

## Full Scope of Work for Contract No. C200916

All services listed include both the assessment of any problems, and/or the assistance with any remediation activities.

1. IT processes, policies and standards, including but limited to the following:
  - IT Security
  - Data Stewardship
  - Acceptable Use Policies and Procedures
  - Helpdesk / Call Center security related procedures
  - Privacy, Disclosure and Notification
  - Incident Handling and Response
  - Content Management
  - Fraud, Child Pornography, Electronic Exchange of Stolen Property
  - Data Encryption
  - Data Integrity
  - Asset Disposal
  - Account and Password Management
2. Integration of IT policies and procedures with HR policies and procedures
3. End User security awareness and training programs
4. SIM / SIEM management capabilities
5. Electronic Discovery
6. Physical access control to sensitive areas, including
  - Data Centers
  - Telecom Closets
  - Backup data tape storage location
7. Data Backup and Recovery Methodology
8. Compliance with Payment Card Industry (PCI) Standards
9. Compliance with Federal, State and local laws and regulations, including:
  - FERPA
  - USA Patriot Act
  - HIPAA
  - Gramm Leach Billey Act
  - Digital Millennium Copyright Act
  - MD Notice of Breach Law
  - Any other relevant legislation pending or active that may be applicable
10. Software licensure and compliance

11. Computer Forensics
12. Security related aspects of the institutions network infrastructure:
  - Infrastructure design
  - DMZ
  - Wireless LAN
  - Remote Site (WAN)
  - Remote Access
  - Intrusion Detection Systems
  - Firewall Configuration
13. Security related aspects of Desktop Configurations
  - Image Creation
  - Desktop Operating System
  - Desktop Software Applications
  - Anti-viral Tools
  - Patch Management
  - Firewall configuration
14. Security related aspects of Server Configurations
  - Image Creation
  - Operating System(s)
  - Server Software Applications
  - Anti-viral Tools
  - Patch Management
  - Firewall configuration
15. Internet Load Balancing, Traffic Management and reporting capabilities
16. Anti-SPAM capabilities
17. Access Control Mechanisms
18. Web Security
19. War Dialing assessment of institutions Telco resources
20. Network Penetration/Vulnerability testing (internal and external)
21. Develop and provide technical staff IT security training
22. Data Breach Remediation Services
23. Risk assessment and assurance services
24. Business Continuity and Disaster Recovery processes and procedures
25. Certification and Accreditation of Information Systems
26. Custom Application Vulnerability Assessment
27. Energy Consumption Audit (IT infrastructure and in general)