## 2.2.1 Cybersecurity Services

As defined in Department of Defense Instruction (DoDI) 8500.01, Cybersecurity is the "prevention of damage to, protection of, and restoration of computers, electronic communications systems, electronic communications services, wire communication, and electronic communication, including information contained therein, to ensure its availability, integrity, authentication, confidentiality, and nonrepudiation."

Cyber Security Development/Solutions
Cyber Operations
Computer Network Defense and Offense Services
Identity Management Solutions
Continuous Monitoring Solutions/Services
Cyber Security Architecture
Cyber Forensics & Analytics
Mobile Security Solutions ,
Computer Security Awareness and Training
Computer Security Incident Response
Information, System, Data, and Physical Security
Mainframe Automated Information Security Support
Biometrics
Continuity of Operations ,
Contingency Planning ,
Critical Infrastructure Protection ,
Cryptographic Support and Service
Disaster Recovery ,
Policy and Compliance ,
Commercial Solutions for Classified
Public Key Infrastructure and CAC authentication
Remote Monitoring/Intrusion Detection
Security Architecture Design ,
Security Hardening
Secure Video Teleconferencing
System Certification and Accreditation
System Recovery Support Services , ,

## 2.2.2 Information Technology Services

The Committee on National Security Systems (CNSS) Instruction No. 4009 defines Information Technology as "Any equipment or interconnected system or subsystem of equipment that is used in the automatic acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information by the executive agency. For purposes of the preceding sentence, equipment is used by an executive agency if the equipment is used by the executive agency directly or is used by a contractor under a contract with the executive agency which 1) requires the use of such equipment or 2) requires the use, to a significant extent, of such

equipment in the performance of a service or the furnishing of a product. The term information technology includes computers, ancillary equipment, software, firmware and similar procedures, services (including support services), and related resources."

Application and Service Hosting
Automated Workflow System Development and Integration **,**
Big Data Analysis/Management
Configuration Management
Capacity Management
Computer Aided Design/Engineering/Management (CAD/CAE/CAM)
Computer Systems Administration, Management, and Maintenance
Design/Specifications for Information Systems
Data and/or Media Management **,**
Data Storage Management **,**
Data Warehousing
Database Applications Development **, ,**
Design/Specifications for Information Dissemination
DODAF-based Operational & System Architecture Design & Development
Economic/Business Case Analysis (Cost/Benefit and Risk)
Electronic Commerce and Electronic Data Interchange Support
Global/Geographic Information Systems
Informatics
Information Architecture Analysis
IT Architecture Support
Internet/Intranet/Web Applications/Network Computing **, ,**
Legacy Systems Modernization
Performance Benchmarking/Performance Measurements
Property Management
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Section 508 Compliance Support
Simulation and Modeling
Software/Middleware Development
Source Data Development
Statistical Analysis
Systems Development and Software Maintenance **,**
Systems Programming
Telecommunications Specialist
Video Teleconferencing/Audio /Visual/Media Systems
Voice over Internet Protocol (VOIP)
Web and Computer Systems Decision Support Tools **, ,**
Web Enabled Applications **, ,**

**2.2.3 Enterprise Design, Integration, and Consolidation**
Collaboration Systems/Facility Development
Compliance with Interoperability Standards
Cost Benefit/Cost Effectiveness Analysis **,**
Independent Verification and Validation
Information and Knowledge Engineering

Information Management Life Cycle Planning/Support **,**
Integrated Solutions Management
Knowledge Engineering/Management
Market Research and Prototyping
Measuring Return on Investment (ROI) **,**
Earned Value Management
Product Integration
Reliability and Maintainability **,**
Requirements Analysis
Resource Planning Systems Development and Integration
Resource Systems Management
Resource Systems Planning
Reverse Engineering
Software Engineering
Software Life Cycle Management
Systems Integration
Technology Insertion
Test and Evaluation **,**
Wireless Networking **,**

## 2.2.4 Network/Systems Operation and Maintenance

Computer Center Technical Support **,**
Commercial Off-the-Shelf Software Products and Support
Computer Systems Administration
Computer Systems Facilities Management and Maintenance
Licensing Support
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Legacy Systems Maintenance **,**
Network Management
Help Desk Support **, ,**
Desktop Support **, ,**
Software License Management
Supply Chain Management **, ,**
Network Infrastructure Support **, ,**
Office Automation Support **, ,**
Seat Management/Asset Management **, ,**

## 2.2.5 Telecommunications/Systems Operation and Maintenance

Telecommunications Infrastructure Office Automation Support **, ,**
Voice over IP Support
Handset Management/Asset Management **, ,**

## 2.2.6 Business Process Reengineering (BPR)

BPR is a means to restructure an organization by means of a radical reassessment of its core processes and predominant competencies and often involves the analysis and redesign of workflow within and between enterprises. BPR helps entities to radically restructure their organizations by focusing on the ground-up design of their business

processes.

Benchmarking/Operational Capability Demonstrations

Business Case Analysis **,**

Customer Relationship Management

E-Business Planning and Support

Functional Requirements Decomposition **,**

Gap Analysis **,**

IT Capital Planning

Quality Assurance **,**

Risk Management **,**

Workflow Analysis **,**

## 2.2.7 IT Supply Chain Management

Logistics ,

Purchasing **,** ,

Inventory Management ,

Vendor Management ,

Subcontractor Management ,

## 2.2.8 IT Education & Training

User Training Purchasing ,

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Instructional Design and Modeling & Simulation

Design & execution of computer-generated imaging/training

## 2.2.9 Intelligent Automation [Artificial Intelligence (AI)/Robotic Process Automation (RPA)]

Robotic Process Automation (RPA) is an emerging technology area that has not been officially defined by NIST but is being promoted as a commercial solution.

Artificial Intelligence (AI) Engineer – Intermediate

Machine Learning Engineer – Intermediate

Machine Learning (Data) Scientist – Senior

## 2.2.10 Cloud Services

Hosting **DC10**

Modernization

Transition Support

## 2.2.11 Data Services

Data Analytics