

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:

- a. Operational Support
- b. Software Maintenance and Upgrades
- c. Telecommunications Maintenance (Data, Voice, Images, including Wireless)
- d. Infrastructure Management Services (IMS)
- e. Configuration Management
- f. Network/Hardware Support
- g. Help Desk/IT Support
- h. Resource Management
- i. Backup and Recovery Management
- j. Installation, Configuration, and Tuning
- k. Electronic Software Licensing Services including license: deployment, management, tracking, upgrading, etc.
- l. System Management
- m. IT Training
- n. IT Operation and Maintenance Planning
- o. Data Quality Management
- p. Transformation Services
- q. Continual Service Improvement
- r. Balanced Scorecard for Operations
- s. IT Infrastructure Optimization