



inverness
TECHNOLOGIES

Corporate Capability Statement

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1.0 Introduction to Inverness

Inverness Technologies, Inc. is a full-service management consulting firm and recognized leader in providing comprehensive strategies for the efficient and effective management of information and technology for government and private industry.

Specializing in optimizing mission critical operations, we are a U.S. General Services Administration (GSA) Schedule Contract Holder (contract #GS-00F-0009S) and a Service-Disabled Veteran-Owned Small Business (SDVOSB). Through the combination of technology and proven methodologies, Inverness is committed to helping clients solve their biggest business challenges.

2.0 Why Select Inverness?

We believe that the combined strengths of Inverness staff members will provide you with a highly qualified team that is not only familiar with your environment, but is currently performing similar type of work for the government. The following discriminators clearly set our team apart from the competition:

- Inverness is an experienced Service-Disabled Veteran-Owned Small Business (SDVOSB).
- We are a leading vendor in providing information technology, program management, and analytical study and report support services to the Department of Defense (DOD), Department of Labor (DoL), Department of Veterans affairs (DVA), and other federal agencies.
- Inverness, a process and standards driven company, has a long history of managing projects, both small and simple to large and complex.

The Inverness team has extensive experience designing, operating, hosting and securing network, systems, video teleconferencing, databases and web sites, ensuring that information systems policies and processes, configuration management and quality assurance are in place to support information assurance. We also provide technical training where needed and have highly honed skills in running service desks and call centers.

3.0 Inverness Leadership

Inverness was founded by Fred "Pete" Peters, President and CEO. Mr. Peters has over 30 years of experience as an information management and technology professional. He is a technological innovator who combines an entrepreneurial vision with a "common sense" approach to helping clients achieve their business and financial goals.

Mr. Peters has a Masters Degree in Management from Troy State University and a Bachelor of Science in Business from Southern Illinois University. He is a Fellow in the American College of Healthcare Executives, a member of the USAA Advisory Panel, and a Senior Member in the Health Information Management Systems Society (HIMSS). Mr. Peters is the recipient of several accolades and awards that include Chief Information Officer (CIO) of the Year for the United States Air Force Medical Service.

Prior to founding Inverness Technologies, he directed a professional staff of 300, providing cutting edge IT solutions to healthcare providers, institutions, and financial intermediaries, and managed an annual budget of \$50 million. He is a nationally renowned speaker on a full range of IT topics such as a full range of emerging technologies and innovative management approaches (e.g., seat management, knowledge management, procurement alternatives, and outsourcing).

4.0 What We Offer

In every project, we strive to add business value by improving decision making, maximizing performance, and achieving cost savings for our clients.

Our team has substantial experience in information management and technology.

Inverness' professional team of consultants, information specialists, technologists, and research professionals are skilled veterans in the automation of business practices.

Core services include:

- Information Technology Management
- Customized Training Program Development
- Project and Program Management
- Management Consulting
- Counseling and Support Services



INVERNESS SERVICE LINES

These core services are described in greater detail next.

4.1 Information Technology Management

Inverness works with clients on their toughest technology issues. We have a proven track record of managing and supporting 24/7 computing and communications networks. Through innovative problem solving and the application of our diverse experiences, we help organizations creatively address the special challenges of managing information technology in a variety of government settings. Areas of expertise include:

- Systems security and information assurance
- Web hosting
- Web design
- Web application development
- Database management and optimization
- Configuration management and documentation management
- Network operations
- Service desk support
- Asset management

Detailed information regarding our capabilities in the information technology services arena:

4.1.1 Systems Security and Information Assurance

The Inverness team has years of experience and is a leading provider of Information Assurance (IA) Certification & Accreditation (C&A), risk management, security architecture design, operations, and information technology security management services in support of the Department of Defense (DOD) and various federal agencies.

Inverness has provided security engineering services to a wide range of clients ranging from Fortune 500 companies to U.S. federal government and state and local government entities across the United States.

The Inverness team consists of a unique combination of security experts, project analysts, network architects and application developers who deliver an end-to-end set of secure, resilient solutions to achieve business objectives and provide compliance with regulations and standards such as Federal Information Security Management Act (FISMA), Defense Information Systems Agency (DISA) Security Technical Implementation Guides (STIG), National Institute of Standards and Technology (NIST) and the Health Insurance Portability and Accountability Act (HIPAA).

Inverness system security and information assurances services include:

- Start-to-finish certification and accreditation (C&A) of IT systems to achieve a successful authority to operate (ATO) authorization for our client's IT solutions, including:
 - DOD Information Assurance Certification and Accreditation Process (DIACAP)
 - NIST Special Publication (SP) 800-37 guidelines for the security certification and accreditation of IT systems supporting the executive branch agencies of the federal government
- Security Test & Evaluation (ST&E) and security control assessments in support of risk assessments and system security plans (NIST SP 800-53, SP 800-26, SP 800-18)
- IT security, application and vulnerability assessments using manual checklists as well as automated tools such as Retina Network Security Scanner, Nessus Security Scanner, AppDetective (by Application Security, Inc.), HP WebInspect and DISA Production Gold Disk scanning software

- Physical security assessments, personally identifiable information (PII) privacy compliance, vulnerability remediation and Information Assurance Vulnerability Alerts (IAVA) compliance
- IT security framework solutions using defense in depth strategies including but not limited to: security information and event management (SIEM), intrusion detection systems (IDS), intrusion detection and prevention (IDP) appliances, intrusion prevention systems (IPS), host-based intrusion detection systems (HIDS), network intrusion detection systems (NIDS), file access control lists (ACL), virtual private networking (VPN), file integrity, forensic analysis, data encryption, public key infrastructure (PKI), disaster recovery and incident response, business continuity planning, and security policy assessment
- Regulatory compliance solutions under the Computer Security Act of 1987 and the Federal Information Security Management Act (FISMA) per the OMB Circular A-130 (Management of Federal Information Resources)
- DOD Compliance Telecommunication Order (CTO) solutions such as Host Based Security Systems (HBSS) and Data at Rest (DAR)
- Risk analysis and configuration management
- Security training and awareness to help reduce internal threats and non-compliance fines
- Presentation of audit and certification findings with recommended documents for security architecture and process improvement

4.1.2 Web Hosting

Web hosting is becoming a more reliable way of meeting mission critical IT business needs. The ability to provide a cost effective way to support websites, applications, and services can be implemented by the use of web hosting. Inverness has the experience to help you plan your production, backup, continuity of operations, and testing and development environments. By utilizing web hosting, solutions offered by Inverness will provide a way for businesses to operate e-commerce or other IT related applications without the associated high costs of hardware and facilities.

Inverness not only provides you with the solution to host your services, we provide the technical knowledge and support to maintain the services for you providing a true solution for your business needs. As business needs change, we can accommodate the changes through testing and implementing the newer solutions.

4.1.3 Web Design

The Inverness web development team can produce any type of Internet or intranet site, from static Web pages to dynamic interactive content, like blogs and other social media.

With our extensive knowledge of client-side scripting languages, including HTML, XHTML, DHTML, XML, ActionScript (Flash), ASP, PHP, JavaScript® and Cascading Style Sheets (CSS), Inverness can craft a site that represents your vision, and we will assist in achieving success in your business, professional agency or personal endeavor. We use your suggestions to design the perfect site for you.

Reach the most people! Your site will function in multiple browsers and communities, and it can be produced to comply with search engine optimization (SEO) standards, (World Wide Web Consortium) W3C guidelines, Section 508 accessibility requirements, and other governmental requirements. We have experience in producing web designs for the government as well as private industry, and can easily adapt our designs to match a changing online environment.

4.1.4 Web Application Development

From requirements analysis and design through testing and implementation, we develop web-based applications using a variety of tools and technologies, including Microsoft® Visual Studio, Eclipse, SQL Server®, MySQL, C#, Java, and Microsoft .NET Framework.

Skilled in all areas of the software development lifecycle (SDLC), we also perform functional testing, user acceptance testing, and independent verification and validation (IV&V).

4.1.5 Database Management and Optimization

Inverness can provide its clients with a Database Management System (DBMS)—a set of computer programs that controls the creation, maintenance, and use of the database of an organization and its end users. We have expertise in a variety of DBMS areas including:

- Requirements gathering, analyzing, designing, and implementing the database system using Microsoft SQL Server and MySQL.
- Using business intelligence tools to aggregate, query, and manipulate data that have been previously stored, often in a data warehouse or data mart.
- Securing data and information in the databases by using managed and controlled security features that restrict unauthorized access to the database. We ensure that business logics are safe in the system and are not accessible from outside sources.

- Using the SQL Server Integration Services (SSIS) tool to utilize extract, transform, and load (ETL) processes.
- Creating scheduled jobs by using SQL Server job agent utility to perform maintenance plans such as database integrity check, rebuilding indexes, creating backups, and daily scheduled data movement processes between different sources to multiple destinations.
- Event logging and tracking of databases, and troubleshooting performance issues.
- Providing solutions to enhance the performance of all aspects of the database system, and making processes as efficient as possible.

Our goal is to have the most reliable, secure and efficient system for our end users and clients by using our skills and knowledge in a professional and confident manner.

We provide performance optimization for Microsoft SQL Server and MySQL database systems.

4.1.6 Configuration Management and Documentation Management

We provide a logical model of your IT infrastructure by identifying, verifying, controlling and maintaining the version of all configuration items in the environment. We use this process to account for your IT assets and define their interdependencies.

Our configuration management capabilities provide a sound a base for incident, problem, change, and release management in the organization. By tracking and controlling all change, this program reduces the risk of IT incidents occurring in the environment.

We also develop technical content including white papers, security assessments, processes and procedures, how-to guides, and more. In addition, we are skilled at implementing enterprise content management systems.

4.1.7 Network/Systems Operations

Infrastructure systems design, integration and engineering

- Build and implement servers running Microsoft Windows Server 2003
- Design and implement directory services system using Active Directory
- Active Directory and group policy administration

Infrastructure systems maintenance and support

- Server patch management, hardware replacement and upgrades
- Systems management using Active Directory group policy, Windows Software Update Services (WSUS), and Microsoft Systems Management Server (SMS)

File replication, network storage, and data backup

- Install and configure network attached storage (NAS) devices, including NetApp Fabric-Attached Storage (FAS) appliances

Configuration of File Lifecycle Manager (FLM) to archive data from NetApp filer appliances

- Create and manage shared folders and users home directories
- Manage security of file system
- Enterprise data backup using various backup products such as Veritas, CommVault, and NetApp Snap Mirror
- Backup of server event logs using Event Archiver

Network operations support and maintenance

- Experienced in a spectrum of network assemblages including switches, routers, firewalls, load balancers, intrusion detection and prevention systems, virtual private networking, web filters, and more
- In-depth understanding and application of network monitoring and management, from troubleshooting and ensuring network stability to user comfort and efficiency
- Using DHCP and dynamic routing protocols allowing for network resilience and customer ease of use
- Configuring network equipment to perform at its maximum ability while operating in-house DNS, DHCP, web filtering, and web caching

Voice over Internet Protocol (VoIP) build, design, integration, maintenance, and support

- Experienced with multiple Public Business Exchanges (PBXs) including Cisco Call Mangers, Avaya S8500 Call Centralizers, and RedCom PBX Shelves
- Services can be provided either as true digital transmission or analog conversion, allowing the customer to use their existing Plain Old Telephone Service (POTS)
- Basic phone services and in-depth services provided include visual voicemail, unified numbering plans, digital faxing systems, music on hold, call in conferencing areas, and customizable phone settings

Secure messaging

- Microsoft Exchange Server
- Blackberry Enterprise Server
- LSoft ListServ

Video teleconferencing

4.1.8 Service Desk Support

Inverness provides service desk support for resolving end user technology issues and responding to end user requests for technical assistance.

We provide desktop and laptop computer hardware and software installation, troubleshooting, repair, data backup/restoration, and maintenance. Inverness service desk staff is highly skilled in providing web site support as well. We are well-versed in handling exceptionally high ticket volume proficiently by implementing strategically organized resource schedules and ticket tracking procedures.

Inverness service desk support provides both detailed and at-a-glance data reports and ticketing systems to present information to clients in dynamic and professional formats for easy access to ticket volume, response time, and issue trends. Our orderly documentation is easy to understand and prepares clients to address upcoming needs using clear projections with monthly progress reports of these trends.

Our support professionals are skilled at working closely with vendors to isolate and resolve technical problems and to maintain and upgrade hardware and software on desktops and laptops.

The Inverness team is skilled in supporting many client-side products, including but not limited to:

- Microsoft Windows® 2000 Professional
- BlackBerry Desktop Manager
- Microsoft Windows XP
- Microsoft Windows Vista
- Microsoft Office 2003
- Microsoft Office 2003
- Symantec Anti-virus
- McAfee Anti-virus
- Adobe software product line
- Symantec Ghost
- Remote control products

4.1.9 Asset Management

Inverness provides asset management for tracking assets and forecasting lifecycle costs. Our team is qualified in developing an electronic purchase order and approval process that allows multiple stakeholders oversight of the procurement process. We will manage enterprise asset deployment, including the distribution of equipment to the end user. For purchasing, we negotiate with multiple vendors to secure best pricing and value.

4.2 Customized Training Program Development

Inverness provides the full spectrum of professional training services to government and private organizations. We offer a customized approach to assess and analyze learning needs, design curriculums, develop lesson plans and deliver training. From instructor-led training to computer-based training (CBT) and Web-based training (WBT), we meet the specific needs of our clients.

We collaborate with our clients to help them become high-performance businesses and government organizations. Our high-performance business strategy builds on our expertise in information assurance and security, health information and management systems, business process management, training development and delivery, and DNA identification management in mass fatalities and laboratory settings, as well as our knowledge of Section 508 compliance and other regulations.

Our training services include the following.

- Needs assessment and analysis
- Curriculum design and training development
- Train the trainer
- Design of lesson plans, training manuals, instructor guides, workbooks, presentation materials, reference materials, web resources
- Instructor-led training
- Computer-based delivery (CBT) and Web-based delivery (WBT)
- Professional facilitation

4.3 Project and Program Management

Our experienced and accomplished program management professionals have decades of experience helping clients manage a variety of projects ranging from small response tasks to major acquisition programs. We provide extensive tools and processes to help clients manage virtually every aspect of IT programs and projects – delivering results on time and within budget.

Inverness consultants have extensive knowledge about the unique requirements of the DOD acquisition process. Our project management service capabilities include:

- Detailed project planning and design
- Project life-cycle implementation and management
- Developing and implementing streamlined processes to deliver services that maximize program effectiveness
- Project tracking and oversight
- Economic analysis and resource management
- Accurate and standardized reporting

4.4 Management Consulting

Inverness provides professional management consulting services to government and private organizations. Inverness consultants help clients continuously improve their management practices so they can accomplish their goals. Our primary focus is to collaborate with organizations to help them efficiently and effectively manage information and technology. We offer a wide range of management consulting services to help clients achieve their business and financial goals, including the following.

- Strategic plan development and implementation
- Policy and procedure, strategy and program plan development
- Meeting facilitation and coordination
- Program evaluation and cost reduction
- Technology assessment and insertion
- Technical white papers, trade-off studies, and market surveys
- Annual performance plan development and execution
- Organizational design

- Requirements definition
- Business process improvement
- Presentation preparation and techniques
- Customized services to meet specific needs

4.5 Counseling and Support Services

Inverness employs specialists who provide educational, career, and other personal counseling. Our counseling and associated support services provide:

- Vocational assessment and testing
- Vocational rehabilitation counseling
- Career exploration and transition counseling
- Personal adjustment counseling
- Case management
- Job readiness training/counseling
- Neuropsychological evaluations
- Learning disability assessments
- Independent living evaluations
- Functional capacity evaluations
- Assisted technology assessment/training

5.0 Staff Certifications

The Inverness staff is highly trained in a number of cutting edge technologies. They hold the following certifications:

- Microsoft Certified Systems Administrator (MCSA)
- Microsoft Certified Desktop Support Technician (MCDST)
- Microsoft Certified Professional (MCP) certification in these products:
 - Systems Management Server
 - Exchange Server
- Certified Information Systems Security Professional (CISSP)
- CompTIA Security+ certification
- CompTIA Network+ certification
- NSA's INFOSEC Assessment Methodology (IAM) certification
- Dell Certified Systems Expert (DCSE)
- Information Technology Infrastructure Library (ITIL) v2 Foundations certification
- Section 508 certificates of completion

6.0 Education of Inverness Team

Our highly educated staff has a strong educational background that includes but is not limited to the following degrees and honors:

- Master of Arts (MA) in Industrial/Organizational Psychology
- Master of Business Administration (MBA) in Information Systems Management
- Master of Science (MS) in Information Systems
- Bachelor of Science (BS) in Psychology
- Bachelor of Science (BS) in Information Systems
- Bachelor of Arts (BA) in Mathematics
- Bachelor of Science (BS) in Computer Networking
- Phi Beta Kappa National Honor Society membership
- Beta Gamma Sigma International Honor Society membership

7.0 Clearances of Staff

The Inverness staff holds the following government clearances:

- Secret
- Top Secret
- Department of Defense (DOD) ADP -II

8.0 Our Clients

- Department of Defense
 - Under Secretary of Defense for Personnel and Readiness
 - Office of the Assistant Secretary of Defense (Health Affairs)
 - Defense Information Systems Agency
 - TRICARE Management Activity
 - Army, Navy and Air Force
- Department of Labor, Veterans' Employment and Training Service
- Department of Labor, Employment and Training Administration
- Department of Veterans Affairs (multiple agencies)
- Prince William County
- Department of Justice

- Federal Bureau of Prisons
- NASA
- Louisiana State Police
- Kingdom of Jordan

Contact Us



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