, develop and maintain a technical infrastructure for internal and external web applications. Develops web pages, page components and web application code/components for client. Manages designs, codes, tests, debugs and document programs. Participates in the technical design, development, testing,</p>



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	implementation and maintenance of client’s website. (HSPD-12)
Identity Management Systems Security Engineer	Up to 10 years of progressive accomplishment as experts in large and complex information technology systems implementation. Experience to include defining computer security requirements for high-level applications, evaluation of approved security product capabilities, and developing solutions to Multilevel Security (MLS) problems. Analyzes and defines security requirements for MLS issues. Designs, develops, engineers, tests and implements solutions to MLS requirements. Responsible for implementation and development of MLS. Familiar with the latest relevant security standards, including FIPS 201 and the related NIST special publications, as well as the associated technologies to include PKI, biometrics, and smart cards. Participates in planning and installation of new security related hardware and networks. Strong understanding of network security including configuring and using firewall and IDS equipment, end-to-end information assurance, correlating security events across events across a WAN, TCP/IP DNS, firewall Technologies, IDS/IPS, anti-virus technologies, routers, bridges, two-factor authentication, encryption, PKI/Digital certificates, SSL based VPN solutions and Identity Management. (HSPD-12)
Trusted Identity Computer Security Analyst	Up to 8 years of progressive experience. Analyze criteria for access controls, storage, reproduction, transmission, and destruction of data maintained automated systems requiring protection. Performs IT security assessments and evaluations. Plans and conducts security risk analysis, security evaluations, and audits of information processing system Familiar with the latest relevant security standards, including FIPS 201 and the related NIST special publications, as well as the associated technologies to include PKI, biometrics, and smart cards. Determines computer security compliance and effectiveness of information processing systems. Performs security awareness training. Strong understanding of network security including configuring and using firewall and IDS equipment, end-to-end information assurance, correlating security events across events across a WAN, TCP/IP DNS, firewall Technologies, IDS/IPS, anti-virus technologies, routers, bridges, two-factor authentication,

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	encryption, PKI/Digital certificates, SSL based VPN solutions and Identity Management. (HSPD-12)
Trusted Identity Computer Specialist/ Programmer	Up to 7 years of progressive experience. Provides mid-level analytical and problem solving skills when addressing and resolving issues, assessing possible system impacts, and recommending technical solutions. Provides knowledge of computer science principles to perform complex software engineering assignments relative to the modification and/or development of software systems. Performs software algorithm development, design, coding, and documentation work of systems. Familiar with modeling in UML using Rational Rose Real-time, coding in C++ using Rational Rose Real-time, C++ development using Microsoft Visual, GUI development in a Windows environment, and Object Oriented Design. (HSPD-12)
Security Business Process Functional Analyst	Up to 5 years of progressive experience. Provides BPR subject matter expertise to assist in implementing business process solutions. Assists in client's current business process flows. (HSPD-12)
Identity Management IT Software Specialist	Up to 8 years of progressive experience. Provides assistance in addressing software issues during IT engagements. Delivers a set of functional and technical services to assess, plan and implement software process improvement efforts for software development and maintenance to keep abreast with technological progress, economic change, and business needs. Involvement with software and hardware upgrades, planning and roll out of desktop and Laptop PC's. Knowledgeable of Web applications or Tivoli TIM/TAM/FIM. Review existing software programs and assist in making refinements, reducing operating time, and improving current development methods. (HPSD-12)
Trusted Identity Database Analyst	Up to 6 years of progressive accomplishment as experts in large and complex information technology systems implementation. Perform data analysis, database design, development activities, and implementation, as directed, for databases and database conversions. Develop and test logical and physical database designs. Review logical and physical designs of existing databases and perform tuning, in coordination with the DBA to ensure maximum operating efficiency. (HSPD-12)

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Trusted Identity IT Hardware Specialist	Up to 6 years of progressive experience. Provides assistance in addressing hardware issues during IT engagements. Ability to work with client, identifies issues, and quickly provides resolution. Assist with the deployment of hardware to client including installation, configuration and testing. Analyzes customer LAN/WAN hardware/software Requirement. Designs LAN/WAN and recommends hardware, software, and communications solutions. Provides recommended solutions for future LAN/WAN growth. Provides solutions for problems incurred during LAN/WAN installations. Provides after-hours service for escalated issues. (HSPD-12)
Trusted Identity Trainer	Up to 6 years of progressive experience. Conducts the research necessary to develop and revise training courses and prepares appropriate training catalogs. Prepares all instructor materials (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Train personnel by conducting formal classroom courses, workshops, and seminars. Provides daily supervision and direction to staff. (HSPD-12)
Trusted Identity Database Programmer	Up to 5 years of progressive experience. Performs analysis and programming of databases. Under general direction, designs, implements, and maintains moderately complex databases with respect to operating system, access control methods, validation checks, organization and statistical methods. Maintains database dictionaries, and integrates system through database design. (HSPD-12)
Security Document/Technical Writer	Up to 3 years of progressive experience. Reviews and edits highly complex written and graphic technical materials, including system configuration, documentation, studies, reports and other presentation graphics. Plans, writes, and maintains documentation pertaining to procedures, internal references manuals and knowledge bases. (HSPD-12)
Business Operations Specialist - Junior	Up to 3 years of progressive experience. Supports basic day-to-day functional management activities within the PMO. Maintain responsibility for budgeting, internal coordination, and reporting, estimating and financial

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	analysis for the project. (HSPD-12)
Identity Management Computer Specialist/Data Entry – Junior	Up to 3 years of progressive experience. Applies knowledge of computer science principles to perform software engineering assignments relative to the modification and/or development of software systems. Formulates and develops systems or subsystems architecture, requirements, and design documents. Performs software algorithm development, design, and coding, of systems. Familiar with Tivoli TIM/TAM/FIM or WebSphere and other Web development software packages. (HPSD-12)
Trusted Identity Help Desk Specialist	Up to 2 years of progressive experience. Under direct supervision, provides customer assistance with routine inquiries, and problems such as software, hardware and network operations. Responds to and diagnoses problems through discussions with users. Includes problem recognition, research, isolation, and resolution steps. (HSPD-12)
Trusted Identity IT System Analyst - Junior	Up to 3 years of progressive experience. Assists Sr. IT Systems Analyst in preparing input and test data for the proposed system. Help develop plans for systems form project inception to conclusion. Analyzes the problem and information to be processes. Assists in designing and development of new systems or modifies existing systems according to client’s needs. (HSPD-12)

