GENERAL SERVICES ADMINISTRATION

Federal Supply Service

Authorized Federal Supply Schedule Price List

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage®, a menu-driven database system. The INTERNET address GSA Advantage!® is: GSAAdvantage.gov.

Multiple Award Schedule

FSC Group: Information Technology  
FSC Class: D399

Contract number: GS-35F-486BA

Contract period: August 22, 2014 – August 21, 2024

Science Applications International Corporation
12010 Sunset Hills Rd
Reston, VA 20190

Contractor’s internet address/web site where schedule information can be found: www.saic.com

SAIC GSA PROGRAM MANAGEMENT OFFICE:

Program Manager: Ana-Valeria Silva-Horan
Phone: (703) 981-7244
E-mail: Ana-Valeria.Silva-Horan@saic.com

Contract Manager: Timothy E. Bodnar, Jr.
Phone: (301) 401-3440
E-mail: Timothy.E.Bodnar.Jr@saic.com

Business size: Large

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.

Price list current as of Modification PS–0040 effective September 13, 2022

Prices Shown Herein are Net
CUSTOMER INFORMATION

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).

<table>
<thead>
<tr>
<th>SINs</th>
<th>SIN Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>54151HACS</td>
<td>Highly Adaptive Cybersecurity Services (HACS)</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>Health Information Technology Services</td>
</tr>
<tr>
<td>518210C</td>
<td>Cloud and Cloud-related IT Professional Services</td>
</tr>
<tr>
<td>OLM</td>
<td>Order-Level Materials (OLM’s)</td>
</tr>
</tbody>
</table>

1b. Lowest Priced Model Number and Price for each SIN: See SIN-specific pricing tables.

<table>
<thead>
<tr>
<th>SIN</th>
<th>Model</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>SEE PRICE LIST BELOW</td>
<td></td>
</tr>
<tr>
<td>54151HACS</td>
<td>SEE PRICE LIST BELOW</td>
<td></td>
</tr>
<tr>
<td>54151HEAL</td>
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<td></td>
</tr>
<tr>
<td>OLM</td>
<td>Determined at the delivery/task order level</td>
<td></td>
</tr>
</tbody>
</table>

1c. Hourly Rates.

<table>
<thead>
<tr>
<th>SIN</th>
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</tr>
</thead>
<tbody>
<tr>
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<td></td>
</tr>
<tr>
<td>54151S</td>
<td>SEE DESCRIPTION, JOB TITLES, RESPONSIBILITIES, EXP/EDU BELOW</td>
<td></td>
</tr>
<tr>
<td>54151HACS</td>
<td>SEE DESCRIPTION, JOB TITLES, RESPONSIBILITIES, EXP/EDU BELOW</td>
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</tr>
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<td>SEE DESCRIPTION, JOB TITLES, RESPONSIBILITIES, EXP/EDU BELOW</td>
<td></td>
</tr>
</tbody>
</table>

2. Maximum order:

<table>
<thead>
<tr>
<th>SINs</th>
<th>Maximum Order</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>$500,000 per order</td>
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<tr>
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</tr>
<tr>
<td>518210C</td>
<td>$500,000 per order</td>
</tr>
<tr>
<td>OLM</td>
<td>$250,000 per order</td>
</tr>
</tbody>
</table>

3. Minimum order: $100

5. Point(s) of production (city, county, and State or foreign country). SAIC worldwide locations.

6. Discount from list prices or statement of net price. Government Net Prices (IFF added)

7. Quantity discounts. Discounts may be negotiated at the delivery/task order level.


9. Foreign items (list items by country of origin). Not Applicable

10a. Time of delivery. (Contractor insert number of days.) Specified in negotiated delivery/task orders.

10b. Expedited Delivery. Items available for expedited delivery are noted in this price list. Specified in negotiated delivery/task orders.

10c. Overnight and 2-day delivery. Specified in negotiated delivery/task orders.

10d. Urgent Requirements. Contact Contractor. Time of delivery is specified in negotiated delivery/task orders.

11. F.O.B. point(s). Destination

12a. Ordering address(es).

Science Applications International Corporation (SAIC)
12010 Sunset Hills Road
Reston, VA 20190
ATTENTION: Timothy E. Bodnar, Jr.: Phone: 301-401-3440, E-mail: timothy.e.bodnar.jr@saic.com

12b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.

13. Payment address(es).

Should Electronic Funds Transfer (EFT) payment be available, SAIC requests that the EFT remittance be specified as follows:

Science Applications International Corporation (SAIC)
Bank: Bank of America
Account #1291244241
ABA Routing Number: 122000030

Should EFT not be available, the remittance address is as follows:
Science Applications International Corporation (SAIC)
P. O. Box 742497
Atlanta, GA 30374-2497
Reference Information for all Checks:

- The name of the customer making payment
- The contract number/delivery order number
- The invoice number
- If available, project number

14. Warranty provision. Provision for any appropriate and applicable warranties shall be specifically identified in individual orders. Such warranties are subject to the negotiations between the ordering agencies and the contractor.

15. Export packing charges, if applicable. Not Applicable

16. Terms and conditions of rental, maintenance, and repair (if applicable). Not Applicable

17. Terms and conditions of installation (if applicable). Not Applicable

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). Not Applicable

18b. Terms and conditions for any other services (if applicable). Not Applicable

19. List of service and distribution points (if applicable). Not Applicable

20. List of participating dealers (if applicable). Not Applicable

21. Preventive maintenance (if applicable). Not Applicable

22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). Not Applicable

22b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor’s website or other location.) The EIT standards can be found at: www.Section508.gov/. Not Applicable

23. Unique Entity Identifier (UEI) number. MMLKPW9JLX64

24. Notification regarding registration in System for Award Management (SAM) database. Contractor registered and active in SAM
SIN 54151S Information Technology Professional Services

54151S IT Professional Services and/or labor categories for database planning and design; systems analysis, integration, and design; programming, conversion and implementation support; network services, data/records management, and testing.

NOTE: Subject to Cooperative Purchasing
Cooperative Purchasing: Yes
Set Aside: No
FSC/PSC Code : DA01
Maximum Order : $500,000

**NAICS**

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
<th>Business Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>541511</td>
<td>Custom Computer Programming Services</td>
<td>$30 million</td>
</tr>
<tr>
<td>541512</td>
<td>Computer Systems Design Services</td>
<td>$30 million</td>
</tr>
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<td>541513</td>
<td>Computer Facilities Management Services</td>
<td>$32.50 million</td>
</tr>
<tr>
<td>541519</td>
<td>Other Computer Related Services</td>
<td>$30 million</td>
</tr>
</tbody>
</table>

Instructions:
1. Specific Instructions for SIN 54151S - Information Technology Professional Services:

* All services shall be billed in arrears in accordance with 31 U.S.C. 3324.
SIN 54151HEAL Health Information Technology Services

54151HEAL Includes a wide range of Health IT services to include connected health, electronic health records, health information exchanges, health analytics, personal health information management, innovative Health IT solutions, health informatics, emerging Health IT research, and other Health IT services.

NOTE: Subject to Cooperative Purchasing

Cooperative Purchasing: Yes
Set Aside: No
FSC/PSC Code : DA01
Maximum Order : $500,000

NAICS

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Instructions:

1. Specific Instructions for SIN 54151HEAL - Health Information Technology Services
   a. Services offered SIN 54151HEAL shall be in accordance with the following laws and standards when applicable to the specific task orders, including but not limited to:
      i. Health Information Technology for Economic and Clinical Health Act of 2009 (HITECH)
      ii. The Health Insurance Portability and Accountability Act of 1996 (HIPAA)
      iii. The National Institute of Standards and Technology (NIST) Federal Information Processing Standards (FIPS) and Special Publications
      iv. Federal Information Security Management Act (FISMA) of 2002
   b. All services shall be billed in arrears in accordance with 31 U.S.S 3324.
SIN 54151HACS Highly Adaptive Cybersecurity Services (HACS)

SAIC is eligible for and awarded all five HACS subcategories:
1) High Value Asset (HVA) Assessment
2) Risk and Vulnerability Assessment (RVA)
3) Penetration Testing
4) Incident Response
5) Cyber Hunt

54151HACS Includes a wide range of fields such as, the seven-step Risk Management Framework services, information assurance, virus detection, network management, situational awareness and incident response, secure web hosting, and backup, security services and, Security Operations Center (SOC) services. HACS vendors are cataloged under the 5 subcategories of High Value Asset Assessments; Risk and Vulnerability Assessments, Cyber Hunt, Incident Response, and Penetration Testing.

NOTE: Subject to Cooperative Purchasing

Cooperative Purchasing: Yes
Set Aside: No
FSC/PSC Code : DJ01
Maximum Order : $500,000

NAICS
Number   Description Business                        Size
541511    Custom Computer Programming Services      $30 million
541512    Computer Systems Design Services          $30 million
541513    Computer Facilities Management Services   $32.50 million
541519    Other Computer Related Services           $30 million

Instructions:
Additional SIN Description: Includes proactive and reactive cybersecurity services that improve customer enterprise-level security posture. Services to identify and protect a customer’s information resources, detect and respond to cybersecurity events or incidents, and recover capabilities or services impaired by any incidents that emerge.
It encompasses a wide range of fields that include, but are not limited to, Risk Management Framework (RMF) services, information assurance (IA), virus detection, network management, situational awareness and incident response, secure web hosting, and backup and security services.

The seven-step RMF includes preparation, information security categorization; control selection, implementation, and assessment; system and common control authorizations; and continuous monitoring. RMF activities may also include Information Security Continuous Monitoring Assessment (ISCMA), which evaluate organization-wide ISCM implementations, and also Federal Incident Response Evaluations (FIREs), which assess an organization's incident management functions.

It also includes Security Operations Center (SOC) services. The SOC scope includes services such as: 24x7x365 monitoring and analysis, traffic analysis, incident response and coordination, penetration testing, anti-virus management, intrusion detection and prevention, and information sharing.

1. Specific Instructions for SIN 54151HACS - Highly Adaptive Cybersecurity Services (HACS)

a. Offerors may request to be placed in the following subcategories.

i. High Value Asset (HVA) Assessments include Risk and Vulnerability Assessment (RVA) which assesses threats and vulnerabilities, determines deviations from acceptable configurations, enterprise or local policy, assesses the level of risk, and develops and/or recommends appropriate mitigation countermeasures in operational and non-operational situations. The services offered in the RVA subcategory include Network Mapping, Vulnerability Scanning, Phishing Assessment, Wireless Assessment, Web Application Assessment, Operating System Security Assessment (OSSA), Database Assessment, and Penetration Testing. Security Architecture Review (SAR) evaluates a subset of the agency's HVA security posture to determine whether the agency has properly architected its cybersecurity solutions and ensures that agency leadership fully understands the risks inherent in the implemented cybersecurity solution. The SAR process utilizes in-person interviews, documentation reviews, and leading practice evaluations of the HVA environment and supporting systems. SAR provides a holistic analysis of how an HVA's individual security components integrate and operate, including how data is protected during operations. Systems Security Engineering (SSE) identifies security vulnerabilities and minimizes or contains risks associated with these vulnerabilities spanning the Systems Development Life Cycle. SSE focuses on, but is not limited to the following security areas: perimeter security, network security, endpoint security, application security, physical security, and data security.

ii. Risk and Vulnerability Assessment (RVA) assesses threats and vulnerabilities, determines deviations from acceptable configurations, enterprise or local policy, assesses the level of risk, and develops and/or recommends appropriate mitigation countermeasures in operational and non-operational situations. The services offered in the RVA sub-category include Network Mapping, Vulnerability Scanning, Phishing Assessment, Wireless Assessment, Web Application Assessment, Operating System Security Assessment (OSSA), Database Assessment, and Penetration Testing.

iii. Penetration Testing is security testing in which assessors mimic real-world attacks to identify methods for circumventing the security features of an application, system, or network.

iv. Incident Response services help organizations impacted by a cybersecurity compromise determine the extent of the incident, remove the adversary from their systems, and restore their networks to a more secure state.

v. Cyber Hunt activities respond to crises or urgent situations within the pertinent domain to mitigate immediate and potential threats. Cyber Hunts start with the premise that threat actors known to target
some organizations in a specific industry or with specific systems are likely to also target other organizations in the same industry or with the same systems.

b. Services offered SIN 54151HACS shall be in accordance with the following laws and standards when applicable to the specific task orders, including but not limited to:

- Federal Acquisition Regulation (FAR) Part 52.204-21
- OMB Memorandum M-17-12 - Preparing for and Responding to a Breach of Personally Identifiable Information (PII)
- OMB Memorandum M- 19-03 - Strengthening the Cybersecurity of Federal Agencies by enhancing the High Value Asset Program
- 2017 Report to the President on Federal IT Modernization
- The Cybersecurity National Action Plan (CNAP)
- NIST SP 800-14 - Generally Accepted Principles and Practices for Securing Information Technology Systems
- NIST SP 800-27A - Engineering Principles for Information Technology Security (A Baseline for Achieving Security)
- NIST SP 800-30 - Guide for Conducting Risk Assessments
- NIST SP 800-35 - Guide to Information Technology Security Services
- NIST SP 800-44 - Guidelines on Securing Public Web Servers
- NIST SP 800-48 - Guide to Securing Legacy IEEE 802.11 Wireless Networks
- NIST SP 800-53 – Security and Privacy Controls for Federal Information Systems and Organizations
- NIST SP 800-61 - Computer Security Incident Handling Guide
- NIST SP 800-64 - Security Considerations in the System Development Life Cycle
- NIST SP 800-82 - Guide to Industrial Control Systems (ICS) Security
- NIST SP 800-86 - Guide to Integrating Forensic Techniques into Incident Response
- NIST SP 800-115 - Technical Guide to Information Security Testing and Assessment
- NIST SP 800-137 - Information Security Continuous Monitoring (ISCM) for Federal Information Systems and Organizations
- NIST SP 800-153 - Guidelines for Securing Wireless Local Area Networks (WLANs)
c. All professional labor categories under SIN 54151S Information Technology Professional Services may remain there, unless the labor categories are specific to SIN 54151HACS.


a. Unless otherwise specified, the offeror shall participate in an oral technical evaluation that will be conducted by a Technical Evaluation Board (TEB). The oral technical evaluation will be held at the unclassified level and will be scheduled by the TEB. The oral technical evaluation will be used to assess the offeror's capability to successfully perform the services within the scope of each subcategory as set forth in this solicitation, excepting those service components awarded through the submission of the Service Self-Attestation. The Self-Attestation form is available at gsa.gov/hacs.

An offeror may only be awarded SIN 54151HACS upon successful completion of the Highly Adaptive Cybersecurity Services oral technical evaluation. If the offeror elects to be cataloged under the "Cyber Hunt" and/or "Incident Response" subcategories, additional questions related to those areas will be asked during the HACS Oral Technical Evaluation.

i. ORAL TECHNICAL EVALUATION CONSTRAINTS: The offeror shall identify up to five key personnel, by name and association with the offeror, who will field questions during the oral technical evaluation. The HACS SIN consists of 5 subcategories. The base HACS Oral Technical Evaluation consists of questions related to the 3 subcategories of, High Value Asset Assessments, Risk and Vulnerability Assessments and Penetration Testing. One (1) hour and 40 minutes is allotted for the base HACS Oral Technical Evaluation. The evaluation will be stopped precisely after 1 hour and 40 minutes. Should the offeror elect to be considered for the additional subcategories of Incident Response and Cyber Hunt, an additional 10 minutes will be allotted for each of those subcategories. The total base evaluation session is expected to last up to 1 hour and 40 minutes, depending on the number of subcategories the offeror is proposing. The TEB Chairperson will be responsible for ensuring the schedule is met and that all offerors are given the same opportunity to present and answer questions.

ii. ORAL TECHNICAL EVALUATION SCHEDULING: The TEB will contact the offeror's authorized negotiator or the signatory of the SF 1449 via email to schedule the oral technical evaluation. Evaluation time slots will be assigned on a first-come-first-served basis. The Government reserves the right to reschedule any offeror's oral technical evaluation at its sole discretion. The oral technical evaluation will be held at facilities designated by the TEB. The exact location, seating capacity, and any other relevant information will be provided when the evaluations are scheduled. The Government may also make accommodations for vendors to participate in the oral evaluations virtually.

iii. PROHIBITION OF ELECTRONIC RECORDING OF THE ORAL TECHNICAL EVALUATION: The offeror may not record or transmit any of the oral evaluation process. All offeror's electronic devices shall be removed from the room during the evaluation. The offeror is permitted to have a timer in the room during the evaluation, provided by the TEB.

iv. RESUBMISSION RESTRICTIONS FOR UNSUCCESSFUL VENDORS UNDER THIS EVALUATION FACTOR: The TEB will afford the offeror multiple opportunities to achieve the "pass" criteria under this evaluation factor through "clarification" questioning, during the Oral Technical
Evaluation. Any offeror whom the TEB has found to have not passed under this evaluation factor shall be failed and shall be ineligible to re-submit under the SIN to participate in this evaluation factor for a period of six (6) months following the date of failure.

v. FOR REJECT AND WITHDRAWN OFFERS OR MODIFICATIONS: An offeror or contractor can re-apply for SIN 54151HACS if they are rejected or withdrawn.

1. If an offeror or contractor passes the oral technical evaluation but their offer or modification is rejected or withdrawn, they can re-apply within six (6) months after the oral technical evaluation completion date without having to participate in the oral technical evaluation again. When documentation is resubmitted for review for a new offer/modification, include a statement in the cover letter that the capabilities remain current, accurate, and complete as stated during the oral technical evaluation.

2. If an offeror or contractor passes the oral technical evaluation but their offer or modification is rejected or withdrawn and they do not re-apply within six (6) months after the oral technical evaluation completion date, they must participate in a new oral technical evaluation in order to add SIN 54151HACS.

vi. HIGH VALUE ASSET (HVA) ASSESSMENTS SUBCATEGORY PLACEMENT: Any offeror previously awarded all of the following four SINs: 132-45A Penetration Testing, 132-45B Incident Response, 132-45C Cyber Hunt, and 132-45D Risk and Vulnerability Assessment, shall not be subject to a Highly Adaptive Cybersecurity Services oral technical evaluation, so long as they provide in the modification package to the GSA contracting officer a Service Self-Attestation acknowledging their ability to perform Security Architecture Review (SAR) and Systems Security Engineering (SSE) services in their entirety. The Self-Attestation form is available at gsa.gov/hacs.

b. Oral Technical Evaluation Procedures: The offeror will be evaluated on their knowledge of the proposed services. The oral technical evaluation will require the offeror to respond to a specific scenario and general questions to assess the offeror's expertise. The competencies, criteria and evaluation minimums for the questions are below: All new offerors and modifications must participate in and PASS the HACS Oral Technical Evaluation. The Oral Technical Evaluation will include, at a minimum, questions on Risk and Vulnerability Assessment (RVA), Security Architecture Review (SAR), Systems Security Engineering (SSE), and Penetration Testing. At the time of submission, all new offerors and modifications can also elect to be cataloged in one or both of the additional subcategories of Cyber Hunt or Incident Response (IR). Should this election be taken, additional questions related to these subcategories will be included in their HACS evaluation and these additional subcategory topics must be passed as well.

c. Oral Technical Evaluation Criteria: The offeror's responses to the government's questions during the oral technical evaluation session shall be used to determine whether the offeror has the requisite experience and expertise to perform tasks expected to be performed within the scope of the SIN. The oral technical proposal will be evaluated and rated on a pass/fail basis. The rating definitions provided below will be used for the evaluation of the offeror's responses to questions during the oral evaluation.

d. SIN Subgroups: Upon completion of the oral technical evaluation for both offers and modifications, the government will determine which of the following 5 SIN subgroups apply:

1. High value Asset (HVA) Assessments
2. Risk and Vulnerability Assessment (RVA)
3. Cyber Hunt
4. Incident Response
5. Penetration Testing

Following notification that they are eligible for one or more of the 5 SIN subgroups, awarded contractors may select the corresponding subgroups by following the instructions below:

1. Login to eBuy
2. From the top menu, select "Profile"
3. Click "Modify Subgroups"
4. Select the applicable subgroups according to the instructions

All contractor selections will be monitored by GSA for compliance and action will be taken against your contract if you select Subgroups that have not been awarded under your contract.

Note: All services shall be billed in arrears in accordance with 31 U.S.C. 3324.

TECHNICAL RATINGS

<table>
<thead>
<tr>
<th>Rating</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass</td>
<td>The proposal clearly meets the minimum requirements of the solicitation.</td>
</tr>
<tr>
<td>Fail</td>
<td>The proposal does not clearly meet the minimum requirements of the solicitation.</td>
</tr>
</tbody>
</table>
SIN 518210C Cloud Computing and Cloud Related IT Professional Services

518210C Includes commercially available cloud computing services such as Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS) and emerging cloud computing services. IT professional services that are focused on providing the types of services that support the Government's adoption of, migration to, or governance/management of cloud computing. Specific cloud related IT professional labor categories and/or fixed-price professional services solutions (e.g., migration services) that support activities associated with assessing cloud solutions, refactoring workloads for cloud solutions, migrating legacy or other systems to cloud solutions, providing management/governance of cloud solutions, DevOps, developing cloud native applications, or other cloud oriented activities are within scope of this SIN.

NOTE: Subject to Cooperative Purchasing

Cooperative Purchasing: Yes
Set Aside: No
FSC/PSC Code : DB10
Maximum Order : $500,000

NAICS
Number Description Business Size
518210 Data Processing, Hosting, and Related Services $35 million

Instructions:
Additional SIN Description: This SIN provides access to cloud (e.g., IaaS, PaaS, SaaS) computing services across public, community, and hybrid deployment models. Cloud computing services shall comply with National Institute of Standards and Technology (NIST) Definition of Cloud Computing Essential Characteristics (NIST SP 800-145). Cloud computing that does not meet all NIST essential characteristics are outside the scope of this SIN and shall be assigned to other SINs, where applicable.

Cloud related IT professional labor categories are within scope of this SIN. Cloud related IT professional labor categories are not subject to adherence to the NIST definition of cloud computing; therefore, no technical response is required for a labor proposal. Non-professional labor categories subject to Service Contract Labor Standards (SCLS) (e.g., IT help desk support) that are incidental to and used solely to support specific Cloud related IT professional labor categories and/or fixed-price professional services solutions must be offered under a different SIN that specifically covers the proposed services.
Ancillary products and services are not within scope of this SIN. Any items that are not within the scope of this SIN must be offered under a SIN that specifically covers the proposed services.

The following are out of scope for this SIN: cloud “token,” “gift card,” “credit,” or other similar types of prepaid offerings:

1.) Cloud computing services (e.g., IaaS, PaaS, SaaS) are sometimes offered commercially as a cloud “token,” “gift card,” “credit,” or require purchase of a prepaid offering; these are out of scope for this SIN. The pricing model for these items do not accurately represent the stock-keeping units (SKU) that are awarded at the task-order level. Therefore, nonsubmission of pricing of underlying IaaS, PaaS, SaaS SKUs is not allowed.

2.) Credits for cloud computing services (e.g., IaaS, PaaS, SaaS) that are paid for in advance and spent or used at a later time are commonly termed commercially as a cloud “token,” “gift card,” or “credit”, and are out of scope for SIN 518210C. Cloud computing services (e.g., IaaS, PaaS, SaaS) must be paid for in arrears in accordance with 31 U.S.C. 3324.

3.) Also out of scope is any payment for cloud computing services which carry a risk to the Government of a “use or lose” situation where a Government cloud account may forfeit unexpended credits/deposits towards future cloud computing services charges at the end of a vendor-defined period (e.g., 1, 2 or 3 years). Therefore, pre-payment of products or services prior to delivery of SKUs is not allowed. Payment for these SKUs must be in arrears.

Physical hardware, non-cloud software per the NIST definition, and other artifacts acquired to support the physical construction of a private or other cloud are not within the scope of this SIN.

1) Specific Instructions for SIN 518210C – Cloud Computing and Cloud Related IT Professional Services

a) All offerings must be billed as follows:

i) Cloud computing services (e.g., IaaS, PaaS, SaaS) must adhere to the “pay as you go” pricing model and must be billed in arrears in accordance with 31 U.S.C. 3324.

ii) Cloud related IT professional services, specific cloud labor categories and/or fixed-price professional services solutions must also be billed in arrears in accordance with 31 U.S.C. 3324.

b) Offerors shall follow instructions and guidance for cloud computing services available at http://www.gsa.gov/mascategoryrequirements

c) Offerors may propose:

i) Cloud computing services only (e.g., IaaS, PaaS, SaaS);

ii) Cloud related IT professional services and/or fixed-price professional services solutions that are not subject to NIST standards only; or

iii) Cloud computing services (e.g., IaaS, PaaS, SaaS) (subject to NIST standards) and cloud related IT professional services and/or fixed-price professional services solutions (not subject to NIST standards).

iv) The offeror must state which cloud computing service model(s), if any, is/are being proposed (e.g., IaaS, PaaS, SaaS).
v) The offeror must state which cloud computing deployment model(s), if any, is/are being proposed (e.g., public, community, and hybrid).

d) Pricing increment of offerings:

i) For all offers of IaaS/PaaS/SaaS the appropriate maximum measured increment of pricing shall be no more than one month per user, or some other equivalent discrete measurement that provides the Government with the advantage of frequent (every month or less) “pay as you go” metering cycles.

ii) Cloud For all offers of IaaS/PaaS/SaaS a pricing increment that is greater than one month may be offered under SIN 518210C only if an offer with a pricing increment of one month or less is also made for that particular item.

e) Acceptance Testing: Acceptance testing shall be performed of the systems for ordering activity approval in accordance with the approved test procedures.

f) Training

i) If training is provided in accordance with standard commercial practices, the offeror shall provide normal commercial installation, operation, maintenance, and engineering interface training on the system.

ii) If there are separate training charges, they should be included in the GSA Price List (I-FSS-600 CONTRACT PRICE LISTS (OCT 2016)).

g) Information Assurance/Security Requirements: Offerors shall meet information assurance/security requirements in accordance with the ordering activity requirements.

h) Reporting: Offerors shall provide to the ordering activity any general reporting capabilities available to verify performance, cost and availability. In accordance with commercial standard practice, the offeror may furnish the ordering activity with a monthly summary report.

i) Cloud related IT professional services may be listed on SIN 54151S - Information Technology Professional Services. The cloud related IT professional services on this SIN (518210C) shall be cloud specific titles and descriptions. At a minimum, the word “cloud” shall appear both in the title and the description of each labor category or fixed-price professional services solutions proposed for this SIN. The relevant past performance projects must demonstrate that the cloud related IT professional services were utilized in the IaaS, PaaS, and/or SaaS environment. NOTE: Identical labor categories cannot be on both SINs 54151S and 518210C. It is recommended that cloud related IT professional services and/or fixed-price professional services solutions that are not subject to NIST standards should be offered under SIN 518210C.

j) Offerors may optionally select a single service model that best fits a proposed cloud computing offering. Only one service model may be selected per each proposed cloud computing offering. Offerors may elect to submit multiple cloud computing offerings, each with its own single service model.

k) Deployment model selection within this SIN is optional for any individual cloud computing offering. Offerings may be included without a deployment model selection so long as they comply with all the essential characteristics of cloud computing as outlined by NIST SP 800-145. The three NIST deployment models within the scope of this SIN are: Public, Community, and Hybrid.
l) All current pricing requirements in provision SCP-FSS-001 apply. At the current time, there is no provision for reducing or eliminating standard price list posting requirements to accommodate rapid cloud price fluctuations.

m) All pricing models for cloud computing services must have the core capability to meet the NIST Essential Cloud Characteristics, particularly with respect to on-demand self-service, while allowing alternate variations at the task order level at agency discretion, pursuant to the guidance on NIST Essential Characteristics.

n) Evaluation factors for cloud related IT professional services, specific cloud labor categories and/or fixed-price professional services solutions are found within this same document under Section II Instructions for all IT Offerors under 6) Relevant Project Experience Evaluation.

2) Specific Evaluation Factor for Cloud Computing Services Adherence to the NIST Essential Cloud Characteristics per NIST SP 800-145.

Within a two-page limitation for each cloud computing service (e.g., IaaS, PaaS, SaaS) submitted, provide a description of how the cloud computing service meets each of the five essential cloud computing characteristics as defined in National Institute of Standards and Technology (NIST) Special Publication 800-145 and subsequent versions of this publication. This standard specifies the definition of cloud computing for use by Federal agencies. Each cloud computing service must be capable of satisfying each of the five NIST essential characteristics as follows:

• On-demand self-service
• Broad network access
• Resource pooling
• Rapid elasticity
• Measured service cloud (Pay per use, or pay as you go)

Refer to 518210C. Specific Information for Offerors available at http://www.gsa.gov/mascategoryrequirements for guidance on meeting the NIST essential characteristics. For the purposes of the cloud computing and cloud related IT professional services SIN, meeting the NIST essential characteristics is concerned primarily with whether the underlying capability of the commercial service is available, and whether or not an ordering activity actually requests or implements the capability.

3) Cloud Consumption

Offerors must identify in their GSA price List (I-FSS-600 CONTRACT PRICE LISTS) all cloud computing services that are available to be ordered on a consumption basis.

SIN Level Regulations:

<table>
<thead>
<tr>
<th>Regulation Number</th>
<th>Regulation Title/Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>552.238-81</td>
<td>PRICE REDUCTIONS (MAY 2019) (DEVIATION - DEC 2021)</td>
</tr>
<tr>
<td>552.238-199</td>
<td>SPECIAL ORDERING PROCEDURES APPLICABLE WHEN PROCURING CLOUD COMPUTING ON A CONSUMPTION BASIS (MAR 2022)</td>
</tr>
</tbody>
</table>
SIN OLM Order-Level Materials (OLM)

OLMs are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Federal Supply Schedule (FSS) program contract or BPA. OLM pricing is not established at the FSS contract, but at the order level. Since OLMs are identified and acquired at the order or BPA level, the ordering contracting officer (OCO) is responsible for making a fair and reasonable price determination for all OLMs using FAR 15.404 techniques for commercial price determinations.

Using this procedure, ancillary supplies and services that are unknown at the time of the Schedule contract award may be included and priced at the order level or BPA level.

OLM SIN-Level Requirements/Ordering Instructions:

OLMs are:
- Purchased under the authority of the FSS Program as a special ordering procedure
- Identified at the order or BPA level (either at the time the order is placed or as the requirement for OLMs develop during the course of performance)
- Defined and priced at the ordering activity level in accordance with GSAR clause 552.238-115 Special Ordering Procedures for the Acquisition of Order-Level Materials.
- Only authorized for use in direct support of another awarded SIN.
- Only authorized for inclusion at the order level under a Time-and-Materials (T&M) or Labor-Hour (LH) Contract Line Item Number (CLIN)
- Subject to a Not To Exceed (NTE) ceiling price limited to 33.33% of the total value of the order or BPA

OLMs are not items awarded under ancillary supplies/services or other direct cost (ODC) SINs (these items are defined, priced, and awarded at the FSS contract level)

NOTE: When used in conjunction with a Cooperative Purchasing eligible SIN, this SIN is Cooperative Purchasing Eligible.

Cooperative Purchasing: Yes
Set Aside: No
FSC/PSC Code : 0000
Maximum Order : $250,000

<table>
<thead>
<tr>
<th>NAICS Number</th>
<th>Description Business</th>
<th>Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>000000</td>
<td>Generic NAICS Code for special SINs</td>
<td></td>
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</tbody>
</table>

Instructions:
The use of the Order Level Materials (OLM) SIN is limited to 59 OLM-eligible subcategories under the MAS program. Supplies and/or services provided utilizing OLM authority must be acquired in direct support of an individual task or delivery order that is placed under an OLM-eligible subcategory as identified below:
1) Apparel
2) Audio Visual Products
3) Audio Visual Services
4) Awards
5) Background Investigations
6) Business Administrative Services
7) Compensation and Benefits
8) Document Services
9) Electronic Commerce
10) Environmental Services
11) Facilities Maintenance and Repair
12) Facilities Services
13) Facilities Solutions
14) Financial Services
15) Fire/Rescue/Safety/Environmental Protection Equipment
16) Fitness Solutions.
17) Flags
18) Flooring
19) Fuel Management
20) Furniture Services
21) Healthcare Furniture
22) Household, Dormitory & Quarters Furniture
23) Human Resources
24) Identity Protection Services
25) Industrial Products
26) Industrial Products and Services Maintenance and Repair
27) IT Hardware
28) IT Services
29) IT Software
30) IT Solutions
31) IT Training
32) Language Services
33) Legal Services
34) Logistical Services
35) Machinery and Components
36) Mail Management
37) Marine and Harbor
38) Marketing and Public Relations
39) Medical Equipment
40) Miscellaneous Furniture
41) Musical Instruments
42) Office Furniture
43) Office Management Maintenance and Repair
44) Office Services
45) Packaged Furniture.
46) Printing and Photographic Equipment
47) Protective Equipment
48) Records Management
49) Search and Navigation
50) Security Animals and Related Services
51) Security Services
52) Security Systems
53) Signs
54) Social Services
55) Structures
56) Technical and Engineering Services (non- IT)
57) Telecommunications
58) Testing Equipment
59) Training

NOTE: More information related to the Order Level Materials SIN is available at gsa.gov/mascategoryrequirements

SIN Level Regulations:

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<tbody>
<tr>
<td>552.238-115</td>
<td>SPECIAL ORDERING PROCEDURES FOR THE ACQUISITION OF ORDER-LEVEL MATERIALS (April 2022)</td>
</tr>
<tr>
<td>SCP-FSS-007</td>
<td>SPECIAL PROPOSAL INSTRUCTIONS FOR ORDER-LEVEL MATERIALS SPECIAL ITEM NUMBER (DEC 2019)</td>
</tr>
</tbody>
</table>
SAIC SIN 54151S: General Summary, Principal Duties and Responsibilities, and Job Specifications

Administrative Support I

General Summary
Provides general administrative support to relieve department managers or staff of administrative details. Performs routine and non-routine tasks including special projects. May be responsible for inventory control, scheduling and making arrangements for meetings, for researching and securing requested information, and for researching, compiling and proofing of various reports and studies. May take and/or transcribe confidential or technical information, take and distribute meeting minutes, order supplies, distribute mail, answer phones, respond to customer/client/employee inquiries, and other office administrative duties. Interacts with other support staff and departments to gather, supply, or coordinate information.

Principal Duties and Responsibilities
1. Specializes in coordinating and planning office administration and support.
2. Understands and provides documentation planning and support, project administration, general office support, executive secretarial support, human resource planning, event planning and administration, office relocation planning, etc. required in changing office environments.
3. May perform other duties as assigned.

Job Specifications
High School Diploma or G.E.D. or other equivalent degree program and one (1) year of business relevant experience.

Administrative Support II

General Summary
Provides general administrative support to relieve department managers or staff of administrative details. Performs routine and non-routine tasks including special projects. May be responsible for inventory control, scheduling and making arrangements for meetings, for researching and securing requested information, and for researching, compiling and proofing of various reports and studies. May take and/or transcribe confidential or technical information, take and distribute meeting minutes, order supplies, distribute mail, answer phones, respond to customer/client/employee inquiries, and other office administrative duties. Interacts with other support staff and departments to gather, supply, or coordinate information.

Principal Duties and Responsibilities
1. Specializes in coordinating and planning office administration and support.
2. Understands and provides documentation planning and support, project administration, general office support, executive secretarial support, human resource planning, event planning and administration, office relocation planning, etc. required in changing office environments.
3. May perform other duties as assigned.

Job Specifications
High School Diploma or G.E.D. or other equivalent degree program and two (2) years of business relevant experience.

Executive Administrative Support I

General Summary
Provide analytical and specialized support to relieve, assist, and, in delegated matters, act on behalf of senior and executive management. Exercises frequent judgment, initiative, diplomacy and tact. Makes administrative decisions and takes action on behalf of the organization.
**Principal Duties and Responsibilities**

1. Acts as primary liaison with administration and various support functions (i.e., Accounting, Human Resources, Security and Facilities).
2. Responsible for coordinating the implementation of procedures and programs pertaining to these administrative specialties.
3. Prioritizes and carries out special projects and complex assignments.
4. Exercises frequent judgment, initiative, diplomacy and tact.
5. Makes administrative decisions and takes action on behalf of the organization.

**Job Specifications**

Bachelor’s degree in Business Administration (or related field) or equivalent experience and five (5) years of specialized administrative support experience of an increasingly responsible nature at a senior level.

**Executive Administrative Support II**

**General Summary**

Provide analytical and specialized support to relieve, assist, and, in delegated matters, act on behalf of senior and executive management. Exercises frequent judgment, initiative, diplomacy and tact. Makes administrative decisions and takes action on behalf of the organization.

**Principal Duties and Responsibilities**

1. Acts as primary liaison with administration and various support functions (i.e., Accounting, Human Resources, Security and Facilities).
2. Responsible for coordinating the implementation of procedures and programs pertaining to these administrative specialties.
3. Prioritizes and carries out special projects and complex assignments.
4. Exercises frequent judgment, initiative, diplomacy and tact.
5. Makes administrative decisions and takes action on behalf of the organization.

**Job Specifications**

Bachelor’s degree in Business Administration (or related field) or equivalent experience and seven (7) years of specialized administrative support experience of an increasingly responsible nature at a senior level.

**Business System/Process Analyst I**

**General Summary**

Responsible for analyzing user business problems to be solved with automated systems. May formulate and define information system scope and objectives through research, analysis, testing and fact finding with a basic understanding of business systems and industry requirements. May prepare communications and make presentations on recommendations on system enhancements or alternatives. May act as functional expert.

**Principal Duties and Responsibilities**

1. Provides problem definition, evaluation of requirements, and implementation of systems to meet business, user, and cost requirements.
2. May prepare communications and make presentations on recommendations on system enhancements or alternatives.

**Job Specifications**

Bachelor’s degree or equivalent and two (2) years of relevant experience.
**Business System/Process Analyst II**

**General Summary**
Responsible for analyzing user business problems to be solved with automated systems. May formulate and define information system scope and objectives through research, analysis, testing and fact finding with a basic understanding of business systems and industry requirements. May prepare communications and make presentations on recommendations on system enhancements or alternatives. May act as functional expert.

**Principal Duties and Responsibilities**
1. Provides problem definition, evaluation of requirements, and implementation of systems to meet business, user, and cost requirements.
2. May prepare communications and make presentations on recommendations on system enhancements or alternatives.

**Job Specifications**
Bachelor’s degree or equivalent and four (4) years of relevant experience.

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**Business System/Process Analyst III**

**General Summary**
Responsible for analyzing user business problems to be solved with automated systems. May formulate and define information system scope and objectives through research, analysis, testing and fact finding with a basic understanding of business systems and industry requirements. May prepare communications and make presentations on recommendations on system enhancements or alternatives. May act as functional expert.

**Principal Duties and Responsibilities**
1. Provides problem definition, evaluation of requirements, and implementation of systems to meet business, user, and cost requirements.
2. May prepare communications and make presentations on recommendations on system enhancements or alternatives.

**Job Specifications**
Bachelor’s degree or equivalent and seven (7) years of relevant experience.

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**Business System/Process Analyst IV**

**General Summary**
Responsible for analyzing user business problems to be solved with automated systems. May formulate and define information system scope and objectives through research, analysis, testing and fact finding with a basic understanding of business systems and industry requirements. May prepare communications and make presentations on recommendations on system enhancements or alternatives. May act as functional expert.

**Principal Duties and Responsibilities**
1. Provides problem definition, evaluation of requirements, and implementation of systems to meet business, user, and cost requirements.
2. May prepare communications and make presentations on recommendations on system enhancements or alternatives.
Job Specifications
Bachelor’s degree or equivalent and nine (9) years of relevant experience.

Business System/Process Analyst V
General Summary
Responsible for analyzing user business problems to be solved with automated systems. May formulate and define information system scope and objectives through research, analysis, testing and fact finding with a basic understanding of business systems and industry requirements. May prepare communications and make presentations on recommendations on system enhancements or alternatives. May act as functional expert.

Principal Duties and Responsibilities
1. Provides problem definition, evaluation of requirements, and implementation of systems to meet business, user, and cost requirements.
2. May prepare communications and make presentations on recommendations on system enhancements or alternatives.

Job Specifications
Bachelor’s degree and twelve (12) years of relevant experience; Master’s Degree and eight (8) years of relevant experience; Doctorate and six (6) years of relevant experience.

Business System Programmer/Program Analyst I
General Summary
Responsible for performing complex program assignments in analyzing, defining, coding in the design, and implementing cost effective information technology solutions.

Principal Duties and Responsibilities
1. Prepares and conducts system and programming tests requiring interfacing of hardware and software.
2. Conducts system programming activities such as program language codes, processing routines and report generators.
3. Develops flow charts and diagrams outlining process and steps in operation; prepares documentation of program development, conducts program test and makes modification to code as needed.
4. May analyze system capabilities to resolve input/output problems.

Job Specifications
Bachelor’s degree in a related field and two (2) years of systems program experience. Includes working knowledge of this technical field and the ability to complete moderately complex assignments.

Business System Programmer/Program Analyst II
General Summary
Responsible for performing complex program assignments in analyzing, defining, coding in the design, and implementing cost effective information technology solutions.

Principal Duties and Responsibilities
1. Develops and review operator and control instructions.
2. Prepares and conducts system and programming tests requiring interfacing of hardware and software.
3. Conducts system programming activities such as program language codes, processing routines and report generators.
4. Develops flow charts and diagrams outlining process and steps in operation; prepares documentation of program development, conducts program test and makes modification to code as needed.

5. May analyze system capabilities to resolve input/output problems.

**Job Specifications**

Bachelor’s degree in a related field and six (6) years of systems program experience. Includes working knowledge of this technical field and the ability to complete moderately complex assignments.

**Business System Programmer/Program Analyst III**

**General Summary**

Responsible for performing complex program assignments in analyzing, defining, coding in the design, and implementing cost effective information technology solutions.

**Principal Duties and Responsibilities**

1. Develops and review operator and control instructions.
2. Prepares and conducts system and programming tests requiring interfacing of hardware and software.
3. Conducts system programming activities such as program language codes, processing routines and report generators.
4. Develops flow charts and diagrams outlining process and steps in operation; prepares documentation of program development, conducts program test and makes modification to code as needed.
5. May analyze system capabilities to resolve input/output problems.

**Job Specifications**

Bachelor’s degree in a related field and eight (8) years of systems programming experience, including leadership skills. Includes comprehensive knowledge of this field and the ability to complete highly complex assignments.

**Business System Programmer/Program Analyst IV**

**General Summary**

Responsible for performing complex program assignments in analyzing, defining, coding in the design, and implementing cost effective information technology solutions.

**Principal Duties and Responsibilities**

1. Develops and review operator and control instructions.
2. Prepares and conducts system and programming tests requiring interfacing of hardware and software.
3. Conducts system programming activities such as program language codes, processing routines and report generators.
4. Develops flow charts and diagrams outlining process and steps in operation; prepares documentation of program development, conducts program test and makes modification to code as needed.
5. May analyze system capabilities to resolve input/output problems.

**Job Specifications**

Bachelor’s degree in a related field and ten (10) years of relevant experience, five (5) of which must be specialized. Advanced degree is preferred. Specialized experience includes: technical leadership of Systems Programmers/Analyst and the use of structure analysis, design, methodologies and/or design tools in the development and implementation of computer-based systems.

**Business System Programmer/Program Analyst V**

**General Summary**

Responsible for performing complex program assignments in analyzing, defining, coding in the design, and implementing cost effective information technology solutions.
**Principal Duties and Responsibilities**
1. Develops and review operator and control instructions.
2. Prepares and conducts system and programming tests requiring interfacing of hardware and software.
3. Conducts system programming activities such as program language codes, processing routines and report generators.
4. Develops flow charts and diagrams outlining process and steps in operation; prepares documentation of program development, conducts program test and makes modification to code as needed.
5. May analyze system capabilities to resolve input/output problems.

**Job Specifications**
Bachelor’s degree in a related field and twelve (12) years of relevant experience, five (5) of which must be specialized. Advanced degree is preferred. Specialized experience includes: technical leadership of Systems Programmers/Analyst and the use of structure analysis, design, methodologies and/or design tools in the development and implementation of computer-based systems.

**Computer Admin I**

**General Summary**
Responsible for software maintenance, troubleshooting, user assistance, system security, installation of upgrades and product support (server and client).

**Principal Duties and Responsibilities**
1. Diagnoses hardware and software problems, and replace defective components.
2. Performs data backups and disaster recovery operations.
3. Maintains and administers computing environments, including computer hardware, systems software, applications software, and all configurations.
4. Plans, coordinates, and implements network security measures in order to protect data, software and hardware.
5. Performs routine network startup and shutdown procedures, and maintain control records.

**Job Specifications**
High School Diploma or G.E.D. or other equivalent degree program and four (4) years of experience in a recognized technical, business or related discipline. Experience shall include a range of assignments in technical tasks directly related to the proposed area of responsibility.

**Computer Admin II**

**General Summary**
Responsible for software maintenance, troubleshooting, user assistance, system security, installation of upgrades and product support (server and client).

**Principal Duties and Responsibilities**
1. Diagnoses hardware and software problems, and replace defective components.
2. Performs data backups and disaster recovery operations.
3. Maintains and administers computing environments, including computer hardware, systems software, applications software, and all configurations.
4. Plans, coordinates, and implements network security measures in order to protect data, software and hardware.
5. Performs routines network startup and shutdown procedures, and maintain control records.
Job Specifications
Bachelor’s degree and five (5) years progressive technical experience. Experience shall include a range of assignments in technical tasks directly related to the proposed area of responsibility.

Computer Technician I
General Summary
Responsible for the installation, servicing and upgrading PC equipment, mainframe connections, and peripherals and responds to user requests.

Principal Duties and Responsibilities
1. Troubleshoots and repairs computer software, hardware, and network configurations.
2. Provides technical and user support for PC components, mainframe networking, and LAN-based systems.

Job Specifications
High School Diploma or G.E.D. or other equivalent degree program and two (2) years of relevant experience. Technical school desired.

Computer Technician II
General Summary
Responsible for the installation, servicing and upgrading PC equipment, mainframe connections, and peripherals and responds to user requests.

Principal Duties and Responsibilities
1. Troubleshoots and repairs computer software, hardware, and network configurations.
2. Provides technical and user support for PC components, mainframe networking, and LAN-based systems.

Job Specifications
Associated degree or equivalent and four (4) years of relevant experience. Technical school desired.

Configuration Analyst I
General Summary
Responsible for product design changes and the effects of the overall system. Assists in documenting and tracking all aspects of hardware and/or software development and modifications. Ensures configuration identification by reviewing design release documents for completeness and proper authorizations.

Principal Duties and Responsibilities
1. Prepares deviations and waivers for government approval when specifications cannot be met.
2. Reviews all issued document change requests, document change notices and associated drawings for accuracy, completeness and proper signatures.
3. May structure and maintain databases.
4. Submits engineering changes to customers for review and approval; maintains records and submit reports regarding status.
5. Prepares configuration verification audit record sheets for all programs.
6. May be responsible for providing Software Configuration Management (SCM) support at the enterprise and/or project level throughout a software product’s life cycle.

Job Specifications
Bachelor’s degree and two (2) years of relevant experience.
**Configuration Analyst II**

**General Summary**
Responsible for product design changes and the effects of the overall system. Assists in documenting and tracking all aspects of hardware and/or software development and modifications. Ensures configuration identification by reviewing design release documents for completeness and proper authorizations.

**Principal Duties and Responsibilities**
1. Prepares deviations and waivers for government approval when specifications cannot be met.
2. Reviews all issued document change requests, document change notices and associated drawings for accuracy, completeness and proper signatures.
3. May structure and maintain databases.
4. Submits engineering changes to customers for review and approval; maintains records and submit reports regarding status.
5. Prepares configuration verification audit record sheets for all programs.
6. May be responsible for providing Software Configuration Management (SCM) support at the enterprise and/or project level throughout a software product’s life cycle.

**Job Specifications**
Bachelor’s degree and four (4) years of relevant experience.

**Customer Service and Support Technician I**

**General Summary**
Responsible for interfacing with customers to handle service inquiries and problems. Under general supervision, establishes company guidelines on servicing and repairs/returns; examines customer problems and implements appropriate corrective action to initiate repair, return or field servicing; and maintains logs, records and files.

**Principal Duties and Responsibilities**
1. Responsible for performing routine customer support and maintenance activities for equipment and systems products.
2. Using detailed company guidelines, performs on-site preventative maintenance, routine repair and calibration of the company’s products.

**Job Specifications**
High School Diploma or G.E.D. or other equivalent degree program and two (2) years technical experience.

**Customer Service and Support Technician II**

**General Summary**
Responsible for interfacing with customers to handle service inquiries and problems. Under general supervision, establishes company guidelines on servicing and repairs/returns; examines customer problems and implements appropriate corrective action to initiate repair, return or field servicing; and maintains logs, records and files.

**Principal Duties and Responsibilities**
1. Responsible for performing routine customer support and maintenance activities for equipment and systems products.
2. Using detailed company guidelines, performs on-site preventative maintenance, routine repair and calibration of the company’s products.

**Job Specifications**
High School Diploma or G.E.D. or other equivalent degree program and three (3) years technical experience.
Customer Service and Support Technician III

General Summary
Responsible for interfacing with customers to handle service inquiries and problems. Under general supervision, establishes company guidelines on servicing and repairs/returns; examines customer problems and implements appropriate corrective action to initiate repair, return or field servicing; and maintain logs, records and files.

Principal Duties and Responsibilities
1. Responsible for performing routine customer support and maintenance activities for equipment and systems products.
2. Using detailed company guidelines, performs on-site preventative maintenance, routine repair and calibration of the company’s products.

Job Specifications
High School Diploma or G.E.D. or other equivalent degree program and four (4) years technical experience. Prefer technical/professional certifications.

Database Administrator I

General Summary
Responsible for performing database administration in support of the Database Management Systems (DBMS) applications.

Principal Duties and Responsibilities
1. Maintains databases across multiple platforms and computer environments.
2. Proposes and implements enhancements to improve performance and reliability.
3. Responsible for software development and maintenance teams, including database definition, structure, long-range requirements, operational guidelines, and security and integrity controls.

Job Specifications
Bachelor’s degree and 0 years experience.

Database Administrator II

General Summary
Responsible for performing database administration in support of the Database Management Systems (DBMS) applications.

Principal Duties and Responsibilities
1. Maintains databases across multiple platforms and computer environments.
2. Proposes and implements enhancements to improve performance and reliability.
3. Responsible for software development and maintenance teams, including database definition, structure, long-range requirements, operational guidelines, and security and integrity controls.

Job Specifications
Bachelor’s degree in a related field and four (4) years relevant experience.

Database Entry/Database Specialist I

General Summary
Performs a variety of tasks relating to computer data entry of timecards, cost transfers, journal vouchers, and other documents. Ensures entries are accurate and complete. Reviews input/output data to verify completeness, accuracy, and conformance to quality standards and established procedures. May maintain production records. Responsible for performing tasks relating to Database Management System (DBMS) applications. Enters and reviews data within the database. Ensures user data integrity. Maintains database
support tools, database tables and dictionaries, recovery and back-up procedures. Oversees user access, documents, and record attributes. Ensures accuracy and completeness of data in master file and various support tools. May maintain database across multiple platforms and computing environments. May enforce standards for database use.

Principal Duties and Responsibilities
1. Provides technical knowledge and analysis of specialized applications and operational environments, and advice on problems which require knowledge of the subject matter for effective solutions.
2. Applies principles, methods and knowledge of the functional area of expertise to specific task order requirements. Assists in the design and preparation of technical reports and related documentation.
3. Assists in the preparation and presentations and briefings as required by the task order. Responsibilities include providing documentation planning and support, project administration, general office support, entering data into database management computer systems for various functional areas to include web usage, GIS applications, patient appointing, medical coding/auditing, medical billing, referral management, medical transcription, etc. Works under general supervision.

Job Specifications
High School Diploma or G.E.D. or other equivalent degree program and two (2) years of relevant experience.

Database Entry/Database Specialist II
General Summary
Performs a variety of tasks relating to computer data entry of timecards, cost transfers, journal vouchers, and other documents. Ensures entries are accurate and complete. Reviews input/output data to verify completeness, accuracy, and conformance to quality standards and established procedures. May maintain production records. Responsible for performing tasks relating to Database Management System (DBMS) applications. Enters and reviews data within the database. Ensures user data integrity. Maintains database support tools, database tables and dictionaries, recovery and back-up procedures. Oversees user access, documents, and record attributes. Ensures accuracy and completeness of data in master file and various support tools. May maintain database across multiple platforms and computing environments. May enforce standards for database use.

Principal Duties and Responsibilities
1. Provides technical knowledge and analysis of specialized applications and operational environments, and advice on problems which require knowledge of the subject matter for effective solutions.
2. Applies principles, methods and knowledge of the functional area of expertise to specific task order requirements. Assists in the design and preparation of technical reports and related documentation.
3. Assists in the preparation and presentations and briefings as required by the task order. Responsibilities include providing documentation planning and support, project administration, general office support, entering data into database management computer systems for various functional areas to include web usage, GIS applications, patient appointing, medical coding/auditing, medical billing, referral management, medical transcription, etc. Works under general supervision.

Job Specifications
A minimum of five (5) years of experience in the data entry field. Education/training equivalent to a high school graduate with some college courses and/or training. Supervisory experience.

Deployment Engineer
General Summary
Acts as the company engineering representative with overarching responsibility for implementation and optimization of hardware and/or software products and multi-vendor systems at customer sites
**Principal Duties and Responsibilities**

1. Includes oversight of the installation process and test procedures to diagnose and resolve product performance problems at installation.
2. Identifies areas requiring product improvement and approves/implements upgrades and hardware or software engineering change orders.
3. Provides feedback and customer support regarding product performance problems and suggested solutions which may require product exchanges or more complex problem solving.
4. Prepares and conducts special reports and presentations pertinent to company products and services, field operations or other applications.
5. Plans, prepares and conducts on-the-job training as required in support of the foregoing activities.
6. May oversee a team of field service technicians and train, monitor, and otherwise assist lower level service technicians.
7. May include any aspect of field support, and is not limited to system hardware and software, PCs, and networking/wireless networking.

**Job Specifications**

High School Diploma or G.E.D. or other equivalent degree program and three (3) years of relevant experience.

**Field Service Engineer I**

**General Summary**

Responsible for performing customer support activities involving the installation, modification, and repair of complex equipment and systems. Conducts on-site installation and testing of equipment to ensure proper working order. Isolates equipment start-up malfunctions and takes corrective action.

**Principal Duties and Responsibilities**

1. May make technical presentations and has a strong knowledge of products.
2. Trains customer personnel in equipment operation and maintenance responsibilities.
3. Represents the company in a customer support role and is responsible for customer’s satisfaction with equipment and servicing.

**Job Specifications**

Bachelor’s degree in Business Administration (or related field) and two (2) years of relevant experience.

**Field Service Engineer II**

**General Summary**

Responsible for performing customer support activities involving the installation, modification, and repair of complex equipment and systems. Conducts on-site installation and testing of equipment to ensure proper working order. Isolates equipment start-up malfunctions and takes corrective action.

**Principal Duties and Responsibilities**

1. May make technical presentations and has a strong knowledge of products.
2. Trains customer personnel in equipment operation and maintenance responsibilities.
3. Represents the company in a customer support role and is responsible for customer’s satisfaction with equipment and servicing.

**Job Specifications**

Bachelor’s degree in Business Administration (or related field) and four (4) years of relevant experience.
Field Service Engineer III

General Summary
Responsible for performing customer support activities involving the installation, modification, and repair of complex equipment and systems. Conducts on-site installation and testing of equipment to ensure proper working order. Isolates equipment start-up malfunctions and takes corrective action.

Principal Duties and Responsibilities
1. May make technical presentations and has a strong knowledge of products.
2. Trains customer personnel in equipment operation and maintenance responsibilities.
3. Represents the company in a customer support role and is responsible for customer’s satisfaction with equipment and servicing.

Job Specifications
Bachelor’s degree in Business Administration (or related field) and six (6) years of relevant experience.

Field Service Engineer IV

General Summary
Responsible for performing customer support activities involving the installation, modification, and repair of complex equipment and systems. Conducts on-site installation and testing of equipment to ensure proper working order. Isolates equipment start-up malfunctions and takes corrective action.

Principal Duties and Responsibilities
1. May make technical presentations and has a strong knowledge of products.
2. Trains customer personnel in equipment operation and maintenance responsibilities.
3. Represents the company in a customer support role and is responsible for customer’s satisfaction with equipment and servicing.

Job Specifications
Bachelor’s degree in Business Administration (or related field) and eight (8) years of relevant experience.

Field Service Technician I

General Summary
Responsible for performing customer support activities involving the installation, modification, and repair of complex equipment and systems.

Principal Duties and Responsibilities
1. Conducts on-site installation and testing of equipment to ensure proper working order.
2. Isolates equipment start-up malfunctions and takes corrective action.
3. Prepares daily logs and reports work performed.

Job Specifications
High School Diploma or G.E.D. or other equivalent degree program and three (3) years of relevant experience.

Field Service Technician II

General Summary
Responsible for performing customer support activities involving the installation, modification, and repair of complex equipment and systems.

Principal Duties and Responsibilities
1. Conducts on-site installation and testing of equipment to ensure proper working order.
2. Isolates equipment start-up malfunctions and takes corrective action.
3. Prepares daily logs and reports work performed.

**Job Specifications**
High School Diploma or G.E.D. or other equivalent degree program and five (5) years of relevant experience.

**Hardware Engineer I**

**General Summary**
Responsible for performing design and development engineering assignments related to hardware products and systems including development of new products and/or updates to existing products. Work may encompass one or several areas of engineering including electronic design, mechanical design, reliability engineering or other related fields.

**Principal Duties and Responsibilities**
1. Duties may include research, evaluation, development, and application of new processes and methods into products.
2. May be responsible for establishing and conducting testing routines; developing or executing project plans, budgets, and schedules, and documentation of work and results.

**Job Specifications**
Bachelor’s degree or equivalent and eight (8) years relevant experience.

**Hardware Engineer II**

**General Summary**
Responsible for performing design and development engineering assignments related to hardware products and systems including development of new products and/or updates to existing products. Work may encompass one or several areas of engineering including electronic design, mechanical design, reliability engineering or other related fields.

**Principal Duties and Responsibilities**
1. Duties may include research, evaluation, development, and application of new processes and methods into products.
2. May be responsible for establishing and conducting testing routines; developing or executing project plans, budgets, and schedules, and documentation of work and results.

**Job Specifications**
Bachelor’s degree or equivalent and eight (8) years relevant experience.

**Hardware Engineer III**

**General Summary**
Responsible for performing design and development engineering assignments related to hardware products and systems including development of new products and/or updates to existing products. Work may encompass one or several areas of engineering including electronic design, mechanical design, reliability engineering or other related fields.

**Principal Duties and Responsibilities**
1. Duties may include research, evaluation, development, and application of new processes and methods into products.
2. May be responsible for establishing and conducting testing routines; developing or executing project plans, budgets, and schedules, and documentation of work and results.

**Job Specifications**
Bachelor’s degree or equivalent and eight (8) years relevant experience.
**Hardware Specialist I**

**General Summary**
Responsible for the installation and maintenance of user devices for customer system access. Installs and performs repairs and maintenance to hardware, and peripheral equipment, following design or installation specifications.

**Principal Duties and Responsibilities**
1. Prepares functional requirements and specifications for hardware acquisitions.
2. Installs and performs repairs and maintenance to hardware, and peripheral equipment, following design or installation specifications.
3. Provides technical assistance and resolve computer hardware problems of users.
4. Answers clients’ inquiries in person and via telephone concerning the use of computer hardware system.

**Job Specifications**
High School Diploma or G.E.D. or equivalent and three (3) years of relevant experience. Associates degree preferred.

**Hardware Specialist II**

**General Summary**
Responsible for the installation and maintenance of user devices for customer system access. Installs and performs repairs and maintenance to hardware, and peripheral equipment, following design or installation specifications.

**Principal Duties and Responsibilities**
1. Prepares functional requirements and specifications for hardware acquisitions.
2. Installs and performs repairs and maintenance to hardware, and peripheral equipment, following design or installation specifications.
3. Provides technical assistance and resolve computer hardware problems of users.
4. Answers clients’ inquiries in person and via telephone concerning the use of computer hardware system.

**Job Specifications**
High School Diploma or G.E.D. or other equivalent degree program and six (6) years of relevant experience. Associates degree preferred.

**Help Desk Support Specialist I**

**General Summary**
Provides first line technical support to computer customers with questions regarding account administration, distribution of software and documentation, system and network status, and problem entry via problem tracking tool. Maintains and updates tracking tool. May report recurring problems to management.

**Principal Duties and Responsibilities**
1. Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors.

**Job Specifications**
High School Diploma or G.E.D. or other equivalent degree program and two (2) years of technical training and/or relevant experience.
Help Desk Support Specialist II

**General Summary**
Provides first line technical support to computer customers with questions regarding account administration, distribution of software and documentation, system and network status, and problem entry via problem tracking tool. Maintains and updates tracking tool. May report recurring problems to management.

**Principal Duties and Responsibilities**
1. Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors.

**Job Specifications**
High School Diploma or G.E.D. or other equivalent degree program and three (3) years of technical training and/or relevant experience.

Help Desk Support Specialist III

**General Summary**
Provides first line technical support to computer customers with questions regarding account administration, distribution of software and documentation, system and network status, and problem entry via problem tracking tool. Maintains and updates tracking tool. May report recurring problems to management.

**Principal Duties and Responsibilities**
1. Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors.

**Job Specifications**
High School Diploma or G.E.D. or other equivalent degree program and five (5) years of technical training and/or relevant experience.

Help Desk Support Specialist IV

**General Summary**
Provides first line technical support to computer customers with questions regarding account administration, distribution of software and documentation, system and network status, and problem entry via problem tracking tool. Maintains and updates tracking tool. May report recurring problems to management.

**Principal Duties and Responsibilities**
1. Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors.

**Job Specifications**
High School Diploma or G.E.D. or other equivalent degree program and seven (7) years of technical training and/or relevant experience.

Information Retrieval Specialist I

**General Summary**
Performs specialized online information searches for both technical and non-technical information from within and outside the organization.

**Principal Duties and Responsibilities**
1. Assists in maintaining books, publications and technical document databases or electronic libraries.
2. Searches catalog files and shelves at various libraries to locate information.
Job Specifications
High School Diploma or G.E.D. or other equivalent degree program.

Information Retrieval Specialist II
General Summary
Performs specialized online information searches for both technical and non-technical information from within and outside the organization.

Principal Duties and Responsibilities
1. Assists in maintaining books, publications and technical document databases or electronic libraries.
2. Searches catalog files and shelves at various libraries to locate information.

Job Specifications
High School Diploma or G.E.D. or other equivalent degree program and one (1) – three (3) years of relevant experience.

Information Retrieval Specialist III
General Summary
Performs specialized online information searches for both technical and non-technical information from within and outside the organization.

Principal Duties and Responsibilities
1. Assists in maintaining books, publications and technical document databases or electronic libraries.
2. Searches catalog files and shelves at various libraries to locate information.

Job Specifications
High School Diploma or G.E.D. or other equivalent degree program and five (5) years of relevant experience.

Information Security Analyst I
General Summary
Designs, develops or recommends integrated security system and physical control solutions that will ensure proprietary/ confidential data and systems are protected.

Principal Duties and Responsibilities
1. Provides technical engineering services for the support of integrated security systems and solutions to manage information-related risks.
2. Participates with the client in the strategic design process to translate security and business requirements into technical designs.
3. Configures and validates secure systems and physical controls, and tests security products and systems to detect security weakness.

Job Specifications
Bachelor’s degree and 0 years experience.

Information Security Analyst II
General Summary
Designs, develops or recommends integrated security system and physical control solutions that will ensure proprietary/ confidential data and systems are protected.
**Principal Duties and Responsibilities**
1. Provides technical engineering services for the support of integrated security systems and solutions to manage information-related risks.
2. Participates with the client in the strategic design process to translate security and business requirements into technical designs.
3. Configures and validates secure systems and physical controls, and tests security products and systems to detect security weakness.

**Job Specifications**
Bachelor’s degree in related field or equivalent and two (2) years of relevant experience.

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**Information Systems Manager**

**General Summary**
Manages information systems within a group.

**Principal Duties and Responsibilities**
1. May be responsible for analysis, selection and modification of application software, installation of network hardware and software, database management and integrity.

**Job Specifications**
Bachelor’s of Science degree and eleven (11) years of relevant experience.

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**Installation Technician/Specialist**

**General Summary**
Installs, modifies, and repairs equipment and systems.

**Principal Duties and Responsibilities**
1. Responsible for installation, modification and repair of equipment and systems.

**Job Specifications**
High School Diploma or G.E.D. or other equivalent degree program and three (3) years of relevant experience. Some technical education required.

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**Instruction System Designer I**

**General Summary**
Instruction System Designers develop and design, or re-design, instructional content for courseware across multiple delivery mechanisms. Develops and/or oversees creation of course content. Researches, implements, and evaluates training in accordance with client and industry standards.

**Principal Duties and Responsibilities**
1. Developing and designing instructional content for instructor-led courseware
2. Collaborating on training plans and blending learning implementation strategies
3. Providing quality assurance and peer reviews on design plans and instructional materials
4. Creating instructional and presentation materials
5. Drafting course materials such as programs of instruction, lesson plans, learning objectives, etc.
6. Performing needs and/or gap analysis to determine training needs

**Job Specifications**
Bachelors degree and 0 years experience.
**Instruction System Designer II**

**General Summary**
Instruction System Designers develop and design, or re-design, instructional content for courseware across multiple delivery mechanisms. Develops and/or oversees creation of course content. Researches, implements, and evaluates training in accordance with client and industry standards.

**Principal Duties and Responsibilities**
1. Developing and designing instructional content for instructor-led courseware
2. Collaborating on training plans and blending learning implementation strategies
3. Providing quality assurance and peer reviews on design plans and instructional materials
4. Creating instructional and presentation materials
5. Drafting course materials such as programs of instruction, lesson plans, learning objectives, etc.
6. Performing needs and/or gap analysis to determine training needs

**Job Specifications**
Bachelors and two (2) years or more of related experience; Masters or equivalent product certification and no related experience.

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**Instruction System Designer III**

**General Summary**
Instruction System Designers develop and design, or re-design, instructional content for courseware across multiple delivery mechanisms. Develops and/or oversees creation of course content. Researches, implements, and evaluates training in accordance with client and industry standards.

**Principal Duties and Responsibilities**
1. Developing and designing instructional content for instructor-led courseware
2. Collaborating on training plans and blending learning implementation strategies
3. Providing quality assurance and peer reviews on design plans and instructional materials
4. Creating instructional and presentation materials
5. Drafting course materials such as programs of instruction, lesson plans, learning objectives, etc.
6. Performing needs and/or gap analysis to determine training needs

**Job Specifications**
Bachelors and five (5) years or more of related experience; Masters or equivalent product certification and three (3) years or more related experience; equivalent product certification and seven years of related experience with no degree.

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**Instruction System Designer IV**

**General Summary**
Instruction System Designers develop and design, or re-design, instructional content for courseware across multiple delivery mechanisms. Develops and/or oversees creation of course content. Researches, implements, and evaluates training in accordance with client and industry standards.

**Principal Duties and Responsibilities**
1. Developing and designing instructional content for instructor-led courseware
2. Collaborating on training plans and blending learning implementation strategies
3. Providing quality assurance and peer reviews on design plans and instructional materials
4. Creating instructional and presentation materials
5. Drafting course materials such as programs of instruction, lesson plans, learning objectives, etc.
6. Performing needs and/or gap analysis to determine training needs

Job Specifications
Bachelors and eight (8) years or more of related experience; Masters or equivalent product certification and six (6) years or more of related experience; Ten or more years of experience in SME field with no degree.

Instruction System Designer V
General Summary
Instruction System Designers develop and design, or re-design, instructional content for courseware across multiple delivery mechanisms. Develops and/or oversees creation of course content. Researches, implements, and evaluates training in accordance with client and industry standards.

Principal Duties and Responsibilities
1. Developing and designing instructional content for instructor-led courseware
2. Collaborating on training plans and blending learning implementation strategies
3. Providing quality assurance and peer reviews on design plans and instructional materials
4. Creating instructional and presentation materials
5. Drafting course materials such as programs of instruction, lesson plans, learning objectives, etc.
6. Performing needs and/or gap analysis to determine training needs

Job Specifications
Bachelors and Twelve (12) years or more of related experience; Masters or equivalent product certification.
and Ten (10) years or more of related experience; equivalent product certification and 7 years experience; 15 or more years of experience and no degree.

LAN/Network Specialist
General Summary
Provides overall network support for a broad range of programs. Supports acquisition, installation, configuration, maintenance and usage of the Local Area Network (LAN) and/or Wide Area Network (WAN).

Principal Duties and Responsibilities
1. Manages daily operations of local and wide area networks within span of control.
2. May propose solutions to management to ensure all communications requirements based on future needs and current usage.
3. Assists in planning for upgrades and replacements for facilities interconnected on a common network.
4. Acts as initial point of contact for LAN/WAN problems at the site.
5. Provides the focal point for coordination of high tiers of maintenance support.

Job Specifications
Bachelor’s degree in a computer-related, engineering, or scientific field and two (2) years of relevant experience. Experience shall include a range of assignments in technical tasks directly related to the proposed area of responsibility. Professional Technical Certification is preferred.

Multimedia Specialist I
General Summary
Responsible for the conceptualization, layout and preparation of high quality graphics, text, and templates for items such as proposals, presentations, reports, displays, brochures, posters, and marketing materials.
**Principal Duties and Responsibilities**
1. Responsibilities include: producing and/or revising technical articles, proposals, publications, books, manuals, reports, and marketing materials and determining project requirements and presenting drafts of finished product to the user ensuring high quality of output.

2. Maintains production logs and cost data for project scheduling, budgeting, and billing.

**Job Specifications**
Bachelor’s degree and five (5) years of relevant experience.

**Multimedia Specialist II**

**General Summary**
Responsible for the conceptualization, layout and preparation of high quality graphics, text, and templates for items such as proposals, presentations, reports, displays, brochures, posters, and marketing materials.

**Principal Duties and Responsibilities**
1. Responsibilities include: producing and/or revising technical articles, proposals, publications, books, manuals, reports, and marketing materials and determining project requirements and presenting drafts of finished product to the user ensuring high quality of output.

2. Maintains production logs and cost data for project scheduling, budgeting, and billing.

**Job Specifications**
Bachelor’s degree and eight (8) years of relevant experience.

**Multimedia Specialist III**

**General Summary**
Responsible for the conceptualization, layout and preparation of high quality graphics, text, and templates for items such as proposals, presentations, reports, displays, brochures, posters, and marketing materials.

**Principal Duties and Responsibilities**
1. Responsibilities include: producing and/or revising technical articles, proposals, publications, books, manuals, reports, and marketing materials and determining project requirements and presenting drafts of finished product to the user ensuring high quality of output.

2. Maintains production logs and cost data for project scheduling, budgeting, and billing.

**Job Specifications**
Bachelor’s degree and twelve (12) years of relevant experience.

**Products and Process (P&P) Assurance Engineer or Quality Assurance Engineer I**

**General Summary**
Responsible for verification and validation, testing, quality assurance, and/or process improvement.

**Principal Duties and Responsibilities**
1. Reviews and evaluates products or processes.

2. Typically responsible for test, methods, and procedures to ensure continuous improvement to software quality assurance standards.

**Job Specifications**
Bachelor’s degree or equivalent in a related technical discipline and three (3) years of relevant experience. Exposure to computer-based applications similar to those required for this position: advanced set-up and configuration, troubleshooting, system design, etc. Proficiency in computer applications, languages, technologies and/or capabilities required for this position.

**Products and Process (P&P) Assurance Engineer or Quality Assurance Engineer II**

**General Summary**
Responsible for verification and validation, testing, quality assurance, and/or process improvement.
Principal Duties and Responsibilities
1. Reviews and evaluates products or processes.
2. Typically responsible for test, methods, and procedures to ensure continuous improvement to software quality assurance standards.

Job Specifications
Bachelor’s degree or equivalent in a related technical discipline and six (6) years of relevant experience. Exposure to computer-based applications similar to those required for this position: advanced set-up and configuration, troubleshooting, system design, etc. Proficiency in computer applications, languages, technologies and/or capabilities required for this position.

Product Support Specialist I
General Summary
Responsible for reviewing technical correctness of solutions entered into the database for their team. Identifies and documents product deficiencies or change requests. Under general supervision, establishes company guidelines on servicing and repairs/returns; examines customer problems and implements appropriate corrective action to initiate repair, return or field servicing; and maintain logs, records and files.

Principal Duties and Responsibilities
1. Maintains current knowledge of customer product and upcoming releases.
2. Responsible for maintaining software integrity of customer product in testing and demo environments.
3. Interfaces with customers to handle service inquires and problems.

Job Specifications
Associate’s degree in related field or equivalent and one (1) year of relevant experience.

Product Support Specialist II
General Summary
Responsible for reviewing technical correctness of solutions entered into the database for their team. Identifies and documents product deficiencies or change requests. Under general supervision, establishes company guidelines on servicing and repairs/returns; examines customer problems and implements appropriate corrective action to initiate repair, return or field servicing; and maintain logs, records and files.

Principal Duties and Responsibilities
1. Maintains current knowledge of customer product and upcoming releases.
2. Responsible for maintaining software integrity of customer product in testing and demo environments.
3. Interfaces with customers to handle service inquires and problems.

Job Specifications
Bachelor’s degree in Business Administration (or related field) and two (2) years of relevant experience.

Production – Comp Production Operations/Control Technician I
General Summary
Operates computers and computer-related equipment. Handles the central console or online terminals for the processing of data.

Principal Duties and Responsibilities
1. Monitors system consoles and performs operator preventive maintenance on peripheral equipment.
2. Maintains schedule for all data processing production batch applications on information technology platforms.
3. Sets up scheduled production runs ensuring that up-to-date job control language and data files are documented and maintained.

**Job Specifications**
High School Diploma or G.E.D. or other equivalent degree program and two (2) years of relevant experience or technical training.

**Production – Comp Production Operations/Control Technician II**

**General Summary**
Operates computers and computer-related equipment. Handles the central console or online terminals for the processing of data.

**Principal Duties and Responsibilities**
1. Monitors system consoles and performs operator preventive maintenance on peripheral equipment.
2. Maintains schedule for all data processing production batch applications on information technology platforms.
3. Sets up scheduled production runs ensuring that up-to-date job control language and data files are documented and maintained.

**Job Specifications**
High School Diploma or G.E.D. or other equivalent degree program and three (3) years of relevant experience or technical training.

**Production – Comp Production Operations/Control Technician III**

**General Summary**
Operates computers and computer-related equipment. Handles the central console or online terminals for the processing of data.

**Principal Duties and Responsibilities**
1. Monitors system consoles and performs operator preventive maintenance on peripheral equipment.
2. Maintains schedule for all data processing production batch applications on information technology platforms.
3. Sets up scheduled production runs ensuring that up-to-date job control language and data files are documented and maintained.

**Job Specifications**
High School Diploma or G.E.D. or other equivalent degree program and four (4) years of relevant experience or technical training.

**Program Manager**

**General Summary**
Responsible for day-to-day financial analysis of area operations. Responsible for managing the implementation of specific government or commercial contracts.

**Principal Duties and Responsibilities**
1. Plans, coordinates, and manages the actions taken by an organization to acquire and execute a specific piece of business, either competitively or non-competitively.
2. Integrates all functions and activities necessary to perform the project/program to meet the client or customer requirements.
3. Plans and implements actions by the program/project team to define and implement technical baseline and meet quality requirements for project/program products and services.
4. Directs project team personnel, manage cost and schedule, ensure contract compliance, and serve as principal customer interface.

**Job Specifications**
Bachelor’s degree and five (5) years of successful project or program manager experience. Experience in managing projects.

**Project Controller I**
**General Summary**
Responsible for day-to-day financial analysis of area operations

**Principal Duties and Responsibilities**
1. Facilitates the completion of financial Delivery Order support.
2. Performs project budgeting and tracking, MIS review, planned vs. actual analysis; conducts earned value analysis, and business planning.

**Job Specifications**
Associate’s degree in a related field or equivalent training and two (2) years of relevant experience.

**Project Controller II**
**General Summary**
Responsible for day-to-day financial analysis of area operations

**Principal Duties and Responsibilities**
1. Facilitates the completion of financial Delivery Order support.
2. Performs project budgeting and tracking, MIS review, planned vs. actual analysis; conducts earned value analysis, and business planning.

**Job Specifications**
Associate’s degree in a related field or equivalent training and four (4) years of relevant experience; Bachelor’s degree in a related field or equivalent training and two (2) years of relevant experience.

**Project Manager**
**General Summary**
Responsible for day-to-day financial analysis of area operations. Manages the implementation of specific government or commercial contracts.

**Principal Duties and Responsibilities**
1. Plans, coordinates, and manages the actions taken by an organization to acquire and execute a specific piece of business, either competitively or non-competitively.
2. Integrates all functions and activities necessary to perform the project/program to meet the client or customer requirements.
3. Plans and implements actions by the program/project team to define and implement technical baseline and meet quality requirements for project/program products and services.
4. Directs project team personnel, manages cost and schedule, ensures contract compliance, and serves as principal customer interface.

**Job Specifications**
Bachelor’s degree and five (5) years of experience working on projects or programs with at least two (2) years of successful task lead experience. Experience in managing projects.
Quality Assurance Engineer I

General Summary
The QA Engineer carries out procedures to ensure that all information systems products and services meet organization standards and end-user requirements. Performs and leads tests of systems to ensure proper operation and freedom from defects. May create test data for applications/systems. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements.

Principal Duties and Responsibilities
1. Help establish QA Processes and setup Testing Environment within all process frameworks (agile, waterfall, etc.)
2. Create end-to-end test plans to ensure system functionality works as expected (both positive and negative testing of system related functionality)
3. Communicate effectively with business analysts regarding requirements clarification or issues presented in testing.
4. Identify solutions to technical issues and creatively design test cases to ensure all desired functionality has been developed per specifications.
5. Thoroughly document testing efforts in a clear concise manner.
6. Identifies risk, analyzes them, elevates to the correct level of management, suggests corrective actions, verifies closure of open issues
7. Analyzes any product non conformities in order to solve issues and address customer concerns
8. Coordinates the disposition and hold of all suspect product
9. Updates Control Plans and ensures that quality planning documentation
10. Initiates inspections and reviews and dispositions suspect product and determines further actions
11. Implements statistical controls in processes as applicable
12. Determines root cause for products, processes and materials that do not meet standards and enhances Problem Resolution
13. Provides feedback/recommendations to leadership as appropriate.
14. Develops, modifies, applies and maintains quality standards and protocol for processing materials into partially finished or finished materials/product.
15. Collaborates with engineering and manufacturing functions to ensure quality standards are in place.
16. Devises and implements methods and procedures for inspecting, testing and evaluating the precision and accuracy of products and production equipment.
17. Conducts quality assurance tests; and performs statistical analysis to assess the cost of and determine the responsibility for, products or materials that do not meet required standards and specifications.
18. Ensures that corrective measures meet acceptable reliability standards and that documentation is compliant with requirements.

Job Specifications
Bachelors degree and 0 years experience.
**Quality Assurance Engineer II**

**General Summary**

The QA Engineer carries out procedures to ensure that all information systems products and services meet organization standards and end-user requirements. Performs and leads tests of systems to ensure proper operation and freedom from defects. May create test data for applications/systems. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements.

**Principal Duties and Responsibilities**

1. Help establish QA Processes and setup Testing Environment within all process frameworks (agile, waterfall, etc.)
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7. Analyzes any product non conformities in order to solve issues and address customer concerns
8. Coordinates the disposition and hold of all suspect product
9. Updates Control Plans and ensures that quality planning documentation
10. Initiates inspections and reviews and dispositions suspect product and determines further actions
11. Implements statistical controls in processes as applicable
12. Determines root cause for products, processes and materials that do not meet standards and enhances Problem Resolution
13. Provides feedback/recommendations to leadership as appropriate.
14. Develops, modifies, applies and maintains quality standards and protocol for processing materials into partially finished or finished materials/product.
15. Collaborates with engineering and manufacturing functions to ensure quality standards are in place.
16. Devises and implements methods and procedures for inspecting, testing and evaluating the precision and accuracy of products and production equipment.
17. Conducts quality assurance tests; and performs statistical analysis to assess the cost of and determine the responsibility for, products or materials that do not meet required standards and specifications.
18. Ensures that corrective measures meet acceptable reliability standards and that documentation is compliant with requirements.

**Job Specifications**

Bachelors and two (2) years or more of related experience; Masters or equivalent product certification and no related experience.
Quality Assurance Engineer III

General Summary
The QA Engineer carries out procedures to ensure that all information systems products and services meet organization standards and end-user requirements. Performs and leads tests of systems to ensure proper operation and freedom from defects. May create test data for applications/systems. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements.

Principal Duties and Responsibilities
1. Help establish QA Processes and setup Testing Environment within all process frameworks (agile, waterfall, etc.)
2. Create end-to-end test plans to ensure system functionality works as expected (both positive and negative testing of system related functionality)
3. Communicate effectively with business analysts regarding requirements clarification or issues presented in testing.
4. Identify solutions to technical issues and creatively design test cases to ensure all desired functionality has been developed per specifications.
5. Thoroughly document testing efforts in a clear concise manner.
6. Identifies risk, analyzes them, elevates to the correct level of management, suggests corrective actions, verifies closure of open issues
7. Analyzes any product non conformities in order to solve issues and address customer concerns
8. Coordinates the disposition and hold of all suspect product
9. Updates Control Plans and ensures that quality planning documentation
10. Initiates inspections and reviews and dispositions suspect product and determines further actions
11. Implements statistical controls in processes as applicable
12. Determines root cause for products, processes and materials that do not meet standards and enhances Problem Resolution
13. Provides feedback/recommendations to leadership as appropriate.
14. Develops, modifies, applies and maintains quality standards and protocol for processing materials into partially finished or finished materials/product.
15. Collaborates with engineering and manufacturing functions to ensure quality standards are in place.
16. Devises and implements methods and procedures for inspecting, testing and evaluating the precision and accuracy of products and production equipment.
17. Conducts quality assurance tests; and performs statistical analysis to assess the cost of and determine the responsibility for, products or materials that do not meet required standards and specifications.
18. Ensures that corrective measures meet acceptable reliability standards and that documentation is compliant with requirements.

Job Specifications
Bachelors and five (5) years or more of related experience; Masters or equivalent product certification and three (3) years or more related experience; equivalent product certification and seven years of related experience with no degree.
Quality Assurance Engineer IV

General Summary
The QA Engineer carries out procedures to ensure that all information systems products and services meet organization standards and end-user requirements. Performs and leads tests of systems to ensure proper operation and freedom from defects. May create test data for applications/systems. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements.

Principal Duties and Responsibilities
1. Help establish QA Processes and setup Testing Environment within all process frameworks (agile, waterfall, etc.)
2. Create end-to-end test plans to ensure system functionality works as expected (both positive and negative testing of system related functionality)
3. Communicate effectively with business analysts regarding requirements clarification or issues presented in testing.
4. Identify solutions to technical issues and creatively design test cases to ensure all desired functionality has been developed per specifications.
5. Thoroughly document testing efforts in a clear concise manner.
6. Identifies risk, analyzes them, elevates to the correct level of management, suggests corrective actions, verifies closure of open issues
7. Analyzes any product non conformities in order to solve issues and address customer concerns
8. Coordinates the disposition and hold of all suspect product
9. Updates Control Plans and ensures that quality planning documentation
10. Initiates inspections and reviews and dispositions suspect product and determines further actions
11. Implements statistical controls in processes as applicable
12. Determines root cause for products, processes and materials that do not meet standards and enhances Problem Resolution
13. Provides feedback/recommendations to leadership as appropriate.
14. Develops, modifies, applies and maintains quality standards and protocol for processing materials into partially finished or finished materials/product.
15. Collaborates with engineering and manufacturing functions to ensure quality standards are in place.
16. Devises and implements methods and procedures for inspecting, testing and evaluating the precision and accuracy of products and production equipment.
17. Conducts quality assurance tests; and performs statistical analysis to assess the cost of and determine the responsibility for, products or materials that do not meet required standards and specifications.
18. Ensures that corrective measures meet acceptable reliability standards and that documentation is compliant with requirements.

Job Specifications
Bachelors and eight (8) years or more of related experience; Masters or equivalent product certification and six (6) years or more of related experience; Ten or more years of experience in SME field with no degree.
Quality Assurance Engineer V

General Summary
The QA Engineer carries out procedures to ensure that all information systems products and services meet organization standards and end-user requirements. Performs and leads tests of systems to ensure proper operation and freedom from defects. May create test data for applications/systems. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements.

Principal Duties and Responsibilities
1. Help establish QA Processes and setup Testing Environment within all process frameworks (agile, waterfall, etc.)
2. Create end-to-end test plans to ensure system functionality works as expected (both positive and negative testing of system related functionality)
3. Communicate effectively with business analysts regarding requirements clarification or issues presented in testing.
4. Identify solutions to technical issues and creatively design test cases to ensure all desired functionality has been developed per specifications.
5. Thoroughly document testing efforts in a clear concise manner.
6. Identifies risk, analyzes them, elevates to the correct level of management, suggests corrective actions, verifies closure of open issues
7. Analyzes any product non conformities in order to solve issues and address customer concerns
8. Coordinates the disposition and hold of all suspect product
9. Updates Control Plans and ensures that quality planning documentation
10. Initiates inspections and reviews and dispositions suspect product and determines further actions
11. Implements statistical controls in processes as applicable
12. Determines root cause for products, processes and materials that do not meet standards and enhances Problem Resolution
13. Provides feedback/recommendations to leadership as appropriate.
14. Develops, modifies, applies and maintains quality standards and protocol for processing materials into partially finished or finished materials/product.
15. Collaborates with engineering and manufacturing functions to ensure quality standards are in place.
16. Devises and implements methods and procedures for inspecting, testing and evaluating the precision and accuracy of products and production equipment.
17. Conducts quality assurance tests; and performs statistical analysis to assess the cost of and determine the responsibility for, products or materials that do not meet required standards and specifications.
18. Ensures that corrective measures meet acceptable reliability standards and that documentation is compliant with requirements.

Job Specifications
Bachelors and Twelve (12) years or more of related experience; Masters or equivalent product certification.) and Ten (10) years or more of related experience; equivalent product certification and 7 years experience; 15 or more years of experience and no degree.
**Records Management – Tech Services Assistant I**

**General Summary**
Typically provides support and assistance in the identification, control, production, distribution, storage, and retrieval of all deliverable data.

**Principal Duties and Responsibilities**
1. Responsibilities may include cataloging data, providing customer assistance in locating specific data; technical/reference support; and appropriately classifying records, documents, and other information media.
2. Performs all records management procedures in accordance with applicable requirements as set forth by the customer/organization.

**Job Specifications**
High School Diploma or G.E.D. or other equivalent degree program and one (1) year of relevant experience.

**Records Management – Tech Services Assistant II**

**General Summary**
Typically provides support and assistance in the identification, control, production, distribution, storage, and retrieval of all deliverable data.

**Principal Duties and Responsibilities**
1. Responsibilities may include cataloging data, providing customer assistance in locating specific data; technical/reference support; and appropriately classifying records, documents, and other information media.
2. Performs all records management procedures in accordance with applicable requirements as set forth by the customer/organization.

**Job Specifications**
High School Diploma or G.E.D. or other equivalent degree program and three (3) years of relevant experience.

**Site Support Technician I**

**General Summary**
Performs the installation, repair and preventative maintenance of personal computer and related systems.

**Principal Duties and Responsibilities**
1. Provides day-to-day technical support to employees for network infrastructure and internal desktop systems software and hardware.
2. Installs, configures and troubleshoots desktop systems, workstations, servers and network issues in heterogeneous environment.
3. Maintains passwords, data integrity and file system security for the desktop environment.
4. Communicates highly technical information to both technical and non-technical personnel.
5. Assists in determining suitable software to meet user requirements.
6. Recommends hardware and software solutions, including new acquisition and upgrades.
7. May participate in development of information technology and infrastructure projects.
8. May conduct training programs designed to educate an organization’s computer users about basic and specialized applications.

**Job Specifications**
High School Diploma or G.E.D. or other equivalent degree program and four (4) years of relevant experience.
Site Support Technician II

General Summary
Performs the installation, repair and preventative maintenance of personal computer and related systems.

Principal Duties and Responsibilities
1. Provides day-to-day technical support to employees for network infrastructure and internal desktop systems software and hardware.
2. Installs, configures and troubleshoots desktop systems, workstations, servers and network issues in heterogeneous environment.
3. Maintains passwords, data integrity and file system security for the desktop environment.
4. Communicates highly technical information to both technical and non-technical personnel.
5. Assists in determining suitable software to meet user requirements.
6. Recommends hardware and software solutions, including new acquisition and upgrades.
7. May participate in development of information technology and infrastructure projects.
8. May conduct training programs designed to educate an organization’s computer users about basic and specialized applications.

Job Specifications
High School Diploma or G.E.D. or other equivalent degree program and six (6) years of relevant experience.

Site Support Technician III

General Summary
Performs the installation, repair and preventative maintenance of personal computer and related systems.

Principal Duties and Responsibilities
1. Provides day-to-day technical support to employees for network infrastructure and internal desktop systems software and hardware.
2. Installs, configures and troubleshoots desktop systems, workstations, servers and network issues in heterogeneous environment.
3. Maintains passwords, data integrity and file system security for the desktop environment.
4. Communicates highly technical information to both technical and non-technical personnel.
5. Assists in determining suitable software to meet user requirements.
6. Recommends hardware and software solutions, including new acquisition and upgrades.
7. May participate in development of information technology and infrastructure projects.
8. May conduct training programs designed to educate an organization’s computer users about basic and specialized applications.

Job Specifications
Bachelor’s degree in a related field and three (3) years of progressively responsible experience and one (1) year of supervising site support staff.

Subject Matter Expert I

General Summary
Responsible for providing highest level of IT domain expertise and guidance to the delivery team and stakeholders.

Principal Duties and Responsibilities
1. Performs duties as assigned.
**Job Specifications**
Bachelor’s degree or equivalent and three (3) years of relevant experience.

**Subject Matter Expert II**

**General Summary**
Responsible for providing highest level of IT domain expertise and guidance to the delivery team and stakeholders.

**Principal Duties and Responsibilities**
1. Performs duties as assigned.

**Job Specifications**
Bachelor’s degree or equivalent and five (5) years of relevant experience.

**Subject Matter Expert III**

**General Summary**
Responsible for providing highest level of IT domain expertise and guidance to the delivery team and stakeholders.

**Principal Duties and Responsibilities**
1. Performs duties as assigned.

**Job Specifications**
Bachelor’s degree or equivalent and seven (7) years of relevant experience.

**Subject Matter Expert IV**

**General Summary**
Responsible for providing highest level of IT domain expertise and guidance to the delivery team and stakeholders.

**Principal Duties and Responsibilities**
1. Performs duties as assigned.

**Job Specifications**
Master’s degree or equivalent and eight (8) years of relevant experience.

**Subject Matter Expert V**

**General Summary**
Responsible for providing highest level of IT domain expertise and guidance to the delivery team and stakeholders.

**Principal Duties and Responsibilities**
1. Performs duties as assigned.

**Job Specifications**
Master’s degree or equivalent and ten (10) years of relevant experience.

**Software Applications Engineer**

**General Summary**
Plans, conducts, and coordinates business programming applications activities in areas such as mobile devices, finance, human resources, and marketing.

**Principal Duties and Responsibilities**
1. Conducts and prepares feasibility studies for new data processing applications or revisions to existing systems.
2. Prepares system development cost estimates, budgets, and schedules.
3. Prepares and presents project proposals to management and user departments.
4. Establishes programming standards and program documentation requirements. Reviews current status of system applications and prepares recommendations for systems improvements.

5. Monitors design processes and prepare reports on systems projects.

6. Selects, develops, and evaluates personnel to ensure the efficient operation of the function.

**Job Specifications**
Bachelor’s degree or equivalent and one (1) year of relevant experience.

**Software Specialist I**

*General Summary*
Performs information systems design, development, and analysis encompassing one or more of the following areas of technical expertise: programming, PC application analysis, software development, systems integration, and/or related disciplines.

*Principal Duties and Responsibilities*
1. Performs duties as assigned.

**Job Specifications**
High School Diploma or G.E.D. or other equivalent degree program and one (1) year of technical training and relevant experience.

**Software Specialist II**

*General Summary*
Performs information systems design, development, and analysis encompassing one or more of the following areas of technical expertise: programming, PC application analysis, software development, systems integration, and/or related disciplines.

*Principal Duties and Responsibilities*
1. Performs duties as assigned.

**Job Specifications**
High School Diploma or G.E.D. or other equivalent degree program and three (3) years of technical training and relevant experience.

**Software Specialist III**

*General Summary*
Performs information systems design, development, and analysis encompassing one or more of the following areas of technical expertise: programming, PC application analysis, software development, systems integration, and/or related disciplines.

*Principal Duties and Responsibilities*
1. Performs duties as assigned.

**Job Specifications**
High School Diploma or G.E.D. or other equivalent degree program and five (5) years of technical training and relevant experience.

**System Administrator I**

*General Summary*
Responsible for managing the functionality and efficiency of one or more operating systems.

*Principal Duties and Responsibilities*
1. Duties include setting up administrator and service accounts, maintaining system documentation, tuning system performance, installing system wide software, validating and implementing critical system patches, and allocating mass storage space.
2. Interacts with users and evaluates vendor products.
3. Makes recommendations to purchase hardware and software, coordinates installation and provides backup recovery.
4. Schedules, plans, and oversees system upgrades.
5. Develops functional requirements through interaction with end-users and coordinates with development team on systematic enhancements or changes.

**Job Specifications**
High School Diploma or G.E.D. or other equivalent degree program and one (1) year of relevant data processing experience. Knowledge of personal computer and server processes and network operations is preferred.

**System Administrator II**

**General Summary**
Responsible for managing the functionality and efficiency of one or more operating systems.

**Principal Duties and Responsibilities**
1. Duties include setting up administrator and service accounts, maintaining system documentation, tuning system performance, installing system wide software, validating and implementing critical system patches, and allocating mass storage space.
2. Interacts with users and evaluates vendor products.
3. Makes recommendations to purchase hardware and software, coordinates installation and provides backup recovery.
4. Schedules, plans, and oversees system upgrades.
5. Develops functional requirements through interaction with end-users and coordinates with development team on systematic enhancements or changes.

**Job Specifications**
High School Diploma or G.E.D. or other equivalent degree program and three (3) years of relevant data processing experience. Knowledge of personal computer and server processes and network operations is preferred.

**System Administrator III**

**General Summary**
Responsible for managing the functionality and efficiency of one or more operating systems.

**Principal Duties and Responsibilities**
1. Duties include setting up administrator and service accounts, maintaining system documentation, tuning system performance, installing system wide software, validating and implementing critical system patches, and allocating mass storage space.
2. Interacts with users and evaluates vendor products.
3. Makes recommendations to purchase hardware and software, coordinates installation and provides backup recovery.
4. Schedules, plans, and oversees system upgrades.
5. Develops functional requirements through interaction with end-users and coordinates with development team on systematic enhancements or changes.
6. Develops policies and standards related to the use of computing resources, overall strategy, design, implementation, and operational aspects of multiple systems, operating environments, and related software.
Job Specifications
Bachelor’s degree in related field and one (1) year relevant experience. Knowledge of administering computer systems is a requirement. Requires the ability to handle normal daily system administrator issues.

System Administrator IV
General Summary
Responsible for managing the functionality and efficiency of one or more operating systems.

Principal Duties and Responsibilities
1. Duties include setting up administrator and service accounts, maintaining system documentation, tuning system performance, installing system wide software, validating and implementing critical system patches, and allocating mass storage space.
2. Interacts with users and evaluates vendor products.
3. Makes recommendations to purchase hardware and software, coordinates installation and provides backup recovery.
4. Schedules, plans, and oversees system upgrades.
5. Develops functional requirements through interaction with end-users and coordinates with development team on systematic enhancements or changes.
6. Develops policies and standards related to the use of computing resources, overall strategy, design, implementation, and operational aspects of multiple systems, operating environments, and related software.

Job Specifications
Bachelor’s degree in related field and three (3) years of operating systems experience. Should be a well-developed technical resource capable of handling moderately complex assignments.

System Integration Analyst
General Summary
Conducts analysis of transition planning, intelligence information requirements, and may develop architecture baselines. Assists with and leads development of integration, migration plans/schedules.

Principal Duties and Responsibilities
1. May support ISR and C4ISR programs/clients.
2. Provides research and assistance with implementation of community policies and guidance.
3. Supports business process improvements or systems analysis for missions, systems, and fiscal requirements.
4. Provides assistance to users in accessing and using business systems.

Job Specifications
Bachelor’s degree and two (2) years of relevant experience.

Systems Specialist I
General Summary
Responsible for managing the overall installation and maintenance of hardware and software on a daily basis. Monitors overall system performance.

Principal Duties and Responsibilities
1. Oversees daily operations of systems to ensure system availability.
2. May perform other duties, as assigned.
Job Specifications
High School Diploma or G.E.D. or other equivalent degree program and four (4) years of relevant experience.

Systems Specialist II
General Summary
Responsible for managing the overall installation and maintenance of hardware and software on a daily basis. Monitors overall system performance.

Principal Duties and Responsibilities
1. Oversees daily operations of systems to ensure system availability.
2. May perform other duties, as assigned.

Job Specifications
Bachelor’s degree and three (3) years of relevant experience. Experience shall include a range of assignments in technical tasks directly related to the proposed area of responsibility.

Systems Specialist III
General Summary
Responsible for managing the overall installation and maintenance of hardware and software on a daily basis. Monitors overall system performance.

Principal Duties and Responsibilities
1. Oversees daily operations of systems to ensure system availability.
2. May perform other duties, as assigned.

Job Specifications
Bachelor’s degree and five (5) years of relevant experience. Experience shall include a range of assignments in technical tasks directly related to the proposed area of responsibility.

Technical Writer I
General Summary
Responsible for the researching, outlining and writing of end-user documentation including all user manuals, technical manuals/documents, online Help and infrastructure documentation. Assists in collecting and organizing information required for preparation of user’s manuals, training materials, installation guides, proposals, and other reports and deliverables. May have experience in Information Security.

Principal Duties and Responsibilities
1. Edits functional descriptions, system specifications, user’s manuals, special reports, or any other customer deliverables and documents or information security related documents.
2. Translates technical and/or complicated information into clear, concise documents appropriate for various target audiences.
3. Works with Business Analysts, Application Development, Quality Assurance, and Technical Support groups to produce a wide variety of technical publications such as instructional materials, technical manuals, online Help, and product documentation for use by both IT and business end users.
4. Participates in business requirements, functional design and testing work sessions. Conducts research by interviewing subject matter experts, reviewing existing documentation and by gleaning information from the system or product being documented. Develops an understanding of the requirements for the features being documented, including target audience.
5. May create graphics that aid the target audience in understanding the documented material. Designs and writes documentation on selected media.
6. Ensures all documentation is delivered according to specified guidelines. Proofreads documents for accuracy. Works with technical resources to improve document quality and usability.

7. Maintains the internal documentation library, provide and/or coordinate special documentation services as required, and manage and coordinate special projects and/or vendors. Corrects documentation defects.

8. Follows the documentation project through to completion, including client signoff, production and archival.

Job Specifications
Bachelor’s degree or equivalent and four (4) years of relevant experience.

Technical Writer II
General Summary
Responsible for the researching, outlining and writing of end-user documentation including all user manuals, technical manuals/documents, online Help and infrastructure documentation. Assists in collecting and organizing information required for preparation of user’s manuals, training materials, installation guides, proposals, and other reports and deliverables. May have experience in Information Security.

Principal Duties and Responsibilities
1. Edits functional descriptions, system specifications, user’s manuals, special reports, or any other customer deliverables and documents or information security related documents.

2. Translates technical and/or complicated information into clear, concise documents appropriate for various target audiences.

3. Works with Business Analysts, Application Development, Quality Assurance, and Technical Support groups to produce a wide variety of technical publications such as instructional materials, technical manuals, online Help, and product documentation for use by both IT and business end users.

4. Participates in business requirements, functional design and testing work sessions. Conducts research by interviewing subject matter experts, reviewing existing documentation and by gleaning information from the system or product being documented. Develops an understanding of the requirements for the features being documented, including target audience.

5. May create graphics that aid the target audience in understanding the documented material. Designs and writes documentation on selected media.

6. Ensures all documentation is delivered according to specified guidelines. Proofreads documents for accuracy. Works with technical resources to improve document quality and usability.

7. Maintains the internal documentation library, provide and/or coordinate special documentation services as required, and manage and coordinate special projects and/or vendors. Corrects documentation defects.

8. Follows the documentation project through to completion, including client signoff, production and archival.

Job Specifications
Bachelor’s degree or equivalent and eight (8) years of relevant experience.

Technical Writer III
General Summary
Responsible for the researching, outlining and writing of end-user documentation including all user manuals, technical manuals/documents, online Help and infrastructure documentation. Assists in collecting and organizing information required for preparation of user’s manuals, training materials, installation guides, proposals, and other reports and deliverables. May have experience in Information Security.
**Principal Duties and Responsibilities**

1. Edits functional descriptions, system specifications, user’s manuals, special reports, or any other customer deliverables and documents or information security related documents.

2. Translates technical and/or complicated information into clear, concise documents appropriate for various target audiences.

3. Works with Business Analysts, Application Development, Quality Assurance, and Technical Support groups to produce a wide variety of technical publications such as instructional materials, technical manuals, online Help, and product documentation for use by both IT and business end users.

4. Participates in business requirements, functional design and testing work sessions. Conducts research by interviewing subject matter experts, reviewing existing documentation and by gleaning information from the system or product being documented. Develops an understanding of the requirements for the features being documented, including target audience.

5. May create graphics that aid the target audience in understanding the documented material. Designs and writes documentation on selected media.

6. Ensures all documentation is delivered according to specified guidelines. Proofreads documents for accuracy. Works with technical resources to improve document quality and usability.

7. Maintains the internal documentation library, provide and/or coordinate special documentation services as required, and manage and coordinate special projects and/or vendors. Corrects documentation defects.

8. Follows the documentation project through to completion, including client signoff, production and archival.

**Job Specifications**

Bachelor’s and related experience; Equivalent product certification and five(5) years or more related experience; equivalent product certification and seven years of related experience with no degree

**Technical Writer IV**

**General Summary**

Responsible for the researching, outlining and writing of end-user documentation including all user manuals, technical manuals/documents, online Help and infrastructure documentation. Assists in collecting and organizing information required for preparation of user’s manuals, training materials, installation guides, proposals, and other reports and deliverables. May have experience in Information Security.

**Principal Duties and Responsibilities**

1. Edits functional descriptions, system specifications, user’s manuals, special reports, or any other customer deliverables and documents or information security related documents.

2. Translates technical and/or complicated information into clear, concise documents appropriate for various target audiences.

3. Works with Business Analysts, Application Development, Quality Assurance, and Technical Support groups to produce a wide variety of technical publications such as instructional materials, technical manuals, online Help, and product documentation for use by both IT and business end users.

4. Participates in business requirements, functional design and testing work sessions. Conducts research by interviewing subject matter experts, reviewing existing documentation and by gleaning information from the system or product being documented. Develops an understanding of the requirements for the features being documented, including target audience.

5. May create graphics that aid the target audience in understanding the documented material. Designs and writes documentation on selected media.
6. Ensures all documentation is delivered according to specified guidelines. Proofreads documents for accuracy. Works with technical resources to improve document quality and usability.

7. Maintains the internal documentation library, provide and/or coordinate special documentation services as required, and manage and coordinate special projects and/or vendors. Corrects documentation defects.

8. Follows the documentation project through to completion, including client signoff, production and archival.

**Job Specifications**
Bachelors and five (5) years or more of related experience; Masters and two (2) years or more of related experience; Ten or more years of experience in SME field with no degree

**Technical Writer V**

**General Summary**
Responsible for the researching, outlining and writing of end-user documentation including all user manuals, technical manuals/documents, online Help and infrastructure documentation. Assists in collecting and organizing information required for preparation of user’s manuals, training materials, installation guides, proposals, and other reports and deliverables. May have experience in Information Security.

**Principal Duties and Responsibilities**
1. Edits functional descriptions, system specifications, user’s manuals, special reports, or any other customer deliverables and documents or information security related documents.
2. Translates technical and/or complicated information into clear, concise documents appropriate for various target audiences.
3. Works with Business Analysts, Application Development, Quality Assurance, and Technical Support groups to produce a wide variety of technical publications such as instructional materials, technical manuals, online Help, and product documentation for use by both IT and business end users.
4. Participates in business requirements, functional design and testing work sessions. Conducts research by interviewing subject matter experts, reviewing existing documentation and by gleaning information from the system or product being documented. Develops an understanding of the requirements for the features being documented, including target audience.
5. May create graphics that aid the target audience in understanding the documented material. Designs and writes documentation on selected media.
6. Ensures all documentation is delivered according to specified guidelines. Proofreads documents for accuracy. Works with technical resources to improve document quality and usability.
7. Maintains the internal documentation library, provide and/or coordinate special documentation services as required, and manage and coordinate special projects and/or vendors. Corrects documentation defects.
8. Follows the documentation project through to completion, including client signoff, production and archival.

**Job Specifications**
Bachelors and seven (7) years or more of related experience; Masters or equivalent product certification and five (5) years or more of related experience; equivalent product certification and 7 years experience; 15 or more years of experience and no degree

**Telecom Technician I**

**General Summary**
Performs tasks relating to voice and data telecommunications equipment installation, modifications, troubleshooting, repairs, and maintenance.
**Principal Duties and Responsibilities**
1. Installs, modifies, troubleshoots, repairs and maintains voice and data telecommunication equipment.
2. May maintain liaison with outside vendor and order equipment as needed.

**Job Specifications**
High School Diploma or G.E.D. or other equivalent degree program and two (2) years of technical training and two (2) years of relevant experience with voice and data telecommunications.

**Telecom Technician II**
**General Summary**
Performs tasks relating to voice and data telecommunications equipment installation, modifications, troubleshooting, repairs, and maintenance.

**Principal Duties and Responsibilities**
1. Installs, modifies, troubleshoots, repairs and maintains voice and data telecommunication equipment.
2. May maintain liaison with outside vendor and order equipment as needed.

**Job Specifications**
High School Diploma or G.E.D. or other equivalent degree program and two (2) years of technical training and two (2) years of relevant experience with voice and data telecommunications.

**Telecom Technician III**
**General Summary**
Performs tasks relating to voice and data telecommunications equipment installation, modifications, troubleshooting, repairs, and maintenance.

**Principal Duties and Responsibilities**
1. Installs, modifies, troubleshoots, repairs and maintains voice and data telecommunication equipment.
2. May maintain liaison with outside vendor and order equipment as needed.

**Job Specifications**
Bachelor’s degree and three (3) years of relevant experience with voice and data telecommunications.

**Website Technologist/Site Administrator**
**General Summary**
Responsible for designing web pages (including the internal/external company web page), including graphics, animation and functionality.

**Principal Duties and Responsibilities**
1. Works directly with customers and team members to determine project scope and specifications.
2. Develops web page infrastructure and applications related to pages with more advanced graphics and features. Assures web server and site technology performance.
3. May develop, assess and communicate web site usage and security policies and standards. Provides technical assistance to Web Site Administrators.
4. May assist in the planning or overall company strategy involving internet usage.
5. May make hardware and/or software purchasing recommendations or decisions regarding web development.
6. May perform overall administration of sites at an organization-wide level.
7. Requires knowledge of commercial internet/web tools and protocols.
8. Responsible for the maintenance of internal/external company web pages. May include reformatting of text, assuring hyperlink integrity, file transfer, and translation and posing of new material to the page involving HTML scripting.

9. Complies, analyzes, and reports statistics regarding “hits” to the web site.

10. Assists in maintaining security processes and procedures.

11. May answer questions from site visitors, or re-direct(s) mail to appropriate person(s).

12. May conduct on-line technology research.

13. May also heavily interact with other departments in the maintenance of their web-page material.

Job Specifications
Bachelor’s degree in Information Systems or related field and one (1) year of relevant experience.

Substitution/Equivalency:
The following substitutions, unless otherwise stated, may be made for either education, or experience for all categories above:

- GED or vocational degree = high school diploma.
- Associate’s = two (2) years relevant experience
- Bachelor’s = four (4) years relevant experience.
- Master’s = six (6) years relevant experience.
- Ph.D. = nine (9) years relevant experience.

Example: Master’s = Bachelor’s + (2) years of relevant experience, or six (6) years of relevant experience.

NOTE: Relevant Experience means the type of experience similar to the MAS labor category requirements for the specific labor category contemplated.
### GSA MAS Price List

### SAIC IT Professional Services (SIN 54151S) Price List

<table>
<thead>
<tr>
<th>GSA IT Labor Category</th>
<th>Year 6</th>
<th>Year 7</th>
<th>Year 8</th>
<th>Year 9</th>
<th>Year 10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Executive Support I**</td>
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Health Administrative and EHR Support I

General Summary

Provides general administrative support to relieve department managers or staff of administrative details. Performs routine and non-routine tasks including special projects. May be responsible for inventory control, scheduling and making arrangements for meetings, for researching and securing requested information, and for researching, compiling and proofing of various reports and studies. May take and/or transcribe confidential or technical information, take and distribute meeting minutes, order supplies, distribute mail, answer phones, respond to customer/client/employee inquiries, and other office administrative duties. Interacts with other support staff and departments to gather, supply, or coordinate information.

Principal Duties and Responsibilities

1. Specializes in coordinating and planning office administration and support.
2. Understands and provides documentation planning and support, project administration, general office support, executive secretarial support, human resource planning, event planning and administration, office relocation planning, etc. required in changing office environments.
3. May perform other duties as assigned.

Job Specifications

High School and 2 years experience, or:
Associates + 0 yrs relevant experience
Bachelor’s + 0 yrs relevant experience
Masters + 0 yrs relevant experience
PhD + 0 yrs relevant experience

Health Administrative and EHR Support II

General Summary

Provides general administrative support to relieve department managers or staff of administrative details. Performs routine and non-routine tasks including special projects. May be responsible for inventory control, scheduling and making arrangements for meetings, for researching and securing requested information, and for researching, compiling and proofing of various reports and studies. May take and/or transcribe confidential or technical information, take and distribute meeting minutes, order supplies, distribute mail, answer phones, respond to customer/client/employee inquiries, and other office administrative duties. Interacts with other support staff and departments to gather, supply, or coordinate information.

Principal Duties and Responsibilities
1. Specializes in coordinating and planning office administration and support.

2. Understands and provides documentation planning and support, project administration, general office support, executive secretarial support, human resource planning, event planning and administration, office relocation planning, etc. required in changing office environments.

3. May perform other duties as assigned.

**Job Specifications**

High School and 3 years experience, or:

- Associates + 1 yrs relevant experience
- Bachelor's + 0 yrs relevant experience
- Masters + 0 yrs relevant experience
- PhD + 0 yrs relevant experience

**Health Administrative and EHR Support III**

**General Summary**

Provides general administrative support to relieve department managers or staff of administrative details. Performs routine and non-routine tasks including special projects. May be responsible for inventory control, scheduling and making arrangements for meetings, for researching and securing requested information, and for researching, compiling and proofing of various reports and studies. May take and/or transcribe confidential or technical information, take and distribute meeting minutes, order supplies, distribute mail, answer phones, respond to customer/client/employee inquiries, and other office administrative duties. Interacts with other support staff and departments to gather, supply, or coordinate information.

**Principal Duties and Responsibilities**

1. Specializes in coordinating and planning office administration and support.

2. Understands and provides documentation planning and support, project administration, general office support, executive secretarial support, human resource planning, event planning and administration, office relocation planning, etc. required in changing office environments.

3. May perform other duties as assigned.

**Job Specifications**

Bachelor’s and 2 years experience, or:

- High School + 6 yrs relevant experience
- Associates + 4 yrs relevant experience
- Masters + 0 yrs relevant experience
- PhD + 0 yrs relevant experience
Health Administrative and EHR Support IV

General Summary

Provides general administrative support to relieve department managers or staff of administrative details. Performs routine and non-routine tasks including special projects. May be responsible for inventory control, scheduling and making arrangements for meetings, for researching and securing requested information, and for researching, compiling and proofing of various reports and studies. May take and/or transcribe confidential or technical information, take and distribute meeting minutes, order supplies, distribute mail, answer phones, respond to customer/client/employee inquiries, and other office administrative duties. Interacts with other support staff and departments to gather, supply, or coordinate information.

Principal Duties and Responsibilities

1. Specializes in coordinating and planning office administration and support.
2. Understands and provides documentation planning and support, project administration, general office support, executive secretarial support, human resource planning, event planning and administration, office relocation planning, etc. required in changing office environments.
3. May perform other duties as assigned.

Job Specifications

Bachelor’s and 4 years experience, or:
High School + 8 yrs relevant experience
Associates + 6 yrs relevant experience
Masters + 2 yrs relevant experience
PhD + 0 yrs relevant experience

Health Business Relationship Manager I

General Summary

Responsible for maintaining a positive relationship with customers, identifying customer needs and ensuring that the service provider is able to meet these needs with an appropriate catalogue of services within a Health/Medical Organization. The Business Relationship Manager works closely with the Service Level Manager, act as POC for any customer interaction and liaison between functional program elements and customer to resolve any customer satisfaction issues.

Principal Duties and Responsibilities

1. Maintain Customer Relationships - ensure that the service provider continues to understand the needs of existing customers and establishes relationships with potential new customers. Maintaining the Customer Portfolio.

2. Identify Service Requirements - To understand and document the desired outcome of a service, and to decide if the customer’s need can be fulfilled using an existing service offering or if a new or changed service must be created.
3. Align Customers/Service Providers to Standard Services - To capture customer requirements and support the development of service level targets with customers who request the provision of existing standard services (no modifications to existing Supporting Services are necessary in order to fulfill the customer's needs).

4. Customer Satisfaction Survey - To plan, carry out and evaluate regular customer satisfaction surveys. The principal aim of this process is to learn about areas where customer expectations are not being met before customers are lost to alternative service providers.

5. Handle Customer Complaints - To record customer complaints and compliments, to assess the complaints and to instigate corrective action if required.

6. Monitor Customer Complaints - To continuously monitor the processing status of outstanding customer complaints and to take corrective action if required.

**Job Specifications**

Bachelor’s and 2 years experience, or:
High School + 6 yrs relevant experience
Associates + 4 yrs relevant experience
Masters + 0 yrs relevant experience
PhD + 0 yrs relevant experience

**Health Business Relationship Manager II**

**General Summary**

Responsible for maintaining a positive relationship with customers, identifying customer needs and ensuring that the service provider is able to meet these needs with an appropriate catalogue of services within a Health/Medical Organization. The Business Relationship Manager works closely with the Service Level Manager, act as POC for any customer interaction and liaison between functional program elements and customer to resolve any customer satisfaction issues.

**Principal Duties and Responsibilities**

1. Maintain Customer Relationships - ensure that the service provider continues to understand the needs of existing customers and establishes relationships with potential new customers. Maintaining the Customer Portfolio.

2. Identify Service Requirements - To understand and document the desired outcome of a service, and to decide if the customer's need can be fulfilled using an existing service offering or if a new or changed service must be created.

3. Align Customers/Service Providers to Standard Services - To capture customer requirements and support the development of service level targets with customers who request the provision of existing standard services (no modifications to existing Supporting Services are necessary in order to fulfill the customer's needs).
4. Customer Satisfaction Survey - To plan, carry out and evaluate regular customer satisfaction surveys. The principal aim of this process is to learn about areas where customer expectations are not being met before customers are lost to alternative service providers.

5. Handle Customer Complaints - To record customer complaints and compliments, to assess the complaints and to instigate corrective action if required.

6. Monitor Customer Complaints - To continuously monitor the processing status of outstanding customer complaints and to take corrective action if required.

**Job Specifications**

Bachelor’s and 5 years experience, or:
High School + 9 yrs relevant experience
Associates + 7 yrs relevant experience
Masters + 3 yrs relevant experience
PhD + 1 yrs relevant experience

**Health Business Relationship Manager III**

**General Summary**

Responsible for maintaining a positive relationship with customers, identifying customer needs and ensuring that the service provider is able to meet these needs with an appropriate catalogue of services within a Health/Medical Organization. The Business Relationship Manager works closely with the Service Level Manager, act as POC for any customer interaction and liaison between functional program elements and customer to resolve any customer satisfaction issues.

**Principal Duties and Responsibilities**

1. Maintain Customer Relationships - ensure that the service provider continues to understand the needs of existing customers and establishes relationships with potential new customers. Maintaining the Customer Portfolio.

2. Identify Service Requirements - To understand and document the desired outcome of a service, and to decide if the customer's need can be fulfilled using an existing service offering or if a new or changed service must be created.

3. Align Customers/Service Providers to Standard Services - To capture customer requirements and support the development of service level targets with customers who request the provision of existing standard services (no modifications to existing Supporting Services are necessary in order to fulfill the customer's needs).

4. Customer Satisfaction Survey - To plan, carry out and evaluate regular customer satisfaction surveys. The principal aim of this process is to learn about areas where customer expectations are not being met before customers are lost to alternative service providers.

5. Handle Customer Complaints - To record customer complaints and compliments, to assess the complaints and to instigate corrective action if required.
6. Monitor Customer Complaints - To continuously monitor the processing status of outstanding customer complaints and to take corrective action if required.

*Job Specifications*

Bachelor’s and 7 years experience, or:

High School + 11 yrs relevant experience

Associates + 9 yrs relevant experience

Masters + 5 yrs relevant experience

PhD + 3 yrs relevant experience

*Health Business Relationship Manager IV*

*General Summary*

Responsible for maintaining a positive relationship with customers, identifying customer needs and ensuring that the service provider is able to meet these needs with an appropriate catalogue of services within a Health/Medical Organization. The Business Relationship Manager works closely with the Service Level Manager, act as POC for any customer interaction and liaison between functional program elements and customer to resolve any customer satisfaction issues.

*Principal Duties and Responsibilities*

1. Maintain Customer Relationships - ensure that the service provider continues to understand the needs of existing customers and establishes relationships with potential new customers. Maintaining the Customer Portfolio.

2. Identify Service Requirements - To understand and document the desired outcome of a service, and to decide if the customer's need can be fulfilled using an existing service offering or if a new or changed service must be created.

3. Align Customers/Service Providers to Standard Services - To capture customer requirements and support the development of service level targets with customers who request the provision of existing standard services (no modifications to existing Supporting Services are necessary in order to fulfill the customer's needs).

4. Customer Satisfaction Survey - To plan, carry out and evaluate regular customer satisfaction surveys. The principal aim of this process is to learn about areas where customer expectations are not being met before customers are lost to alternative service providers.

5. Handle Customer Complaints - To record customer complaints and compliments, to assess the complaints and to instigate corrective action if required.

6. Monitor Customer Complaints - To continuously monitor the processing status of outstanding customer complaints and to take corrective action if required.

*Job Specifications*

Bachelor’s and 9 years experience, or:

High School + 13 yrs relevant experience
Health Business Relationship Manager V

General Summary

Responsible for maintaining a positive relationship with customers, identifying customer needs and ensuring that the service provider is able to meet these needs with an appropriate catalogue of services within a Health/Medical Organization. The Business Relationship Manager works closely with the Service Level Manager, act as POC for any customer interaction and liaison between functional program elements and customer to resolve any customer satisfaction issues.

Principal Duties and Responsibilities

1. Maintain Customer Relationships - ensure that the service provider continues to understand the needs of existing customers and establishes relationships with potential new customers. Maintaining the Customer Portfolio.

2. Identify Service Requirements - To understand and document the desired outcome of a service, and to decide if the customer's need can be fulfilled using an existing service offering or if a new or changed service must be created.

3. Align Customers/Service Providers to Standard Services - To capture customer requirements and support the development of service level targets with customers who request the provision of existing standard services (no modifications to existing Supporting Services are necessary in order to fulfill the customer's needs).

4. Customer Satisfaction Survey - To plan, carry out and evaluate regular customer satisfaction surveys. The principal aim of this process is to learn about areas where customer expectations are not being met before customers are lost to alternative service providers.

5. Handle Customer Complaints - To record customer complaints and compliments, to assess the complaints and to instigate corrective action if required.

6. Monitor Customer Complaints - To continuously monitor the processing status of outstanding customer complaints and to take corrective action if required.

Job Specifications

Bachelor’s and 11 years experience, or:

High School + 15 yrs relevant experience

Associates + 13 yrs relevant experience

Masters + 9 yrs relevant experience

PhD + 7 yrs relevant experience
**Health Data Analyst/Scientist I**

**General Summary**

Works with data at all stages of the analysis lifecycle that may range from database design up to knowledge of algorithmic techniques common to health industry and/or bioinformatics (e.g., dynamic programming and graph algorithms), machine learning, and statistical analysis methods (e.g., Bayesian inference, Hidden Markov Models, Principal Component Analysis). Translates mission needs into an end-to-end analytical approach to achieve results. May perform the analytics of data collection and understanding, data cleansing and integration, and data storage and retrieval. May plan databases by reviewing data dissemination plans for new and relevant data. Actively participates in information work streams to develop best practices and support continuous improvement for information sharing.

Skills may include in-depth statistical expertise in experiment, protocol, case report form design, database structure, and analysis plan; collaboration with the groups to complete joint scientific reports and various government overviews; and serving as Computational Biologist.

**Principal Duties and Responsibilities**

1. Develops and implements computer programs and/or datasets that enable efficient access to, use and management of various types of information.
2. Works with structured and unstructured data available in enterprise health and research informatics platforms.
3. May perform analytics to support multiple strategic initiatives, including healthcare-related analytics.
4. Identifies new or emerging trends as observed in the data.
5. Creates databases as well as computational and statistical techniques to solve formal and practical problems arising from the management and analysis of complex data.
6. May develop algorithms and statistical measures to assess relationships among members of large data sets.
7. Depending on experience, may serve as a critical thought leader and subject matter expert for development of data capture, visualizations, and Health IT and/or clinical analytics.

**Job Specifications**

Bachelor’s degree and 0 years’ experience

**Health Data Analyst/Scientist II**

**General Summary**

Works with data at all stages of the analysis lifecycle that may range from database design up to knowledge of algorithmic techniques common to health industry and/or bioinformatics (e.g., dynamic programming and graph algorithms), machine learning, and statistical analysis methods (e.g., Bayesian inference, Hidden Markov Models, Principal Component Analysis). Translates mission needs into an end-to-end analytical approach to achieve results. May perform the analytics of data collection and understanding, data cleansing and integration, and data storage and retrieval. May plan databases by reviewing data dissemination plans for new and relevant data. Actively participates in information work streams to develop best practices and support continuous improvement for information sharing.
Skills may include in-depth statistical expertise in experiment, protocol, case report form design, data base structure, and analysis plan; collaboration with the groups to complete joint scientific reports and various government overviews; and serving as Computational Biologist.

**Principal Duties and Responsibilities**

1. Develops and implements computer programs and/or datasets that enable efficient access to, use and management of various types of information.

2. Works with structured and unstructured data available in enterprise health and research informatics platforms.

3. May perform analytics to support multiple strategic initiatives, including healthcare-related analytics.

4. Identifies new or emerging trends as observed in the data.

5. Creates databases as well as computational and statistical techniques to solve formal and practical problems arising from the management and analysis of complex data.

6. May develop algorithms and statistical measures to assess relationships among members of large data sets.

7. Depending on experience, may serve as a critical thought leader and subject matter expert for development of data capture, visualizations, and Health IT and/or clinical analytics.

**Job Specifications**

Bachelor’s degree and two (2) years of related experience.

**Health Data Analyst/Scientist III**

**General Summary**

Works with data at all stages of the analysis lifecycle that may range from database design up to knowledge of algorithmic techniques common to health industry and/or bioinformatics (e.g., dynamic programming and graph algorithms), machine learning, and statistical analysis methods (e.g., Bayesian inference, Hidden Markov Models, Principal Component Analysis). Translates mission needs into an end-to-end analytical approach to achieve results. May perform the analytics of data collection and understanding, data cleansing and integration, and data storage and retrieval. May plan databases by reviewing data dissemination plans for new and relevant data. Actively participates in information work streams to develop best practices and support continuous improvement for information sharing.

Skills may include in-depth statistical expertise in experiment, protocol, case report form design, data base structure, and analysis plan; collaboration with the groups to complete joint scientific reports and various government overviews; and serving as Computational Biologist.

**Principal Duties and Responsibilities**

1. Develops and implements computer programs and/or datasets that enable efficient access to, use and management of various types of information.

2. Works with structured and unstructured data available in enterprise health and research informatics platforms.
3. May perform analytics to support multiple strategic initiatives, including healthcare-related analytics.

4. Identifies new or emerging trends as observed in the data.

5. Creates databases as well as computational and statistical techniques to solve formal and practical problems arising from the management and analysis of complex data.

6. May develop algorithms and statistical measures to assess relationships among members of large data sets.

7. Depending on experience, may serve as a critical thought leader and subject matter expert for development of data capture, visualizations, and Health IT and/or clinical analytics.

**Job Specifications**

Bachelor’s degree and eight (8) years of related experience.

**Health HW Engineer I**

**General Summary**

Responsible for the necessary engineering activities to meet the clients’ needs. Duties may include design, development, build, document, test, and debug hardware, medical/chemical sensors hardware, or embedded systems.

**Principal Duties and Responsibilities**

1. Devises or modifies procedures to solve complex problems considering hardware to support Health IT capabilities, medical equipment interfaces, limitations, and desired results.

2. Prepares detailed specifications from which hardware is built, upgraded, or enhanced.

3. Performs program enhancements, documentation, system testing, quality assurance review, and working with vendors.

4. Provides system integration for interfaces and hardware to ensure interoperability while maintaining compliance with standards and regulations.

**Job Specifications**

Bachelor’s degree and 0 years’ experience

**Health HW Engineer II**

**General Summary**

Responsible for the necessary engineering activities to meet the clients’ needs. Duties may include design, development, build, document, test, and debug hardware, medical/chemical sensors hardware, or embedded systems.

**Principal Duties and Responsibilities**

1. Devises or modifies procedures to solve complex problems considering hardware to support Health IT capabilities, medical equipment interfaces, limitations, and desired results.

2. Prepares detailed specifications from which hardware is built, upgraded, or enhanced.
3. Performs program enhancements, documentation, system testing, quality assurance review, and working with vendors.

4. Provides system integration for interfaces and hardware to ensure interoperability while maintaining compliance with standards and regulations.

**Job Specifications**

Bachelor’s and two (2) years or more of related experience; Master’s or equivalent (LPN, etc.) and no related experience.

**Health HW Engineer III**

**General Summary**

Responsible for the necessary engineering activities to meet the clients’ needs. Duties may include design, development, build, document, test, and debug hardware, medical/chemical sensors hardware, or embedded systems.

**Principal Duties and Responsibilities**

1. Devises or modifies procedures to solve complex problems considering hardware to support Health IT capabilities, medical equipment interfaces, limitations, and desired results.

2. Prepares detailed specifications from which hardware is built, upgraded, or enhanced.

3. Performs program enhancements, documentation, system testing, quality assurance review, and working with vendors.

4. Provides system integration for interfaces and hardware to ensure interoperability while maintaining compliance with standards and regulations.

**Job Specifications**

Bachelor’s and five (5) years or more of related experience; Master’s or equivalent (LPN, etc.) and three (3) years or more related experience; RN, MD, PhD and 0 years’ experience; seven years of related experience with no degree

**Health HW Engineer IV**

**General Summary**

Responsible for the necessary engineering activities to meet the clients’ needs. Duties may include design, development, build, document, test, and debug hardware, medical/chemical sensors hardware, or embedded systems.

**Principal Duties and Responsibilities**

1. Devises or modifies procedures to solve complex problems considering hardware to support Health IT capabilities, medical equipment interfaces, limitations, and desired results.

2. Prepares detailed specifications from which hardware is built, upgraded, or enhanced.

3. Performs program enhancements, documentation, system testing, quality assurance review, and working with vendors.
4. Provides system integration for interfaces and hardware to ensure interoperability while maintaining compliance with standards and regulations.

**Job Specifications**

Bachelor’s degree and eight (8) years of related experience; Masters or equivalent (LPN, etc.) and six (6) years of related experience; RN, MD, PhD and zero (0) years of related experience; nine (9) years of related experience with no degree.

**Health IT Analyst I**

**General Summary**

Responsible for analyzing medical, clinical, and/or business functions that are suitable for computer applications and for ensuring the information systems are consistent with professional standards. May formulate and define information system scope and objectives through research, analysis, testing, and fact finding with an understanding of the medical systems and industry requirements. May prepare communications and make presentations on recommendations on system enhancements or alternatives. May perform health information analysis tasks such as abstracting data and calculating, interpreting, and presenting dashboards and other data.

Health IT Analyst skills may include collaboration with medical and IT teams on initiatives for health-related technologies, including electronic health records, electronic prescribing, business intelligence, health information exchange/standards, configuration, and other related systems (e.g., patient tools, decision support systems, revenue cycle management). This position may assist in the identification and development of improvements to operational production processes.

**Principal Duties and Responsibilities**

1. Performs and participates in health information analysis tasks such as abstracting data and calculating, interpreting, and presenting dashboarding and other data.

2. Applies concepts of computer-based and other electronic technology related to health care, including techniques for collecting, storing, and retrieving health care data.

3. Gathers, understands, and documents both functional and technical requirements.

**Job Specifications**

Bachelor’s degree and 0 years’ experience

**Health IT Analyst II**

**General Summary**

Responsible for analyzing medical, clinical, and/or business functions that are suitable for computer applications and for ensuring the information systems are consistent with professional standards. May formulate and define information system scope and objectives through research, analysis, testing, and fact finding with an understanding of the medical systems and industry requirements. May prepare communications and make presentations on recommendations on system enhancements or alternatives. May perform health information analysis tasks such as abstracting data and calculating, interpreting, and presenting dashboards and other data.
Health IT Analyst skills may include collaboration with medical and IT teams on initiatives for health-related technologies, including electronic health records, electronic prescribing, business intelligence, health information exchange/standards, configuration, and other related systems (e.g., patient tools, decision support systems, revenue cycle management). This position may assist in the identification and development of improvements to operational production processes.

**Principal Duties and Responsibilities**

1. Performs and participates in health information analysis tasks such as abstracting data and calculating, interpreting, and presenting dashboarding and other data.

2. Applies concepts of computer-based and other electronic technology related to health care, including techniques for collecting, storing, and retrieving health care data.

3. Gathers, understands, and documents both functional and technical requirements.

**Job Specifications**

Bachelor’s and two (2) years or more of related experience; Master’s or equivalent (LPN, etc.) and no related experience.

**Health IT Analyst III**

**General Summary**

Responsible for analyzing medical, clinical, and/or business functions that are suitable for computer applications and for ensuring the information systems are consistent with professional standards. May formulate and define information system scope and objectives through research, analysis, testing, and fact finding with an understanding of the medical systems and industry requirements. May prepare communications and make presentations on recommendations on system enhancements or alternatives. May perform health information analysis tasks such as abstracting data and calculating, interpreting, and presenting dashboards and other data.

Health IT Analyst skills may include collaboration with medical and IT teams on initiatives for health-related technologies, including electronic health records, electronic prescribing, business intelligence, health information exchange/standards, configuration, and other related systems (e.g., patient tools, decision support systems, revenue cycle management). This position may assist in the identification and development of improvements to operational production processes.

**Principal Duties and Responsibilities**

1. Performs and participates in health information analysis tasks such as abstracting data and calculating, interpreting, and presenting dashboarding and other data.

2. Applies concepts of computer-based and other electronic technology related to health care, including techniques for collecting, storing, and retrieving health care data.

3. Gathers, understands, and documents both functional and technical requirements.

**Job Specifications**

Bachelor’s degree and five (5) years of related experience; Masters or equivalent (LPN, etc.) and one (1) years of related experience.
Health IT Analyst IV

General Summary
Responsible for analyzing medical, clinical, and/or business functions that are suitable for computer applications and for ensuring the information systems are consistent with professional standards. May formulate and define information system scope and objectives through research, analysis, testing, and fact finding with an understanding of the medical systems and industry requirements. May prepare communications and make presentations on recommendations on system enhancements or alternatives. May perform health information analysis tasks such as abstracting data and calculating, interpreting, and presenting dashboards and other data.

Health IT Analyst skills may include collaboration with medical and IT teams on initiatives for health-related technologies, including electronic health records, electronic prescribing, business intelligence, health information exchange/standards, configuration, and other related systems (e.g., patient tools, decision support systems, revenue cycle management). This position may assist in the identification and development of improvements to operational production processes.

Principal Duties and Responsibilities
1. Performs and participates in health information analysis tasks such as abstracting data and calculating, interpreting, and presenting dashboarding and other data.
2. Applies concepts of computer-based and other electronic technology related to health care, including techniques for collecting, storing, and retrieving health care data.
3. Gathers, understands, and documents both functional and technical requirements.

Job Specifications
Bachelor’s degree and eight (8) years of related experience; Masters or equivalent (LPN, etc.) and four (4) years of related experience.

Health IT Engineer I

General Summary
Responsible for performing system engineering activities, which may include research, design, development, documentation, and engineering integrated Health IT system solutions and tools.

Work may encompass one or more areas of Health IT engineering, including bioinformatics, computational modeling, biochemical/bio medical engineering, biohazards and protection systems, and other system engineering functions.

Principal Duties and Responsibilities
1. Prepares system development cost estimates, budgets, and schedules.
2. Prepares and presents project proposals to management and user departments.
3. Establishes standards and program documentation requirements. Reviews current status of system and prepares recommendations for systems improvements.
4. Monitors design processes and prepare reports on systems projects.
5. May conduct feasibility studies for new or revisions to existing systems.
6. Selects, develops, and evaluates personnel to ensure the efficient operation of the function.

**Job Specifications**

Bachelor’s degree and 0 years’ experience

**Health IT Engineer II**

**General Summary**

Responsible for performing system engineering activities, which may include research, design, development, documentation, and engineering integrated Health IT system solutions and tools. Work may encompass one or more areas of Health IT engineering, including bioinformatics, computational modeling, biochemical/bio medical engineering, biohazards and protection systems, and other system engineering functions.

**Principal Duties and Responsibilities**

1. Prepares system development cost estimates, budgets, and schedules.
2. Prepares and presents project proposals to management and user departments.
3. Establishes standards and program documentation requirements. Reviews current status of system and prepares recommendations for systems improvements.
4. Monitors design processes and prepare reports on systems projects.
5. May conduct feasibility studies for new or revisions to existing systems.
6. Selects, develops, and evaluates personnel to ensure the efficient operation of the function.

**Job Specifications**

Bachelor’s degree and 2 years’ experience

**Health IT Engineer III**

**General Summary**

Responsible for performing system engineering activities, which may include research, design, development, documentation, and engineering integrated Health IT system solutions and tools. Work may encompass one or more areas of Health IT engineering, including bioinformatics, computational modeling, biochemical/bio medical engineering, biohazards and protection systems, and other system engineering functions.

**Principal Duties and Responsibilities**

1. Prepares system development cost estimates, budgets, and schedules.
2. Prepares and presents project proposals to management and user departments.
3. Establishes standards and program documentation requirements. Reviews current status of system and prepares recommendations for systems improvements.
4. Monitors design processes and prepare reports on systems projects.
5. May conduct feasibility studies for new or revisions to existing systems.
6. Selects, develops, and evaluates personnel to ensure the efficient operation of the function.

**Job Specifications**

Bachelor’s degree and 5 years’ experience

**Health IT Engineer IV**

**General Summary**

Responsible for performing system engineering activities, which may include research, design, development, documentation, and engineering integrated Health IT system solutions and tools. Work may encompass one or more areas of Health IT engineering, including bioinformatics, computational modeling, biochemical/bio medical engineering, biohazards and protection systems, and other system engineering functions.

**Principal Duties and Responsibilities**

1. Prepares system development cost estimates, budgets, and schedules.
2. Prepares and presents project proposals to management and user departments.
3. Establishes standards and program documentation requirements. Reviews current status of system and prepares recommendations for systems improvements.
4. Monitors design processes and prepare reports on systems projects.
5. May conduct feasibility studies for new or revisions to existing systems.
6. Selects, develops, and evaluates personnel to ensure the efficient operation of the function.

**Job Specifications**

Bachelor’s degree and 8 years’ experience

**Health IT Engineer V**

**General Summary**

Responsible for performing system engineering activities, which may include research, design, development, documentation, and engineering integrated Health IT system solutions and tools. Work may encompass one or more areas of Health IT engineering, including bioinformatics, computational modeling, biochemical/bio medical engineering, biohazards and protection systems, and other system engineering functions.

**Principal Duties and Responsibilities**

1. Prepares system development cost estimates, budgets, and schedules.
2. Prepares and presents project proposals to management and user departments.
3. Establishes standards and program documentation requirements. Reviews current status of system and prepares recommendations for systems improvements.
4. Monitors design processes and prepare reports on systems projects.
5. May conduct feasibility studies for new or revisions to existing systems.
6. Selects, develops, and evaluates personnel to ensure the efficient operation of the function.

**Job Specifications**

Bachelor’s degree and 10 years’ experience
High School + 14 yrs relevant experience
Associates + 12 yrs relevant experience
Masters + 8 yrs relevant experience
PhD + 6 yrs relevant experience

**Health IT SME I**

**General Summary**

Responsible for providing unique Health Information Technology (IT) domain expertise and guidance to the delivery team and stakeholders.

Work may encompass one or more specialty areas of Health IT, including providing expert knowledge and insight into the health/medical IT requirements; guiding technical support to field engineers, technicians, and product support personnel relative to the medical arena; assisting in the management of complex health IT systems; integrating medicine and science with communication and information technology; and utilizing other principles in the professional body of knowledge.

**Principal Duties and Responsibilities**

1. Performs duties as assigned.
2. Performs research, design evaluation, technical development, system integration planning, and other tasks in specific technical areas.
3. May be responsible for complex medical/technical/engineering tasks.
4. Often coordinates and guides the activities of technical staff members assigned to specific tasks.
5. May supervise and/or guide a broad team of technical staff members/engineers.

**Job Specifications**

Bachelor’s and five (5) years or more of related experience; Master’s or equivalent (LPN, etc.) and three (3) years or more related experience; RN, MD, PhD and 0 years’ experience; seven years of related experience with no degree

**Health IT SME II**

**General Summary**

Responsible for providing unique Health Information Technology (IT) domain expertise and guidance to the delivery team and stakeholders.
Work may encompass one or more specialty areas of Health IT, including providing expert knowledge and insight into the health/medical IT requirements; guiding technical support to field engineers, technicians, and product support personnel relative to the medical arena; assisting in the management of complex health IT systems; integrating medicine and science with communication and information technology; and utilizing other principles in the professional body of knowledge.

**Principal Duties and Responsibilities**

1. Performs duties as assigned.
2. Performs research, design evaluation, technical development, system integration planning, and other tasks in specific technical areas.
3. May be responsible for complex medical/technical/engineering tasks.
4. Often coordinates and guides the activities of technical staff members assigned to specific tasks.
5. May supervise and/or guide a broad team of technical staff members/engineers.

**Job Specifications**

Bachelor’s and eight (8) years or more of related experience; Master’s or equivalent (LPN, etc.) and six (6) years or more of related experience; RN, MD, or PhD and 3 years’ experience; Ten or more years of experience in SME field with no degree

**Health IT SME III**

**General Summary**

Responsible for providing unique Health Information Technology (IT) domain expertise and guidance to the delivery team and stakeholders.

Work may encompass one or more specialty areas of Health IT, including providing expert knowledge and insight into the health/medical IT requirements; guiding technical support to field engineers, technicians, and product support personnel relative to the medical arena; assisting in the management of complex health IT systems; integrating medicine and science with communication and information technology; and utilizing other principles in the professional body of knowledge.

**Principal Duties and Responsibilities**

1. Performs duties as assigned.
2. Performs research, design evaluation, technical development, system integration planning, and other tasks in specific technical areas.
3. May be responsible for complex medical/technical/engineering tasks.
4. Often coordinates and guides the activities of technical staff members assigned to specific tasks.
5. May supervise and/or guide a broad team of technical staff members/engineers.

**Job Specifications**
Health IT SME IV

General Summary

Responsible for providing unique Health Information Technology (IT) domain expertise and guidance to the delivery team and stakeholders.

Work may encompass one or more specialty areas of Health IT, including providing expert knowledge and insight into the health/medical IT requirements; guiding technical support to field engineers, technicians, and product support personnel relative to the medical arena; assisting in the management of complex health IT systems; integrating medicine and science with communication and information technology; and utilizing other principles in the professional body of knowledge.

Principal Duties and Responsibilities

1. Performs duties as assigned.
2. Performs research, design evaluation, technical development, system integration planning, and other tasks in specific technical areas.
3. May be responsible for complex medical/technical/engineering tasks.
4. Often coordinates and guides the activities of technical staff members assigned to specific tasks.
5. May supervise and/or guide a broad team of technical staff members/engineers.

Job Specifications

Bachelor’s and fifteen (15) years or more of related experience; Master’s or equivalent (LPN, etc.) and Thirteen (13) years or more of related experience; RN, MD or PhD with 10 years of experience; 18 or more years of experience with no degree

Health IT SME V

General Summary

Responsible for providing unique Health Information Technology (IT) domain expertise and guidance to the delivery team and stakeholders.

Work may encompass one or more specialty areas of Health IT, including providing expert knowledge and insight into the health/medical IT requirements; guiding technical support to field engineers, technicians, and product support personnel relative to the medical arena; assisting in the management of complex health IT systems; integrating medicine and science with communication and information technology; and utilizing other principles in the professional body of knowledge.

Principal Duties and Responsibilities

1. Performs duties as assigned.
2. Performs research, design evaluation, technical development, system integration planning, and other tasks in specific technical areas.
3. May be responsible for complex medical/technical/engineering tasks.

4. Often coordinates and guides the activities of technical staff members assigned to specific tasks.

5. May supervise and/or guide a broad team of technical staff members/engineers.

**Job Specifications**

Bachelor’s and seventeen (17) years or more of related experience; Master’s or equivalent (LPN, etc.) and Fifteen (15) years or more of related experience; RN, MD or PHD with 12 years of experience; 20 or more years of experience with no degree

**Health IT Technician I**

**General Summary**

Serve in several roles, depending on the requirements of the medical/healthcare setting. Responsible for performing customer support activities that may involve administration; medical monitoring; logistic support; installation, modification, maintenance, and repair of equipment and systems. Duties may include measurement; equipment application and operation; safety; performance and preventive maintenance; testing; calibration; problem solving and troubleshooting; applying coding classification standards and guidelines to electronic medical record documentation; responding to situations where first-line product support has failed to isolate or fix problems in malfunctioning equipment or software; cataloging data; providing customer assistance in locating specific data and technical/reference support; and appropriately classifying records, documents, and other information media.

Work may encompass one of several areas of Health IT: biomedical equipment, field support, logistics, helpline/call center, and medical administration functions.

**Principal Duties and Responsibilities**

1. Demonstrates knowledge and skills in the use of the electrical and/or computer components of medical equipment systems.

2. May identify, analyze, and integrate technical equipment.

3. May write technical reports; present data and results in oral and graphic formats; report design, reliability, and maintenance problems or bugs to design engineering/software engineering.

4. May provide understanding of application, operation, installation, testing, preventive maintenance, performance assurance, and safety inspections on medical/Health IT devices.

**Job Specifications**

AA/AS and zero (0) years’ experience; Three (3) or more years of experience with no degree

**Health IT Technician II**

**General Summary**

Serve in several roles, depending on the requirements of the medical/healthcare setting. Responsible for performing customer support activities that may involve administration; medical monitoring; logistic support; installation, modification, maintenance, and repair of equipment and systems. Duties may include measurement; equipment application and operation; safety; performance and preventive
maintenance; testing; calibration; problem solving and troubleshooting; applying coding classification standards and guidelines to electronic medical record documentation; responding to situations where first-line product support has failed to isolate or fix problems in malfunctioning equipment or software; cataloging data; providing customer assistance in locating specific data and technical/reference support; and appropriately classifying records, documents, and other information media.

Work may encompass one of several areas of Health IT: biomedical equipment, field support, logistics, helpline/call center, and medical administration functions.

**Principal Duties and Responsibilities**

1. Demonstrates knowledge and skills in the use of the electrical and/or computer components of medical equipment systems.

2. May identify, analyze, and integrate technical equipment.

3. May write technical reports; present data and results in oral and graphic formats; report design, reliability, and maintenance problems or bugs to design engineering/software engineering.

4. May provide understanding of application, operation, installation, testing, preventive maintenance, performance assurance, and safety inspections on medical/Health IT devices.

**Job Specifications**

AA/AS and two (2) years’ experience; Bachelor’s and no experience; Five (5) or more years of experience with no degree

**Health IT Technician III **

**General Summary**

Serve in several roles, depending on the requirements of the medical/healthcare setting. Responsible for performing customer support activities that may involve administration; medical monitoring; logistic support; installation, modification, maintenance, and repair of equipment and systems. Duties may include measurement; equipment application and operation; safety; performance and preventive maintenance; testing; calibration; problem solving and troubleshooting; applying coding classification standards and guidelines to electronic medical record documentation; responding to situations where first-line product support has failed to isolate or fix problems in malfunctioning equipment or software; cataloging data; providing customer assistance in locating specific data and technical/reference support; and appropriately classifying records, documents, and other information media.

Work may encompass one of several areas of Health IT: biomedical equipment, field support, logistics, helpline/call center, and medical administration functions.

**Principal Duties and Responsibilities**

1. Demonstrates knowledge and skills in the use of the electrical and/or computer components of medical equipment systems.

2. May identify, analyze, and integrate technical equipment.

3. May write technical reports; present data and results in oral and graphic formats; report design, reliability, and maintenance problems or bugs to design engineering/software engineering.
4. May provide understanding of application, operation, installation, testing, preventive maintenance, performance assurance, and safety inspections on medical/Health IT devices.

**Job Specifications**

AA/AS and four (4) years’ experience; Bachelor’s and two (2) experience; 5 or more years of experience with no degree

**Health IT Technician IV** **

**General Summary**

Serve in several roles, depending on the requirements of the medical/healthcare setting. Responsible for performing customer support activities that may involve administration; medical monitoring; logistic support; installation, modification, maintenance, and repair of equipment and systems. Duties may include measurement; equipment application and operation; safety; performance and preventive maintenance; testing; calibration; problem solving and troubleshooting; applying coding classification standards and guidelines to electronic medical record documentation; responding to situations where first-line product support has failed to isolate or fix problems in malfunctioning equipment or software; cataloging data; providing customer assistance in locating specific data and technical/reference support; and appropriately classifying records, documents, and other information media.

Work may encompass one of several areas of Health IT: biomedical equipment, field support, logistics, helpline/call center, and medical administration functions.

**Principal Duties and Responsibilities**

1. Demonstrates knowledge and skills in the use of the electrical and/or computer components of medical equipment systems.

2. May identify, analyze, and integrate technical equipment.

3. May write technical reports; present data and results in oral and graphic formats; report design, reliability, and maintenance problems or bugs to design engineering/software engineering.

4. May provide understanding of application, operation, installation, testing, preventive maintenance, performance assurance, and safety inspections on medical/Health IT devices.

**Job Specifications**

AA/AS and six (6) years’ experience; Bachelor’s and Four (4) experience; Master’s or equivalent (LPN, etc.) and One (1) years or more of related experience; 8 or more years of experience with no degree

**Health IT Technician V** **

**General Summary**

Serve in several roles, depending on the requirements of the medical/healthcare setting. Responsible for performing customer support activities that may involve administration; medical monitoring; logistic support; installation, modification, maintenance, and repair of equipment and systems. Duties may include measurement; equipment application and operation; safety; performance and preventive maintenance; testing; calibration; problem solving and troubleshooting; applying coding classification standards and guidelines to electronic medical record documentation; responding to situations where first-line product support has failed to isolate or fix problems in malfunctioning equipment or software;
cataloging data; providing customer assistance in locating specific data and technical/reference support; and appropriately classifying records, documents, and other information media.

Work may encompass one of several areas of Health IT: biomedical equipment, field support, logistics, helpline/call center, and medical administration functions.

**Principal Duties and Responsibilities**

1. Demonstrates knowledge and skills in the use of the electrical and/or computer components of medical equipment systems.

2. May identify, analyze, and integrate technical equipment.

3. May write technical reports; present data and results in oral and graphic formats; report design, reliability, and maintenance problems or bugs to design engineering/software engineering.

4. May provide understanding of application, operation, installation, testing, preventive maintenance, performance assurance, and safety inspections on medical/Health IT devices.

**Job Specifications**

AA/AS and eight (8) years’ experience; Bachelor’s and Six (6) experience; Master’s or equivalent (LPN, etc.) and Three (3) years or more of related experience; 10 or more years of experience with no degree

**Health LAN/Network Specialist I**

**General Summary**

Provides overall network support for a broad range of programs within the Health/Medical IT domain. Supports acquisition, installation, configuration, maintenance and usage of the Local Area Network (LAN) and/or Wide Area Network (WAN) as required within the Health/Medical setting.

**Principal Duties and Responsibilities**

1. Manages daily operations of local and wide area networks within span of control within the Health/Medical domain.

2. May propose solutions to management to ensure all communications requirements based on future needs and current usage.

3. Assists in planning for upgrades and replacements for facilities interconnected on a common network.

4. Acts as initial point of contact for LAN/WAN problems at the site.

5. Provides the focal point for coordination of high tiers of maintenance support

**Job Specifications**

Bachelor’s and 0 years experience, or:

High School + 4 yrs relevant experience

Associates + 2 yrs relevant experience

Masters + 0 yrs relevant experience

PhD + 0 yrs relevant experience
Health LAN/Network Specialist II

General Summary

Provides overall network support for a broad range of programs within the Health/Medical IT domain. Supports acquisition, installation, configuration, maintenance and usage of the Local Area Network (LAN) and/or Wide Area Network (WAN) as required within the Health/Medical setting.

Principal Duties and Responsibilities

1. Manages daily operations of local and wide area networks within span of control within the Health/Medical domain.
2. May propose solutions to management to ensure all communications requirements based on future needs and current usage.
3. Assists in planning for upgrades and replacements for facilities interconnected on a common network.
4. Acts as initial point of contact for LAN/WAN problems at the site.
5. Provides the focal point for coordination of high tiers of maintenance support

Job Specifications

Bachelor’s and 2 years experience, or:
High School + 6 yrs relevant experience
Associates + 4 yrs relevant experience
Masters + 0 yrs relevant experience
PhD + 0 yrs relevant experience

Health LAN/Network Specialist III

General Summary

Provides overall network support for a broad range of programs within the Health/Medical IT domain. Supports acquisition, installation, configuration, maintenance and usage of the Local Area Network (LAN) and/or Wide Area Network (WAN) as required within the Health/Medical setting.

Principal Duties and Responsibilities

1. Manages daily operations of local and wide area networks within span of control within the Health/Medical domain.
2. May propose solutions to management to ensure all communications requirements based on future needs and current usage.
3. Assists in planning for upgrades and replacements for facilities interconnected on a common network.
4. Acts as initial point of contact for LAN/WAN problems at the site.
5. Provides the focal point for coordination of high tiers of maintenance support

Job Specifications
Bachelor’s and 5 years experience, or:
High School + 9 yrs relevant experience
Associates + 7 yrs relevant experience
Masters + 3 yrs relevant experience
PhD + 1 yrs relevant experience

**Health LAN/Network Specialist IV**

**General Summary**

Provides overall network support for a broad range of programs within the Health/Medical IT domain. Supports acquisition, installation, configuration, maintenance and usage of the Local Area Network (LAN) and/or Wide Area Network (WAN) as required within the Health/Medical setting.

**Principal Duties and Responsibilities**

1. Manages daily operations of local and wide area networks within span of control within the Health/Medical domain.
2. May propose solutions to management to ensure all communications requirements based on future needs and current usage.
3. Assists in planning for upgrades and replacements for facilities interconnected on a common network.
4. Acts as initial point of contact for LAN/WAN problems at the site.
5. Provides the focal point for coordination of high tiers of maintenance support

**Job Specifications**

Bachelor’s and 7 years experience, or:
High School + 11 yrs relevant experience
Associates + 9 yrs relevant experience
Masters + 5 yrs relevant experience
PhD + 3 yrs relevant experience

**Health Organizational Change Manager I**

**General Summary**

Develops, implements, and evaluates organizational change management strategies/solutions for the Health/Medical environment and consults with Senior Executives and management across the enterprise.

**Principal Duties and Responsibilities**

1. Develop, implement and maintain an Organizational Change Management (OCM) model and methodology for the Health/Medical IT Enterprise
2. Serve as facilitator and active, visible OCM coach to project and initiative sponsors, Senior Executives, management, and business unit Health/Medical IT stakeholders

3. Significant experience in applying OCM methodologies, processes & tools such as Prosci on large scale Health/Medical IT enterprise-wide transformations, programs, and projects

4. Develop and lead actionable and targeted OCM Health/Medical IT plans – including communications, sponsor roadmap, coaching, training and resistance management plans

5. Manage and direct organizational change management components of Health/Medical IT projects through the planning, analysis, design, implementation and transition phases

6. Builds Health/Medical IT tools and processes that project managers can use to manage communications related to their project in a consistent, effective way

7. Develop and lead Health/Medical IT processes to assess organizational alignment and stakeholder needs/impact of strategic goals, targets and initiatives

8. Evaluate and measures effectiveness of internal communications and training plans

9. Strategize efficiencies for communication deliverables against Health/Medical IT projects transition timelines.

10. Guide the completion of communication deliverables according to OCM strategic plan

11. Create and manage measurement systems using targets and key performance indicators to track adoption, utilization and proficiency of Health/Medical IT individual and organization-wide changes. Identifies resistance and performance gaps to develop, recommend and implement corrective actions

12. Collaborate with Senior Executives and management to develop and implement OCM and communications activities in support of highly visible Health/Medical IT strategic programs, projects and initiatives

13. Work closely with project managers and other team leaders to plan, manage, and communicate a change management program and roadmap for the length of each Health/Medical IT implementation

14. Compile, research, and analyze trends in support of Health/Medical IT projects and initiatives; provide results and recommendations based on analysis

**Job Specifications**

Bachelor’s and 2 years experience, or:
High School + 6 yrs relevant experience
Associates + 4 yrs relevant experience
Masters + 0 yrs relevant experience
PhD + 0 yrs relevant experience

**Health Organizational Change Manager II**

**General Summary**
Develops, implements, and evaluates organizational change management strategies/solutions for the Health/Medical environment and consults with Senior Executives and management across the enterprise.

**Principal Duties and Responsibilities**

1. Develop, implement and maintain an Organizational Change Management (OCM) model and methodology for the Health/Medical IT Enterprise

2. Serve as facilitator and active, visible OCM coach to project and initiative sponsors, Senior Executives, management, and business unit Health/Medical IT stakeholders

3. Significant experience in applying OCM methodologies, processes & tools such as Prosci on large scale Health/Medical IT enterprise-wide transformations, programs, and projects

4. Develop and lead actionable and targeted OCM Health/Medical IT plans – including communications, sponsor roadmap, coaching, training and resistance management plans

5. Manage and direct organizational change management components of Health/Medical IT projects through the planning, analysis, design, implementation and transition phases

6. Builds Health/Medical IT tools and processes that project managers can use to manage communications related to their project in a consistent, effective way

7. Develop and lead Health/Medical IT processes to assess organizational alignment and stakeholder needs/impact of strategic goals, targets and initiatives

8. Evaluate and measures effectiveness of internal communications and training plans

9. Strategize efficiencies for communication deliverables against Health/Medical IT projects transition timelines.

10. Guide the completion of communication deliverables according to OCM strategic plan

11. Create and manage measurement systems using targets and key performance indicators to track adoption, utilization and proficiency of Health/Medical IT individual and organization-wide changes. Identifies resistance and performance gaps to develop, recommend and implement corrective actions

12. Collaborate with Senior Executives and management to develop and implement OCM and communications activities in support of highly visible Health/Medical IT strategic programs, projects and initiatives

13. Work closely with project managers and other team leaders to plan, manage, and communicate a change management program and roadmap for the length of each Health/Medical IT implementation

14. Compile, research, and analyze trends in support of Health/Medical IT projects and initiatives; provide results and recommendations based on analysis

**Job Specifications**

Bachelor’s and 5 years experience, or:

High School + 9 yrs relevant experience

Associates + 7 yrs relevant experience
Masters + 3 yrs relevant experience
PhD + 1 yrs relevant experience

**Health Organizational Change Manager III**

**General Summary**

Develops, implements, and evaluates organizational change management strategies/solutions for the Health/Medical environment and consults with Senior Executives and management across the enterprise.

**Principal Duties and Responsibilities**

1. Develop, implement and maintain an Organizational Change Management (OCM) model and methodology for the Health/Medical IT Enterprise

2. Serve as facilitator and active, visible OCM coach to project and initiative sponsors, Senior Executives, management, and business unit Health/Medical IT stakeholders

3. Significant experience in applying OCM methodologies, processes & tools such as Prosci on large scale Health/Medical IT enterprise-wide transformations, programs, and projects

4. Develop and lead actionable and targeted OCM Health/Medical IT plans – including communications, sponsor roadmap, coaching, training and resistance management plans

5. Manage and direct organizational change management components of Health/Medical IT projects through the planning, analysis, design, implementation and transition phases

6. Builds Health/Medical IT tools and processes that project managers can use to manage communications related to their project in a consistent, effective way

7. Develop and lead Health/Medical IT processes to assess organizational alignment and stakeholder needs/impact of strategic goals, targets and initiatives

8. Evaluate and measures effectiveness of internal communications and training plans

9. Strategize efficiencies for communication deliverables against Health/Medical IT projects transition timelines.

10. Guide the completion of communication deliverables according to OCM strategic plan

11. Create and manage measurement systems using targets and key performance indicators to track adoption, utilization and proficiency of Health/Medical IT individual and organization-wide changes. Identifies resistance and performance gaps to develop, recommend and implement corrective actions

12. Collaborate with Senior Executives and management to develop and implement OCM and communications activities in support of highly visible Health/Medical IT strategic programs, projects and initiatives

13. Work closely with project managers and other team leaders to plan, manage, and communicate a change management program and roadmap for the length of each Health/Medical IT implementation

14. Compile, research, and analyze trends in support of Health/Medical IT projects and initiatives; provide results and recommendations based on analysis
Job Specifications

Bachelor’s and 7 years experience, or:
High School + 11 yrs relevant experience
Associates + 9 yrs relevant experience
Masters + 5 yrs relevant experience
PhD + 3 yrs relevant experience

Health Organizational Change Manager IV

General Summary

Develops, implements, and evaluates organizational change management strategies/solutions for the Health/Medical environment and consults with Senior Executives and management across the enterprise.

Principal Duties and Responsibilities

1. Develop, implement and maintain an Organizational Change Management (OCM) model and methodology for the Health/Medical IT Enterprise

2. Serve as facilitator and active, visible OCM coach to project and initiative sponsors, Senior Executives, management, and business unit Health/Medical IT stakeholders

3. Significant experience in applying OCM methodologies, processes & tools such as Prosci on large scale Health/Medical IT enterprise-wide transformations, programs, and projects

4. Develop and lead actionable and targeted OCM Health/Medical IT plans – including communications, sponsor roadmap, coaching, training and resistance management plans

5. Manage and direct organizational change management components of Health/Medical IT projects through the planning, analysis, design, implementation and transition phases

6. Builds Health/Medical IT tools and processes that project managers can use to manage communications related to their project in a consistent, effective way

7. Develop and lead Health/Medical IT processes to assess organizational alignment and stakeholder needs/impact of strategic goals, targets and initiatives

8. Evaluate and measures effectiveness of internal communications and training plans

9. Strategize efficiencies for communication deliverables against Health/Medical IT projects transition timelines.

10. Guide the completion of communication deliverables according to OCM strategic plan

11. Create and manage measurement systems using targets and key performance indicators to track adoption, utilization and proficiency of Health/Medical IT individual and organization-wide changes. Identifies resistance and performance gaps to develop, recommend and implement corrective actions

12. Collaborate with Senior Executives and management to develop and implement OCM and communications activities in support of highly visible Health/Medical IT strategic programs, projects and initiatives
13. Work closely with project managers and other team leaders to plan, manage, and communicate a change management program and roadmap for the length of each Health/Medical IT implementation.

14. Compile, research, and analyze trends in support of Health/Medical IT projects and initiatives; provide results and recommendations based on analysis.

**Job Specifications**

Bachelor’s and 9 years experience, or:

- High School + 13 yrs relevant experience
- Associates + 11 yrs relevant experience
- Masters + 7 yrs relevant experience
- PhD + 5 yrs relevant experience

**Health Organizational Change Manager V**

**General Summary**

Develops, implements, and evaluates organizational change management strategies/solutions for the Health/Medical environment and consults with Senior Executives and management across the enterprise.

**Principal Duties and Responsibilities**

1. Develop, implement and maintain an Organizational Change Management (OCM) model and methodology for the Health/Medical IT Enterprise

2. Serve as facilitator and active, visible OCM coach to project and initiative sponsors, Senior Executives, management, and business unit Health/Medical IT stakeholders

3. Significant experience in applying OCM methodologies, processes & tools such as Prosci on large scale Health/Medical IT enterprise-wide transformations, programs, and projects

4. Develop and lead actionable and targeted OCM Health/Medical IT plans – including communications, sponsor roadmap, coaching, training and resistance management plans

5. Manage and direct organizational change management components of Health/Medical IT projects through the planning, analysis, design, implementation and transition phases

6. Builds Health/Medical IT tools and processes that project managers can use to manage communications related to their project in a consistent, effective way

7. Develop and lead Health/Medical IT processes to assess organizational alignment and stakeholder needs/impact of strategic goals, targets and initiatives

8. Evaluate and measures effectiveness of internal communications and training plans

9. Strategize efficiencies for communication deliverables against Health/Medical IT projects transition timelines.

10. Guide the completion of communication deliverables according to OCM strategic plan
11. Create and manage measurement systems using targets and key performance indicators to track adoption, utilization and proficiency of Health/Medical IT individual and organization-wide changes. Identifies resistance and performance gaps to develop, recommend and implement corrective actions.

12. Collaborate with Senior Executives and management to develop and implement OCM and communications activities in support of highly visible Health/Medical IT strategic programs, projects and initiatives.

13. Work closely with project managers and other team leaders to plan, manage, and communicate a change management program and roadmap for the length of each Health/Medical IT implementation.

14. Compile, research, and analyze trends in support of Health/Medical IT projects and initiatives; provide results and recommendations based on analysis.

**Job Specifications**

Bachelor’s and 11 years experience, or:

High School + 15 yrs relevant experience

Associates + 13 yrs relevant experience

Masters + 9 yrs relevant experience

PhD + 7 yrs relevant experience

**Health Program Manager II**

**General Summary**

Responsible for the overall management and direction of Health/Medical IT client contracts/programs, project definition and systems analysis, creation of innovative IT strategies, and integration of technical solutions. Oversees project estimation, financial analysis, and resource planning efforts. Resolves project/program issues, such as technical compatibility, client expectations, and client/vendor communication. Manages resources, leads projects and teams and assists clients in achieving desired program results.

**Principal Duties and Responsibilities**

1. Manages, plans, and coordinates program activities and is key point of contact with clients executives.

2. Integrates all functions and activities necessary to perform the project/program to meet the client or customer requirements.

3. Plans and implements actions by the program/project team to define and implement technical baseline and meet quality requirements for project/program products and services.

4. Directs project team personnel, manage cost and schedule, ensure contract compliance, and serve as principal customer interface.

5. Assumes responsibility for program delivery and oversight of key technical enablers on projects and identification of needs for new tools.

6. Maintains responsibility for managing technical solutions, delegating appropriate resources, and helping to ensure quality assurance principles are met across projects and deliverables.
Health Program Manager III

General Summary

Responsible for the overall management and direction of Health/Medical IT client contracts/programs, project definition and systems analysis, creation of innovative IT strategies, and integration of technical solutions. Oversees project estimation, financial analysis, and resource planning efforts. Resolves project/program issues, such as technical compatibility, client expectations, and client/vendor communication. Manages resources, leads projects and teams and assists clients in achieving desired program results.

Principal Duties and Responsibilities

1. Manages, plans, and coordinates program activities and is key point of contact with clients executives
2. Integrates all functions and activities necessary to perform the project/program to meet the client or customer requirements.
3. Plans and implements actions by the program/project team to define and implement technical baseline and meet quality requirements for project/program products and services.
4. Directs project team personnel, manage cost and schedule, ensure contract compliance, and serve as principal customer interface.
5. Assumes responsibility for program delivery and oversight of key technical enablers on projects and identification of needs for new tools.
6. Maintains responsibility for managing technical solutions, delegating appropriate resources, and helping to ensure quality assurance principles are met across projects and deliverables

Job Specifications

Bachelor’s and 6 years experience, or:
High School + 10 yrs relevant experience
Associates + 8 yrs relevant experience
Masters + 4 yrs relevant experience
PhD + 2 yrs relevant experience

Health Program Manager IV

General Summary
Responsible for the overall management and direction of Health/Medical IT client contracts/programs, project definition and systems analysis, creation of innovative IT strategies, and integration of technical solutions. Oversees project estimation, financial analysis, and resource planning efforts. Resolves project/program issues, such as technical compatibility, client expectations, and client/vendor communication. Manages resources, leads projects and teams and assists clients in achieving desired program results.

Principal Duties and Responsibilities

1. Manages, plans, and coordinates program activities and is key point of contact with clients executives
2. Integrates all functions and activities necessary to perform the project/program to meet the client or customer requirements.
3. Plans and implements actions by the program/project team to define and implement technical baseline and meet quality requirements for project/program products and services.
4. Directs project team personnel, manage cost and schedule, ensure contract compliance, and serve as principal customer interface.
5. Assumes responsibility for program delivery and oversight of key technical enablers on projects and identification of needs for new tools.
6. Maintains responsibility for managing technical solutions, delegating appropriate resources, and helping to ensure quality assurance principles are met across projects and deliverables

Job Specifications

Bachelor’s and 8 years experience, or:
High School + 12 yrs relevant experience
Associates + 10 yrs relevant experience
Masters + 6 yrs relevant experience
PhD + 4 yrs relevant experience

Health Program Director

General Summary

Leads the delivery of health related IT services and solutions into new and existing clients. Functions as a health industry expert to evaluate the client’s business strategy, objectives and requirements. Using advanced methodologies, translates the client’s long-range business plan into a services strategy. Interfaces with the client’s most senior executive team, up to the CXO level, to successfully deliver health IT solutions.

Principal Duties and Responsibilities

1. Serves as the client's engagement manager for specific project areas related to Health IT experience and assumes responsibility for client communications related to technical concerns.
2. Is the contractor's liaison and point of contact with the Contracting Officer’s Technical and delegated government representatives.
3. Maintains responsibility for formulating work standards, creating strategic project objectives, and managing client issues and feedback.

4. Assumes accountability for supervising designated resources and enforcing quality control practices for each project. Maintains responsibility for project reviews and overall contract progress and performance.

**Job Specifications**

Bachelor’s and 12 years experience, or:

High School + 16 yrs relevant experience

Associates + 14 yrs relevant experience

Masters + 10 yrs relevant experience

PhD + 8 yrs relevant experience

**Health Program Manager I**

**General Summary**

Responsible for the overall management and direction of Health/Medical IT client contracts/programs, project definition and systems analysis, creation of innovative IT strategies, and integration of technical solutions. Oversees project estimation, financial analysis, and resource planning efforts. Resolves project/program issues, such as technical compatibility, client expectations, and client/vendor communication. Manages resources, leads projects and teams and assists clients in achieving desired program results.

**Principal Duties and Responsibilities**

1. Manages, plans, and coordinates program activities and is key point of contact with clients executives

2. Integrates all functions and activities necessary to perform the project/program to meet the client or customer requirements.

3. Plans and implements actions by the program/project team to define and implement technical baseline and meet quality requirements for project/program products and services.

4. Directs project team personnel, manage cost and schedule, ensure contract compliance, and serve as principal customer interface.

5. Assumes responsibility for program delivery and oversight of key technical enablers on projects and identification of needs for new tools.

6. Maintains responsibility for managing technical solutions, delegating appropriate resources, and helping to ensure quality assurance principles are met across projects and deliverables

**Job Specifications**

Bachelor’s and 2 years experience, or:

High School + 6 yrs relevant experience

Associates + 4 yrs relevant experience
Masters + 0 yrs relevant experience
PhD + 0 yrs relevant experience

**Health Project Controller I**

**General Summary**

Responsible for day-to-day financial analysis of Health/Medical IT operations.

**Principal Duties and Responsibilities**

1. Facilitates the completion of financial Delivery Order support.
2. Performs Health/Medical IT project budgeting and tracking, MIS review, planned vs. actual analysis; conducts earned value analysis, and business planning.

**Job Specifications**

Associate’s and 2 years experience, or:
High School + 4 yrs relevant experience
Bachelors + 0 yrs relevant experience
Masters + 0 yrs relevant experience
PhD + 0 yrs relevant experience

**Health Project Controller II**

**General Summary**

Responsible for day-to-day financial analysis of Health/Medical IT operations.

**Principal Duties and Responsibilities**

1. Facilitates the completion of financial Delivery Order support.
2. Performs Health/Medical IT project budgeting and tracking, MIS review, planned vs. actual analysis; conducts earned value analysis, and business planning.

**Job Specifications**

Associate’s and 4 years experience, or:
High School + 6 yrs relevant experience
Bachelors + 2 yrs relevant experience
Masters + 0 yrs relevant experience
PhD + 0 yrs relevant experience

**Health Project Controller III**

**General Summary**

Responsible for day-to-day financial analysis of Health/Medical IT operations.
Principal Duties and Responsibilities

1. Facilitates the completion of financial Delivery Order support.

2. Performs Health/Medical IT project budgeting and tracking, MIS review, planned vs. actual analysis; conducts earned value analysis, and business planning.

Job Specifications

Associate’s and 6 years experience, or:
High School + 8 yrs relevant experience
Bachelors + 4 yrs relevant experience
Masters + 2 yrs relevant experience
PhD + 0 yrs relevant experience

Health Project Controller IV

General Summary

Responsible for day-to-day financial analysis of Health/Medical IT operations.

Principal Duties and Responsibilities

1. Facilitates the completion of financial Delivery Order support.

2. Performs Health/Medical IT project budgeting and tracking, MIS review, planned vs. actual analysis; conducts earned value analysis, and business planning.

Job Specifications

Associate’s and 8 years experience, or:
High School + 10 yrs relevant experience
Bachelors + 6 yrs relevant experience
Masters + 4 yrs relevant experience
PhD + 2 yrs relevant experience

Health Project Manager I

General Summary

Manages the implementation of specific government or commercial Health/Medical IT contracts. Provides direction on client engagements including development of engagement work plans, deployment of program criterion, and related activities. Devises or modifies procedures to solve complex problems, provides guidance and experience on technical solution implementation, engages resources and/or serves as a team leader, and performs analyses of client issues. May implement business process reengineering, develop financial models, orchestrate change management principles, and conduct/analyze performance measurements.

Principal Duties and Responsibilities
1. Plans, coordinates, and manages the actions taken by a Health/Medical IT organization to acquire and execute a specific piece of business, either competitively or non-competitively.

2. Integrates all functions and activities necessary to perform the Health/Medical IT project/program to meet the client or customer requirements.

3. Plans and implements actions by the Health/Medical IT program/project team to define and implement technical baseline and meet quality requirements for project/program products and services.

4. Directs Health/Medical IT project team personnel, manage cost and schedule, ensure contract compliance, and serve as principal customer interface.

**Job Specifications**

Bachelor's and 2 years experience, or:

High School + 6 yrs relevant experience

Associates + 4 yrs relevant experience

Masters + 0 yrs relevant experience

PhD + 0 yrs relevant experience

**Health Project Manager II**

**General Summary**

Manages the implementation of specific government or commercial Health/Medical IT contracts. Provides direction on client engagements including development of engagement work plans, deployment of program criterion, and related activities. Devises or modifies procedures to solve complex problems, provides guidance and experience on technical solution implementation, engages resources and/or serves as a team leader, and performs analyses of client issues. May implement business process reengineering, develop financial models, orchestrate change management principles, and conduct/analyze performance measurements.

**Principal Duties and Responsibilities**

1. Plans, coordinates, and manages the actions taken by a Health/Medical IT organization to acquire and execute a specific piece of business, either competitively or non-competitively.

2. Integrates all functions and activities necessary to perform the Health/Medical IT project/program to meet the client or customer requirements.

3. Plans and implements actions by the Health/Medical IT program/project team to define and implement technical baseline and meet quality requirements for project/program products and services.

4. Directs Health/Medical IT project team personnel, manage cost and schedule, ensure contract compliance, and serve as principal customer interface.

**Job Specifications**

Bachelor's and 4 years experience, or:

High School + 8 yrs relevant experience
Health Project Manager III

General Summary

Manages the implementation of specific government or commercial Health/Medical IT contracts.
Provides direction on client engagements including development of engagement work plans, deployment of program criterion, and related activities. Devises or modifies procedures to solve complex problems, provides guidance and experience on technical solution implementation, engages resources and/or serves as a team leader, and performs analyses of client issues. May implement business process reengineering, develop financial models, orchestrate change management principles, and conduct/analyze performance measurements.

Principal Duties and Responsibilities

1. Plans, coordinates, and manages the actions taken by a Health/Medical IT organization to acquire and execute a specific piece of business, either competitively or non-competitively.

2. Integrates all functions and activities necessary to perform the Health/Medical IT project/program to meet the client or customer requirements.

3. Plans and implements actions by the Health/Medical IT program/project team to define and implement technical baseline and meet quality requirements for project/program products and services.

4. Directs Health/Medical IT project team personnel, manage cost and schedule, ensure contract compliance, and serve as principal customer interface.

Job Specifications

Bachelor’s and 6 years experience, or:
High School + 10 yrs relevant experience
Associates + 8 yrs relevant experience
Masters + 4 yrs relevant experience
PhD + 2 yrs relevant experience

Health Project Manager IV

General Summary

Manages the implementation of specific government or commercial Health/Medical IT contracts.
Provides direction on client engagements including development of engagement work plans, deployment of program criterion, and related activities. Devises or modifies procedures to solve complex problems, provides guidance and experience on technical solution implementation, engages resources and/or serves as a team leader, and performs analyses of client issues. May implement business process reengineering, develop financial models, orchestrate change management principles, and conduct/analyze performance measurements.
**Principal Duties and Responsibilities**

1. Plans, coordinates, and manages the actions taken by a Health/Medical IT organization to acquire and execute a specific piece of business, either competitively or non-competitively.

2. Integrates all functions and activities necessary to perform the Health/Medical IT project/program to meet the client or customer requirements.

3. Plans and implements actions by the Health/Medical IT program/project team to define and implement technical baseline and meet quality requirements for project/program products and services.

4. Directs Health/Medical IT project team personnel, manage cost and schedule, ensure contract compliance, and serve as principal customer interface.

**Job Specifications**

Bachelor’s and 10 years experience, or:

High School + 14 yrs relevant experience

Associates + 12 yrs relevant experience

Masters + 8 yrs relevant experience

PhD + 6 yrs relevant experience

**Health Project Manager V**

**General Summary**

Manages the implementation of specific government or commercial Health/Medical IT contracts. Provides direction on client engagements including development of engagement work plans, deployment of program criterion, and related activities. Devises or modifies procedures to solve complex problems, provides guidance and experience on technical solution implementation, engages resources and/or serves as a team leader, and performs analyses of client issues. May implement business process reengineering, develop financial models, orchestrate change management principles, and conduct/analyze performance measurements.

**Principal Duties and Responsibilities**

1. Plans, coordinates, and manages the actions taken by a Health/Medical IT organization to acquire and execute a specific piece of business, either competitively or non-competitively.

2. Integrates all functions and activities necessary to perform the Health/Medical IT project/program to meet the client or customer requirements.

3. Plans and implements actions by the Health/Medical IT program/project team to define and implement technical baseline and meet quality requirements for project/program products and services.

4. Directs Health/Medical IT project team personnel, manage cost and schedule, ensure contract compliance, and serve as principal customer interface.

**Job Specifications**

Bachelor’s and 12 years experience, or:
High School + 16 yrs relevant experience
Associates + 14 yrs relevant experience
Masters + 10 yrs relevant experience
PhD + 8 yrs relevant experience

Health Quality Assurance Engineer I

General Summary

The QA Engineer carries out procedures to ensure that all information systems products and services meet organization standards and end-user requirements expected within the Health/Medical industry. Performs and leads tests of systems to ensure proper operation and freedom from defects. May create test data for applications/systems. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements

Principal Duties and Responsibilities

1. Help establish QA Processes and setup Testing Environment within all process frameworks (agile, waterfall, etc.) expected within the Health/Medical industry.
2. Create end-to-end test plans to ensure system functionality works as expected (both positive and negative testing of system related functionality).
3. Communicate effectively with business analysts regarding requirements clarification or issues presented in testing.
4. Identify solutions to technical issues and creatively design test cases to ensure all desired functionality has been developed per specifications.
5. Thoroughly document testing efforts in a clear concise manner.
6. Identifies risk, analyzes them, elevates to the correct level of management, suggests corrective actions, and verifies closure of open issues.
7. Analyzes any product non-conformities in order to solve issues and address customer concerns.
8. Coordinates the disposition and hold of all suspect product.
9. Updates Control Plans and ensures that quality planning documentation.
10. Initiates inspections and reviews and dispositions suspect product and determines further actions.
11. Implements statistical controls in processes as applicable.
12. Determines root cause for products, processes and materials that do not meet standards and enhances Problem Resolution.
13. Provides feedback/recommendations to leadership as appropriate.
14. Develops, modifies, applies and maintains quality standards and protocol for processing materials into partially finished or finished materials/product.

15. Devises and implements methods and procedures for inspecting, testing and evaluating the precision and accuracy of products and production equipment specific to the Health/Medical industry.

16. Conducts quality assurance tests; and performs statistical analysis to assess the cost of and determine the responsibility for Health/Medical products or materials that do not meet required standards and specifications.

17. Ensures that corrective measures meet acceptable reliability standards and that documentation is compliant with requirements.

**Job Specifications**

Bachelor’s and 0 years experience, or:

High School + 4 yrs relevant experience

Associates + 2 yrs relevant experience

Masters + 0 yrs relevant experience

PhD + 0 yrs relevant experience

**Health Quality Assurance Engineer II**

**General Summary**

The QA Engineer carries out procedures to ensure that all information systems products and services meet organization standards and end-user requirements expected within the Health/Medical industry. Performs and leads tests of systems to ensure proper operation and freedom from defects. May create test data for applications/systems. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements.

**Principal Duties and Responsibilities**

1. Help establish QA Processes and setup Testing Environment within all process frameworks (agile, waterfall, etc.) expected within the Health/Medical industry.

2. Create end-to-end test plans to ensure system functionality works as expected (both positive and negative testing of system related functionality).

3. Communicate effectively with business analysts regarding requirements clarification or issues presented in testing.

4. Identify solutions to technical issues and creatively design test cases to ensure all desired functionality has been developed per specifications.

5. Thoroughly document testing efforts in a clear concise manner.
6. Identifies risk, analyzes them, elevates to the correct level of management, suggests corrective actions, and verifies closure of open issues.

7. Analyzes any product non-conformities in order to solve issues and address customer concerns.

8. Coordinates the disposition and hold of all suspect product.

9. Updates Control Plans and ensures that quality planning documentation.

10. Initiates inspections and reviews and dispositions suspect product and determines further actions.

11. Implements statistical controls in processes as applicable.

12. Determines root cause for products, processes and materials that do not meet standards and enhances Problem Resolution.

13. Provides feedback/recommendations to leadership as appropriate.

14. Develops, modifies, applies and maintains quality standards and protocol for processing materials into partially finished or finished materials/product.

15. Devises and implements methods and procedures for inspecting, testing and evaluating the precision and accuracy of products and production equipment specific to the Health/Medical industry.

16. Conducts quality assurance tests; and performs statistical analysis to assess the cost of and determine the responsibility for Health/Medical products or materials that do not meet required standards and specifications.

17. Ensures that corrective measures meet acceptable reliability standards and that documentation is compliant with requirements.

**Job Specifications**

Bachelor’s and 2 years experience, or:

High School + 6 yrs relevant experience

Associates + 4 yrs relevant experience

Masters + 0 yrs relevant experience

PhD + 0 yrs relevant experience

**Health Quality Assurance Engineer III**

**General Summary**

The QA Engineer carries out procedures to ensure that all information systems products and services meet organization standards and end-user requirements expected within the Health/Medical industry. Performs and leads tests of systems to ensure proper operation and freedom from defects. May create test data for applications/systems. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements.
**Principal Duties and Responsibilities**

1. Help establish QA Processes and setup Testing Environment within all process frameworks (agile, waterfall, etc.) expected within the Health/Medical industry.

2. Create end-to-end test plans to ensure system functionality works as expected (both positive and negative testing of system related functionality).

3. Communicate effectively with business analysts regarding requirements clarification or issues presented in testing.

4. Identify solutions to technical issues and creatively design test cases to ensure all desired functionality has been developed per specifications.

5. Thoroughly document testing efforts in a clear concise manner.

6. Identifies risk, analyzes them, elevates to the correct level of management, suggests corrective actions, and verifies closure of open issues.

7. Analyzes any product non-conformities in order to solve issues and address customer concerns.

8. Coordinates the disposition and hold of all suspect product.

9. Updates Control Plans and ensures that quality planning documentation.

10. Initiates inspections and reviews and dispositions suspect product and determines further actions.

11. Implements statistical controls in processes as applicable.

12. Determines root cause for products, processes and materials that do not meet standards and enhances Problem Resolution.

13. Provides feedback/recommendations to leadership as appropriate.

14. Develops, modifies, applies and maintains quality standards and protocol for processing materials into partially finished or finished materials/product.

15. Devises and implements methods and procedures for inspecting, testing and evaluating the precision and accuracy of products and production equipment specific to the Health/Medical industry.

16. Conducts quality assurance tests; and performs statistical analysis to assess the cost of and determine the responsibility for Health/Medical products or materials that do not meet required standards and specifications

17. Ensures that corrective measures meet acceptable reliability standards and that documentation is compliant with requirements.

**Job Specifications**

Bachelor’s and 5 years experience, or:

High School + 9 yrs relevant experience

Associates + 7 yrs relevant experience

Masters + 3 yrs relevant experience
PhD + 1 yrs relevant experience

**Health Quality Assurance Engineer IV**

**General Summary**

The QA Engineer carries out procedures to ensure that all information systems products and services meet organization standards and end-user requirements expected within the Health/Medical industry. Performs and leads tests of systems to ensure proper operation and freedom from defects. May create test data for applications/systems. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements

**Principal Duties and Responsibilities**

1. Help establish QA Processes and setup Testing Environment within all process frameworks (agile, waterfall, etc.) expected within the Health/Medical industry.

2. Create end-to-end test plans to ensure system functionality works as expected (both positive and negative testing of system related functionality).

3. Communicate effectively with business analysts regarding requirements clarification or issues presented in testing.

4. Identify solutions to technical issues and creatively design test cases to ensure all desired functionality has been developed per specifications.

5. Thoroughly document testing efforts in a clear concise manner.

6. Identifies risk, analyzes them, elevates to the correct level of management, suggests corrective actions, and verifies closure of open issues.

7. Analyzes any product non-conformities in order to solve issues and address customer concerns.

8. Coordinates the disposition and hold of all suspect product.

9. Updates Control Plans and ensures that quality planning documentation.

10. Initiates inspections and reviews and dispositions suspect product and determines further actions.

11. Implements statistical controls in processes as applicable.

12. Determines root cause for products, processes and materials that do not meet standards and enhances Problem Resolution.

13. Provides feedback/recommendations to leadership as appropriate.

14. Develops, modifies, applies and maintains quality standards and protocol for processing materials into partially finished or finished materials/product.

15. Devises and implements methods and procedures for inspecting, testing and evaluating the precision and accuracy of products and production equipment specific to the Health/Medical industry.
16. Conducts quality assurance tests; and performs statistical analysis to assess the cost of and determine the responsibility for Health/Medical products or materials that do not meet required standards and specifications.

17. Ensures that corrective measures meet acceptable reliability standards and that documentation is compliant with requirements.

**Job Specifications**

Bachelor’s and 8 years experience, or:

High School + 12 yrs relevant experience

Associates + 10 yrs relevant experience

Masters + 6 yrs relevant experience

PhD + 4 yrs relevant experience

**Health Security Engineer I**

**General Summary**

Responsible for performing security engineering (physical or logical) consistent with security policies. Skills may include privacy/HIPAA/ security knowledge; knowledge of enterprise IT and security solutions to design, develop, and/or implement solutions to ensure they are consistent with security policies; support for the full spectrum security operations; designing, testing, and implementation for secure systems; network and/or security monitoring, tuning, and management of IT security systems and applications; incident response; digital forensics; loss prevention; and eDiscovery actions.

**Principal Duties and Responsibilities**

1. Provides technical engineering services for the support of integrated security systems and solutions to manage security risks.

2. Works with the client in the strategic design process to translate security and business requirements into technical designs.

3. Configures and validates secure systems and physical controls and tests security products and systems to detect security weakness.

**Job Specifications**

Bachelor’s and two (2) years or more of related experience; Master’s or equivalent (LPN, etc.) and no related experience.

**Health Security Engineer II**

**General Summary**

Responsible for performing security engineering (physical or logical) consistent with security policies. Skills may include privacy/HIPAA/ security knowledge; knowledge of enterprise IT and security solutions to design, develop, and/or implement solutions to ensure they are consistent with security policies; support for the full spectrum security operations; designing, testing, and implementation for
secure systems; network and/or security monitoring, tuning, and management of IT security systems and applications; incident response; digital forensics; loss prevention; and eDiscovery actions.

Principal Duties and Responsibilities

1. Provides technical engineering services for the support of integrated security systems and solutions to manage security risks.

2. Works with the client in the strategic design process to translate security and business requirements into technical designs.

3. Configures and validates secure systems and physical controls and tests security products and systems to detect security weakness.

Job Specifications

Bachelor’s and five (5) years or more of related experience; Master’s or equivalent (LPN, etc.) and three (3) years or more related experience; RN, MD, PhD and 0 years’ experience; seven years of related experience with no degree

Health Security Engineer III

General Summary

Responsible for performing security engineering (physical or logical) consistent with security policies.

Skills may include privacy/HIPAA/ security knowledge; knowledge of enterprise IT and security solutions to design, develop, and/or implement solutions to ensure they are consistent with security policies; support for the full spectrum security operations; designing, testing, and implementation for secure systems; network and/or security monitoring, tuning, and management of IT security systems and applications; incident response; digital forensics; loss prevention; and eDiscovery actions.

Principal Duties and Responsibilities

1. Provides technical engineering services for the support of integrated security systems and solutions to manage security risks.

2. Works with the client in the strategic design process to translate security and business requirements into technical designs.

3. Configures and validates secure systems and physical controls and tests security products and systems to detect security weakness.

Job Specifications

Bachelor’s degree and eight (8) years of related experience; Masters or equivalent (LPN, etc.) and six (6) years of related experience; RN, MD, PhD and zero (0) years of related experience; nine (9) years of related experience with no degree

Health SW Engineer I

General Summary
Responsible for the necessary engineering activities to meet the clients’ needs. Duties may include design, development, build, document, test, and debug applications software, medical/chemical sensors interface, or embedded systems.

Skills may include embedded software engineering; working knowledge of regulatory and industry standards (e.g., Consolidated Clinical Document Architecture [C-CDA], Digital Imaging and Communications in Medicine [DICOM], HIE, ACO, HIPAA, P4P, HL7, ICD-10, XDS/XDSi, and CCHIT); analyzing system capabilities to resolve problems on program intent, output requirements, input data acquisition, programming techniques, and controls; preparing operating instructions; designing and/or developing compilers and assemblers, utility programs, and operating systems; supporting and/or developing robotic software and/or related technologies designed to improve clinical outcomes, skill simulators, or various instruments/tools; and providing simulation models.

**Principal Duties and Responsibilities**

1. Devises or modifies procedures to solve complex problems considering software application and/or capabilities, medical equipment interfaces, limitations, and desired results.

2. Prepares detailed specifications from which programs will be written or built, upgraded, or enhanced.

3. Performs program enhancements, documentation, system testing, quality assurance review, and working with vendors.

4. Provides system integration for interfaces and communication channels across healthcare products/environments to ensure interoperability while maintaining compliance with standards and regulations.

**Job Specifications**

Bachelor’s degree and 0 years’ experience

**Health SW Engineer II**

**General Summary**

Responsible for the necessary engineering activities to meet the clients’ needs. Duties may include design, development, build, document, test, and debug applications software, medical/chemical sensors interface, or embedded systems.

Skills may include embedded software engineering; working knowledge of regulatory and industry standards (e.g., Consolidated Clinical Document Architecture [C-CDA], Digital Imaging and Communications in Medicine [DICOM], HIE, ACO, HIPAA, P4P, HL7, ICD-10, XDS/XDSi, and CCHIT); analyzing system capabilities to resolve problems on program intent, output requirements, input data acquisition, programming techniques, and controls; preparing operating instructions; designing and/or developing compilers and assemblers, utility programs, and operating systems; supporting and/or developing robotic software and/or related technologies designed to improve clinical outcomes, skill simulators, or various instruments/tools; and providing simulation models.

**Principal Duties and Responsibilities**

1. Devises or modifies procedures to solve complex problems considering software application and/or capabilities, medical equipment interfaces, limitations, and desired results.
2. Prepares detailed specifications from which programs will be written or built, upgraded, or enhanced.

3. Performs program enhancements, documentation, system testing, quality assurance review, and working with vendors.

4. Provides system integration for interfaces and communication channels across healthcare products/environments to ensure interoperability while maintaining compliance with standards and regulations.

**Job Specifications**

Bachelor’s and two (2) years or more of related experience; Master’s or equivalent (LPN, etc.) and no related experience.

**Health SW Engineer III**

**General Summary**

Responsible for the necessary engineering activities to meet the clients’ needs. Duties may include design, development, build, document, test, and debug applications software, medical/chemical sensors interface, or embedded systems.

Skills may include embedded software engineering; working knowledge of regulatory and industry standards (e.g., Consolidated Clinical Document Architecture [C-CDA], Digital Imaging and Communications in Medicine [DICOM], HIE, ACO, HIPAA, P4P, HL7, ICD-10, XDS/XDSi, and CCHIT); analyzing system capabilities to resolve problems on program intent, output requirements, input data acquisition, programming techniques, and controls; preparing operating instructions; designing and/or developing compilers and assemblers, utility programs, and operating systems; supporting and/or developing robotic software and/or related technologies designed to improve clinical outcomes, skill simulators, or various instruments/tools; and providing simulation models.

**Principal Duties and Responsibilities**

1. Devises or modifies procedures to solve complex problems considering software application and/or capabilities, medical equipment interfaces, limitations, and desired results.

2. Prepares detailed specifications from which programs will be written or built, upgraded, or enhanced.

3. Performs program enhancements, documentation, system testing, quality assurance review, and working with vendors.

4. Provides system integration for interfaces and communication channels across healthcare products/environments to ensure interoperability while maintaining compliance with standards and regulations.

**Job Specifications**

Bachelor’s and five (5) years or more of related experience; Master’s or equivalent (LPN, etc.) and three (3) years or more related experience; RN, MD, PhD and 0 years’ experience; seven years of related experience with no degree

**Health SW Engineer IV**

**General Summary**
Responsible for the necessary engineering activities to meet the clients’ needs. Duties may include design, development, build, document, test, and debug applications software, medical/chemical sensors interface, or embedded systems.

Skills may include embedded software engineering; working knowledge of regulatory and industry standards (e.g., Consolidated Clinical Document Architecture [C-CDA], Digital Imaging and Communications in Medicine [DICOM], HIE, ACO, HIPAA, P4P, HL7, ICD-10, XDS/XDSi, and CCHIT); analyzing system capabilities to resolve problems on program intent, output requirements, input data acquisition, programming techniques, and controls; preparing operating instructions; designing and/or developing compilers and assemblers, utility programs, and operating systems; supporting and/or developing robotic software and/or related technologies designed to improve clinical outcomes, skill simulators, or various instruments/tools; and providing simulation models.

**Principal Duties and Responsibilities**

1. Devises or modifies procedures to solve complex problems considering software application and/or capabilities, medical equipment interfaces, limitations, and desired results.

2. Prepares detailed specifications from which programs will be written or built, upgraded, or enhanced.

3. Performs program enhancements, documentation, system testing, quality assurance review, and working with vendors.

4. Provides system integration for interfaces and communication channels across healthcare products/environments to ensure interoperability while maintaining compliance with standards and regulations.

**Job Specifications**

Bachelor’s degree and eight (8) years of related experience; Masters or equivalent (LPN, etc.) and six (6) years of related experience; RN, MD, PhD and two (2) years of related experience; nine (9) years of related experience with no degree

**Health System Architect I**

**General Summary**

Ensures effective and efficient integration across medical devices, software, systems, and medical data. May provide organizational or business knowledge of medical systems and devices; development and understanding of workflows, goals, and/or architecture; participation in the design of interfaces, technology-enabled workflows, and analyses.

Skills may include Enterprise Architecture (e.g., FEA F, DoDAF, TOGAF, Zachman), Health IT Enterprise Architecture, medical system integration and standards (e.g., HL7, CDA, RIMBAA, HITSP, FHIR and DICOM), and serving as Healthcare Architect. 1. Designs and architects interfaces such as Health Information Exchanges, Clinical Data Repositories, and customer-facing applications and standard data exchanges.

2. Integrates, builds, and tests new solutions and emerging technologies.

3. May develop standard operating procedures and guidance documents to assist in evaluation of medical devices, software, systems, and/or interfaces.
Principal Duties and Responsibilities

1. Designs and architects interfaces such as Health Information Exchanges, Clinical Data Repositories, and customer-facing applications and standard data exchanges.

2. Integrates, builds, and tests new solutions and emerging technologies.

3. May develop standard operating procedures and guidance documents to assist in evaluation of medical devices, software, systems, and/or interfaces.

Job Specifications

Bachelor’s and five (5) years or more of related experience; Master’s or equivalent (LPN, etc.) and three (3) years or more related experience; RN, MD, PhD and 0 years’ experience; seven years of related experience with no degree

Health System Architect II

General Summary

Ensures effective and efficient integration across medical devices, software, systems, and medical data. May provide organizational or business knowledge of medical systems and devices; development and understanding of workflows, goals, and/or architecture; participation in the design of interfaces, technology-enabled workflows, and analyses.

Skills may include Enterprise Architecture (e.g., FEAF, DoDAF, TOGAF, Zachman), Health IT Enterprise Architecture, medical system integration and standards (e.g., HL7, CDA, RIMBAA, HITSP, FHIR and DICOM), and serving as Healthcare Architect.

Principal Duties and Responsibilities

1. Designs and architects interfaces such as Health Information Exchanges, Clinical Data Repositories, and customer-facing applications and standard data exchanges.

2. Integrates, builds, and tests new solutions and emerging technologies.

3. May develop standard operating procedures and guidance documents to assist in evaluation of medical devices, software, systems, and/or interfaces.

Job Specifications

Bachelor’s and ten (10) years or more of related experience; Master’s or equivalent (LPN, etc.) and Eight (8) years or more of related experience; RN, MD, or PhD and 5 years’ experience; 12 or more years of experience and no degree

Health System Architect III

General Summary

Ensures effective and efficient integration across medical devices, software, systems, and medical data. May provide organizational or business knowledge of medical systems and devices; development and understanding of workflows, goals, and/or architecture; participation in the design of interfaces, technology-enabled workflows, and analyses.
Skills may include Enterprise Architecture (e.g., FEAF, DoDAF, TOGAF, Zachman), Health IT Enterprise Architecture, medical system integration and standards (e.g., HL7, CDA, RIMBAA, HITSP, FHIR and DICOM), and serving as Healthcare Architect.

**Principal Duties and Responsibilities**

1. Designs and architects interfaces such as Health Information Exchanges, Clinical Data Repositories, and customer-facing applications and standard data exchanges.

2. Integrates, builds, and tests new solutions and emerging technologies.

3. May develop standard operating procedures and guidance documents to assist in evaluation of medical devices, software, systems, and/or interfaces.

**Job Specifications**

Bachelor’s and twelve (12) years or more of related experience; Master’s or equivalent (LPN, etc.) and Ten (10) years or more of related experience; RN, MD, or PhD and 7 years’ experience; 15 or more years of experience and no degree

**Health System Architect IV**

**General Summary**

Ensures effective and efficient integration across medical devices, software, systems, and medical data. May provide organizational or business knowledge of medical systems and devices; development and understanding of workflows, goals, and/or architecture; participation in the design of interfaces, technology-enabled workflows, and analyses.

Skills may include Enterprise Architecture (e.g., FEAF, DoDAF, TOGAF, Zachman), Health IT Enterprise Architecture, medical system integration and standards (e.g., HL7, CDA, RIMBAA, HITSP, FHIR and DICOM), and serving as Healthcare Architect.

**Principal Duties and Responsibilities**

1. Designs and architects interfaces such as Health Information Exchanges, Clinical Data Repositories, and customer-facing applications and standard data exchanges.

2. Integrates, builds, and tests new solutions and emerging technologies.

3. May develop standard operating procedures and guidance documents to assist in evaluation of medical devices, software, systems, and/or interfaces.

**Job Specifications**

Bachelor’s and fourteen (14) years or more of related experience; Master’s or equivalent (LPN, etc.) and Twelve (12) years or more of related experience; RN, MD, or PhD and 9 years’ experience; 17 or more years of experience and no degree

**Health System Specialist I**

**General Summary**

Responsible for providing specific domain expertise, system knowledge, and insight into the Health/medical IT requirements for clients, the delivery team, and stakeholders. Provides unique system
knowledge and/or insight into the Health/medical IT requirements. May provide expertise across a wide variety of IT areas as applied to health, including information retrieval technology, decision science, web technology, data mining, expert systems, networking, public health science, and education.

Work may encompass health information management, records management, health financial systems, health logistics, health information technology or biomedical/biochemical equipment activities.

**Principal Duties and Responsibilities**

1. Performs a variety of complex and analytical tasks in support of a contract program.

2. May develop plans, including budgets and schedules, and monitors tasks to meet contractual/project requirements for assigned program.

3. May interact regularly with customers and other industry representatives to ensure conformance to customer requirements.

4. Provides technical support to the team in regards to specific health systems, practices, component, processes, or regulation.

**Job Specifications**

Bachelor’s degree and 0 years’ experience

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**Health System Specialist II**

**General Summary**

Responsible for providing specific domain expertise, system knowledge, and insight into the Health/medical IT requirements for clients, the delivery team, and stakeholders. Provides unique system knowledge and/or insight into the Health/medical IT requirements. May provide expertise across a wide variety of IT areas as applied to health, including information retrieval technology, decision science, web technology, data mining, expert systems, networking, public health science, and education.

Work may encompass health information management, records management, health financial systems, health logistics, health information technology or biomedical/biochemical equipment activities.

**Principal Duties and Responsibilities**

1. Performs a variety of complex and analytical tasks in support of a contract program.

2. May develop plans, including budgets and schedules, and monitors tasks to meet contractual/project requirements for assigned program.

3. May interact regularly with customers and other industry representatives to ensure conformance to customer requirements.

4. Provides technical support to the team in regards to specific health systems, practices, component, processes, or regulation.

**Job Specifications**

Bachelor’s and two (2) years or more of related experience; Master’s or equivalent (LPN, etc.) and no related experience.
**Health System Specialist III**

**General Summary**

Responsible for providing specific domain expertise, system knowledge, and insight into the Health/medical IT requirements for clients, the delivery team, and stakeholders. Provides unique system knowledge and/or insight into the Health/medical IT requirements. May provide expertise across a wide variety of IT areas as applied to health, including information retrieval technology, decision science, web technology, data mining, expert systems, networking, public health science, and education.

Work may encompass health information management, records management, health financial systems, health logistics, health information technology or biomedical/biochemical equipment activities.

**Principal Duties and Responsibilities**

1. Performs a variety of complex and analytical tasks in support of a contract program.
2. May develop plans, including budgets and schedules, and monitors tasks to meet contractual/project requirements for assigned program.
3. May interact regularly with customers and other industry representatives to ensure conformance to customer requirements.
4. Provides technical support to the team in regards to specific health systems, practices, component, processes, or regulation.

**Job Specifications**

Bachelor’s degree and five (5) years of related experience; Masters or equivalent (LPN, etc.) and three (3) years of related experience.

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**Health Systems Administrator I**

**General Summary**

Responsible for managing the functionality and efficiency of one or more systems related to Health/Medical IT.

**Principal Duties and Responsibilities**

1. Duties include setting up administrator and service accounts, maintaining system documentation, tuning system performance, installing system wide software, validating and implementing critical system patches, and allocating mass storage space including systems specific to the Health/Medical industry.
2. Interacts with users and evaluates vendor products.
3. Makes recommendations to purchase hardware and software, coordinates installation and provides backup recovery including any hardware and software specific to the Health/Medical industry.
4. Schedules, plans, and oversees system upgrades.
5. Develops functional requirements through interaction with end-users and coordinates with development team on systematic enhancements or changes.

**Job Specifications**
Bachelor’s and 1 year experience, or:
High School + 5 yrs relevant experience
Associates + 3 yrs relevant experience
Masters + 0 yrs relevant experience
PhD + 0 yrs relevant experience

*Health Systems Administrator II*

**General Summary**

Responsible for managing the functionality and efficiency of one or more systems related to Health/Medical IT.

**Principal Duties and Responsibilities**

1. Duties include setting up administrator and service accounts, maintaining system documentation, tuning system performance, installing system wide software, validating and implementing critical system patches, and allocating mass storage space including systems specific to the Health/Medical industry.
2. Interacts with users and evaluates vendor products.
3. Makes recommendations to purchase hardware and software, coordinates installation and provides backup recovery including any hardware and software specific to the Health/Medical industry.
4. Schedules, plans, and oversees system upgrades.
5. Develops functional requirements through interaction with end-users and coordinates with development team on systematic enhancements or changes.

**Job Specifications**

Bachelor’s and 2 years experience, or:
High School + 6 yrs relevant experience
Associates + 4 yrs relevant experience
Masters + 0 yrs relevant experience
PhD + 0 yrs relevant experience

*Health Systems Administrator III*

**General Summary**

Responsible for managing the functionality and efficiency of one or more systems related to Health/Medical IT.

**Principal Duties and Responsibilities**

1. Duties include setting up administrator and service accounts, maintaining system documentation, tuning system performance, installing system wide software, validating and implementing critical system patches, and allocating mass storage space including systems specific to the Health/Medical industry.
2. Interacts with users and evaluates vendor products.

3. Makes recommendations to purchase hardware and software, coordinates installation and provides backup recovery including any hardware and software specific to the Health/Medical industry.

4. Schedules, plans, and oversees system upgrades.

5. Develops functional requirements through interaction with end-users and coordinates with development team on systematic enhancements or changes.

**Job Specifications**

Bachelor’s and 4 years experience, or:

High School + 8 yrs relevant experience

Associates + 6 yrs relevant experience

Masters + 2 yrs relevant experience

PhD + 0 yrs relevant experience

**Health Systems Administrator IV**

**General Summary**

Responsible for managing the functionality and efficiency of one or more systems related to Health/Medical IT.

**Principal Duties and Responsibilities**

1. Duties include setting up administrator and service accounts, maintaining system documentation, tuning system performance, installing system wide software, validating and implementing critical system patches, and allocating mass storage space including systems specific to the Health/Medical industry.

2. Interacts with users and evaluates vendor products.

3. Makes recommendations to purchase hardware and software, coordinates installation and provides backup recovery including any hardware and software specific to the Health/Medical industry.

4. Schedules, plans, and oversees system upgrades.

5. Develops functional requirements through interaction with end-users and coordinates with development team on systematic enhancements or changes.

**Job Specifications**

Bachelor’s and 8 years experience, or:

High School + 12 yrs relevant experience

Associates + 10 yrs relevant experience

Masters + 6 yrs relevant experience

PhD + 4 yrs relevant experience
Health Technical Writer I

General Summary

Responsible for the researching, outlining and writing of end-user documentation including all user manuals, technical manuals/documents, online Help and infrastructure documentation specific to the Health/Medical industry. Assists in collecting and organizing information required for preparation of user’s manuals, training materials, installation guides, proposals, and other reports and deliverables. May have experience in Information Security.

Principal Duties and Responsibilities

1. Edits functional descriptions, system specifications, user’s manuals, special reports, or any other customer deliverables as it relates to the Health/Medical field.

2. Translates technical and/or complicated information into clear, concise documents appropriate for various target audiences.

3. Works with Business Analysts, Application Development, Quality Assurance, and Technical Support groups to produce a wide variety of technical Health/Medical publications such as instructional materials, technical manuals, online Help, and product documentation for use by both IT and business end users.

4. Participates in business requirements, functional design and testing work sessions. Conducts research by interviewing subject matter experts, reviewing existing documentation and by gleaning information from the system or product being documented. Develops an understanding of the requirements for the features being documented, including target audience.

5. May create graphics that aid the target audience in understanding the documented material. Designs and writes documentation on selected media.

6. Ensures all documentation is delivered according to specified guidelines including guidelines unique to the Health/Medical industry. Proofreads documents for accuracy. Works with technical resources to improve document quality and usability.

7. Maintains the internal documentation library, provide and/or coordinate special documentation services as required, and manage and coordinate special projects and/or vendors. Corrects documentation defects.

8. Follows the documentation project through to completion, including client signoff, production and archival.

Job Specifications

Bachelor’s and 1 year experience, or:
High School + 5 yrs relevant experience
Associates + 3 yrs relevant experience
Masters + 0 yrs relevant experience
PhD + 0 yrs relevant experience

Health Technical Writer II

General Summary
Responsible for the researching, outlining and writing of end-user documentation including all user manuals, technical manuals/documents, online Help and infrastructure documentation specific to the Health/Medical industry. Assists in collecting and organizing information required for preparation of user’s manuals, training materials, installation guides, proposals, and other reports and deliverables. May have experience in Information Security.

**Principal Duties and Responsibilities**

1. Edits functional descriptions, system specifications, user’s manuals, special reports, or any other customer deliverables as it relates to the Health/Medical field.

2. Translates technical and/or complicated information into clear, concise documents appropriate for various target audiences.

3. Works with Business Analysts, Application Development, Quality Assurance, and Technical Support groups to produce a wide variety of technical Health/Medical publications such as instructional materials, technical manuals, online Help, and product documentation for use by both IT and business end users.

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5. May create graphics that aid the target audience in understanding the documented material. Designs and writes documentation on selected media.

6. Ensures all documentation is delivered according to specified guidelines including guidelines unique to the Health/Medical industry. Proofreads documents for accuracy. Works with technical resources to improve document quality and usability.

7. Maintains the internal documentation library, provide and/or coordinate special documentation services as required, and manage and coordinate special projects and/or vendors. Corrects documentation defects.

8. Follows the documentation project through to completion, including client signoff, production and archival.

**Job Specifications**

Bachelor’s and 3 years experience, or:

High School + 7 yrs relevant experience

Associates + 5 yrs relevant experience

Masters + 1 yrs relevant experience

PhD + 0 yrs relevant experience

**Health Technical Writer III**

**General Summary**

Responsible for the researching, outlining and writing of end-user documentation including all user manuals, technical manuals/documents, online Help and infrastructure documentation specific to the
Health/Medical industry. Assists in collecting and organizing information required for preparation of user’s manuals, training materials, installation guides, proposals, and other reports and deliverables. May have experience in Information Security.

**Principal Duties and Responsibilities**

1. Edits functional descriptions, system specifications, user’s manuals, special reports, or any other customer deliverables as it relates to the Health/Medical field.

2. Translates technical and/or complicated information into clear, concise documents appropriate for various target audiences.

3. Works with Business Analysts, Application Development, Quality Assurance, and Technical Support groups to produce a wide variety of technical Health/Medical publications such as instructional materials, technical manuals, online Help, and product documentation for use by both IT and business end users.

4. Participates in business requirements, functional design and testing work sessions. Conducts research by interviewing subject matter experts, reviewing existing documentation and by gleaning information from the system or product being documented. Develops an understanding of the requirements for the features being documented, including target audience.

5. May create graphics that aid the target audience in understanding the documented material. Designs and writes documentation on selected media.

6. Ensures all documentation is delivered according to specified guidelines including guidelines unique to the Health/Medical industry. Proofreads documents for accuracy. Works with technical resources to improve document quality and usability.

7. Maintains the internal documentation library, provide and/or coordinate special documentation services as required, and manage and coordinate special projects and/or vendors. Corrects documentation defects.

8. Follows the documentation project through to completion, including client signoff, production and archival.

**Job Specifications**

Bachelor’s and 6 years experience, or:

High School + 10 yrs relevant experience

Associates + 8 yrs relevant experience

Masters + 4 yrs relevant experience

PhD + 2 yrs relevant experience

**Health Technical Writer IV**

**General Summary**

Responsible for the researching, outlining and writing of end-user documentation including all user manuals, technical manuals/documents, online Help and infrastructure documentation specific to the Health/Medical industry. Assists in collecting and organizing information required for preparation of
user’s manuals, training materials, installation guides, proposals, and other reports and deliverables. May have experience in Information Security.

**Principal Duties and Responsibilities**

1. Edits functional descriptions, system specifications, user’s manuals, special reports, or any other customer deliverables as it relates to the Health/Medical field.

2. Translates technical and/or complicated information into clear, concise documents appropriate for various target audiences.

3. Works with Business Analysts, Application Development, Quality Assurance, and Technical Support groups to produce a wide variety of technical Health/Medical publications such as instructional materials, technical manuals, online Help, and product documentation for use by both IT and business end users.

4. Participates in business requirements, functional design and testing work sessions. Conducts research by interviewing subject matter experts, reviewing existing documentation and by gleaning information from the system or product being documented. Develops an understanding of the requirements for the features being documented, including target audience.

5. May create graphics that aid the target audience in understanding the documented material. Designs and writes documentation on selected media.

6. Ensures all documentation is delivered according to specified guidelines including guidelines unique to the Health/Medical industry. Proofreads documents for accuracy. Works with technical resources to improve document quality and usability.

7. Maintains the internal documentation library, provide and/or coordinate special documentation services as required, and manage and coordinate special projects and/or vendors. Corrects documentation defects.

8. Follows the documentation project through to completion, including client signoff, production and archival.

**Job Specifications**

Bachelor’s and 8 years experience, or:

High School + 12 yrs relevant experience

Associates + 10 yrs relevant experience

Masters + 6 yrs relevant experience

PhD + 4 yrs relevant experience

**Health/Medical Business System/Process Analyst I**

**General Summary**

Responsible for evaluating and analyzing user business problems to be solved with automated systems in a Health/Medical Environment. May formulate and define information system scope and objectives through research, analysis, testing and fact finding with a basic understanding of business systems and industry requirements. May prepare communications and make presentations on recommendations on system enhancements or alternatives.
**Principal Duties and Responsibilities**

1. Provides problem definition, evaluation of requirements, and implementation of systems to meet business, user, and cost requirements.

2. Evaluates and provides analysis of identified business concerns/problems and the potential corrective action associated with the same.

3. May prepare communications and make presentations on recommendations on system enhancements or alternatives.

**Job Specifications**

Bachelor’s and 0 years experience, or:
- High School + 4 yrs relevant experience
- Associates + 2 yrs relevant experience
- Masters + 0 yrs relevant experience
- PhD + 0 yrs relevant experience

**Health/Medical Business System/Process Analyst II**

**General Summary**

Responsible for evaluating and analyzing user business problems to be solved with automated systems in a Health/Medical Environment. May formulate and define information system scope and objectives through research, analysis, testing and fact finding with a basic understanding of business systems and industry requirements. May prepare communications and make presentations on recommendations on system enhancements or alternatives.

**Principal Duties and Responsibilities**

1. Provides problem definition, evaluation of requirements, and implementation of systems to meet business, user, and cost requirements.

2. Evaluates and provides analysis of identified business concerns/problems and the potential corrective action associated with the same.

3. May prepare communications and make presentations on recommendations on system enhancements or alternatives.

**Job Specifications**

Bachelor’s and 2 years experience, or:
- High School + 6 yrs relevant experience
- Associates + 4 yrs relevant experience
- Masters + 0 yrs relevant experience
- PhD + 0 yrs relevant experience
Health/Medical Business System/Process Analyst III

General Summary

Responsible for evaluating and analyzing user business problems to be solved with automated systems in a Health/Medical Environment. May formulate and define information system scope and objectives through research, analysis, testing and fact finding with a basic understanding of business systems and industry requirements. May prepare communications and make presentations on recommendations on system enhancements or alternatives.

Principal Duties and Responsibilities

1. Provides problem definition, evaluation of requirements, and implementation of systems to meet business, user, and cost requirements.

2. Evaluates and provides analysis of identified business concerns/problems and the potential corrective action associated with the same.

3. May prepare communications and make presentations on recommendations on system enhancements or alternatives.

Job Specifications

Bachelor’s and 5 years experience, or:
High School + 9 yrs relevant experience
Associates + 7 yrs relevant experience
Masters + 3 yrs relevant experience
PhD + 1 yrs relevant experience

Health/Medical Business System/Process Analyst IV

General Summary

Responsible for evaluating and analyzing user business problems to be solved with automated systems in a Health/Medical Environment. May formulate and define information system scope and objectives through research, analysis, testing and fact finding with a basic understanding of business systems and industry requirements. May prepare communications and make presentations on recommendations on system enhancements or alternatives.

Principal Duties and Responsibilities

1. Provides problem definition, evaluation of requirements, and implementation of systems to meet business, user, and cost requirements.

2. Evaluates and provides analysis of identified business concerns/problems and the potential corrective action associated with the same.

3. May prepare communications and make presentations on recommendations on system enhancements or alternatives.

Job Specifications
Bachelor’s and 7 years experience, or:
High School + 11 yrs relevant experience
Associates + 9 yrs relevant experience
Masters + 5 yrs relevant experience
PhD + 3 yrs relevant experience

Health/Medical Configuration Management Analyst / Specialist I

General Summary
Responsible for product design changes and the effects of the overall system specific to the Health/Medical field. This includes assistance in documenting and tracking all aspects of hardware and/or software development and modifications as well as ensuring configuration identification by reviewing design release documents for completeness and proper authorizations.

Principal Duties and Responsibilities
1. Prepares deviations and waivers for government approval when specifications cannot be met.
2. Reviews all issued document change requests, document change notices and associated drawings for accuracy, completeness and proper signatures.
3. May structure and maintain databases.
4. Submits engineering changes to customers for review and approval; maintains records and submit reports regarding status.
5. Prepares configuration verification audit record sheets for all programs.
6. May be responsible for providing Software Configuration Management (SCM) support at the enterprise and/or project level throughout a software product’s life cycle.

Job Specifications
Bachelor’s and 2 years experience, or:
High School + 6 yrs relevant experience
Associates + 4 yrs relevant experience
Masters + 0 yrs relevant experience
PhD + 0 yrs relevant experience

Health/Medical Configuration Management Analyst / Specialist II

General Summary
Responsible for product design changes and the effects of the overall system specific to the Health/Medical field. This includes assistance in documenting and tracking all aspects of hardware and/or
software development and modifications as well as ensuring configuration identification by reviewing design release documents for completeness and proper authorizations.

**Principal Duties and Responsibilities**

1. Prepares deviations and waivers for government approval when specifications cannot be met.
2. Reviews all issued document change requests, document change notices and associated drawings for accuracy, completeness and proper signatures.
3. May structure and maintain databases.
4. Submits engineering changes to customers for review and approval; maintains records and submit reports regarding status.
5. Prepares configuration verification audit record sheets for all programs.
6. May be responsible for providing Software Configuration Management (SCM) support at the enterprise and/or project level throughout a software product’s life cycle.

**Job Specifications**

Bachelor’s and 4 years experience, or:
- High School + 8 yrs relevant experience
- Associates + 6 yrs relevant experience
- Masters + 2 yrs relevant experience
- PhD + 0 yrs relevant experience

**Health/Medical Configuration Management Analyst / Specialist III**

**General Summary**

Responsible for product design changes and the effects of the overall system specific to the Health/Medical field. This includes assistance in documenting and tracking all aspects of hardware and/or software development and modifications as well as ensuring configuration identification by reviewing design release documents for completeness and proper authorizations.

**Principal Duties and Responsibilities**

1. Prepares deviations and waivers for government approval when specifications cannot be met.
2. Reviews all issued document change requests, document change notices and associated drawings for accuracy, completeness and proper signatures.
3. May structure and maintain databases.
4. Submits engineering changes to customers for review and approval; maintains records and submit reports regarding status.
5. Prepares configuration verification audit record sheets for all programs.
6. May be responsible for providing Software Configuration Management (SCM) support at the enterprise and/or project level throughout a software product’s life cycle.
7. May be tasked to supervise lower level Configuration Management Specialists.

**Job Specifications**

Bachelor’s and 6 years experience, or:
- High School + 10 yrs relevant experience
- Associates + 8 yrs relevant experience
- Masters + 4 yrs relevant experience
- PhD + 2 yrs relevant experience

**Health/Medical Configuration Management Analyst / Specialist IV**

**General Summary**

Responsible for product design changes and the effects of the overall system specific to the Health/Medical field. This includes assistance in documenting and tracking all aspects of hardware and/or software development and modifications as well as ensuring configuration identification by reviewing design release documents for completeness and proper authorizations.

**Principal Duties and Responsibilities**

1. Prepares deviations and waivers for government approval when specifications cannot be met.
2. Reviews all issued document change requests, document change notices and associated drawings for accuracy, completeness and proper signatures.
3. May structure and maintain databases.
4. Submits engineering changes to customers for review and approval; maintains records and submit reports regarding status.
5. Prepares configuration verification audit record sheets for all programs.
6. May be responsible for providing Software Configuration Management (SCM) support at the enterprise and/or project level throughout a software product’s life cycle.
7. May be tasked to supervise lower level Configuration Management Specialists.

**Job Specifications**

Bachelor’s and 8 years experience, or:
- High School + 12 yrs relevant experience
- Associates + 10 yrs relevant experience
- Masters + 6 yrs relevant experience
- PhD + 4 yrs relevant experience
Health/Medical Customer Service and Support Technician I

General Summary

Responsible for performing customer support activities to include interfacing with customers to handle service inquiries and problems of Health/Medical services, hardware, software and/or network configurations. Under general supervision, establishes company guidelines on servicing and repairs/returns specific to the Health/Medical IT environment; examines customer problems and implements appropriate corrective action to initiate repair, return or field servicing; and maintains logs, records and files.

Principal Duties and Responsibilities

1. Troubleshoots and repairs computer software, hardware, and network configurations.
2. Provides technical and user support for IT devices and end points in support of the Health/Medical environment.

Job Specifications

High School and 3 years experience, or:
Associates + 1 yrs relevant experience
Bachelor's + 0 yrs relevant experience
Masters + 0 yrs relevant experience
PhD + 0 yrs relevant experience

Health/Medical Customer Service and Support Technician II

General Summary

Responsible for performing customer support activities to include interfacing with customers to handle service inquiries and problems of Health/Medical services, hardware, software and/or network configurations. Under general supervision, establishes company guidelines on servicing and repairs/returns specific to the Health/Medical IT environment; examines customer problems and implements appropriate corrective action to initiate repair, return or field servicing; and maintains logs, records and files.

Principal Duties and Responsibilities

1. Troubleshoots and repairs computer software, hardware, and network configurations.
2. Provides technical and user support for IT devices and end points in support of the Health/Medical environment.

Job Specifications

Bachelor’s and 1 year experience, or:
High School + 5 yrs relevant experience
Associates + 3 yrs relevant experience
Health/Medical Customer Service and Support Technician III

General Summary

Responsible for performing customer support activities to include interfacing with customers to handle service inquiries and problems of Health/Medical services, hardware, software and/or network configurations. Under general supervision, establishes company guidelines on servicing and repairs/returns specific to the Health/Medical IT environment; examines customer problems and implements appropriate corrective action to initiate repair, return or field servicing; and maintains logs, records and files.

Principal Duties and Responsibilities

1. Troubleshoots and repairs computer software, hardware, and network configurations.
2. Provides technical and user support for IT devices and end points in support of the Health/Medical environment.

Job Specifications

Bachelor’s and 2 years experience, or:
High School + 6 yrs relevant experience
Associates + 4 yrs relevant experience
Masters + 0 yrs relevant experience
PhD + 0 yrs relevant experience

Health/Medical Customer Service and Support Technician IV

General Summary

Responsible for performing customer support activities to include interfacing with customers to handle service inquiries and problems of Health/Medical services, hardware, software and/or network configurations. Under general supervision, establishes company guidelines on servicing and repairs/returns specific to the Health/Medical IT environment; examines customer problems and implements appropriate corrective action to initiate repair, return or field servicing; and maintains logs, records and files.

Principal Duties and Responsibilities

1. Troubleshoots and repairs computer software, hardware, and network configurations.
2. Provides technical and user support for IT devices and end points in support of the Health/Medical environment.

Job Specifications

Bachelor’s and 5 years experience, or:
Health/Medical Data Architect I

General Summary

Responsible for designing and building relational databases and database management systems specific to the Health/Medical field.

Principal Duties and Responsibilities

1. Develops strategies for multi-platform data acquisition, data integration, data access, security, archive and recovery and data warehousing.
2. Evaluates the need for data types and access based on business objectives and requirements set forth by the organization.
3. Captures data model requirements, develops and implements data models for new projects and initiatives while maintaining existing models and data architectures.
4. Develops data structures for data warehouses and provides support to data analytics and business intelligence systems.
5. Develops and institutes guidelines for creating data models and standards for governed data.
6. Develops process and standards for securing data.
7. Evaluates and makes recommendations for data management tools and develops guidelines, standards and procedures for those tools.
8. Evaluates and identifies data sourcing and extraction processes for data access for use among applications.

Job Specifications

Bachelor’s and 2 years experience, or:
High School + 6 yrs relevant experience
Associates + 4 yrs relevant experience
Masters + 0 yrs relevant experience
PhD + 0 yrs relevant experience

Health/Medical Data Architect II

General Summary

Responsible for designing and building relational databases and database management systems specific to the Health/Medical field.

Principal Duties and Responsibilities

1. Develops strategies for multi-platform data acquisition, data integration, data access, security, archive and recovery and data warehousing.
2. Evaluates the need for data types and access based on business objectives and requirements set forth by the organization.
3. Captures data model requirements, develops and implements data models for new projects and initiatives while maintaining existing models and data architectures.
4. Develops data structures for data warehouses and provides support to data analytics and business intelligence systems.
5. Develops and institutes guidelines for creating data models and standards for governed data.
6. Develops process and standards for securing data.
7. Evaluates and makes recommendations for data management tools and develops guidelines, standards and procedures for those tools.
8. Evaluates and identifies data sourcing and extraction processes for data access for use among applications.

**Job Specifications**

Bachelor’s and 4 years experience, or:

High School + 8 yrs relevant experience

Associates + 6 yrs relevant experience

Masters + 2 yrs relevant experience

PhD + 0 yrs relevant experience

**Health/Medical Data Architect III**

**General Summary**

Responsible for designing and building relational databases and database management systems specific to the Health/Medical field.

**Principal Duties and Responsibilities**

1. Develops strategies for multi-platform data acquisition, data integration, data access, security, archive and recovery and data warehousing.
2. Evaluates the need for data types and access based on business objectives and requirements set forth by the organization.
3. Captures data model requirements, develops and implements data models for new projects and initiatives while maintaining existing models and data architectures.
4. Develops data structures for data warehouses and provides support to data analytics and business intelligence systems.
5. Develops and institutes guidelines for creating data models and standards for governed data.
6. Develops process and standards for securing data.
7. Evaluates and makes recommendations for data management tools and develops guidelines, standards and procedures for those tools.
8. Evaluates and identifies data sourcing and extraction processes for data access for use among applications.
9. May be tasked to supervise other lower level Health/Medical Architects.

**Job Specifications**
Bachelor’s and 6 years experience, or:
High School + 10 yrs relevant experience
Associates + 8 yrs relevant experience
Masters + 4 yrs relevant experience
PhD + 2 yrs relevant experience

**Health/Medical Data Architect IV**

**General Summary**
Responsible for designing and building relational databases and database management systems specific to the Health/Medical field.

**Principal Duties and Responsibilities**

1. Develops strategies for multi-platform data acquisition, data integration, data access, security, archive and recovery and data warehousing.
2. Evaluates the need for data types and access based on business objectives and requirements set forth by the organization.
3. Captures data model requirements, develops and implements data models for new projects and initiatives while maintaining existing models and data architectures.
4. Develops data structures for data warehouses and provides support to data analytics and business intelligence systems.
5. Develops and institutes guidelines for creating data models and standards for governed data.
6. Develops process and standards for securing data.
7. Evaluates and makes recommendations for data management tools and develops guidelines, standards and procedures for those tools.
8. Evaluates and identifies data sourcing and extraction processes for data access for use among applications.
9. May be tasked to supervise other lower level Health/Medical Architects.

**Job Specifications**
Bachelor’s and 8 years experience, or:
High School + 12 yrs relevant experience
Associates + 10 yrs relevant experience
Masters + 6 yrs relevant experience
PhD + 4 yrs relevant experience

**Health/Medical Database Administrator I**

**General Summary**
Responsible for performing database administration in support of the Database Management Systems (DBMS) applications relevant to the Health/Medical field.

**Principal Duties and Responsibilities**
1. Maintains databases across multiple platforms and computer environments.
2. Proposes and implements enhancements to improve performance and reliability.
3. Responsible for software development and maintenance teams, including database definition, structure, long-range requirements, operational guidelines, and security and integrity controls.

Job Specifications
Bachelor’s and 2 years experience, or:
High School + 6 yrs relevant experience
Associates + 4 yrs relevant experience
Masters + 0 yrs relevant experience
PhD + 0 yrs relevant experience

Health/Medical Database Administrator II

General Summary
Responsible for performing database administration in support of the Database Management Systems (DBMS) applications relevant to the Health/Medical field.

Principal Duties and Responsibilities
1. Maintains databases across multiple platforms and computer environments.
2. Proposes and implements enhancements to improve performance and reliability.
3. Responsible for software development and maintenance teams, including database definition, structure, long-range requirements, operational guidelines, and security and integrity controls.

Job Specifications
Bachelor’s and 4 years experience, or:
High School + 8 yrs relevant experience
Associates + 6 yrs relevant experience
Masters + 2 yrs relevant experience
PhD + 0 yrs relevant experience

Health/Medical Database Administrator III

General Summary
Responsible for performing database administration in support of the Database Management Systems (DBMS) applications relevant to the Health/Medical field.

Principal Duties and Responsibilities
1. Maintains databases across multiple platforms and computer environments.
2. Proposes and implements enhancements to improve performance and reliability.

3. Responsible for software development and maintenance teams, including database definition, structure, long-range requirements, operational guidelines, and security and integrity controls.

4. May be tasked to supervise lower level Health/Medical Databased Administrators.

**Job Specifications**

Bachelor’s and 6 years experience, or:

High School + 10 yrs relevant experience

Associates + 8 yrs relevant experience

Masters + 4 yrs relevant experience

PhD + 2 yrs relevant experience

*Health/Medical Database Administrator IV*

**General Summary**

Responsible for performing database administration in support of the Database Management Systems (DBMS) applications relevant to the Health/Medical field.

**Principal Duties and Responsibilities**

1. Maintains databases across multiple platforms and computer environments.

2. Proposes and implements enhancements to improve performance and reliability.

3. Responsible for software development and maintenance teams, including database definition, structure, long-range requirements, operational guidelines, and security and integrity controls.

4. May be tasked to supervise lower level Health/Medical Databased Administrators.

**Job Specifications**

Bachelor’s and 8 years experience, or:

High School + 12 yrs relevant experience

Associates + 10 yrs relevant experience

Masters + 6 yrs relevant experience

PhD + 4 yrs relevant experience

*Health/Medical Database Engineer I*

**General Summary**

Responsible for design, test, upgrade and integration of new or existing database management systems in accordance to the organization’s business requirements and as applicable in the Health/Medical industry.

**Principal Duties and Responsibilities**
1. Document all aspects of the engineering process as it relates to build and configuration, testing, and deployment of database management systems.

2. Coordinate changes such as implementation of new database management system platforms, upgrades or version increments to existing database management systems with database administrators and stakeholders.

3. Plans, coordinates, and implements security measures to safeguard database management systems and/or hosted databases.

4. Performs database management system modeling, analysis, and planning.

5. Coordinates with architecture and evaluate new and emerging database management system technologies and make recommendations for selection of these products. Assists database administrators with complex troubleshooting issues and if needed coordinates vendor engagements to assist in troubleshooting efforts.

6. May provide day-to-day operational or administrative duties for deployed database management systems in lab or production environments. Ability to plan, design, develop, and modify databases structures, and database administration tools using products and programming languages such as PL/SQL, Visual Basic, T-SQL or ORACLE Forms.

7. Applies fundamental engineering concepts, processes, practices, and procedures on technical assignments.

8. Ability to work with other senior technical and user staff to complete projects.

**Job Specifications**

Bachelor’s and 2 years experience, or:

High School + 6 yrs relevant experience

Associates + 4 yrs relevant experience

Masters + 0 yrs relevant experience

PhD + 0 yrs relevant experience

**Health/Medical Database Engineer II**

**General Summary**

Responsible for design, test, upgrade and integration of new or existing database management systems in accordance to the organization’s business requirements and as applicable in the Health/Medical industry.

**Principal Duties and Responsibilities**

1. Document all aspects of the engineering process as it relates to build and configuration, testing, and deployment of database management systems.

2. Coordinate changes such as implementation of new database management system platforms, upgrades or version increments to existing database management systems with database administrators and stakeholders.
3. Plans, coordinates, and implements security measures to safeguard database management systems and/or hosted databases.

4. Performs database management system modeling, analysis, and planning.

5. Coordinates with architecture and evaluate new and emerging database management system technologies and make recommendations for selection of these products. Assists database administrators with complex troubleshooting issues and if needed coordinates vendor engagements to assist in troubleshooting efforts.

6. May provide day-to-day operational or administrative duties for deployed database management systems in lab or production environments. Ability to plan, design, develop, and modify databases structures, and database administration tools using products and programming languages such as PL/SQL, Visual Basic, T-SQL or ORACLE Forms.

7. Applies fundamental engineering concepts, processes, practices, and procedures on technical assignments.

8. Ability to work with other senior technical and user staff to complete projects.

**Job Specifications**

Bachelor’s and 4 years experience, or:

- High School + 8 yrs relevant experience
- Associates + 6 yrs relevant experience
- Masters + 2 yrs relevant experience
- PhD + 0 yrs relevant experience

**Health/Medical Database Engineer III**

**General Summary**

Responsible for design, test, upgrade and integration of new or existing database management systems in accordance to the organization’s business requirements and as applicable in the Health/Medical industry.

**Principal Duties and Responsibilities**

1. Document all aspects of the engineering process as it relates to build and configuration, testing, and deployment of database management systems.

2. Coordinate changes such as implementation of new database management system platforms, upgrades or version increments to existing database management systems with database administrators and stakeholders.

3. Plans, coordinates, and implements security measures to safeguard database management systems and/or hosted databases.

4. Performs database management system modeling, analysis, and planning.

5. Coordinates with architecture and evaluate new and emerging database management system technologies and make recommendations for selection of these products. Assists database administrators with complex troubleshooting issues and if needed coordinates vendor engagements to assist in troubleshooting efforts.
6. May provide day-to-day operational or administrative duties for deployed database management systems in lab or production environments. Ability to plan, design, develop, and modify databases structures, and database administration tools using products and programming languages such as PLISQL, Visual Basic, T-SQL or ORACLE Forms.

7. Applies fundamental engineering concepts, processes, practices, and procedures on technical assignments.

8. Ability to work with other senior technical and user staff to complete projects.

9. May be tasked to supervise lower level Health/Medical Database Engineers.

**Job Specifications**

Bachelor’s and 6 years experience, or:

High School + 10 yrs relevant experience

Associates + 8 yrs relevant experience

Masters + 4 yrs relevant experience

PhD + 2 yrs relevant experience

**Health/Medical Database Engineer IV**

**General Summary**

Responsible for design, test, upgrade and integration of new or existing database management systems in accordance to the organization’s business requirements and as applicable in the Health/Medical industry.

**Principal Duties and Responsibilities**

1. Document all aspects of the engineering process as it relates to build and configuration, testing, and deployment of database management systems.

2. Coordinate changes such as implementation of new database management system platforms, upgrades or version increments to existing database managements systems with database administrators and stakeholders.

3. Plans, coordinates, and implements security measures to safeguard database managements systems and/or hosted databases.

4. Performs database management system modeling, analysis, and planning.

5. Coordinates with architecture and evaluate new and emerging database management system technologies and make recommendations for selection of these products. Assists database administrators with complex troubleshooting issues and if needed coordinates vendor engagements to assist in troubleshooting efforts.

6. May provide day-to-day operational or administrative duties for deployed database management systems in lab or production environments. Ability to plan, design, develop, and modify databases structures, and database administration tools using products and programming languages such as PLISQL, Visual Basic, T-SQL or ORACLE Forms.

7. Applies fundamental engineering concepts, processes, practices, and procedures on technical assignments.

8. Ability to work with other senior technical and user staff to complete projects.

9. May be tasked to supervise lower level Health/Medical Database Engineers.
**Health/Medical Database Entry / Database Specialist I**

**General Summary**

Responsible for performing a variety of tasks relating to computer data entry of timecards, cost transfers, journal vouchers, and other documents relevant to the Health/Medical industry. Ensures entries are accurate and complete. Reviews input/output data to verify completeness, accuracy, and conformance to quality standards and established procedures. May maintain production records. Responsible for performing tasks relating to Database Management System (DBMS) applications. Enters and reviews data within the database. Ensures user data integrity. Maintains database support tools, database tables and dictionaries, recovery and back-up procedures. Oversees user access, documents, and record attributes. Ensures accuracy and completeness of data in master file and various support tools. May maintain database across multiple platforms and computing environments. May enforce standards for database use.

**Principal Duties and Responsibilities**

1. Provides technical knowledge and analysis of specialized applications and operational environments, and advice on problems which require knowledge of the subject matter for effective solutions.
2. Applies principles, methods and knowledge of the functional area of expertise to specific task order requirements. Assists in the design and preparation of technical reports and related documentation.
3. Assists in the preparation and presentations and briefings as required by the task order. Responsibilities include providing documentation planning and support, project administration, general office support, entering data into database management computer systems for various functional areas to include web usage, GIS applications, patient appointing, medical coding/auditing, medical billing, referral management, medical transcription, etc. Works under general supervision.

**Job Specifications**

High School and 2 years experience, or:
- Associates + 0 yrs relevant experience
- Bachelor's + 0 yrs relevant experience
- Masters + 0 yrs relevant experience
- PhD + 0 yrs relevant experience
**Health/Medical Database Entry / Database Specialist II**

**General Summary**

Responsible for performing a variety of tasks relating to computer data entry of timecards, cost transfers, journal vouchers, and other documents relevant to the Health/Medical industry. Ensures entries are accurate and complete. Reviews input/output data to verify completeness, accuracy, and conformance to quality standards and established procedures. May maintain production records. Responsible for performing tasks relating to Database Management System (DBMS) applications. Enters and reviews data within the database. Ensures user data integrity. Maintains database support tools, database tables and dictionaries, recovery and back-up procedures. Oversees user access, documents, and record attributes. Ensures accuracy and completeness of data in master file and various support tools. May maintain database across multiple platforms and computing environments. May enforce standards for database use.

**Principal Duties and Responsibilities**

1. Provides technical knowledge and analysis of specialized applications and operational environments, and advice on problems which require knowledge of the subject matter for effective solutions.
2. Applies principles, methods and knowledge of the functional area of expertise to specific task order requirements. Assists in the design and preparation of technical reports and related documentation.
3. Assists in the preparation and presentations and briefings as required by the task order. Responsibilities include providing documentation planning and support, project administration, general office support, entering data into database management computer systems for various functional areas to include web usage, GIS applications, patient appointing, medical coding/auditing, medical billing, referral management, medical transcription, etc. Works under general supervision.

**Job Specifications**

Bachelor’s and 0 years experience, or:

High School + 4 yrs relevant experience

Associates + 2 yrs relevant experience

Masters + 0 yrs relevant experience

PhD + 0 yrs relevant experience

**Health/Medical Database Entry / Database Specialist III**

**General Summary**

Responsible for performing a variety of tasks relating to computer data entry of timecards, cost transfers, journal vouchers, and other documents relevant to the Health/Medical industry. Ensures entries are accurate and complete. Reviews input/output data to verify completeness, accuracy, and conformance to quality standards and established procedures. May maintain production records. Responsible for performing tasks relating to Database Management System (DBMS) applications. Enters and reviews data within the database. Ensures user data integrity. Maintains database support tools, database tables and dictionaries, recovery and back-up procedures. Oversees user access, documents, and record attributes.
Ensures accuracy and completeness of data in master file and various support tools. May maintain database across multiple platforms and computing environments. May enforce standards for database use.

**Principal Duties and Responsibilities**

1. Provides technical knowledge and analysis of specialized applications and operational environments, and advice on problems which require knowledge of the subject matter for effective solutions.
2. Applies principles, methods and knowledge of the functional area of expertise to specific task order requirements. Assists in the design and preparation of technical reports and related documentation.
3. Assists in the preparation and presentations and briefings as required by the task order. Responsibilities include providing documentation planning and support, project administration, general office support, entering data into database management computer systems for various functional areas to include web usage, GIS applications, patient appointing, medical coding/auditing, medical billing, referral management, medical transcription, etc. Works under general supervision.

**Job Specifications**

Bachelor’s and 2 years experience, or:
- High School + 6 yrs relevant experience
- Associates + 4 yrs relevant experience
- Masters + 0 yrs relevant experience
- PhD + 0 yrs relevant experience

**Health/Medical Database Entry / Database Specialist IV**

**General Summary**

Responsible for performing a variety of tasks relating to computer data entry of timecards, cost transfers, journal vouchers, and other documents relevant to the Health/Medical industry. Ensures entries are accurate and complete. Reviews input/output data to verify completeness, accuracy, and conformance to quality standards and established procedures. May maintain production records. Responsible for performing tasks relating to Database Management System (DBMS) applications. Enters and reviews data within the database. Ensures user data integrity. Maintains database support tools, database tables and dictionaries, recovery and back-up procedures. Oversees user access, documents, and record attributes. Ensures accuracy and completeness of data in master file and various support tools. May maintain database across multiple platforms and computing environments. May enforce standards for database use.

**Principal Duties and Responsibilities**

1. Provides technical knowledge and analysis of specialized applications and operational environments, and advice on problems which require knowledge of the subject matter for effective solutions.
2. Applies principles, methods and knowledge of the functional area of expertise to specific task order requirements. Assists in the design and preparation of technical reports and related documentation.
3. Assists in the preparation and presentations and briefings as required by the task order. Responsibilities include providing documentation planning and support, project administration, general office support, entering data into database management computer systems for various functional areas to include web usage, GIS applications, patient appointing, medical coding/auditing, medical billing, referral management, medical transcription, etc. Works under general supervision.

Job Specifications
Bachelor’s and 4 years experience, or:
High School + 8 yrs relevant experience
Associates + 6 yrs relevant experience
Masters + 2 yrs relevant experience
PhD + 0 yrs relevant experience

Health/Medical Document Support Specialist I

General Summary
Responsible for providing support and curating life cycle management of documentation in various repositories and coordinates efforts with technical personnel for the publication of information into those repositories as relevant to the Health/Medical industry.

 Principal Duties and Responsibilities
1. Works closely with the tech editor, tech writers, or authors to ensure repository publication processes are followed.
3. Performs all records management procedures in accordance with applicable requirements as set forth by the customer/organization.

Job Specifications
Bachelor’s and 2 years experience, or:
High School + 6 yrs relevant experience
Associates + 4 yrs relevant experience
Masters + 0 yrs relevant experience
PhD + 0 yrs relevant experience

Health/Medical Document Support Specialist II

General Summary
Responsible for providing support and curating life cycle management of documentation in various repositories and coordinates efforts with technical personnel for the publication of information into those repositories as relevant to the Health/Medical industry.

 Principal Duties and Responsibilities
1. Works closely with the tech editor, tech writers, or authors to ensure repository publication processes are followed.
3. Performs all records management procedures in accordance with applicable requirements as set forth by the customer/organization.

**Job Specifications**

Bachelor’s and 4 years experience, or:
High School + 8 yrs relevant experience
Associates + 6 yrs relevant experience
Masters + 2 yrs relevant experience
PhD + 0 yrs relevant experience

**Health/Medical Document Support Specialist III**

**General Summary**

Responsible for providing support and curating life cycle management of documentation in various repositories and coordinates efforts with technical personnel for the publication of information into those repositories as relevant to the Health/Medical industry.

**Principal Duties and Responsibilities**

1. Works closely with the tech editor, tech writers, or authors to ensure repository publication processes are followed.
3. Performs all records management procedures in accordance with applicable requirements as set forth by the customer/organization.
4. May be tasked to supervise lower level Health/Medical Document Support Specialists.

**Job Specifications**

Bachelor’s and 6 years experience, or:
High School + 10 yrs relevant experience
Associates + 8 yrs relevant experience
Masters + 4 yrs relevant experience
PhD + 2 yrs relevant experience

**Health/Medical Document Support Specialist IV**

**General Summary**
Responsible for providing support and curating life cycle management of documentation in various repositories and coordinates efforts with technical personnel for the publication of information into those repositories as relevant to the Health/Medical industry.

**Principal Duties and Responsibilities**

1. Works closely with the tech editor, tech writers, or authors to ensure repository publication processes are followed.
3. Performs all records management procedures in accordance with applicable requirements as set forth by the customer/organization.
4. May be tasked to supervise lower level Health/Medical Document Support Specialists.

**Job Specifications**

Bachelor’s and 8 years experience, or:

- High School + 12 yrs relevant experience
- Associates + 10 yrs relevant experience
- Masters + 6 yrs relevant experience
- PhD + 4 yrs relevant experience

**Health/Medical Field Service Engineer I**

**General Summary**

Responsible for performing customer support activities involving the installation, modification, and repair of complex equipment and systems applicable to the Health and Medical field. Conducts on-site installation and testing of equipment to ensure proper working order. Isolates equipment start-up malfunctions and takes corrective action.

**Principal Duties and Responsibilities**

1. May make technical presentations and has a strong knowledge of products.
2. Trains customer personnel in equipment operation and maintenance responsibilities.
3. Represents the company in a customer support role and is responsible for customer’s satisfaction with equipment and servicing.

**Job Specifications**

Bachelor’s and 2 years experience, or:

- High School + 6 yrs relevant experience
- Associates + 4 yrs relevant experience
- Masters + 0 yrs relevant experience
- PhD + 0 yrs relevant experience
**Health/Medical Field Service Engineer II**

**General Summary**

Responsible for performing customer support activities involving the installation, modification, and repair of complex equipment and systems applicable to the Health and Medical field. Conducts on-site installation and testing of equipment to ensure proper working order. Isolates equipment start-up malfunctions and takes corrective action.

**Principal Duties and Responsibilities**

1. May make technical presentations and has a strong knowledge of products.
2. Trains customer personnel in equipment operation and maintenance responsibilities.
3. Represents the company in a customer support role and is responsible for customer’s satisfaction with equipment and servicing.

**Job Specifications**

Bachelor’s and 4 years experience, or:
High School + 8 yrs relevant experience
Associates + 6 yrs relevant experience
Masters + 2 yrs relevant experience
PhD + 0 yrs relevant experience

**Health/Medical Field Service Engineer III**

**General Summary**

Responsible for performing customer support activities involving the installation, modification, and repair of complex equipment and systems applicable to the Health and Medical field. Conducts on-site installation and testing of equipment to ensure proper working order. Isolates equipment start-up malfunctions and takes corrective action.

**Principal Duties and Responsibilities**

1. May make technical presentations and has a strong knowledge of products.
2. Trains customer personnel in equipment operation and maintenance responsibilities.
3. Represents the company in a customer support role and is responsible for customer’s satisfaction with equipment and servicing.
4. May be tasked to supervise lower level Health/Medical Field Service Engineers.

**Job Specifications**

Bachelor’s and 6 years experience, or:
High School + 10 yrs relevant experience
Associates + 8 yrs relevant experience
Health/Medical Field Service Engineer IV

General Summary
Responsible for performing customer support activities involving the installation, modification, and repair of complex equipment and systems applicable to the Health and Medical field. Conducts on-site installation and testing of equipment to ensure proper working order. Isolates equipment start-up malfunctions and takes corrective action.

Principal Duties and Responsibilities
1. May make technical presentations and has a strong knowledge of products.
2. Trains customer personnel in equipment operation and maintenance responsibilities.
3. Represents the company in a customer support role and is responsible for customer’s satisfaction with equipment and servicing.
4. May be tasked to supervise lower level Health/Medical Field Service Engineers.

Job Specifications
Bachelor’s and 8 years experience, or:
High School + 12 yrs relevant experience
Associates + 10 yrs relevant experience
Masters + 6 yrs relevant experience
PhD + 4 yrs relevant experience

Health/Medical Functional Analyst I

General Summary
Responsible for conducting required analyses, measure of various areas of performance, and development of process improvement initiatives required in the Health/Medical field.

Principal Duties and Responsibilities
1. Assist in reviewing or creating documentation pertaining to technical fields.
2. Must be proficient in analyzing and understanding highly technical information particularly in areas of business and project planning.
3. Analyze business and user needs, document requirements and translate into proper system requirements specifications.
4. Document requirements and specifications in accordance with program and enterprise level standard operating procedures.
5. Coordinate and participate in feasibility studies and implementations.
6. Formulate and define system scope and objectives based on user needs.

Job Specifications
Bachelor’s and 2 years experience, or:
High School + 6 yrs relevant experience
Associates + 4 yrs relevant experience
Masters + 0 yrs relevant experience
PhD + 0 yrs relevant experience

**Health/Medical Functional Analyst II**

**General Summary**

Responsible for conducting required analyses, measure of various areas of performance, and development of process improvement initiatives required in the Health/Medical field.

**Principal Duties and Responsibilities**

1. Assist in reviewing or creating documentation pertaining to technical fields.
2. Must be proficient in analyzing and understanding highly technical information particularly in areas of business and project planning.
3. Analyze business and user needs, document requirements and translate into proper system requirements specifications.
4. Document requirements and specifications in accordance with program and enterprise level standard operating procedures.
5. Coordinate and participate in feasibility studies and implementations.
6. Formulate and define system scope and objectives based on user needs.

**Job Specifications**

Bachelor’s and 4 years experience, or:
High School + 8 yrs relevant experience
Associates + 6 yrs relevant experience
Masters + 2 yrs relevant experience
PhD + 0 yrs relevant experience

**Health/Medical Functional Analyst III**

**General Summary**

Responsible for conducting required analyses, measure of various areas of performance, and development of process improvement initiatives required in the Health/Medical field.

**Principal Duties and Responsibilities**

1. Assist in reviewing or creating documentation pertaining to technical fields.
2. Must be proficient in analyzing and understanding highly technical information particularly in areas of business and project planning.
3. Analyze business and user needs, document requirements and translate into proper system requirements specifications.
4. Document requirements and specifications in accordance with program and enterprise level standard operating procedures.
5. Coordinate and participate in feasibility studies and implementations.
6. Formulate and define system scope and objectives based on user needs.
7. May be tasked to lead specific project or analysis and/or supervise other lower level Health/Medical Functional Analysts.

**Job Specifications**

Bachelor’s and 6 years experience, or:

- High School + 10 yrs relevant experience
- Associates + 8 yrs relevant experience
- Masters + 4 yrs relevant experience
- PhD + 2 yrs relevant experience

**Health/Medical Functional Analyst IV**

**General Summary**

Responsible for conducting required analyses, measure of various areas of performance, and development of process improvement initiatives required in the Health/Medical field.

**Principal Duties and Responsibilities**

1. Assist in reviewing or creating documentation pertaining to technical fields.
2. Must be proficient in analyzing and understanding highly technical information particularly in areas of business and project planning.
3. Analyze business and user needs, document requirements and translate into proper system requirements specifications.
4. Document requirements and specifications in accordance with program and enterprise level standard operating procedures.
5. Coordinate and participate in feasibility studies and implementations.
6. Formulate and define system scope and objectives based on user needs.
7. May be tasked to lead specific project or analysis and/or supervise other lower level Health/Medical Functional Analysts.

**Job Specifications**

Bachelor’s and 8 years experience, or:

- High School + 12 yrs relevant experience
- Associates + 10 yrs relevant experience
- Masters + 6 yrs relevant experience
- PhD + 4 yrs relevant experience
Health/Medical Information Assurance/Security Specialist/Analyst I

General Summary

Responsible for designing, developing and/or recommending integrated security system and physical control solutions that will ensure proprietary/confidential data and systems are protected as it applies to the Health/Medical environment. May assist the system owner and Information Systems Security Officer (ISSO) in varies aspects to the development and writing certification and accreditation (C&A) documentation packages included in the process of helping an organization/agency to obtain an authority to operate (ATO) on its systems and/or environment.

Principal Duties and Responsibilities

1. Provides technical engineering services for the support of integrated security systems and solutions to manage information-related risks.

2. Participates with the client in the strategic design process to translate security and business requirements into technical designs.

3. Configures and validates secure systems and physical controls, and tests security products and systems to detect security weakness.

Job Specifications

Bachelor’s and 2 years experience, or:
High School + 6 yrs relevant experience
Associates + 4 yrs relevant experience
Masters + 0 yrs relevant experience
PhD + 0 yrs relevant experience

Health/Medical Information Assurance/Security Specialist/Analyst II

General Summary

Responsible for designing, developing and/or recommending integrated security system and physical control solutions that will ensure proprietary/confidential data and systems are protected as it applies to the Health/Medical environment. May assist the system owner and Information Systems Security Officer (ISSO) in varies aspects to the development and writing certification and accreditation (C&A) documentation packages included in the process of helping an organization/agency to obtain an authority to operate (ATO) on its systems and/or environment.

Principal Duties and Responsibilities

1. Provides technical engineering services for the support of integrated security systems and solutions to manage information-related risks.

2. Participates with the client in the strategic design process to translate security and business requirements into technical designs.

3. Configures and validates secure systems and physical controls, and tests security products and systems to detect security weakness.
Job Specifications

Bachelor’s and 4 years experience, or:
High School + 8 yrs relevant experience
Associates + 6 yrs relevant experience
Masters + 2 yrs relevant experience
PhD + 0 yrs relevant experience

Health/Medical Information Assurance/Security Specialist/Analyst III

General Summary

Responsible for designing, developing and/or recommending integrated security system and physical control solutions that will ensure proprietary / confidential data and systems are protected as it applies to the Health/Medical environment. May assist the system owner and Information Systems Security Officer (ISSO) in varies aspects to the development and writing certification and accreditation (C&A) documentation packages included in the process of helping an organization/agency to obtain an authority to operate (ATO) on its systems and/or environment.

Principal Duties and Responsibilities

1. Provides technical engineering services for the support of integrated security systems and solutions to manage information-related risks.

2. Participates with the client in the strategic design process to translate security and business requirements into technical designs.

3. Configures and validates secure systems and physical controls, and tests security products and systems to detect security weakness.

4. May be tasked to oversee specific projects and/or supervise lower level Health/Medical Information Assurance/Security Specialist/Analysts.

Job Specifications

Bachelor’s and 6 years experience, or:
High School + 10 yrs relevant experience
Associates + 8 yrs relevant experience
Masters + 4 yrs relevant experience
PhD + 2 yrs relevant experience

Health/Medical Information Assurance/Security Specialist/Analyst IV

General Summary

Responsible for designing, developing and/or recommending integrated security system and physical control solutions that will ensure proprietary / confidential data and systems are protected as it applies to the Health/Medical environment. May assist the system owner and Information Systems Security Officer (ISSO) in varies aspects to the development and writing certification and accreditation (C&A)
documentation packages included in the process of helping an organization/agency to obtain an authority to operate (ATO) on its systems and/or environment.

**Principal Duties and Responsibilities**

1. Provides technical engineering services for the support of integrated security systems and solutions to manage information-related risks.

2. Participates with the client in the strategic design process to translate security and business requirements into technical designs.

3. Configures and validates secure systems and physical controls, and tests security products and systems to detect security weakness.

4. May be tasked to oversee specific projects and/or supervise lower level Health/Medical Information Assurance/Security Specialist/Analysts.

**Job Specifications**

Bachelor’s and 8 years experience, or:

High School + 12 yrs relevant experience

Associates + 10 yrs relevant experience

Masters + 6 yrs relevant experience

PhD + 4 yrs relevant experience

**Health/Medical Information Systems Analyst I**

**General Summary**

Responsible for performance of systems analysis for computer and networking systems as it relates to the Health / Medical field. Role includes working closely with architecture, engineering and sustainment to provide an overall integration of systems peripherals so that they operate correctly within a predefined environment.

**Principal Duties and Responsibilities**

1. Assists with creation of technical documentation to include but not limited to detailed installation procedures, standard operating procedures, and knowledge base articles.

**Job Specifications**

Bachelor’s and 2 years experience, or:

High School + 6 yrs relevant experience

Associates + 4 yrs relevant experience

Masters + 0 yrs relevant experience

PhD + 0 yrs relevant experience
**Health/Medical Information Systems Analyst II**

**General Summary**

Responsible for performance of systems analysis for computer and networking systems as it relates to the Health / Medical field. Role includes working closely with architecture, engineering and sustainment to provide an overall integration of systems peripherals so that they operate correctly within a predefined environment.

**Principal Duties and Responsibilities**

1. Assists with creation of technical documentation to include but not limited to detailed installation procedures, standard operating procedures, and knowledge base articles.

**Job Specifications**

Bachelor’s and 4 years experience, or:

- High School + 8 yrs relevant experience
- Associates + 6 yrs relevant experience
- Masters + 2 yrs relevant experience
- PhD + 0 yrs relevant experience

**Health/Medical Information Systems Analyst III**

**General Summary**

Responsible for performance of systems analysis for computer and networking systems as it relates to the Health / Medical field. Role includes working closely with architecture, engineering and sustainment to provide an overall integration of systems peripherals so that they operate correctly within a predefined environment.

**Principal Duties and Responsibilities**

1. Assists with creation of technical documentation to include but not limited to detailed installation procedures, standard operating procedures, and knowledge base articles.
2. May be tasked to oversee/lead specific projects or analysis and/or supervise lower level Health/Medical Information Systems Analysts.

**Job Specifications**

Bachelor’s and 6 years experience, or:

- High School + 10 yrs relevant experience
- Associates + 8 yrs relevant experience
- Masters + 4 yrs relevant experience
- PhD + 2 yrs relevant experience
Health/Medical Information Systems Analyst IV

General Summary

Responsible for performance of systems analysis for computer and networking systems as it relates to the Health / Medical field. Role includes working closely with architecture, engineering and sustainment to provide an overall integration of systems peripherals so that they operate correctly within a predefined environment.

Principal Duties and Responsibilities

1. Assists with creation of technical documentation to include but not limited to detailed installation procedures, standard operating procedures, and knowledge base articles.
2. May be tasked to oversee/lead specific projects or analysis and/or supervise lower level Health/Medical Information Systems Analysts.

Job Specifications

Bachelor’s and 8 years experience, or:
High School + 12 yrs relevant experience
Associates + 10 yrs relevant experience
Masters + 6 yrs relevant experience
PhD + 4 yrs relevant experience

Health/Medical Instruction System Designer I

General Summary

Responsible for developing and designing or re-designing instructional content for courseware across multiple delivery mechanisms as applicable to the Health/Medical industry. Develops and/or oversees creation of course content. Researches, implements, and evaluates training in accordance with client and industry standards.

Principal Duties and Responsibilities

1. Developing and designing instructional content for instructor-led courseware
2. Collaborating on training plans and blending learning implementation strategies
3. Providing quality assurance and peer reviews on design plans and instructional materials
4. Creating instructional and presentation materials
5. Drafting course materials such as programs of instruction, lesson plans, learning objectives, etc.

Job Specifications

Bachelor’s and 2 years experience, or:
High School + 6 yrs relevant experience
Associates + 4 yrs relevant experience
Health/Medical Instruction System Designer II

General Summary

Responsible for developing and designing or re-designing instructional content for courseware across multiple delivery mechanisms as applicable to the Health/Medical industry. Develops and/or oversees creation of course content. Researches, implements, and evaluates training in accordance with client and industry standards.

Principal Duties and Responsibilities

1. Developing and designing instructional content for instructor-led courseware
2. Collaborating on training plans and blending learning implementation strategies
3. Providing quality assurance and peer reviews on design plans and instructional materials
4. Creating instructional and presentation materials
5. Drafting course materials such as programs of instruction, lesson plans, learning objectives, etc.

Job Specifications

Bachelor’s and 4 years experience, or:
High School + 8 yrs relevant experience
Associates + 6 yrs relevant experience
Masters + 2 yrs relevant experience
PhD + 0 yrs relevant experience

Health/Medical Instruction System Designer III

General Summary

Responsible for developing and designing or re-designing instructional content for courseware across multiple delivery mechanisms as applicable to the Health/Medical industry. Develops and/or oversees creation of course content. Researches, implements, and evaluates training in accordance with client and industry standards.

Principal Duties and Responsibilities

1. Developing and designing instructional content for instructor-led courseware
2. Collaborating on training plans and blending learning implementation strategies
3. Providing quality assurance and peer reviews on design plans and instructional materials
4. Creating instructional and presentation materials
5. Drafting course materials such as programs of instruction, lesson plans, learning objectives, etc.
6. May be tasked to supervise lower level Health/Medical Instruction System Designers.

Job Specifications

Bachelor’s and 6 years experience, or:
High School + 10 yrs relevant experience
Associates + 8 yrs relevant experience
Masters + 4 yrs relevant experience
PhD + 2 yrs relevant experience

Health/Medical Management Analyst I

General Summary

Responsible for conducting organizational studies and evaluations, design systems and procedures, conduct work simplification and measurement studies, and prepare operations and procedures manuals to assist management in operating more efficiently and effectively in the Health/Medical environment.

Principal Duties and Responsibilities

1. Evaluates performance results and recommends major changes affecting short/long term organizational growth and success.
2. Applies fundamental concepts, processes, practices, and procedures on assignments.

Job Specifications

Bachelor’s and 2 years experience, or:
High School + 6 yrs relevant experience
Associates + 4 yrs relevant experience
Masters + 0 yrs relevant experience
PhD + 0 yrs relevant experience

Health/Medical Management Analyst II

General Summary

Responsible for conducting organizational studies and evaluations, design systems and procedures, conduct work simplification and measurement studies, and prepare operations and procedures manuals to assist management in operating more efficiently and effectively in the Health/Medical environment.

Principal Duties and Responsibilities

1. Evaluates performance results and recommends major changes affecting short/long term organizational growth and success.
2. Applies fundamental concepts, processes, practices, and procedures on assignments.

Job Specifications
Bachelor’s and 4 years experience, or:
High School + 8 yrs relevant experience
Associates + 6 yrs relevant experience
Masters + 2 yrs relevant experience
PhD + 0 yrs relevant experience

Health/Medical Management Analyst III

General Summary

Responsible for conducting organizational studies and evaluations, design systems and procedures, conduct work simplification and measurement studies, and prepare operations and procedures manuals to assist management in operating more efficiently and effectively in the Health/Medical environment.

Principal Duties and Responsibilities

1. Evaluates performance results and recommends major changes affecting short/long term organizational growth and success.
2. Applies fundamental concepts, processes, practices, and procedures on assignments.
3. May be tasked to lead/oversee specific studies or evaluations and/or supervise lower level Health/Medical Management Analysts.

Job Specifications

Bachelor’s and 6 years experience, or:
High School + 10 yrs relevant experience
Associates + 8 yrs relevant experience
Masters + 4 yrs relevant experience
PhD + 2 yrs relevant experience

Health/Medical Management Analyst IV

General Summary

Responsible for conducting organizational studies and evaluations, design systems and procedures, conduct work simplification and measurement studies, and prepare operations and procedures manuals to assist management in operating more efficiently and effectively in the Health/Medical environment.

Principal Duties and Responsibilities

1. Evaluates performance results and recommends major changes affecting short/long term organizational growth and success.
2. Applies fundamental concepts, processes, practices, and procedures on assignments.
3. May be tasked to lead/oversee specific studies or evaluations and/or supervise lower level Health/Medical Management Analysts.
Job Specifications

Bachelor’s and 8 years experience, or:
High School + 12 yrs relevant experience
Associates + 10 yrs relevant experience
Masters + 6 yrs relevant experience
PhD + 4 yrs relevant experience

Health/Medical Network Engineer I

General Summary

Responsible for providing overall network support for a broad range of programs. Supports acquisition, installation, configuration, maintenance and usage of the Local Area Network (LAN) and/or Wide Area Network (WAN) associated with the Health/Medical industry.

Principal Duties and Responsibilities

1. Manages daily operations of local and wide area networks within span of control.
2. May propose solutions to management to ensure all communications requirements based on future needs and current usage.
3. Assists in planning for upgrades and replacements for facilities interconnected on a common network.
4. Acts as initial point of contact for LAN/WAN problems at the site.
5. Provides the focal point for coordination of high tiers of maintenance support.

Job Specifications

Bachelor’s and 2 years experience, or:
High School + 6 yrs relevant experience
Associates + 4 yrs relevant experience
Masters + 0 yrs relevant experience
PhD + 0 yrs relevant experience

Health/Medical Network Engineer II

General Summary

Responsible for providing overall network support for a broad range of programs. Supports acquisition, installation, configuration, maintenance and usage of the Local Area Network (LAN) and/or Wide Area Network (WAN) associated with the Health/Medical industry.

Principal Duties and Responsibilities

1. Manages daily operations of local and wide area networks within span of control.
2. May propose solutions to management to ensure all communications requirements based on future needs and current usage.

3. Assists in planning for upgrades and replacements for facilities interconnected on a common network.

4. Acts as initial point of contact for LAN/WAN problems at the site.

5. Provides the focal point for coordination of high tiers of maintenance support.

**Job Specifications**

Bachelor’s and 4 years experience, or:

- High School + 8 yrs relevant experience
- Associates + 6 yrs relevant experience
- Masters + 2 yrs relevant experience
- PhD + 0 yrs relevant experience

**Health/Medical Network Engineer III**

**General Summary**

Responsible for providing overall network support for a broad range of programs. Supports acquisition, installation, configuration, maintenance and usage of the Local Area Network (LAN) and/or Wide Area Network (WAN) associated with the Health/Medical industry.

**Principal Duties and Responsibilities**

1. Manages daily operations of local and wide area networks within span of control.

2. May propose solutions to management to ensure all communications requirements based on future needs and current usage.

3. Assists in planning for upgrades and replacements for facilities interconnected on a common network.

4. Acts as initial point of contact for LAN/WAN problems at the site.

5. Provides the focal point for coordination of high tiers of maintenance support.

6. May be tasked to oversee/lead specific projects and/or supervise lower level Health/Medical Network Engineers.

**Job Specifications**

Bachelor’s and 6 years experience, or:

- High School + 10 yrs relevant experience
- Associates + 8 yrs relevant experience
- Masters + 4 yrs relevant experience
- PhD + 2 yrs relevant experience
**Health/Medical Network Engineer IV**

**General Summary**

Responsible for providing overall network support for a broad range of programs. Supports acquisition, installation, configuration, maintenance and usage of the Local Area Network (LAN) and/or Wide Area Network (WAN) associated with the Health/Medical industry.

**Principal Duties and Responsibilities**

1. Manages daily operations of local and wide area networks within span of control.
2. May propose solutions to management to ensure all communications requirements based on future needs and current usage.
3. Assists in planning for upgrades and replacements for facilities interconnected on a common network.
4. Acts as initial point of contact for LAN/WAN problems at the site.
5. Provides the focal point for coordination of high tiers of maintenance support.
6. May be tasked to oversee/lead specific projects and/or supervise lower level Health/Medical Network Engineers.

**Job Specifications**

Bachelor’s and 8 years experience, or:

- High School + 12 yrs relevant experience
- Associates + 10 yrs relevant experience
- Masters + 6 yrs relevant experience
- PhD + 4 yrs relevant experience

**Health/Medical Quality Assurance Analyst I**

**General Summary**

Responsible for development of the project Quality Assurance Plan and the implementation of procedures that conforms to the requirements of the contract as it relates to the Health/Medical industry.

**Principal Duties and Responsibilities**

1. Provide an independent assessment of how the project's software and hardware development process is being implemented relative to the defined process and recommend methods to optimize the organization's process.
2. May be responsible for all activities involving quality assurance and compliance with applicable regulatory requirements.
3. Conduct audits and reviews/analyzes data and documentation.
4. Develop and implements procedures and test plans for assuring quality in a system development environment for various IT projects.
Job Specifications

Bachelor’s and 2 years experience, or:
High School + 6 yrs relevant experience
Associates + 4 yrs relevant experience
Masters + 0 yrs relevant experience
PhD + 0 yrs relevant experience

Health/Medical Quality Assurance Analyst II

General Summary

Responsible for development of the project Quality Assurance Plan and the implementation of procedures that conforms to the requirements of the contract as it relates to the Health/Medical industry.

Principal Duties and Responsibilities

1. Provide an independent assessment of how the project's software and hardware development process is being implemented relative to the defined process and recommend methods to optimize the organization's process.
2. May be responsible for all activities involving quality assurance and compliance with applicable regulatory requirements.
3. Conduct audits and reviews/analyzes data and documentation.
4. Develop and implements procedures and test plans for assuring quality in a system development environment for various IT projects.

Job Specifications

Bachelor’s and 4 years experience, or:
High School + 8 yrs relevant experience
Associates + 6 yrs relevant experience
Masters + 2 yrs relevant experience
PhD + 0 yrs relevant experience

Health/Medical Quality Assurance Analyst III

General Summary

Responsible for development of the project Quality Assurance Plan and the implementation of procedures that conforms to the requirements of the contract as it relates to the Health/Medical industry.

Principal Duties and Responsibilities

1. Provide an independent assessment of how the project's software and hardware development process is being implemented relative to the defined process and recommend methods to optimize the organization's process.
2. May be responsible for all activities involving quality assurance and compliance with applicable regulatory requirements.
3. Conduct audits and reviews/analyzes data and documentation.
4. Develop and implements procedures and test plans for assuring quality in a system development environment for various IT projects.
5. May be tasked to supervise lower level Health/Medical Quality Assurance Analysts.

**Job Specifications**

Bachelor’s and 6 years experience, or:
High School + 10 yrs relevant experience
Associates + 8 yrs relevant experience
Masters + 4 yrs relevant experience
PhD + 2 yrs relevant experience

**Health/Medical Quality Assurance Analyst IV**

**General Summary**

Responsible for development of the project Quality Assurance Plan and the implementation of procedures that conforms to the requirements of the contract as it relates to the Health/Medical industry.

**Principal Duties and Responsibilities**

1. Provide an independent assessment of how the project's software and hardware development process is being implemented relative to the defined process and recommend methods to optimize the organization's process.
2. May be responsible for all activities involving quality assurance and compliance with applicable regulatory requirements.
3. Conduct audits and reviews/analyzes data and documentation.
4. Develop and implements procedures and test plans for assuring quality in a system development environment for various IT projects.
5. May be tasked to supervise lower level Health/Medical Quality Assurance Analysts.

**Job Specifications**

Bachelor’s and 8 years experience, or:
High School + 12 yrs relevant experience
Associates + 10 yrs relevant experience
Masters + 6 yrs relevant experience
PhD + 4 yrs relevant experience
**Health/Medical Technical Editor I**

**General Summary**

Responsible for designing and standardizing all required technical style guide formats, editing workflow processes and document templates for the organization as it relates to the Health/Medical industry. This includes such documentation as user manuals, technical manuals/documents, online help and infrastructure documentation.

**Principal Duties and Responsibilities**

1. Develop document writing training material for the creators of documentation to ensure standards and processes are followed.
2. Leverage and implement, where possible, the Department of Defense (DoD), Federal Information Processing (FIP), Government Printing Office (GPO), or commercial documentation standards as appropriate to the assignment.
3. Provide guidance and assistance to technical writers.
4. May assist senior leadership with high visibility documentation.

**Job Specifications**

Bachelor’s and 2 years experience, or:

- High School + 6 yrs relevant experience
- Associates + 4 yrs relevant experience
- Masters + 0 yrs relevant experience
- PhD + 0 yrs relevant experience

**Health/Medical Technical Editor II**

**General Summary**

Responsible for designing and standardizing all required technical style guide formats, editing workflow processes and document templates for the organization as it relates to the Health/Medical industry. This includes such documentation as user manuals, technical manuals/documents, online help and infrastructure documentation.

**Principal Duties and Responsibilities**

1. Develop document writing training material for the creators of documentation to ensure standards and processes are followed.
2. Leverage and implement, where possible, the Department of Defense (DoD), Federal Information Processing (FIP), Government Printing Office (GPO), or commercial documentation standards as appropriate to the assignment.
3. Provide guidance and assistance to technical writers.
4. May assist senior leadership with high visibility documentation.

**Job Specifications**

Bachelor’s and 4 years experience, or:
High School + 8 yrs relevant experience
Associates + 6 yrs relevant experience
Masters + 2 yrs relevant experience
PhD + 0 yrs relevant experience

**Health/Medical Technical Editor III**

**General Summary**

Responsible for designing and standardizing all required technical style guide formats, editing workflow processes and document templates for the organization as it relates to the Health/Medical industry. This includes such documentation as user manuals, technical manuals/documents, online help and infrastructure documentation.

**Principal Duties and Responsibilities**

1. Develop document writing training material for the creators of documentation to ensure standards and processes are followed.
2. Leverage and implement, where possible, the Department of Defense (DoD), Federal Information Processing (FIP), Government Printing Office (GPO), or commercial documentation standards as appropriate to the assignment.
3. Provide guidance and assistance to technical writers.
4. May assist senior leadership with high visibility documentation
5. May be tasked to supervise other lower level Technical Editors.

**Job Specifications**

Bachelor’s and 6 years experience, or:
High School + 10 yrs relevant experience
Associates + 8 yrs relevant experience
Masters + 4 yrs relevant experience
PhD + 2 yrs relevant experience

**Health/Medical Technical Editor IV**

**General Summary**

Responsible for designing and standardizing all required technical style guide formats, editing workflow processes and document templates for the organization as it relates to the Health/Medical industry. This includes such documentation as user manuals, technical manuals/documents, online help and infrastructure documentation.

**Principal Duties and Responsibilities**

1. Develop document writing training material for the creators of documentation to ensure standards and processes are followed.
2. Leverage and implement, where possible, the Department of Defense (DoD), Federal Information Processing (FIP), Government Printing Office (GPO), or commercial documentation standards as
appropriate to the assignment.
3. Provide guidance and assistance to technical writers.
4. May assist senior leadership with high visibility documentation
5. May be tasked to supervise other lower level Technical Editors.

**Job Specifications**

Bachelor’s and 8 years experience, or:
High School + 12 yrs relevant experience
Associates + 10 yrs relevant experience
Masters + 6 yrs relevant experience
PhD + 4 yrs relevant experience

**Health/Medical Telecommunications Engineer I**

**General Summary**

Responsible for designing, testing, upgrading and integration of new or existing telecommunication networks, systems and equipment in accordance to the organization’s business requirements and as it relates to the Health/Medical industry.

**Principal Duties and Responsibilities**

1. Document all aspects of the engineering process as it relates to build and configuration, testing, and deployment of telecommunication networks, systems and equipment.
2. Coordinate changes such as implementation of new telecommunication networks, systems and equipment, upgrades or version increments to existing telecommunication networks, systems and equipment with stakeholders.
3. Plans, coordinates, and implements security measures to safeguard telecommunication networks, systems and equipment.
4. Performs telecommunications modeling, analysis, and planning.
5. Coordinates with architecture and evaluate new and emerging telecommunication technologies and make recommendations for selection of these products.
6. Troubleshoots complex issues and if needed coordinates vendor engagements to assist in troubleshooting efforts.
7. Provides day-to-day operational or administrative duties for deployed infrastructure platforms in lab or production environments.
8. Applies fundamental engineering concepts, processes, practices, and procedures on technical assignments.

**Job Specifications**

Bachelor’s and 2 years experience, or:
High School + 6 yrs relevant experience
Associates + 4 yrs relevant experience
Masters + 0 yrs relevant experience
PhD + 0 yrs relevant experience

**Health/Medical Telecommunications Engineer II**

**General Summary**

Responsible for designing, testing, upgrading and integration of new or existing telecommunication networks, systems and equipment in accordance to the organization’s business requirements and as it relates to the Health/Medical industry.

**Principal Duties and Responsibilities**

1. Document all aspects of the engineering process as it relates to build and configuration, testing, and deployment of telecommunication networks, systems and equipment.
2. Coordinate changes such as implementation of new telecommunication networks, systems and equipment, upgrades or version increments to existing telecommunication networks, systems and equipment with stakeholders.
3. Plans, coordinates, and implements security measures to safeguard telecommunication networks, systems and equipment.
4. Performs telecommunications modeling, analysis, and planning.
5. Coordinates with architecture and evaluate new and emerging telecommunication technologies and make recommendations for selection of these products.
6. Troubleshoots complex issues and if needed coordinates vendor engagements to assist in troubleshooting efforts.
7. Provides day-to-day operational or administrative duties for deployed infrastructure platforms in lab or production environments.
8. Applies fundamental engineering concepts, processes, practices, and procedures on technical assignments.

**Job Specifications**

Bachelor’s and 4 years experience, or:

High School + 8 yrs relevant experience

Associates + 6 yrs relevant experience

Masters + 2 yrs relevant experience

PhD + 0 yrs relevant experience

**Health/Medical Telecommunications Engineer III**

**General Summary**

Responsible for designing, testing, upgrading and integration of new or existing telecommunication networks, systems and equipment in accordance to the organization’s business requirements and as it relates to the Health/Medical industry.

**Principal Duties and Responsibilities**

1. Document all aspects of the engineering process as it relates to build and configuration, testing, and deployment of telecommunication networks, systems and equipment.
2. Coordinate changes such as implementation of new telecommunication networks, systems and equipment, upgrades or version increments to existing telecommunication networks, systems and equipment with stakeholders.
3. Plans, coordinates, and implements security measures to safeguard telecommunication networks, systems and equipment.
4. Performs telecommunications modeling, analysis, and planning.
5. Coordinates with architecture and evaluate new and emerging telecommunication technologies and make recommendations for selection of these products.
6. Troubleshoots complex issues and if needed coordinates vendor engagements to assist in troubleshooting efforts.
7. Provides day-to-day operational or administrative duties for deployed infrastructure platforms in lab or production environments.
8. Applies fundamental engineering concepts, processes, practices, and procedures on technical assignments.
9. May be tasked to supervise lower level Health/Medical Telecommunications Engineers.

**Job Specifications**

Bachelor’s and 6 years experience, or:
- High School + 10 yrs relevant experience
- Associates + 8 yrs relevant experience
- Masters + 4 yrs relevant experience
- PhD + 2 yrs relevant experience

**Health/Medical Telecommunications Engineer IV**

**General Summary**

Responsible for designing, testing, upgrading and integration of new or existing telecommunication networks, systems and equipment in accordance to the organization’s business requirements and as it relates to the Health/Medical industry.

**Principal Duties and Responsibilities**

1. Document all aspects of the engineering process as it relates to build and configuration, testing, and deployment of telecommunication networks, systems and equipment.
2. Coordinate changes such as implementation of new telecommunication networks, systems and equipment, upgrades or version increments to existing telecommunication networks, systems and equipment with stakeholders.
3. Plans, coordinates, and implements security measures to safeguard telecommunication networks, systems and equipment.
4. Performs telecommunications modeling, analysis, and planning.
5. Coordinates with architecture and evaluate new and emerging telecommunication technologies and make recommendations for selection of these products.
6. Troubleshoots complex issues and if needed coordinates vendor engagements to assist in troubleshooting efforts.
7. Provides day-to-day operational or administrative duties for deployed infrastructure platforms in lab or production environments.
8. Applies fundamental engineering concepts, processes, practices, and procedures on technical assignments.
9. May be tasked to supervise lower level Health/Medical Telecommunications Engineers.

**Job Specifications**

Bachelor’s and 8 years experience, or:
High School + 12 yrs relevant experience
Associates + 10 yrs relevant experience
Masters + 6 yrs relevant experience
PhD + 4 yrs relevant experience

**Health/Medical Test Engineer I**

**General Summary**

Responsible for designing and implementing test evaluation processes, procedures and documentation as required for the Health/Medical field.

**Principal Duties and Responsibilities**

1. Conduct product testing and evaluation leveraging test and evaluation processes and standards to ensure system requirements are met.
2. Develop, maintain, and update test scripts for information technology systems to include hardware and software products.
3. Develop, implement, and report status for system test plans, after action reports and cases for testing.
4. Analyze test cases and provides regular progress reports.
5. Participate in all phases of information technology systems development with emphasis on analysis of system requirements, test design and test tools selection.
6. Applies fundamental concepts, processes, practices, and procedures on technical assignments.
7. Ability to work with other senior technical and user staff to complete projects.

**Job Specifications**

Bachelor’s and 2 years experience, or:
High School + 6 yrs relevant experience
Associates + 4 yrs relevant experience
Masters + 0 yrs relevant experience
PhD + 0 yrs relevant experience
**Health/Medical Test Engineer II**

*General Summary*

Responsible for designing and implementing test evaluation processes, procedures and documentation as required for the Health/Medical field.

*Principal Duties and Responsibilities*

1. Conduct product testing and evaluation leveraging test and evaluation processes and standards to ensure system requirements are met.
2. Develop, maintain, and update test scripts for information technology systems to include hardware and software products.
3. Develop, implement, and report status for system test plans, after action reports and cases for testing.
4. Analyze test cases and provides regular progress reports.
5. Participate in all phases of information technology systems development with emphasis on analysis of system requirements, test design and test tools selection.
6. Applies fundamental concepts, processes, practices, and procedures on technical assignments.
7. Ability to work with other senior technical and user staff to complete projects.

*Job Specifications*

Bachelor’s and 4 years experience, or:

High School + 8 yrs relevant experience

Associates + 6 yrs relevant experience

Masters + 2 yrs relevant experience

PhD + 0 yrs relevant experience

**Health/Medical Test Engineer III**

*General Summary*

Responsible for designing and implementing test evaluation processes, procedures and documentation as required for the Health/Medical field.

*Principal Duties and Responsibilities*

1. Conduct product testing and evaluation leveraging test and evaluation processes and standards to ensure system requirements are met.
2. Develop, maintain, and update test scripts for information technology systems to include hardware and software products.
3. Develop, implement, and report status for system test plans, after action reports and cases for testing.
4. Analyze test cases and provides regular progress reports.
5. Participate in all phases of information technology systems development with emphasis on analysis of system requirements, test design and test tools selection.
6. Applies fundamental concepts, processes, practices, and procedures on technical assignments.
7. Ability to work with other senior technical and user staff to complete projects.
8. May be tasked to supervise lower level Health/Medical Test Engineers.
Job Specifications

Bachelor’s and 6 years experience, or:
High School + 10 yrs relevant experience
Associates + 8 yrs relevant experience
Masters + 4 yrs relevant experience
PhD + 2 yrs relevant experience

Health/Medical Test Engineer IV

General Summary

Responsible for designing and implementing test evaluation processes, procedures and documentation as required for the Health/Medical field.

Principal Duties and Responsibilities

1. Conduct product testing and evaluation leveraging test and evaluation processes and standards to ensure system requirements are met.
2. Develop, maintain, and update test scripts for information technology systems to include hardware and software products.
3. Develop, implement, and report status for system test plans, after action reports and cases for testing.
4. Analyze test cases and provides regular progress reports.
5. Participate in all phases of information technology systems development with emphasis on analysis of system requirements, test design and test tools selection.
6. Applies fundamental concepts, processes, practices, and procedures on technical assignments.
7. Ability to work with other senior technical and user staff to complete projects.
8. May be tasked to supervise lower level Health/Medical Test Engineers.

Job Specifications

Bachelor’s and 8 years experience, or:
High School + 12 yrs relevant experience
Associates + 10 yrs relevant experience
Masters + 6 yrs relevant experience
PhD + 4 yrs relevant experience

Health/Medical Training Specialist III

General Summary

Plans, develops, delivers, and evaluates instruction relevant to the Health/Medical industry. Also manages diverse classes of adult learners in a single classroom or simultaneously via satellite or other virtual delivery methods to multiple sites. Conducts individual, small group, and full classroom exercises, including simulations and end-to-end process activities. Depending on experience, may perform the duties of a Training Manager. Work may encompass managing training professionals as well as interpreting and
administering policies, processes, and procedures associated with the health/medical environment as well as performing the normal duties of a Project Manager.

**Principal Duties and Responsibilities**

1. Identifies and defines measurable course objectives and confirms that proficiency assessments reinforce objectives.

2. Applies approved training procedures, principles, and guidelines to develop training materials.

3. Works to understand concepts and apply adult learning theory and knowledge to determine the best way to present content to support knowledge retention across the end user community.

4. Tests training materials for adherence to template and guidelines as well as compliance with applicable training regulations (e.g., SEC 508 compliance; SCORM conformance).

5. May be tasked to supervise other Health/Medical Training Specialists.

**Job Specifications**

Bachelor’s and 6 years experience, or:

High School + 10 yrs relevant experience

Associates + 8 yrs relevant experience

Masters + 4 yrs relevant experience

PhD + 2 yrs relevant experience

**Health/Medical Training Specialist IV**

**General Summary**

Plans, develops, delivers, and evaluates instruction relevant to the Health/Medical industry. Also manages diverse classes of adult learners in a single classroom or simultaneously via satellite or other virtual delivery methods to multiple sites. Conducts individual, small group, and full classroom exercises, including simulations and end-to-end process activities. Depending on experience, may perform the duties of a Training Manager. Work may encompass managing training professionals as well as interpreting and administering policies, processes, and procedures associated with the health/medical environment as well as performing the normal duties of a Project Manager.

**Principal Duties and Responsibilities**

1. Identifies and defines measurable course objectives and confirms that proficiency assessments reinforce objectives.

2. Applies approved training procedures, principles, and guidelines to develop training materials.

3. Works to understand concepts and apply adult learning theory and knowledge to determine the best way to present content to support knowledge retention across the end user community.

4. Tests training materials for adherence to template and guidelines as well as compliance with applicable training regulations (e.g., SEC 508 compliance; SCORM conformance).

5. May be tasked to supervise other Health/Medical Training Specialists.
**Job Specifications**

Bachelor’s and 8 years experience, or:

- High School + 12 yrs relevant experience
- Associates + 10 yrs relevant experience
- Masters + 6 yrs relevant experience
- PhD + 4 yrs relevant experience

**Training Specialist I**

**General Summary**

Plans, develops, delivers, and evaluates instruction; also manages diverse classes of adult learners in a single classroom or simultaneously via satellite or other virtual delivery methods to multiple sites. Conducts individual, small group, and full classroom exercises, including simulations and end-to-end process activities. Depending on experience, may perform the duties of a Training Manager. Work may encompass managing training professionals as well as interpreting and administering policies, processes, and procedures as well as performing the normal duties of a Project Manager.

**Principal Duties and Responsibilities**

1. Identifies and defines measurable course objectives and confirms that proficiency assessments reinforce objectives.

2. Applies approved training procedures, principles, and guidelines to develop training materials.

3. Works to understand concepts and apply adult learning theory and knowledge to determine the best way to present content to support knowledge retention across the end user community.

4. Tests training materials for adherence to template and guidelines as well as compliance with applicable training regulations (e.g., SEC 508 compliance; SCORM conformance).

**Job Specifications**

Bachelors degree and 0 years experience

**Training Specialist II**

**General Summary**

Plans, develops, delivers, and evaluates instruction; also manages diverse classes of adult learners in a single classroom or simultaneously via satellite or other virtual delivery methods to multiple sites. Conducts individual, small group, and full classroom exercises, including simulations and end-to-end process activities. Depending on experience, may perform the duties of a Training Manager. Work may encompass managing training professionals as well as interpreting and administering policies, processes, and procedures as well as performing the normal duties of a Project Manager.

**Principal Duties and Responsibilities**

1. Identifies and defines measurable course objectives and confirms that proficiency assessments reinforce objectives.
2. Applies approved training procedures, principles, and guidelines to develop training materials.

3. Works to understand concepts and apply adult learning theory and knowledge to determine the best way to present content to support knowledge retention across the end user community.

4. Tests training materials for adherence to template and guidelines as well as compliance with applicable training regulations (e.g., SEC 508 compliance; SCORM conformance).

**Job Specifications**

Bachelors and five (5) years or more of related experience; Masters or equivalent product certification and no related experience.

**Substitution/Equivalency:**
The following substitutions, unless otherwise stated, may be made for either education or experience for all categories above:

- GED or vocational degree = high school diploma.
- Associate’s = two (2) years of relevant experience
- Bachelor’s = four (4) years of relevant experience.
- Master’s = six (6) years of relevant experience.
- Ph.D. = nine (9) years of relevant experience.

Example: Master’s = Bachelor’s + (2) years of relevant experience or six (6) years of relevant experience.

**NOTE:** Relevant experience means the type of experience similar to the MAS labor category requirements for the specific labor category contemplated.
# SAIC Health Information Technology Services (SIN 54151HEAL) Price List

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SAIC SIN 54151HACS: General Summary, Principal Duties and Responsibilities, and Job Specifications

**Penetration Tester I**

**General Summary**
Responsible for applying penetration testing principles, tools, and techniques. May identify systemic security issues based on the analysis of vulnerability and configuration data. May prepare communications and make presentations on recommendations on security enhancements or alternatives. May conduct and/or support authorized penetration testing on enterprise network assets. May analyze site/enterprise Computer Network Defense (CND) policies and configurations and evaluate compliance with regulations and enterprise directives. May assist with the selection of cost-effective security controls to mitigate risk.

**Principal Duties and Responsibilities**
1. Performs application and infrastructure penetration tests as well as physical security reviews and social engineering tests for our global clients.
2. Reviews and defines requirements for information security solutions.
3. Under direction, performs security reviews of application designs, source code, and deployments as required, covering all types of applications (web application, web services, mobile applications, thick client applications, SaaS).
4. Participates in security assessments of networks, systems, and applications.
5. Works with the team on improvements for provided security services, including the continuous enhancement of existing methodology material and supporting assets.

**Job Specifications**
Bachelor’s degree or equivalent and two (2) years of relevant experience in IT security, preferably with exposure to application security testing (source code review and application penetration tests). Includes working knowledge of cybersecurity principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements. (Security+ CE and/or CEH).

**Penetration Tester II**

**General Summary**
Responsible for applying penetration testing principles, tools, and techniques. May identify systemic security issues based on the analysis of vulnerability and configuration data. May prepare communications and make presentations on recommendations on security enhancements or alternatives. May conduct and/or support authorized penetration testing on enterprise network assets. May analyze site/enterprise CND policies and configurations and evaluate compliance with regulations and enterprise directives. May assist with the selection of cost-effective security controls to mitigate risk.

**Principal Duties and Responsibilities**
1. Performs application and infrastructure penetration tests as well as physical security reviews and social engineering tests for our global clients.
2. Reviews and defines requirements for information security solutions.
3. Performs security reviews of application designs, source code, and deployments as required, covering all types of applications (web application, web services, mobile applications, thick client applications, SaaS).
4. Participates in security assessments of networks, systems, and applications.
5. Works on improvements for provided security services, including the continuous enhancement of existing methodology material and supporting assets.

**Job Specifications**
Bachelor’s degree or equivalent and five (5) years of relevant experience in IT security, preferably with exposure to application security testing (source code review and application penetration tests). Includes working knowledge of cyber security principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements (Security+ CE and/or CEH).

**Penetration Tester III**

**General Summary**
Responsible for applying penetration testing principles, tools, and techniques. May identify systemic security issues based on the analysis of vulnerability and configuration data. May prepare communications and make presentations on recommendations on security enhancements or alternatives. May conduct and/or support authorized penetration testing on enterprise network assets. May analyze site/enterprise CND policies and configurations and evaluate compliance with regulations and enterprise directives. May assist with the selection of cost-effective security controls to mitigate risk.

**Principal Duties and Responsibilities**
1. May lead teams that perform application and infrastructure penetration tests as well as physical security reviews and social engineering tests for our global clients.
2. Reviews and defines requirements for information security solutions.
3. Performs security reviews of application designs, source code, and deployments as required, covering all types of applications (web application, web services, mobile applications, thick client applications, SaaS).
4. Participates in security assessments of networks, systems, and applications.
5. Leads teams to implement improvements for provided security services, including the continuous enhancement of existing methodology material and supporting assets.

**Job Specifications**
Bachelor’s degree or equivalent and nine (9) years of relevant experience in IT security, preferably with exposure to application security testing (source code review and application penetration tests). Includes working knowledge of cybersecurity principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements (Security+ CE and/or CEH).

**Cybersecurity/Information Security Engineer I**

**General Summary**
Responsible for rigorous application of cybersecurity policies, principles, and practices in the delivery of all information technology (IT) and cybersecurity services. May develop/design security solutions to maintain confidentiality, integrity, and availability of information throughout the enterprise. May develop recommendations and courses of action (COAs) to solve complex cybersecurity problems. May conduct cybersecurity engineering research and analysis and provide recommendations. May provide educational cybersecurity briefings. May provide security control design and solution planning at the system, mission, and enterprise levels, security-in-depth/defense-in-depth, and other related security engineering support functions. Is involved in a wide range of security issues, including architectures, firewalls, electronic data traffic, and network access.

**Principal Duties and Responsibilities**
1. Identifies, plans, and documents improvements to security controls currently in place.
2. Develops and interprets cybersecurity requirements as part of the IT acquisition development process and assists in the formulation of cybersecurity/IT budgets.
3. As directed, plans and schedules the installation of new or modified security hardware, operating systems, and software applications.
4. Ensures the assessment and implementation of identified computer and network environment fixes as part of the Cybersecurity Vulnerability Management program.
5. Evaluates functional operation and performance in light of test results and makes recommendations regarding security certification and accreditation (C&A).
6. Under direction, contributes substantive content to the development of cybersecurity documentation, concept papers, and test plans.

7. Applies cyber engineering and cybersecurity concepts and techniques.

**Job Specifications**

Bachelor’s degree or equivalent and two (2) years of relevant experience in IT security. Includes working knowledge of cyber security engineering principles, techniques, and technologies. DoD 8140/DoD 8570 Information Assurance Management (I) Level I certification or equivalent industry certifications preferred/required depending on task order requirements (GSLC, CAP, Security+ CE, CISSP [or Associate], and/or CASP).

**Cybersecurity/Information Security Engineer II**

**General Summary**

Responsible for rigorous application of cybersecurity policies, principles, and practices in the delivery of all IT and cybersecurity services. May develop/design security solutions to maintain confidentiality, integrity, and availability of information throughout the enterprise. May develop recommendations and COAs to solve complex cybersecurity problems. May conduct cybersecurity engineering research and analysis and provide recommendations. May provide educational cybersecurity briefings. May include security control design and solution planning at the system, mission, and enterprise level, security-in-depth/defense-in-depth, and other related security engineering support functions. Is involved in a wide range of security issues, including architectures, firewalls, electronic data traffic, and network access.

**Principal Duties and Responsibilities**

1. Identifies, plans, and documents improvements to security controls currently in place.

2. Develops and interprets cybersecurity requirements as part of the IT acquisition development process and assists in the formulation of cybersecurity/IT budgets.

3. Plans and schedules the installation of new or modified security hardware, operating systems, and software applications.

4. Ensures the assessment and implementation of identified computer and network environment fixes as part of the Cybersecurity Vulnerability Management program.

5. Evaluates functional operation and performance in light of test results and makes recommendations regarding security C&A.

6. Contributes substantive content to the development of cybersecurity documentation, concept papers, and test plans.

7. Applies cyber engineering and cybersecurity concepts and techniques.

**Job Specifications**

Bachelor’s degree or equivalent and six (6) years of relevant experience in IT security. Includes working knowledge of cyber security engineering principles, techniques, and technologies. DoD 8140/DoD 8570 Information Assurance Management (I) Level II Certification or equivalent industry certifications preferred/required depending on task order requirements (GSLC, CAP, Security+ CE, CISSP [or Associate], and/or CASP).

**Cybersecurity/Information Security Engineer III**

**General Summary**

Responsible for rigorous application of cybersecurity policies, principles, and practices in the delivery of all IT and cybersecurity services. May develop/design security solutions to maintain confidentiality, integrity, and availability of information throughout the enterprise. May develop recommendations and COAs to solve complex cybersecurity problems. May conduct cybersecurity engineering research and analysis and provide recommendations. May provide educational cybersecurity briefings. May include security control design and solution planning at the system, mission, and enterprise levels, security-in-
depth/defense-in-depth, and other related security engineering support functions. Is involved in a wide range of security issues, including architectures, firewalls, electronic data traffic, and network access.

**Principal Duties and Responsibilities**

1. Identifies, plans, and documents improvements to security controls currently in place.
2. Develops and interprets cybersecurity requirements as part of the IT acquisition development process and assists in the formulation of cybersecurity/IT budgets.
3. May lead teams to plan and schedule the installation of new or modified security hardware, operating systems, and software applications.
4. Ensures the assessment and implementation of identified computer and network environment fixes as part of the Cybersecurity Vulnerability Management program.
5. Evaluates functional operation and performance in light of test results and makes recommendations regarding security C&A.
6. Contributes substantive content to the development of cybersecurity documentation, concept papers, and test plans.
7. Applies cyber engineering and cybersecurity concepts and techniques.

**Job Specifications**

Bachelor’s degree or equivalent and nine (9) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. DoD 8140/DoD 8570 Information Assurance Management (IAM) Level II certification or equivalent industry certifications preferred/required depending on task order requirements (GSLC, CISM, CASP, CISSP [or Associate], or CISSP-ISSEP, and/or CISSP-ISSAP).

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**Malware Analyst I**

**General Summary**

Responsible for using engineering tools and techniques to analyze software to identify vulnerabilities. May perform in-depth detailed research of software and methodologies to build defensive and offensive technical capabilities. Applies understanding of security concepts, protocols, processes, architectures, and tools (e.g., authentication and access control technologies, intrusion detection, network traffic analysis, incident handling, media/malware analysis), malware and programming skills including multiple languages, and detailed understanding of how network-based attacks work at the operating system and/or protocol level.

**Principal Duties and Responsibilities**

1. As directed, recreates programs to evaluate and exploit weaknesses or strengthen defenses.
2. Under direction, develops design specifications by inspection and analysis to offset various malware and to protect and defend the infrastructure.
3. Develops, researches, and maintains proficiency in tools, techniques, countermeasures, and trends in computer and network vulnerabilities, data hiding, and encryption.
4. Conducts vulnerability assessments of information systems.
5. Performs system analysis; reverse engineering; and static, dynamic, and best-practice malware analytical methodologies.

**Job Specifications**

Bachelor’s degree or equivalent and two (2) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. DoD 8140/DoD 8570 Information Assurance Technical (IAT) Level I certification, or equivalent industry certifications preferred/required depending on task order requirements (A+ CE, Network+ CE, Security+ CE, and/or SSCP).
**Malware Analyst II**

**General Summary**
Responsible for using engineering tools and techniques to analyze software to identify vulnerabilities. May perform in-depth detailed research of software and methodologies to build defensive and offensive technical capabilities. Applies understanding of security concepts, protocols, processes, architectures, and tools (e.g., authentication and access control technologies, intrusion detection, network traffic analysis, incident handling, media/malware analysis), malware, and programming skills including multiple languages, and detailed understanding of how network-based attacks work at the operating system and/or protocol level.

**Principal Duties and Responsibilities**
1. Recreates programs to evaluate and exploit weaknesses or strengthen defenses.
2. Develops design specifications by inspection and analysis to offset various malware and to protect and defend the infrastructure.
3. Develops, researches, and maintains proficiency in tools, techniques, countermeasures, and trends in computer and network vulnerabilities, data hiding, and encryption.
4. Conducts vulnerability assessments of information systems.
5. Performs system analysis, reverse engineering, and static, dynamic, and best-practice malware analytical methodologies.

**Job Specifications**
Bachelor’s degree or equivalent and five (5) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. DoD 8140/DoD 8570 Information Assurance Technical (IAT) Level II certification or equivalent industry certifications preferred/required depending on task order requirements (A+ CE, Network+ CE, GSEC, Security+ CE, and/or SSCP).

**Malware Analyst III**

**General Summary**
Responsible for using engineering tools and techniques to analyze software to identify vulnerabilities. May perform in-depth detailed research of software and methodologies to build defensive and offensive technical capabilities. Applies understanding of security concepts, protocols, processes, architectures, and tools (e.g., authentication and access control technologies, intrusion detection, network traffic analysis, incident handling, media/malware analysis), malware and programming skills including multiple languages, and detailed understanding of how network-based attacks work at the operating system and/or protocol level.

**Principal Duties and Responsibilities**
1. Recreates programs to evaluate and exploit weaknesses or strengthen defenses.
2. Develops design specifications by inspection and analysis to offset various malware and to protect and defend the infrastructure.
3. May lead teams to develop, research, and maintain proficiency in tools, techniques, countermeasures, and trends in computer and network vulnerabilities, data hiding, and encryption.
4. Conducts vulnerability assessments of information systems.
5. Performs system analysis, reverse engineering, and static, dynamic, and best-practice malware analytical methodologies.

**Job Specifications**
Bachelor’s degree or equivalent and nine (9) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. DoD 8140/DoD 8570 Information Assurance Technical (IAT) Level III certification or equivalent industry certifications preferred/required depending on task order requirements (A+ CE, Network+ CE, GCIH, CISA, CISSP [or Associate] and/or GCED).
Risk and Vulnerability Analyst I

General Summary
Responsible for conducting assessments of threats and vulnerabilities; determining deviations from acceptable configurations and enterprise or local policy; assessing level of risk; and developing and/or recommending appropriate mitigation countermeasures in operational and non-operational situations. Utilizes COTS/GOTS and custom tools and processes/procedures in order to scan, identify, contain, mitigate, and remediate vulnerabilities and intrusions. May perform network mapping, vulnerability scanning, phishing assessments, wireless assessments, web application assessments, operating system security assessments (OSSA), and database assessments. May research, evaluate, and recommend new security tools, techniques, and technologies and introduce them to the enterprise in alignment with IT security strategy. May support the formal security test and evaluation (ST&E) activities. May periodically conduct a review of each system’s audits and monitors corrective actions until all actions are closed. May support cyber metrics development, maintenance, and reporting. May provide briefings to senior staff.

Principal Duties and Responsibilities
1. As directed, designs, tests, and implements secure operating systems, networks, security monitoring, tuning, and management of IT security systems and applications, incident response, digital forensics, loss prevention, and eDiscovery actions.
2. Conducts risk and vulnerability assessment at the network, system, and application levels. Conducts threat modeling exercises.
3. As part of a team, develops and implements security controls and formulates operational risk mitigations along with assisting in security awareness programs.
4. Under direction, applies knowledge of network, system, and application security threats and vulnerabilities to a wide range of security issues, including architectures, firewalls, electronic data traffic, and network access.
5. Performs analyses to validate established security requirements and to recommend additional security requirements and safeguards.

Job Specifications
Bachelor’s degree or equivalent and two (2) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements (A+ CE, Network+ CE, SSCP GSLC, CAP, Security+ CE, and/or SSCP).

Risk and Vulnerability Analyst II

General Summary
Responsible for conducting assessments of threats and vulnerabilities; determining deviations from acceptable configurations and enterprise or local policy; assessing level of risk; and developing and/or recommending appropriate mitigation countermeasures in operational and non-operational situations. Utilizes COTS/GOTS and custom tools and processes/procedures in order to scan, identify, contain, mitigate, and remediate vulnerabilities and intrusions. May perform network mapping, vulnerability scanning, phishing assessments, wireless assessments, web application assessments, OSSA, and database assessments. May research, evaluate, and recommend new security tools, techniques, and technologies and introduce them to the enterprise in alignment with IT security strategy. May support the formal ST&E activities. May periodically conduct a review of each system’s audits and monitor corrective actions until all actions are closed. May support cyber metrics development, maintenance, and reporting. May provide briefings to senior staff.
Principal Duties and Responsibilities
1. Designs, tests, and implements secure operating systems, networks, security monitoring, tuning and management of IT security systems and applications, incident response, digital forensics, loss prevention, and eDiscovery actions.
2. Conducts risk and vulnerability assessment at the network, system, and application levels. Conducts threat modeling exercises.
3. Develops and implements security controls and formulates operational risk mitigations along with assisting in security awareness programs.
4. Applies knowledge of network, system, and application security threats and vulnerabilities to a wide range of security issues, including architectures, firewalls, electronic data traffic, and network access.
5. Performs analyses to validate established security requirements and to recommend additional security requirements and safeguards.

Job Specifications
Bachelor’s degree or equivalent and five (5) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements (A+ CE, Network+ CE, GSLC, CAP, Security+ CE, CISSP [or Associate], and/or CASP).

Risk and Vulnerability Analyst III
General Summary
Responsible for conducting assessments of threats and vulnerabilities; determining deviations from acceptable configurations and enterprise or local policy; assessing level of risk; and developing and/or recommending appropriate mitigation countermeasures in operational and non-operational situations. Utilizes COTS/GOTS and custom tools and processes/procedures in order to scan, identify, contain, mitigate, and remediate vulnerabilities and intrusions. May perform network mapping, vulnerability scanning, phishing assessments, wireless assessments, web application assessments, OSSA, and database assessments. May research, evaluate, and recommend new security tools, techniques, and technologies and introduce them to the enterprise in alignment with IT security strategy. May support the formal ST&E activities. May periodically conduct a review of each system's audits and monitors corrective actions until all actions are closed. May support cyber metrics development, maintenance, and reporting. May provide briefings to senior staff.

Principal Duties and Responsibilities
1. May lead teams to design, test, and implement secure operating systems, networks, security monitoring, tuning and management of IT security systems and applications, incident response, digital forensics, loss prevention, and eDiscovery actions.
2. Conducts risk and vulnerability assessment at the network, systems and application levels. Conducts threat modeling exercises.
3. May lead teams to develop and implement security controls and formulate operational risk mitigations along with assisting in security awareness programs.
4. Applies knowledge of network, system, and application security threats and vulnerabilities to a wide range of security issues, including architectures, firewalls, electronic data traffic, and network access.
5. Performs analyses to validate established security requirements and to recommend additional security requirements and safeguards.

Job Specifications
Bachelor’s degree or equivalent and nine (9) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. Information security
certifications preferred/required depending on task order requirements (A+ CE, Network+ CE, GSLC, CAP, Security+ CE, CISSP [or Associate] and/or CASP).

Compliance Manager I
General Summary
Responsible for architecting, planning, configuring, deploying, maintaining, and upgrading COTS/GOTS and custom toolsets to address vulnerabilities and/or implement security controls. Applies a combination of expert engineering knowledge of enterprise IT and security solutions to design, develop, and/or implement solutions to ensure they are consistent with enterprise architecture security policies and support full spectrum cybersecurity operations. May include security control design and solution planning at the system, mission, and enterprise levels, security-in-depth/defense-in-depth, and other related compliance and engineering support functions. May include researching and evaluating cyber capabilities and new security tools and products against operational requirements. Work may encompass managing security professionals as well as interpreting and administering policies, processes, and procedures.

Principal Duties and Responsibilities
1. Conducts threat modeling exercises.
2. Recommends security controls and formulates operational risk mitigations along with assisting in security awareness programs.
3. Is involved in a wide range of security compliance issues related to architectures, firewalls, electronic data traffic, and network access.
4. Researches, evaluates, and recommends new security tools, techniques, and technologies in alignment with IT security strategy.
5. Oversees the implementation of the required government policy (i.e., NISPOM, DCID 6/3) and makes recommendations on process tailoring.
6. Performs analyses to validate established security requirements and to recommend additional security requirements and safeguards.

Job Specifications
Bachelor’s degree or equivalent and five (5) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements (CISSP [or Associate] and/or CASP).

Compliance Manager II
General Summary
Responsible for architecting, planning, configuring, deploying, maintaining, and upgrading COTS/GOTS and custom toolsets to address vulnerabilities and/or implement security controls. Applies a combination of expert engineering knowledge of enterprise IT and security solutions to design, develop, and/or implement solutions to ensure they are consistent with enterprise architecture security policies and support full spectrum cybersecurity operations. May include security control design and solution planning at the system, mission, and enterprise levels, security-in-depth/defense-in-depth, and other related compliance and engineering support functions. May include researching and evaluating cyber capabilities and new security tools and products against operational requirements. Work may encompass managing security professionals as well as interpreting and administering policies, processes, and procedures.

Principal Duties and Responsibilities
1. Conducts threat modeling exercises.
2. Recommends security controls and formulates operational risk mitigations along with assisting in security awareness programs.
3. Is involved in a wide range of security compliance issues related to architectures, firewalls, electronic data traffic, and network access.
4. Researches, evaluates, and recommends new security tools, techniques, and technologies in alignment with IT security strategy.
5. Oversees the implementation of the required government policy (i.e., NISPOM, DCID 6/3), and makes recommendations on process tailoring.
6. Performs analyses to validate established security requirements and to recommend additional security requirements and safeguards.

Job Specifications
Bachelor’s degree or equivalent and fourteen (14) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements (CISSP [or Associate] and/or CASP).

Compliance Manager III
General Summary
Responsible for architecting, planning, configuring, deploying, maintaining, and upgrading COTS/GOTS and custom toolsets to address vulnerabilities and/or implement security controls. Applies a combination of expert engineering knowledge of enterprise IT and security solutions to design, develop, and/or implement solutions to ensure they are consistent with enterprise architecture security policies and support full spectrum cybersecurity operations. May include security control design and solution planning at the system, mission, and enterprise levels, security-in-depth/defense-in-depth, and other related compliance and engineering support functions. May include researching and evaluating cyber capabilities and new security tools and products against operational requirements. Work may encompass managing security professionals as well as interpreting and administering policies, processes, and procedures.

Principal Duties and Responsibilities
1. Conducts threat modeling exercises.
2. Provides expertise in recommending security controls and formulates operational risk mitigations along with assisting in security awareness programs.
3. Applies expert knowledge in a wide range of security compliance issues related to architectures, firewalls, electronic data traffic, and network access.
4. Researches, evaluates, and recommends new security tools, techniques, and technologies in alignment with IT security strategy.
5. Oversees the implementation of the required government policy (i.e., NISPOM, DCID 6/3), and makes recommendations on process tailoring.
6. Performs analyses to validate established security requirements and to recommend additional security requirements and safeguards.

Job Specifications
Bachelor’s degree or equivalent and eighteen (18) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements (CISSP [or Associate], CISM, CASP, CISSP-ISSEP, and/or CISSP-ISSAP).

Intrusion Analyst I
General Summary
Responsible for collecting intrusion artifacts (e.g., source code, malware, and Trojans) and using discovered data to enable mitigation of potential CND incidents within the enterprise. Performs command and control functions in response to incidents. Provides correlation and analysis of cyberspace incident reports derived from reliable sources, network sensors, vulnerability management devices, open source information, and industry/Government–provided situational awareness of known adversary activities.
May assist the customer with developing metrics and trending/analysis reports of malicious activity and developing signatures for threat detection.

Principal Duties and Responsibilities

1. Applies knowledge of advanced persistent threats to review, analyze, and maintain the content of an indicator database to aid in the detection and mitigation of threat activity.

2. As directed, utilizes COTS/GOTS analysis tools and cybersecurity knowledge to provide threat detection analysis and monitoring, correlation, and prevention of cyber threat activity targeting the customer network.

3. Applies technical knowledge on the utilization of government and industry capabilities, best security practices, advanced log analysis, forensics, network monitoring, network flow analysis, packet capture analysis, network proxies, firewalls, and anti-virus capabilities.

4. Performs forensics analysis to determine adversary methods of exploiting information system security controls, the use of malicious logic, and the life cycle of network threats and attack vectors.

5. As directed, produces reports on the unique TTPs utilized and conducts incident handling/triage, network analysis and threat detection, trend analysis, metric development, and security vulnerability information dissemination.

Job Specifications

Bachelor’s degree or equivalent and two (2) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements (A+ CE, Network+ CE, Security+ CE, and/or SSCP).

Intrusion Analyst II

General Summary

Responsible for collecting intrusion artifacts (e.g., source code, malware, and Trojans) and using discovered data to enable mitigation of potential CND incidents within the enterprise. Performs command and control functions in response to incidents. Provides correlation and analysis of cyberspace incident reports derived from reliable sources, network sensors, vulnerability management devices, open source information, and industry/Government–provided situational awareness of known adversary activities. May assist the customer with developing metrics and trending/analysis reports of malicious activity and developing signatures for threat detection.

Principal Duties and Responsibilities

1. Applies expert knowledge of advanced persistent threats to review, analyze, and maintain the content of an indicator database to aid in the detection and mitigation of threat activity.

2. Utilizes COTS/GOTS analysis tools and cybersecurity knowledge to provide threat detection analysis and monitoring, correlation, and prevention of cyber threat activity targeting the customer network.

3. Applies technical knowledge on the utilization of government and industry capabilities, best security practices, advanced log analysis, forensics, network monitoring, network flow analysis, packet capture analysis, network proxies, firewalls, and anti-virus capabilities.

4. Performs forensics analysis to determine adversary methods of exploiting information system security controls, the use of malicious logic, and the life cycle of network threats and attack vectors.

5. Produces reports on the unique TTPs utilized and conducts incident handling/triage, network analysis and threat detection, trend analysis, metric development, and security vulnerability information dissemination.

Job Specifications

Bachelor’s degree or equivalent and five (5) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. Information security
certifications preferred/required depending on task order requirements (GSEC, Security+ CE, and/or SSCP).

**Intrusion Analyst III**

**General Summary**
Responsible for collecting intrusion artifacts (e.g., source code, malware, and Trojans) and using discovered data to enable mitigation of potential CND incidents within the enterprise. Performs command and control functions in response to incidents. Provides correlation and analysis of cyberspace incident reports derived from reliable sources, network sensors, vulnerability management devices, open source information, and industry/Government–provided situational awareness of known adversary activities. May assist the customer with developing metrics and trending/analysis reports of malicious activity and developing signatures for threat detection.

**Principal Duties and Responsibilities**

1. Applies expert knowledge of advanced persistent threats to review, analyze, and maintain the content of an indicator database to aid in the detection and mitigation of threat activity.
2. May lead teams to utilize COTS/GOTS analysis tools and cybersecurity knowledge to provide threat detection analysis and monitoring, correlation, and prevention of cyber threat activity targeting the customer network.
3. May lead teams to apply technical knowledge on the utilization of government and industry capabilities, best security practices, advanced log analysis, forensics, network monitoring, network flow analysis, packet capture analysis, network proxies, firewalls, and anti-virus capabilities.
4. May lead teams to perform forensics analysis to determine adversary methods of exploiting information system security controls, the use of malicious logic, and the life cycle of network threats and attack vectors.
5. Produces reports on the unique TTPs utilized and conducts incident handling/triage, network analysis and threat detection, trend analysis, metric development, and security vulnerability information dissemination.

**Job Specifications**

Bachelor’s degree or equivalent and nine (9) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements (GCIH, CISA, CISSP [or Associate], and/or GCED).

**Computer Crime Investigator I**

**General Summary**
Responsible for providing correlation and analysis of cyberspace incident reports derived from reliable sources, network sensors, vulnerability management devices, open source information, and industry/Government–provided situational awareness of known adversary activities to determine potential criminal activity. Produces evidentiary reports on the TTPs utilized, access obtained, and data manipulated or stolen. May assist the customer with developing metrics and trending/analysis reports of malicious activity and developing signatures for threat detection. Is knowledgeable of applicable laws, regulations and policies.

**Principal Duties and Responsibilities**

1. Utilizes COTS/GOTS analysis tools and expert knowledge to preserve data and systems for forensic analysis.
2. As directed, applies technical knowledge on the utilization of government and industry capabilities, best security practices, advanced log analysis, forensics, network monitoring, network flow analysis, packet capture analysis, network proxies, firewalls, and anti-virus capabilities.
3. Under direction, performs forensics analysis to determine adversary methods of exploiting information system security controls, the use of malicious logic, and the life cycle of network threats and attack vectors.

4. Produces evidentiary reports to support forensic analysis findings.

Job Specifications

Bachelor’s degree or equivalent and two (2) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements. (GCIH, CISA, CISSP [or Associate], and/or GCED).

Computer Crime Investigator II

General Summary

Responsible for providing correlation and analysis of cyberspace incident reports derived from reliable sources, network sensors, vulnerability management devices, open source information, and industry/Government–provided situational awareness of known adversary activities to determine potential criminal activity. Produces evidentiary reports on the TTPs utilized, access obtained, and data manipulated or stolen. May assist the customer with developing metrics and trending/analysis reports of malicious activity and developing signatures for threat detection. Knowledgeable of applicable laws, regulations, and policies.

Principal Duties and Responsibilities

1. Utilizes COTS/GOTS analysis tools and expert knowledge to preserve data and systems for forensic analysis.

2. Applies technical knowledge on the utilization of government and industry capabilities, best security practices, advanced log analysis, forensics, network monitoring, network flow analysis, packet capture analysis, network proxies, firewalls, and anti-virus capabilities.

3. Performs forensics analysis to determine adversary methods of exploiting information system security controls, the use of malicious logic, and the life cycle of network threats and attack vectors.

4. Produces evidentiary reports to support forensic analysis findings.

Job Specifications

Bachelor’s degree or equivalent and five (5) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements (GCIH, CISA, CISSP [or Associate], and/or GCED).

Computer Crime Investigator III

General Summary

Responsible for providing correlation and analysis of cyberspace incident reports derived from reliable sources, network sensors, vulnerability management devices, open source information, and industry/Government–provided situational awareness of known adversary activities to determine potential criminal activity. Produces evidentiary reports on the TTPs utilized, access obtained, and data manipulated or stolen. May assist the customer with developing metrics and trending/analysis reports of malicious activity and developing signatures for threat detection. Is knowledgeable of applicable laws, regulations, and policies.

Principal Duties and Responsibilities

1. May lead teams to utilize COTS/GOTS analysis tools and expert knowledge to preserve data and systems for forensic analysis.
2. May lead teams to apply technical knowledge on the utilization of government and industry capabilities, best security practices, advanced log analysis, forensics, network monitoring, network flow analysis, packet capture analysis, network proxies, firewalls, and anti-virus capabilities.
3. Performs forensics analysis to determine adversary methods of exploiting information systems security controls, the use of malicious logic, and the lifecycle of network threats and attack vectors.
4. Produces evidentiary reports to support forensic analysis findings.

**Job Specifications**

Bachelor’s degree or equivalent and nine (9) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements (GCIH, CISA, CISSP [or Associate], and/or GCED).

**Cyber SME I**

**General Summary**

Responsible for providing unique cyber domain expertise and guidance to the delivery team and stakeholders. Work may encompass one or more specialty areas of cyber security, cyberspace, and cyber operations, including providing expert knowledge and insight into compliance, cyber hunt, incident response, risk and vulnerability assessment, and emerging cyber threats requirements; guiding technical support to penetration testers, incident handlers, cyber analysts, and product support personnel relative to the cyber arena; assisting in the management of complex networks and systems of differing classification levels systems; integrating cyber security requirements with communication and IT; and utilizing other principles in the professional body of knowledge.

**Principal Duties and Responsibilities**

1. Performs duties as assigned.
2. Performs research, design evaluation, technical development, system integration planning, and other tasks in specific technical areas.
3. May be responsible for complex cyber, technical, engineering, and architecture tasks.
4. Often coordinates and guides the activities of technical staff members assigned to specific tasks.
5. May supervise and/or guide a broad team of technical staff members/engineers.

**Job Specifications**

Bachelor’s degree or equivalent and five (5) years of related experience; master’s degree and three (3) years of related experience; Ph.D. and zero (0) years of related experience; seven (7) years of related experience with no degree.

**Cyber SME II**

**General Summary**

Responsible for providing unique cyber domain expertise and guidance to the delivery team and stakeholders. Work may encompass one or more specialty areas of cyber security, cyberspace, and cyber operations, including providing expert knowledge and insight into compliance, cyber hunt, incident response, risk and vulnerability assessment, and emerging cyber threats requirements; guiding technical support to penetration testers, incident handlers, cyber analysts, and product support personnel relative to the cyber arena; assisting in the management of complex networks and systems of differing classification levels systems; integrating cyber security requirements with communication and IT; and utilizing other principles in the professional body of knowledge.

**Principal Duties and Responsibilities**

1. Performs duties as assigned.
Cyber SME III

General Summary
Responsible for providing unique cyber domain expertise and guidance to the delivery team and stakeholders. Work may encompass one or more specialty areas of cyber security, cyberspace and cyber operations, including providing expert knowledge and insight into compliance, cyber hunt, incident response, risk and vulnerability assessment, and emerging cyber threats requirements; guiding technical support to penetration testers, incident handlers, cyber analysts, and product support personnel relative to the cyber arena; assisting in the management of complex networks and systems of differing classification levels systems; integrating cyber security requirements with communication and IT; and utilizing other principles in the professional body of knowledge.

Principal Duties and Responsibilities
1. Performs duties as assigned.
2. Performs research, design evaluation, technical development, system integration planning, and other tasks in specific technical areas.
3. May be responsible for complex cyber, technical, engineering, and architecture tasks.
4. Often coordinates and guides the activities of technical staff members assigned to specific tasks.
5. May supervise and/or guide a broad team of technical staff members/engineers.

Job Specifications
Bachelor’s degree or equivalent and twelve (12) years of related experience; master’s degree and ten (10) years of related experience; Ph.D. and seven (7) years of related experience; fifteen (15) years of related experience and no degree.

Cyber SME IV

General Summary
Responsible for providing unique cyber domain expertise and guidance to the delivery team and stakeholders. Work may encompass one or more specialty areas of cyber security, cyberspace, and cyber operations, including providing expert knowledge and insight into compliance, cyber hunt, incident response, risk and vulnerability assessment, and emerging cyber threats requirements; guiding technical support to penetration testers, incident handlers, cyber analysts, and product support personnel relative to the cyber arena; assisting in the management of complex networks and systems of differing classification levels systems; integrating cyber security requirements with communication and IT; and utilizing other principles in the professional body of knowledge.

Principal Duties and Responsibilities
1. Performs duties as assigned.
2. Performs research, design evaluation, technical development, system integration planning, and other tasks in specific technical areas.
3. May be responsible for complex cyber, technical, engineering, and architecture tasks.
4. Often coordinates and guides the activities of technical staff members assigned to specific tasks.
5. May supervise and/or guide a broad team of technical staff members/engineers.

**Job Specifications**

Bachelor’s degree or equivalent and fifteen (15) years of related experience; master’s degree and thirteen (13) years of related experience; Ph.D. and ten (10) years of related experience; eighteen (18) years of related experience with no degree.

**Cyber SME V**

**General Summary**

Responsible for providing unique cyber domain expertise and guidance to the delivery team and stakeholders. Work may encompass one or more specialty areas of cyber security, cyberspace, and cyber operations, including providing expert knowledge and insight into compliance, cyber hunt, incident response, risk and vulnerability assessment, and emerging cyber threats requirements; guiding technical support to penetration testers, incident handlers, cyber analysts, and product support personnel relative to the cyber arena; assisting in the management of complex networks and systems of differing classification levels systems; integrating cyber security requirements with communication and IT; and utilizing other principles in the professional body of knowledge.

**Principal Duties and Responsibilities**

1. Performs duties as assigned.
2. Performs research, design evaluation, technical development, system integration planning, and other tasks in specific technical areas.
3. May be responsible for complex cyber, technical, engineering, and architecture tasks.
4. Often coordinates and guides the activities of technical staff members assigned to specific tasks.
5. May supervise and/or guide a broad team of technical staff members/engineers.

**Job Specifications**

Bachelor’s degree or equivalent and eighteen (18) years of related experience; master’s degree and sixteen (16) years of related experience; Ph.D. and thirteen (13) years of experience; twenty (20) years of related experience with no degree.

**Administrative Support I**

**General Summary**

Provides general administrative support to relieve department managers or staff of administrative details. Performs routine and non-routine tasks including special projects. May be responsible for inventory control, scheduling and making arrangements for meetings, for researching and securing requested information, and for researching, compiling and proofing of various reports and studies. May take and/or transcribe confidential or technical information, take and distribute meeting minutes, order supplies, distribute mail, answer phones, respond to customer/client/employee inquiries, and other office administrative duties. Interacts with other support staff and departments to gather, supply, or coordinate information.

**Principal Duties and Responsibilities**

1. Specializes in coordinating and planning office administration and support.
2. Understands and provides documentation planning and support, project administration, general office support, executive secretarial support, human resource planning, event planning and administration, office relocation planning, etc. required in changing office environments.
3. May perform other duties as assigned.
Job Specifications
High School Diploma or G.E.D. or other equivalent degree program and one (1) year of business relevant experience.

Administrative Support II
General Summary
Provides general administrative support to relieve department managers or staff of administrative details. Performs routine and non-routine tasks including special projects. May be responsible for inventory control, scheduling and making arrangements for meetings, for researching and securing requested information, and for researching, compiling and proofing of various reports and studies. May take and/or transcribe confidential or technical information, take and distribute meeting minutes, order supplies, distribute mail, answer phones, respond to customer/client/employee inquiries, and other office administrative duties. Interacts with other support staff and departments to gather, supply, or coordinate information.

Principal Duties and Responsibilities
1. Specializes in coordinating and planning office administration and support.
2. Understands and provides documentation planning and support, project administration, general office support, executive secretarial support, human resource planning, event planning and administration, office relocation planning, etc. required in changing office environments.
3. May perform other duties as assigned.

Job Specifications
High School Diploma or G.E.D. or other equivalent degree program and two (2) years of business relevant experience.

Executive Administrative Support I
General Summary
Provide analytical and specialized support to relieve, assist, and, in delegated matters, act on behalf of senior and executive management. Exercises frequent judgment, initiative, diplomacy and tact. Makes administrative decisions and takes action on behalf of the organization.

Principal Duties and Responsibilities
1. Acts as primary liaison with administration and various support functions (i.e., Accounting, Human Resources, Security and Facilities).
2. Responsible for coordinating the implementation of procedures and programs pertaining to these administrative specialties.
3. Prioritizes and carries out special projects and complex assignments.
4. Exercises frequent judgment, initiative, diplomacy and tact.
5. Makes administrative decisions and takes action on behalf of the organization.

Job Specifications
Bachelor’s degree in Business Administration (or related field) or equivalent experience and five (5) years of specialized administrative support experience of an increasingly responsible nature at a senior level.

Executive Administrative Support II
General Summary
Provide analytical and specialized support to relieve, assist, and, in delegated matters, act on behalf of senior and executive management. Exercises frequent judgment, initiative, diplomacy and tact. Makes administrative decisions and takes action on behalf of the organization.
**Principal Duties and Responsibilities**
1. Acts as primary liaison with administration and various support functions (i.e., Accounting, Human Resources, Security and Facilities).
2. Responsible for coordinating the implementation of procedures and programs pertaining to these administrative specialties.
3. Prioritizes and carries out special projects and complex assignments.
4. Exercises frequent judgment, initiative, diplomacy and tact.
5. Makes administrative decisions and takes action on behalf of the organization.

**Job Specifications**
Bachelor’s degree in Business Administration (or related field) or equivalent experience and seven (7) years of specialized administrative support experience of an increasingly responsible nature at a senior level.

**Computer Admin I**

**General Summary**
Responsible for software maintenance, troubleshooting, user assistance, system security, installation of upgrades and product support (server and client).

**Principal Duties and Responsibilities**
1. Diagnoses hardware and software problems, and replace defective components.
2. Performs data backups and disaster recovery operations.
3. Maintains and administers computing environments, including computer hardware, systems software, applications software, and all configurations.
4. Plans, coordinates, and implements network security measures in order to protect data, software and hardware.
5. Performs routine network startup and shutdown procedures, and maintain control records.

**Job Specifications**
High School Diploma or G.E.D. or other equivalent degree program and four (4) years of experience in a recognized technical, business or related discipline. Experience shall include a range of assignments in technical tasks directly related to the proposed area of responsibility.

**Computer Admin II**

**General Summary**
Responsible for software maintenance, troubleshooting, user assistance, system security, installation of upgrades and product support (server and client).

**Principal Duties and Responsibilities**
1. Diagnoses hardware and software problems, and replace defective components.
2. Performs data backups and disaster recovery operations.
3. Maintains and administers computing environments, including computer hardware, systems software, applications software, and all configurations.
4. Plans, coordinates, and implements network security measures in order to protect data, software and hardware.
5. Performs routines network startup and shutdown procedures, and maintain control records.

**Job Specifications**
Bachelor’s degree or equivalent and five (5) years progressive technical experience. Experience shall include a range of assignments in technical tasks directly related to the proposed area of responsibility.
**Configuration Analyst I**

**General Summary**
Responsible for product design changes and the effects of the overall system. Assists in documenting and tracking all aspects of hardware and/or software development and modifications. Ensures configuration identification by reviewing design release documents for completeness and proper authorizations.

**Principal Duties and Responsibilities**
1. Prepares deviations and waivers for government approval when specifications cannot be met.
2. Reviews all issued document change requests, document change notices and associated drawings for accuracy, completeness and proper signatures.
3. May structure and maintain databases.
4. Submits engineering changes to customers for review and approval; maintains records and submit reports regarding status.
5. Prepares configuration verification audit record sheets for all programs.
6. May be responsible for providing Software Configuration Management (SCM) support at the enterprise and/or project level throughout a software product’s life cycle.

**Job Specifications**
Bachelor’s degree or equivalent and two (2) years of relevant experience.

**Configuration Analyst II**

**General Summary**
Responsible for product design changes and the effects of the overall system. Assists in documenting and tracking all aspects of hardware and/or software development and modifications. Ensures configuration identification by reviewing design release documents for completeness and proper authorizations.

**Principal Duties and Responsibilities**
1. Prepares deviations and waivers for government approval when specifications cannot be met.
2. Reviews all issued document change requests, document change notices and associated drawings for accuracy, completeness and proper signatures.
3. May structure and maintain databases.
4. Submits engineering changes to customers for review and approval; maintains records and submit reports regarding status.
5. Prepares configuration verification audit record sheets for all programs.
6. May be responsible for providing Software Configuration Management (SCM) support at the enterprise and/or project level throughout a software product’s life cycle.

**Job Specifications**
Bachelor’s degree or equivalent and four (4) years of relevant experience.

**Database Administrator II**

**General Summary**
Responsible for performing database administration in support of the Database Management Systems (DBMS) applications.

**Principal Duties and Responsibilities**
1. Maintains databases across multiple platforms and computer environments.
2. Proposes and implements enhancements to improve performance and reliability.
3. Responsible for software development and maintenance teams, including database definition, structure, long-range requirements, operational guidelines, and security and integrity controls.

**Job Specifications**
Bachelor’s degree or equivalent in a related field and four (4) years of relevant experience.

**Help Desk Support Specialist I**

**General Summary**
Provides first line technical support to computer customers with questions regarding account administration, distribution of software and documentation, system and network status, and problem entry via problem tracking tool. Maintains and updates tracking tool. May report recurring problems to management.

**Principal Duties and Responsibilities**
1. Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and customer applications.

**Job Specifications**
High School Diploma or G.E.D. or other equivalent degree program and two (2) years of technical training and/or relevant experience.

**Help Desk Support Specialist II**

**General Summary**
Provides first line technical support to computer customers with questions regarding account administration, distribution of software and documentation, system and network status, and problem entry via problem tracking tool. Maintains and updates tracking tool. May report recurring problems to management.

**Principal Duties and Responsibilities**
1. Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors.

**Job Specifications**
High School Diploma or G.E.D. or other equivalent degree program and three (3) years of technical training and/or relevant experience.

**Help Desk Support Specialist III**

**General Summary**
Provides first line technical support to computer customers with questions regarding account administration, distribution of software and documentation, system and network status, and problem entry via problem tracking tool. Maintains and updates tracking tool. May report recurring problems to management.

**Principal Duties and Responsibilities**
1. Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors.

**Job Specifications**
High School Diploma or G.E.D. or other equivalent degree program and five (5) years of technical training and/or relevant experience.

**Help Desk Support Specialist IV**

**General Summary**
Provides first line technical support to computer customers with questions regarding account administration, distribution of software and documentation, system and network status, and problem entry
via problem tracking tool. Maintains and updates tracking tool. May report recurring problems to management.

**Principal Duties and Responsibilities**
1. Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors.

**Job Specifications**
High School Diploma or G.E.D. or other equivalent degree program and seven (7) years of technical training and/or relevant experience.

**Information Security Analyst**
**General Summary**
Designs, develops or recommends integrated security system and physical control solutions that will ensure proprietary/ confidential data and systems are protected.

**Principal Duties and Responsibilities**
1. Provides technical engineering services for the support of integrated security systems and solutions to manage information-related risks.
2. Participates with the client in the strategic design process to translate security and business requirements into technical designs.
3. Configures and validates secure systems and physical controls, and tests security products and systems to detect security weakness.

**Job Specifications**
Bachelor’s degree in related field or equivalent and two (2) years of relevant experience.

**Information Systems Manager**
**General Summary**
Manages information systems within a group.

**Principal Duties and Responsibilities**
1. May be responsible for analysis, selection and modification of application software, installation of network hardware and software, database management and integrity.

**Job Specifications**
Bachelor’s degree or equivalent and eleven (11) years of relevant experience.

**Products and Process (P&P) Assurance Engineer or Quality Assurance Engineer I**
**General Summary**
Responsible for verification and validation, testing, quality assurance, and/or process improvement.

**Principal Duties and Responsibilities**
1. Reviews and evaluates products or processes.
2. Typically responsible for test, methods, and procedures to ensure continuous improvement to software quality assurance standards.

**Job Specifications**
Bachelor’s degree in a related technical discipline and three (3) years of relevant experience. Exposure to computer-based applications similar to those required for this position: advanced set-up and configuration, troubleshooting, system design, etc. Proficiency in computer applications, languages, technologies and/or capabilities required for this position.

**Products and Process (P&P) Assurance Engineer or Quality Assurance Engineer II**
**General Summary**
Responsible for verification and validation, testing, quality assurance, and/or process improvement.
**Principal Duties and Responsibilities**

1. Reviews and evaluates products or processes.
2. Typically responsible for test, methods, and procedures to ensure continuous improvement to software quality assurance standards.

**Job Specifications**

Bachelor’s degree or equivalent in a related technical discipline and six (6) years of relevant experience. Exposure to computer-based applications similar to those required for this position: advanced set-up and configuration, troubleshooting, system design, etc. Proficiency in computer applications, languages, technologies and/or capabilities required for this position.

**System Administrator I**

**General Summary**

Responsible for managing the functionality and efficiency of one or more operating systems.

**Principal Duties and Responsibilities**

1. Duties include setting up administrator and service accounts, maintaining system documentation, tuning system performance, installing system wide software, validating and implementing critical system patches, and allocating mass storage space.
2. Interacts with users and evaluates vendor products.
3. Makes recommendations to purchase hardware and software, coordinates installation and provides backup recovery.
4. Schedules, plans, and oversees system upgrades.
5. Develops functional requirements through interaction with end-users and coordinates with development team on systematic enhancements or changes.

**Job Specifications**

High School Diploma or G.E.D. or other equivalent degree program and one (1) year of relevant data processing experience. Knowledge of personal computer and server processes and network operations is preferred.

**System Administrator II**

**General Summary**

Responsible for managing the functionality and efficiency of one or more operating systems.

**Principal Duties and Responsibilities**

1. Duties include setting up administrator and service accounts, maintaining system documentation, tuning system performance, installing system wide software, validating and implementing critical system patches, and allocating mass storage space.
2. Interacts with users and evaluates vendor products.
3. Makes recommendations to purchase hardware and software, coordinates installation and provides backup recovery.
4. Schedules, plans, and oversees system upgrades.
5. Develops functional requirements through interaction with end-users and coordinates with development team on systematic enhancements or changes.

**Job Specifications**

High School Diploma or G.E.D. or other equivalent degree program and three (3) years of relevant data processing experience. Knowledge of personal computer and server processes and network operations is preferred.
System Administrator III

General Summary
Responsible for managing the functionality and efficiency of one or more operating systems.

Principal Duties and Responsibilities
1. Duties include setting up administrator and service accounts, maintaining system documentation, tuning system performance, installing system wide software, validating and implementing critical system patches, and allocating mass storage space.
2. Interacts with users and evaluates vendor products.
3. Makes recommendations to purchase hardware and software, coordinates installation and provides backup recovery.
4. Schedules, plans, and oversees system upgrades.
5. Develops functional requirements through interaction with end-users and coordinates with development team on systematic enhancements or changes.
6. Develops policies and standards related to the use of computing resources, overall strategy, design, implementation, and operational aspects of multiple systems, operating environments, and related software.

Job Specifications
Bachelor’s degree or equivalent in related field and one (1) year of relevant experience. Knowledge of administering computer systems is a requirement. Requires the ability to handle normal daily system administrator issues.

System Administrator IV

General Summary
Responsible for managing the functionality and efficiency of one or more operating systems.

Principal Duties and Responsibilities
1. Duties include setting up administrator and service accounts, maintaining system documentation, tuning system performance, installing system wide software, validating and implementing critical system patches, and allocating mass storage space.
2. Interacts with users and evaluates vendor products.
3. Makes recommendations to purchase hardware and software, coordinates installation and provides backup recovery.
4. Schedules, plans, and oversees system upgrades.
5. Develops functional requirements through interaction with end-users and coordinates with development team on systematic enhancements or changes.
6. Develops policies and standards related to the use of computing resources, overall strategy, design, implementation, and operational aspects of multiple systems, operating environments, and related software.

Job Specifications
Bachelor’s degree or equivalent in related field and three (3) years of operating systems experience. Should be a well-developed technical resource capable of handling moderately complex assignments.

System Integration Analyst

General Summary
Conducts analysis of transition planning, intelligence information requirements, and may develop architecture baselines. Assists with and leads development of integration, migration plans/schedules.
Principal Duties and Responsibilities
1. May support ISR and C4ISR programs/clients.
2. Provides research and assistance with implementation of community policies and guidance.
3. Supports business process improvements or systems analysis for missions, systems, and fiscal requirements.
4. Provides assistance to users in accessing and using business systems.

Job Specifications
Bachelor’s degree or equivalent and two (2) years of relevant experience.

Systems Specialist I
General Summary
Responsible for managing the overall installation and maintenance of hardware and software on a daily basis. Monitors overall system performance.

Principal Duties and Responsibilities
1. Oversees daily operations of systems to ensure system availability.
2. May perform other duties, as assigned.

Job Specifications
High School Diploma or G.E.D. or other equivalent degree program and four (4) years of relevant experience.

Systems Specialist II
General Summary
Responsible for managing the overall installation and maintenance of hardware and software on a daily basis. Monitors overall system performance.

Principal Duties and Responsibilities
1. Oversees daily operations of systems to ensure system availability.
2. May perform other duties, as assigned.

Job Specifications
Bachelor’s degree and three (3) years of relevant experience. Experience shall include a range of assignments in technical tasks directly related to the proposed area of responsibility.

Systems Specialist III
General Summary
Responsible for managing the overall installation and maintenance of hardware and software on a daily basis. Monitors overall system performance.

Principal Duties and Responsibilities
1. Oversees daily operations of systems to ensure system availability.
2. May perform other duties, as assigned.

Job Specifications
Bachelor’s degree or equivalent and five (5) years of relevant experience. Experience shall include a range of assignments in technical tasks directly related to the proposed area of responsibility.

Program Manager
General Summary
Responsible for day-to-day financial analysis of area operations. Responsible for managing the implementation of specific government or commercial contracts.
**Principal Duties and Responsibilities**

1. Plans, coordinates, and manages the actions taken by an organization to acquire and execute a specific piece of business, either competitively or non-competitively.

2. Integrates all functions and activities necessary to perform the project/program to meet the client or customer requirements.

3. Plans and implements actions by the program/project team to define and implement technical baseline and meet quality requirements for project/program products and services.

4. Directs project team personnel, manage cost and schedule, ensure contract compliance, and serve as principal customer interface.

**Job Specifications**

Bachelor’s degree or equivalent and five (5) years of successful project or program manager experience. Experience in managing projects.

**Project Controller I**

**General Summary**

Responsible for day-to-day financial analysis of area operations

**Principal Duties and Responsibilities**

1. Facilitates the completion of financial Delivery Order support.

2. Performs project budgeting and tracking, MIS review, planned vs. actual analysis; conducts earned value analysis, and business planning.

**Job Specifications**

Associate’s degree in a related field or equivalent training and two (2) years of relevant experience.

**Project Controller II**

**General Summary**

Responsible for day-to-day financial analysis of area operations

**Principal Duties and Responsibilities**

1. Facilitates the completion of financial Delivery Order support.

2. Performs project budgeting and tracking, MIS review, planned vs. actual analysis; conducts earned value analysis, and business planning.

**Job Specifications**

Associate’s degree in a related field or equivalent training and four (4) years of relevant experience; Bachelor’s degree in a related field or equivalent training and two (2) years of relevant experience.

**Project Manager**

**General Summary**

Responsible for day-to-day financial analysis of area operations. Manages the implementation of specific government or commercial contracts.

**Principal Duties and Responsibilities**

1. Plans, coordinates, and manages the actions taken by an organization to acquire and execute a specific piece of business, either competitively or non-competitively.

2. Integrates all functions and activities necessary to perform the project/program to meet the client or customer requirements.

3. Plans and implements actions by the program/project team to define and implement technical baseline and meet quality requirements for project/program products and services.
4. Directs project team personnel, manages cost and schedule, ensures contract compliance, and serves as principal customer interface.

**Job Specifications**

Bachelor’s degree or equivalent and five (5) years of experience working on projects or programs with at least two (2) years of successful task lead experience. Experience in managing projects.

**Substitution/Equivalency:**

The following substitutions, unless otherwise stated, may be made for either education or experience for all categories above:

- GED or vocational degree = high school diploma.
- Associate’s = two (2) years of relevant experience
- Bachelor’s = four (4) years of relevant experience.
- Master’s = six (6) years of relevant experience.
- Ph.D. = nine (9) years of relevant experience.

Example: Master’s = Bachelor’s + (2) years of relevant experience or six (6) years of relevant experience.

**NOTE:** Relevant experience means the type of experience similar to the MAS labor category requirements for the specific labor category contemplated.
### GSA MAS Price List

#### SAIC Highly Adaptive Cybersecurity Services (HACS) (SIN 54151HACS) Price List

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Cloud Business Process Engineer

General Summary & Principal Duties and Responsibilities
Staff specialist in business process engineering with extensive knowledge of the domain area. Expert in business process architecture and modeling techniques. Exercises independent judgment within a specific area of responsibility. Performs tasks requiring in-depth knowledge of business domain targeting process efficiency and improvement. Able to fully leverage Cloud capabilities to enhance process design, execution, and process IT utilization. Confers with client executive management to define the client's strategic business information technology goals and advises in the reengineering of business processes to meet those goals. Applies process improvement and reengineering methodologies and principles to process modernization projects. Is responsible for effective transition of existing project teams, and the facilitation of project teams in the accomplishment of project activities and objectives. Provides group facilitation, interviewing, training, and additional forms of knowledge transfer. Acts as key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts. May provide daily supervision and direction to business process reengineering team, or high-level consulting input. (May include specific knowledge of paperless environment and electronic document management systems.)

Job Specifications
Bachelors and seven (7) years

Cloud Technology Consultant

General Summary & Principal Duties and Responsibilities
Provides highly technical expertise and guidance with selection and implementation of Commercial Cloud Services and Cloud-based products, including software and hardware such as ERP, SCM, and CRM. Has specialized training and expertise and/or certifications with one or several COTS products such as Oracle, Siebel, SAP, PeopleSoft, EMC, and VMWare. In addition, has specialized training and expertise and/or certifications with one or several Commercial Cloud Services such as Azure, AWS, Google, Oracle. Develops and applies advanced methods in the configuration and customization of COTS solutions to meet business requirements. Provides technical consultation to other organizations. May provide team leadership or consulting support on complex COTS implementations.

Job Specifications
Bachelors and eight (8) years

Cloud Emerging Technology Specialist

General Summary & Principal Duties and Responsibilities
Expert in available state-of-the-art emerging Cloud technologies and their use in solutioning to solve complex user requirements. Analyzes, designs, and applies the knowledge needed to investigate and solution using emerging Cloud-based technologies. Provide technical expertise and guidance in emerging Cloud technologies, plan, conduct, and technically direct implementations. Analyzes the trade-off of implementing vs. not implementing the technology. Analyzes the trade-off of Public/Community Cloud hosting vs. Private Cloud hosting of the technology solution. Analyzes the trade-off for use of Hybrid
Cloud technology solutions. Can provide cost benefit projections of using the emerging technology. May provide team leadership or consulting support on complex tasks.

**Job Specifications**

Bachelors and eight (8) years

**Cloud Engineer/Architect II**

**General Summary & Principal Duties and Responsibilities**

Establishes information requirements for Hybrid enterprise or elastic Cloud-based information systems, databases, and/or networks. Designs architectures that fully leverage Cloud Service Provider services and include software, hardware, and communications solutions to support the total requirements, as well as provide for present and future cross-functional requirements and interfaces. Evaluates compatibility of information system development efforts with agency architectures and recommends appropriate adjustments. May provide team leadership or consulting support on complex tasks.

**Job Specifications**

Bachelors and ten (10) years

**Cloud Engineer/Architect I**

**General Summary & Principal Duties and Responsibilities**

Establishes information requirements for Hybrid enterprise or elastic Cloud-based information systems, databases, and/or networks. Designs architectures that fully leverage Cloud Service Provider services and include software, hardware, and communications solutions to support the total requirements, as well as provide for present and future cross-functional requirements and interfaces. Evaluates compatibility of information system development efforts with agency architectures and recommends appropriate adjustments. May provide direction to less experienced Engineer/Architects.

**Job Specifications**

Bachelors and four (4) years

**Cloud Engineering/Network Technician**

**General Summary & Principal Duties and Responsibilities**

Includes Engineering, Network and User Tech Support Techs

ENG - Independently plans and accomplishes complete projects or studies of broad scope and complexity. Prepares designs and specifications for various complex equipment, systems and connectivity to Public Cloud Service Providers. Plans approach to solve design problems with Cloud-based solutions; conceives and recommends new design techniques; resolves design problems with contract personnel. Designs and coordinates test set-ups and experiments to prove or disprove the feasibility of preliminary designs. Includes Engineering, Network and User Tech Support Techs

ENG - Independently plans and accomplishes complete projects or studies of broad scope and complexity. Prepares designs and specifications for various complex equipment, systems and connectivity to Public Cloud Service Providers. Plans approach to solve design problems with Cloud-based solutions; conceives and recommends new design techniques; resolves design problems with contract personnel.
Designs and coordinates test set-ups and experiments to prove or disprove the feasibility of preliminary design.

NET - Acts as company representative at base or remote locations, ensuring performance of the telecommunications and Public Cloud Connectivity network through constant monitoring of traffic, performance, and network configurations. Takes corrective action to re-route traffic when problems occur and works with telecommunications, Public Cloud networking, and enterprise network engineering to resolve issues. Advises customer and contractor personnel of company requirements for Cloud products and services, support equipment, and installations. Directs regular, special, and integrated system test programs. Prepares and conducts special reports and presentations pertinent to company products and services, field operations, or other applications. Plans, prepares, and conducts on-the-job training as required in support of these activities.

USER - Performs functional consultation supporting end user groups. Applies expertise and knowledge of state-of-the-art Cloud-based, non-Cloud software, hardware, network infrastructure, and/or information technology to install, configure, maintain, and troubleshoot highly complex user/Cloud-system problems. Prepares complex recommendations and proposals. Typically has specialization in particular software or business application. Keeps abreast of technological developments and applications.

Job Specifications

Cloud Security Analyst

General Summary & Principal Duties and Responsibilities

Analyzes and defines complex information security, automated information security (AIS), and/or computer security requirements that reside (partially or in whole) on Cloud-based platforms (public, community or private); to include Hybrid Cloud requirements that span multiple Cloud and non-Cloud compute centers. Designs, develops, engineers, and implements Hybrid-enterprise security solutions. Gathers and organizes technical information about an organization’s mission, goals, and needs; existing security products; and ongoing programs. Develops, analyzes, and implements security architecture(s) as appropriate. Performs risk analysis and security audit services, develops analytical reports as required. May be required to perform in one or more of the following areas: AIS risk assessment methods and procedures; security of system software generation; security of computer hardware; operating system utility/support software; disaster recovery and contingency planning; telecommunications security; development of AIS security policies and procedures. Experience in one or more of the following areas is desired: digital signatures, encryption, public key and certification management, cross certification of public key systems, and X.500 directories. May provide daily supervision and direction to staff.

Job Specifications

Bachelors and eight (8) years

Cloud Software/Web Developer

General Summary & Principal Duties and Responsibilities

Provides technical expertise in the development and application of methods, theories, and research techniques in the investigation and solution of Cloud-based software applications. Conducts detailed analyses of defined application specifications and designs complex programs. Plans, conducts, technically
 directs, and/or evaluates projects, possibly managing the efforts of other engineers or technical support staff in their performance. Prepares associated documentation, block diagrams, and logic flowcharts. Prepares sample test data, conducts program tests, and analyzes test results; recommends corrections for debugging program errors. Modifies existing programs as required by changing systems requirements or equipment configurations. Confers with systems personnel to clarify program intent, output requirements, and input data acquisition. Evaluates vendor capabilities to provide required products or services. Designs, develops, and analyzes software programs. Designs and develops web sites based on approved customer objectives. Proposes web site strategies and creates action plans and applications to carry out strategies and accomplish objectives. Customizes web-based interactive features, builds database gateways, and implements electronic commerce services. Collaborates with hardware design engineers on machine characteristics that affect software systems, and works with them to resolve incompatibilities. May provide daily supervision and directions to other Software/Web Developers, or high level consulting input.

**Job Specifications**

Bachelors and ten (10) years

**Cloud System Design Engineer**

**General Summary & Principal Duties and Responsibilities**

Provide technical expertise in the development and application of methods, theories, and research techniques in the investigation and solution of Cloud-hosted, Cloud-based system design requirements and problems requiring the application of expert Cloud technology knowledge. Analyzes and evaluates user requirements by coordinating with the user to define the problem, data availability, report requirements, and system design problems. Defines system objectives and prepares system design specifications. Analyzes alternative means of deriving input data to select the most accurate, feasible, and economical methods. Performs process and data modeling using both manual and Computer Aided System Engineering (CASE) tools. Applies reverse engineering and reengineering disciplines to develop migration, strategic, and planning documents. Defines input and output file specifications including file organization. Defines controls, conversion procedures, and system implementation plans. Plans, conducts, and technically directs projects or major phases of significant projects. Reviews completion and implementation of systems additions and/or enhancements, and recommends corrections in technical application and analysis to management. Evaluates vendor capabilities to provide required products or services. May provide daily supervision and directions to other Software/Web Developers, or high level consulting input.

**Job Specifications**

Bachelors and eight (8) years

**Cloud Systems Administrator II**

**General Summary & Principal Duties and Responsibilities**

Manages the operation of business systems that may be Cloud-based, mainframe-, mini-, client/server-based, or hybrid-based. Leads teams of Cloud System Administrator I’s to deliver up to 24x7 operational support. Troubleshoots computer-related problems and, as necessary, contacts appropriate service representatives to resolve systems problems. Provisions Cloud infrastructure, refines enterprise standard cloud configurations, drafts Infrastructure as Code scripting, installs hardware and software (into Cloud
environment), as other CSP specific configuration, operations as needed. Performs backups, database administration, and file recovery. Optimizes system operation and resource utilization and performs system-capacity analysis and planning. Provides assistance to users in accessing and using business systems. May provide direction to lower-level systems administrators.

**Job Specifications**

Bachelors and four (4) years

**Cloud Systems Administrator I**

**General Summary & Principal Duties and Responsibilities**

Manages the operation of business systems that may be Cloud-based, mainframe-, mini-, client/server-based, or hybrid-based. Troubleshoots computer-related problems and, as necessary, contacts appropriate service representatives to resolve systems problems. Provisions Cloud infrastructure in accordance with enterprise standards, installs hardware and software (into Cloud environment), as other CSP specific configuration, operations as needed. Installs hardware and software, as needed. Performs backups, database administration, and file recovery. Optimizes system operation and resource utilization and performs system-capacity analysis and planning. Provides assistance to users in accessing and using business systems.

**Job Specifications**

Associates and four (4) years

**Cloud Systems Architect II**

**General Summary & Principal Duties and Responsibilities**

Establishes information requirements, using analytical methods, for Cloud-based, enterprise-wide or large-scale information systems. Designs architectures that include Public and Private Cloud technologies, software, hardware, and communications solutions to support the total requirements, as well as provide for present and future cross-functional requirements and interfaces. Ensures architectures are in compliance with open systems standards as they apply to the client’s environment. Evaluates compatibility of information system development efforts with agency architectures and recommends adjustments, as appropriate. Evaluates analytically and systematically problems of workflow, organization, and planning and develops appropriate corrective action. May provide consulting support on complex tasks and daily supervision and direction to staff. (May include technical knowledge of workflow processes, document management systems,)

**Principal Duties and Responsibilities**

**Job Specifications**

Bachelors and eight (8) years

**Cloud Systems Architect I**

**General Summary & Principal Duties and Responsibilities**

Designs Cloud-based system architectures that include Public and private Cloud technologies and services, software, hardware, and communications solutions to support the total requirements, as well as provide for present and future cross-functional requirements and interfaces. Ensures architectures are in
compliance with open systems standards as they apply to the client’s environment. Evaluates compatibility of information system development efforts with agency architectures and recommends adjustments, as appropriate. Evaluates problems of Cloud connectivity, Cloud platform architecture, workflow, organization, and planning and develops appropriate corrective action. May function as team lead on specific project. (May include technical knowledge of workflow processes, document management systems, document imaging software, network requirements, and imaging hardware.)

**Job Specifications**

Bachelors and five (5) years

**Cloud Technical Specialist**

**General Summary & Principal Duties and Responsibilities**

Provides users with highest-level support for Cloud based technology solutions. Applies expertise and knowledge of state-of-the-art Cloud-based software, Hybrid Cloud hardware, network infrastructure, and/or information technology to install, configure, maintain, and troubleshoot highly complex user/system problems. May possess knowledge of document imaging, document management, and workflow COTS systems (e.g., InfoImage, Paragon). May provide guidance to lower level technical specialists.

**Job Specifications**

Associates and eight (8) years

**Cloud Computer Operations**

**General Summary & Principal Duties and Responsibilities**

Monitor, control, and operate Cloud-based infrastructure, computer equipment and peripherals. Establish plans and schedules for data processing activities, strive for optimum use of Hybrid enterprise computing capacity, and ensure maintenance and back-up processes. May operate as Shift Supervisor and/or provide training to less experienced personnel in Computer Operations.

**Job Specifications**

Associates and seven (7) years

**Cloud Security Administrator**

**General Summary & Principal Duties and Responsibilities**

Manages, coordinates and monitors sensitive aspects of the DoD, DoE, or other industrial security program and other security activities, ensuring compliance with government and company security policies and procedures. Develops and implements security procedures in coordination with government-only public Cloud providers, government agencies and management personnel. Monitors and conducts security briefings and security education programs. Investigates or oversees the investigation of losses and security violations, and recommends corrective actions. Maintains liaison with outside agencies, Cloud Service Provider and informs management of security activities. Develops and coordinates security policy and procedures manual revisions.
May perform day-to-day systems security administration tasks such as Firewall administration, Configuration, Installation, Deployments, Monitoring, Tuning, Operations, Management, and/or Intrusion detection. May provide direction to lower-level systems administrators.

**Job Specifications**

Bachelors and seven (7) years

**Cloud Subject Matter Specialist**

**General Summary & Principal Duties and Responsibilities**

Using line of business, functional area, or specialized Cloud technology expertise, analyzes, plans and establishes requirements; performs functional modeling; Cloud performance and cost optimization modeling; and assists with developing procedures and functional architectures. Applies knowledge of state-of-the-art Cloud technology to process studies and analysis projects. Analyzes client requirements and assists with developing recommendations for Cloud-based solution development, systems improvements, to-Cloud system migrations, operational optimizations or acquisition strategies. Assists client in developing strategic plans and concepts relative to the particular area of expertise. Demonstrates good oral and written communication skills. Provides direction and specific support the Project or Program team.

**Job Specifications**

Associates and seven (7) years

**Cloud Service Delivery Manager**

**General Summary & Principal Duties and Responsibilities**

Definition of service level agreements (SLA's) in relation to contracted services, and services provides from Cloud Service Providers, ensuring the SLA's are achieved; service quality and client expectations are met. Effectively monitor, control and support internal and Public Cloud provided service delivery, ensuring systems, methodologies and procedures are followed.

**Job Specifications**

Bachelors and seven (7) years

**Cloud DevSecOps Engineer**

**General Summary & Principal Duties and Responsibilities**

Polyglot development in languages such as Java, C#, NodeJS, Python, and Go. Expertise and/or certifications in CICD technology such as GitLab CI, Jenkins, Azure DevOps, Azure GitHub, Harness, or Codefresh. Expertise in technologies such as automated TDD; experience with JUnit, TestNG, Jest, Selenium, Cucumber, Gatling, and OWASP ZAP. Experience in container technology such as Docker, Containerd, and Cri-o. Expertise and/or certification in IaC/CaC technology such as Terraform, CloudFormation, ARM, Ansible, Puppet, or Chef. Experience with APM tooling such as AppDynamics, Dynatrace, or New Relic. Expertise and/or certification in cloud native solutions for development such as Lambda, Fargate, App Service, Functions, App Engine, ECS, EKS, AKS, and GKE.
Job Specifications

Bachelors and seven (7) years

Cloud Reliability Engineer

General Summary & Principal Duties and Responsibilities

Expertise and/or certification in Kubernetes such as Certified Kubernetes Administrator. Experience in technologies such as container security, service mesh, zero-trust architecture, and container hardening. Experience with agile SDLC. Experience with RMF control mapping, OSCAL or other common security control mapping language. Expertise and/or certification in IaC/CaC technology such as Terraform, CloudFormation, ARM, Ansible, Puppet, or Chef. Experience with ChatOps and AIOps tooling such as PagerDuty, VictorOps, and DataDog. Expertise and/or certification in cloud native solutions for monitoring and operations such as Cloudwatch, Azure Log Analytics, AWS Config, Azure Security Center, Azure Sentinel, GCP Cloud Monitoring, GCP Cloud Logging. Expertise and/or certification in cloud native security, networking, and IAM.

Job Specifications

Bachelors and seven (7) years

Cloud Financial Specialist

General Summary & Principal Duties and Responsibilities

Expertise and/or certification in IT financial management/TBM. Experience with the FAR and deep understanding of commercial clauses/options therein. Expertise and/or certification in compute and store utilization optimization, cost-saving options such as reserved instances, data egress optimization, and data lifecycle management. Experience creating and presenting cost benefit analysis and ROI deliverables. Thorough understanding of both cloud and legacy TCO buildups.

Job Specifications

Bachelors and ten (10) years

Substitution/Equivalency:
The following substitutions, unless otherwise stated, may be made for either education or experience for all categories above:

GED or vocational degree = high school diploma.
Associate’s = two (2) years of relevant experience
Bachelor’s = four (4) years of relevant experience.
Master’s = six (6) years of relevant experience.
Ph.D. = nine (9) years of relevant experience.
Example: Master’s = Bachelor’s + (2) years of relevant experience or six (6) years of relevant experience.

NOTE: Relevant experience means the type of experience similar to the MAS labor category requirements for the specific labor category contemplated.
### SAIC Cloud and Cloud-Related IT Professional Services (SIN 518210C) Price List

#### Government Site Rates

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<th>SIN</th>
<th>GSA IT Labor Category</th>
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#### Contractor Site Rates

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<td>$145.37</td>
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<td>518210C</td>
<td>Cloud Technology Consultant</td>
<td>$225.96</td>
<td>$230.48</td>
<td>$235.09</td>
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<tr>
<td>518210C</td>
<td>Cloud Systems Administrator I</td>
<td>$102.23</td>
<td>$104.27</td>
<td>$106.36</td>
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<td>Cloud Systems Architect II</td>
<td>$172.76</td>
<td>$176.21</td>
<td>$179.73</td>
<td>$183.33</td>
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<td>518210C</td>
<td>Cloud Systems Architect I</td>
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<td>$142.52</td>
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<td>$192.56</td>
<td>$196.42</td>
<td>$200.34</td>
<td>$204.35</td>
<td></td>
</tr>
</tbody>
</table>
Cloud Service Provider (CSP) Authorized Reseller Agreements

Amazon: SAIC is an authorized reseller (Letter of Supply incorporated into MAS GS35F486BA by reference per Mod PS-0023) of Amazon Web Services (AWS) services under the AWS Solution Provider Program and the offerings are available as follows:

- For AWS Services: https://aws.amazon.com/pricing/services/
- For AWS Support: https://aws.amazon.com/premiumsupport/pricing/

Google: SAIC is an authorized reseller (Letter of Supply incorporated into MAS GS35F486BA by reference per Mod PS-0023) of “Google Cloud Platform” and “G Suite” offerings which are available via Google’s Schedule and/or price list(s).

Microsoft: SAIC is an authorized reseller (Letter of Supply incorporated into MAS GS35F486BA by reference per Mod PS-0023) of the Microsoft Azure Government Services and other Microsoft Online Services and products Microsoft make available through the Microsoft Cloud Reseller Program for US Government Cloud (collectively, “Microsoft Products”). The list of Microsoft Products available under the Program provided on the Microsoft Portal, which is the Partner Center, the Partner Administration Center or an alternate site identified by Microsoft and used by Microsoft to communicate information about the Microsoft Cloud Reseller program.

Oracle: SAIC is an authorized reseller (Letter of Supply incorporated into MAS GS35F486BA by reference per Mod PS-0040) of Oracle cloud services from the “Oracle Platform as a Service and Infrastructure as a Service - Public Cloud Global Price List”, for all individual cloud services that are resell eligible not otherwise prohibited; SKU/ Part Number B88206 for “Oracle PaaS and IaaS Universal Credits” is a prerequisite for all orders. Part number “B88206 for Oracle PaaS and IaaS Universal Credits” - This is an administrative prerequisite for the purpose of establishing the cloud tenancy within which part numbers may be consumed; a minimum of one tenancy per order is required. Once a tenancy has been established, individual IaaS/PaaS services may be self-provisioned based on part number. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned IaaS/PaaS services. See Appendix A for “Oracle Cloud Platform as a Service and Infrastructure as a Service - Public Cloud Global Price List.”
<table>
<thead>
<tr>
<th>PRODUCT NAME</th>
<th>PRODUCT DESCRIPTION</th>
<th>GSA OFFER PRICE (inclusive of the Fee)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Managed Services</strong></td>
<td></td>
<td></td>
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<tr>
<td>Cloud Service Desk - IaaS</td>
<td>Service Desk Calls for IaaS Services</td>
<td>$ 10.77</td>
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<tr>
<td>Cloud Service Desk - PaaS</td>
<td>Service Desk Calls for PaaS Services</td>
<td>$ 9.99</td>
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<tr>
<td>Cloud Service Desk - SaaS</td>
<td>Service Desk Calls for SaaS Services</td>
<td>$ 17.69</td>
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<tr>
<td>CSP Admin - WIN-OS</td>
<td>System Administration - Windows</td>
<td>$ 237.39</td>
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<tr>
<td>CSP Admin - LINUX-OS</td>
<td>System Administration - Linux</td>
<td>$ 299.55</td>
</tr>
<tr>
<td>CSP Patch - WIN-OS</td>
<td>Patching - Windows</td>
<td>$ 42.64</td>
</tr>
<tr>
<td>CSP Patch - LINUX-OS</td>
<td>Patching - Linux</td>
<td>$ 56.98</td>
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<tr>
<td>CSP Install WIN-OS</td>
<td>Installation - Windows</td>
<td>$ 213.19</td>
</tr>
<tr>
<td>CSP Install LINUX-OS</td>
<td>Installation - Linux</td>
<td>$ 256.43</td>
</tr>
<tr>
<td>CSP Server: Monitor (labor only)</td>
<td>Server Monitoring (Labor Only)</td>
<td>$ 42.36</td>
</tr>
<tr>
<td>CSP Server: Monitor-Triage (labor only)</td>
<td>Server Monitoring and Triage (Labor Only)</td>
<td>$ 59.30</td>
</tr>
<tr>
<td>CSP Server: Monitor (labor + tool)</td>
<td>Server Monitoring and Triage (Labor + Tool; Requires additional IaaS servers and connectivity for tool hosting)</td>
<td>$ 59.30</td>
</tr>
<tr>
<td>CSP Server: Monitor-Triage (labor + tool)</td>
<td>Server Monitoring and Triage (Labor + Tool; Requires additional IaaS servers and connectivity for tool hosting)</td>
<td>$ 76.25</td>
</tr>
<tr>
<td>CSP Application: Monitor (labor only)</td>
<td>Application Monitoring (Labor Only)</td>
<td>$ 42.36</td>
</tr>
<tr>
<td>CSP Application: Monitor-Triage (labor only)</td>
<td>Application Monitoring and Triage (Labor Only)</td>
<td>$ 59.30</td>
</tr>
<tr>
<td>CSP Application: Monitor (labor + tool)</td>
<td>Application Monitoring (Labor + Tool; Requires additional IaaS servers and connectivity for tool hosting)</td>
<td>$ 76.25</td>
</tr>
<tr>
<td>CSP Application: Monitor-Triage (labor + tool)</td>
<td>Application Monitoring and Triage (Labor + Tool; Requires additional IaaS servers and connectivity for tool hosting)</td>
<td>$ 93.19</td>
</tr>
<tr>
<td><strong>IaaS, PaaS, SaaS - Standard</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General Purpose Virtual Machine 1 - Red Hat Enterprise Linux</td>
<td>1 to 4 vCPU, 2 to 16 GiB RAM, 0 GB Disk, RHEL OS</td>
<td>$ 0.33</td>
</tr>
<tr>
<td>General Purpose Virtual Machine 1 - Windows</td>
<td>1 to 4 vCPU, 2 to 16 GiB RAM, 0 GB Disk, Windows OS</td>
<td>$ 0.40</td>
</tr>
<tr>
<td>General Purpose Virtual Machine 2 - Red Hat Enterprise Linux</td>
<td>8 to 32 vCPU, 32 to 128 GiB RAM, 0 GB Disk, RHEL OS</td>
<td>$ 1.85</td>
</tr>
<tr>
<td>General Purpose Virtual Machine 2 - Windows</td>
<td>8 to 32 vCPU, 32 to 128 GiB RAM, 0 GB Disk, Windows OS</td>
<td>$ 3.29</td>
</tr>
</tbody>
</table>
### Compute Optimized Virtual Machine 1 - Red Hat Enterprise Linux
- 2 to 8-vCPU, 5 to 21 GiB RAM, 0 GB Disk, RHEL OS
- $0.74

### Compute Optimized Virtual Machine 1 - Windows
- 2 to 8-vCPU, 5 to 21 GiB RAM, 0 GB Disk, Windows OS
- $0.92

### Compute Optimized Virtual Machine 2 - Red Hat Enterprise Linux
- 16 to 48 vCPU, 32 to 96 GiB RAM, 0 GB Disk, RHEL OS
- $4.09

### Compute Optimized Virtual Machine 2 - Windows
- 16 to 48 vCPU, 32 to 96 GiB RAM, 0 GB Disk, Windows OS
- $6.35

### Memory Optimized Virtual Machine 1 - Red Hat Enterprise Linux
- 2 to 16-vCPU, 16 to 128 GiB RAM, 0 GB Disk, RHEL OS
- $1.93

### Memory Optimized Virtual Machine 1 - Windows
- 2 to 16-vCPU, 16 to 128 GiB RAM, 0 GB Disk, Windows OS
- $1.93

### Memory Optimized Virtual Machine 2 - Red Hat Enterprise Linux
- 4 to 16-vCPU, 122 to 488 GiB RAM, 120 to 480 SSD GB Disk, RHEL OS
- $3.78

### Memory Optimized Virtual Machine 2 - Windows
- 4 to 16-vCPU, 122 to 488 GiB RAM, 120 to 480 SSD GB Disk, Windows OS
- $4.43

### Storage Optimized Virtual Machine 1 - Red Hat Enterprise Linux
- 2 to 8-vCPU, 16 to 64 GiB RAM, 1250 to 5000 GB Disk, RHEL OS
- $1.17

### Storage Optimized Virtual Machine 1 - Windows
- 2 to 8-vCPU, 16 to 64 GiB RAM, 1250 to 5000 GB Disk, Windows OS
- $1.42

### Storage Optimized Virtual Machine 2 - Red Hat Enterprise Linux
- 4 to 16-vCPU, 16 to 64 GiB RAM, 6000 to 24000 GB Disk, RHEL OS
- $3.16

### Storage Optimized Virtual Machine 2 - Windows
- 4 to 16-vCPU, 16 to 64 GiB RAM, 6000 to 24000 GB Disk, Windows OS
- $3.35

### Block Storage
- Used for a broad range of workloads, such as relational and non-relational databases, enterprise applications, containerized applications, big data analytics engines, file systems, and media workflows.

### General Purpose SSD Volumes
- General Purpose SSD volume that balances price performance for a wide variety of transactional workloads
- $0.18

### Provisioned IOPS SSD (bundled below)
- Highest performance SSD volume designed for latency-sensitive transactional workloads

### BS-2-GB
- SSD GB/Month
- $0.18

### BS-2-IOPS
- SSD IOPS/Month
- $0.07

### Throughput Optimized HDD
- Low cost HDD volume designed for frequently accessed, throughput intensive workloads
- $0.09
<table>
<thead>
<tr>
<th>Service Type</th>
<th>Description</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cold HDD</td>
<td>Lowest cost HDD volume designed for less frequently accessed workloads                                                                .textColor: $0.05</td>
<td></td>
</tr>
<tr>
<td>Object Storage</td>
<td>Used to store and protect any amount of data for a range of use cases, such as websites, mobile applications, backup and restore, archive, enterprise applications, IoT devices, and big data analytics.</td>
<td>$</td>
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<tr>
<td>Standard Object Storage (bundled below)</td>
<td>Offers high durability, availability, and performance object storage for frequently accessed data.</td>
<td>$</td>
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<tr>
<td>OBJ-1-50</td>
<td>First 50 TB / Month</td>
<td>$</td>
</tr>
<tr>
<td>OBJ-1-450</td>
<td>Next 450 TB / Month</td>
<td>$</td>
</tr>
<tr>
<td>OBJ-1-500</td>
<td>Over 500 TB / Month</td>
<td>$</td>
</tr>
<tr>
<td>Standard-Infrequent Access</td>
<td>For data that is accessed less frequently, but requires rapid access when needed.</td>
<td>$</td>
</tr>
<tr>
<td>Archive Storage</td>
<td>Secure, durable, and low-cost storage class for data archiving.</td>
<td>$</td>
</tr>
<tr>
<td>File Storage</td>
<td>Provides simple, scalable, elastic file storage for use with Cloud services and on-premises resources. It scales elastically on demand without disrupting applications, growing and shrinking automatically as you add and remove files.</td>
<td>$</td>
</tr>
<tr>
<td>Standard File Storage</td>
<td>Designed for active file system workloads and you pay only for the amount of file system storage you use per month.</td>
<td>$</td>
</tr>
<tr>
<td>Managed Relational Database Service</td>
<td>Provides familiar database engines including Aurora, MySQL, MariaDB, Oracle, Microsoft SQL Server, and PostgreSQL. Code, applications, and tools you already use today with your existing databases can be used with RDS. This service handles routine database tasks such as provisioning, patching, backup, recovery, failure detection, and repair.</td>
<td>$</td>
</tr>
<tr>
<td>RDS for SQL Server--Enterprise Multi-AZ</td>
<td>Enhanced data durability and availability, provisions and maintains a standby in a different Availability Zone for automatic failover in the event of a scheduled or unplanned outage.</td>
<td>$</td>
</tr>
<tr>
<td>Service Description</td>
<td>Instance Type</td>
<td>Base Price per vCore (choose 4/8/16/24/32 cores)</td>
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<td>------------------------------------------------------------------------------------</td>
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<tr>
<td>RDS for SQL Server - Standard</td>
<td>Standard Instances--From XL to 24 XL server types</td>
<td>$120.43</td>
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<tr>
<td>RDS for SQL Server - Memory Optimized</td>
<td>Memory Optimized Instances--From XL to 16 XL server types</td>
<td>$85.96</td>
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<tr>
<td>General Purpose Category RDS (bundled below)</td>
<td>Offering balanced and scalable compute and storage options, general purpose is ideal for most business work loads. Base price includes 32 GB/Month storage.</td>
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<tr>
<td>RDMS-SQL-AZU-VCORE</td>
<td>Base Price per vCore (choose 4/8/16/24/32 cores)</td>
<td>$0.80</td>
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<tr>
<td>RDMS-SQL-AZU-STO</td>
<td>Additional storage 32GB bundle</td>
<td>$8.59</td>
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<td>RDMS-SQL-AZU-BKP</td>
<td>Backup</td>
<td>$0.22</td>
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<tr>
<td>RDS for Oracle - Standard</td>
<td>Standard Instances--From XL to 4XL server types</td>
<td>$7.60</td>
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<tr>
<td>RDS for Oracle - Memory Optimized</td>
<td>Memory Optimized Instances--From XL to 4XL server types</td>
<td>$8.41</td>
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<tr>
<td>Non-SQL Database (bundled below)</td>
<td>Supports key-value and document data models, and enables developers to build modern, serverless applications that can start small and scale globally to support petabytes of data and tens of millions of read and write requests per second.</td>
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<tr>
<td>NSQL-1-WR</td>
<td>Write request units</td>
<td>$1.34</td>
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<tr>
<td>NSQL-1-RE</td>
<td>Read request units</td>
<td>$0.39</td>
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<tr>
<td>NSQL-1-DS</td>
<td>Data Storage</td>
<td>$0.27</td>
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<tr>
<td>NSQL-1-CB</td>
<td>Continuous backups</td>
<td>$0.27</td>
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<tr>
<td>In-memory Data Store</td>
<td>Help you build data-intensive apps or improve the performance of your existing apps by retrieving data from high throughput and low latency in-memory data stores.</td>
<td></td>
</tr>
<tr>
<td>In-Memory Data Store - Standard</td>
<td>Standard Cache Nodes--From L to 12XL server types</td>
<td>$4.02</td>
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<tr>
<td>In-Memory Data Store - Memory Optimized</td>
<td>Memory Optimized Cache Nodes----From L to 12XL server types</td>
<td>$5.57</td>
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</tbody>
</table>
Data Warehouse Service | Uses a massively parallel processing (MPP) data warehouse architecture to parallelize and distribute SQL operations to take advantage of all available resources. The underlying hardware is designed for high performance data processing, using local attached storage to maximize throughput between the CPUs and drives, and a high bandwidth mesh network to maximize throughput between nodes.

<p>| Data Warehouse - Dense Compute | 32 vCPU, 244 GiB RAM, 2.56TB GB Disk, 7.5 GB/sec I/O | $ 5.16 |
| Data Warehouse - Dense Storage | 36 vCPU, 244 GiB RAM, 16TB GB Disk, 3.3 GB/sec I/O | $ 7.30 |
| Virtual Private Network (VPN) | Lets you establish a secure and private tunnel from your network or device to the CSP global network. | |
| Virtual Private Network | Site-to-Site VPN connection | $ 0.05 |
| Domain Name Service (DNS) | A globally distributed service that translates human readable names like <a href="http://www.example.com">www.example.com</a> into the numeric IP addresses like 192.0.2.1 that computers use to connect to each other. DNS service includes hosted zones, and DNS queries. Other related charges may apply | |
| DNS Managing Hosted Zones (bundled below) | |
| DNS-1-U25 | First 25 hosted zones | $ 0.54 |
| DNS-1-O25 | Additional hosted zones past 25 | $ 0.11 |
| Serving Standard Queries (bundled below) | |
| DNS-2-F1B | (First 1 Billion queries / month) | $ 0.43 |
| DNS-2-O1B | (Over 1 Billion queries / month) | $ 0.22 |
| Serving Latency Based Routing Queries (bundled below) | |
| DNS-2-LBR-F1B | (First 1 Billion queries / month) | $ 0.64 |
| DNS-2-LBR-O1B | (Over 1 Billion queries / month) | $ 0.32 |
| Serving Geo DNS and Geoproximity Queries (bundled below) | |
| DNS-2-GPX-F1B | (First 1 Billion queries / month) | $ 0.75 |
| DNS-2-GPX-O1B | (Over 1 Billion queries / month) | $ 0.38 |</p>
<table>
<thead>
<tr>
<th>Load Balancing</th>
<th>Automatically distributes incoming application traffic across multiple targets, such as server instances, containers, IP addresses, and serverless functions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Application Load Balancer</strong> (bundled below)</td>
<td></td>
</tr>
<tr>
<td>ALB-1-UP</td>
<td>Load Balancer Uptime (AWS Only)</td>
</tr>
<tr>
<td>ALB-1-CAP-HR</td>
<td>Load Balancer Capacity Units (AWS Only)</td>
</tr>
<tr>
<td>ALB-1-CAP-GB</td>
<td>Load Balancer Capacity Units (Azure Only)</td>
</tr>
<tr>
<td><strong>Network Load Balancer</strong> (bundled below)</td>
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</tr>
<tr>
<td>NLB-1-UP</td>
<td>Load Balancer Uptime (AWS Only)</td>
</tr>
<tr>
<td>NLB-1-CAP-HR</td>
<td>Load Balancer Capacity Units (AWS Only)</td>
</tr>
<tr>
<td>NLB-1-CAP-GB</td>
<td>Load Balancer Capacity Units (Azure Only)</td>
</tr>
<tr>
<td><strong>Classic Load Balancer</strong> (bundled below)</td>
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</tr>
<tr>
<td>ELB-1-UP</td>
<td>Load Balancer Uptime (AWS Only)</td>
</tr>
<tr>
<td>ELB-1-CAP</td>
<td>Load Balancer Capacity Units (AWS Only)</td>
</tr>
<tr>
<td><strong>Cloud Service Monitoring</strong></td>
<td>Provides monitoring and observability service built for DevOps engineers, developers, site reliability engineers (SREs), and IT managers. It provides data and actionable insights to monitor your applications, respond to system-wide performance changes, optimize resource utilization, and get a unified view of operational health. Basic monitoring service components (after free tier when applicable). Additional data transfer cost may apply.</td>
</tr>
<tr>
<td><strong>Tiered Metrics</strong> (bundled below)</td>
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</tr>
<tr>
<td>MON-MX-10K</td>
<td>First 10,000 metrics</td>
</tr>
<tr>
<td>MON-MX-240K</td>
<td>Next 240,000 metrics</td>
</tr>
<tr>
<td>MON-MX-750K</td>
<td>Next 750,000 metrics</td>
</tr>
<tr>
<td>MON-MX-1M</td>
<td>Over 1,000,000 metrics</td>
</tr>
<tr>
<td>MON-MX-150</td>
<td>First 150 MB</td>
</tr>
<tr>
<td>MON-MX-1K</td>
<td>151-1,000 MB</td>
</tr>
<tr>
<td>MON-MX-250K</td>
<td>100,001 - 250,000 MB</td>
</tr>
<tr>
<td>Service</td>
<td>Description</td>
</tr>
<tr>
<td>-----------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>MON-MX-250K+</td>
<td>&gt;250,001 MB</td>
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<tr>
<td>Dashboards</td>
<td></td>
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<tr>
<td>Alarms (bundled below)</td>
<td></td>
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<tr>
<td>MON-AL-SR</td>
<td>Standard Resolution (60 sec)</td>
</tr>
<tr>
<td>MON-AL-HR</td>
<td>High Resolution (10 sec)</td>
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<tr>
<td>Logs (bundled below)</td>
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<tr>
<td>MON-LOG-COL</td>
<td>Collect (Data Ingestion)</td>
</tr>
<tr>
<td>MON-LOG-STO</td>
<td>Store (Archival)</td>
</tr>
<tr>
<td>Microsoft Office 365</td>
<td>A cloud-based service that is designed to help meet your organization's needs for robust security, reliability, and user productivity.</td>
</tr>
<tr>
<td>Office 365 Productivity Suite E3</td>
<td>Business services—email, file storage and sharing, Office Online, meetings, Office Application, security and compliance tools, such as legal hold, data loss prevention, and more.</td>
</tr>
<tr>
<td>Office 365 Productivity Suite E5</td>
<td>E3 + The Office suite, plus email, instant messaging, HD video conferencing, 1 TB personal file storage and sharing, and advanced security, analytics and Audio conferencing.</td>
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<tr>
<td><strong>Visio Online Plan 2</strong></td>
<td>Makes it easier than ever for individuals and teams to create data-linked diagrams that simplify complex information. It includes support for BPMN 2.0, AutoCAD file import, and UML 2.4. Each user can install Visio on up to five PCs running Windows 10, Windows 8.1, Windows 8, or Windows 7.</td>
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</tr>
<tr>
<td><strong>G Suite Enterprise Edition</strong></td>
<td></td>
</tr>
</tbody>
</table>

**IaaS, PaaS, SaaS - GovCloud Enhanced Security**

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Purpose Virtual Machine 1 - Red Hat Enterprise Linux</td>
<td>1 to 4 vCPU, 2 to 16 GiB RAM, 0 GB Disk, RHEL OS</td>
<td>$0.33</td>
</tr>
<tr>
<td>General Purpose Virtual Machine 1 - Windows</td>
<td>1 to 4 vCPU, 2 to 16 GiB RAM, 0 GB Disk, Windows OS</td>
<td>$0.40</td>
</tr>
<tr>
<td>General Purpose Virtual Machine 2 - Red Hat Enterprise Linux</td>
<td>8 to 32 vCPU, 32 to 128 GiB RAM, 0 GB Disk, RHEL OS</td>
<td>$2.36</td>
</tr>
<tr>
<td>General Purpose Virtual Machine 2 - Windows</td>
<td>8 to 32 vCPU, 32 to 128 GiB RAM, 0 GB Disk, Windows OS</td>
<td>$3.80</td>
</tr>
<tr>
<td>General Purpose Virtual Machine 1 - Red Hat Enterprise Linux</td>
<td>2 to 8-vCPU, 5 to 21 GiB RAM, 0 GB Disk, RHEL OS</td>
<td>$0.75</td>
</tr>
<tr>
<td>General Purpose Virtual Machine 1 - Windows</td>
<td>2 to 8-vCPU, 5 to 21 GiB RAM, 0 GB Disk, Windows OS</td>
<td>$1.01</td>
</tr>
<tr>
<td>General Purpose Virtual Machine 2 - Red Hat Enterprise Linux</td>
<td>16 to 48 vCPU, 32 to 96 GiB RAM, 0 GB Disk, RHEL OS</td>
<td>$4.09</td>
</tr>
<tr>
<td>General Purpose Virtual Machine 2 - Windows</td>
<td>16 to 48 vCPU, 32 to 96 GiB RAM, 0 GB Disk, Windows OS</td>
<td>$6.72</td>
</tr>
<tr>
<td>General Purpose Virtual Machine 1 - Red Hat Enterprise Linux</td>
<td>2 to 16-vCPU, 16 to 128 GiB RAM, 0 GB Disk, RHEL OS</td>
<td>$1.93</td>
</tr>
<tr>
<td>General Purpose Virtual Machine 1 - Windows</td>
<td>2 to 16-vCPU, 16 to 128 GiB RAM, 0 GB Disk, Windows OS</td>
<td>$2.14</td>
</tr>
<tr>
<td>General Purpose Virtual Machine 2 - Red Hat Enterprise Linux</td>
<td>4 to 16-vCPU, 122 to 488 GiB RAM, 120 to 480 SSD GB Disk, RHEL OS</td>
<td>$4.49</td>
</tr>
<tr>
<td>General Purpose Virtual Machine 2 - Windows</td>
<td>4 to 16-vCPU, 122 to 488 GiB RAM, 120 to 480 SSD GB Disk, Windows OS</td>
<td>$5.14</td>
</tr>
<tr>
<td><strong>General Purpose Virtual Machine 1 - Red Hat Enterprise Linux</strong></td>
<td>2 to 8-vCPU, 16 to 64 GiB RAM, 1250 to 5000 GB Disk, RHEL OS</td>
<td>$1.37</td>
</tr>
<tr>
<td><strong>General Purpose Virtual Machine 1 - Windows</strong></td>
<td>2 to 8-vCPU, 16 to 64 GiB RAM, 1250 to 5000 GB Disk, Windows OS</td>
<td>$1.62</td>
</tr>
<tr>
<td><strong>General Purpose Virtual Machine 2 - Red Hat Enterprise Linux</strong></td>
<td>4 to 16-vCPU, 16 to 64 GiB RAM, 6000 to 24000 GB Disk, RHEL OS</td>
<td>$3.75</td>
</tr>
<tr>
<td><strong>General Purpose Virtual Machine 2 - Windows</strong></td>
<td>4 to 16-vCPU, 16 to 64 GiB RAM, 6000 to 24000 GB Disk, Windows OS</td>
<td>$4.25</td>
</tr>
<tr>
<td><strong>Block Storage</strong></td>
<td>Used for a broad range of workloads, such as relational and non-relational databases, enterprise applications, containerized applications, big data analytics engines, file systems, and media workflows.</td>
<td></td>
</tr>
<tr>
<td><strong>General Purpose SSD Volumes</strong></td>
<td>General Purpose SSD volume that balances price performance for a wide variety of transactional workloads</td>
<td>$0.18</td>
</tr>
<tr>
<td><strong>Provisioned IOPS SSD (bundled below)</strong></td>
<td>Highest performance SSD volume designed for latency-sensitive transactional workloads</td>
<td></td>
</tr>
<tr>
<td><strong>G-BS-2-GB</strong></td>
<td>SSD GB/Month</td>
<td>$0.18</td>
</tr>
<tr>
<td><strong>G-BS-2-IOPS</strong></td>
<td>SSD IOPS/Month</td>
<td>$0.08</td>
</tr>
<tr>
<td><strong>Throughput Optimized HDD</strong></td>
<td>Low cost HDD volume designed for frequently accessed, throughput intensive workloads</td>
<td>$0.09</td>
</tr>
<tr>
<td><strong>Cold HDD</strong></td>
<td>Lowest cost HDD volume designed for less frequently accessed workloads</td>
<td>$0.06</td>
</tr>
<tr>
<td><strong>Object Storage</strong></td>
<td>Used to store and protect any amount of data for a range of use cases, such as websites, mobile applications, backup and restore, archive, enterprise applications, IoT devices, and big data analytics.</td>
<td></td>
</tr>
<tr>
<td><strong>Standard Object Storage (bundled below)</strong></td>
<td>Offers high durability, availability, and performance object storage for frequently accessed data.</td>
<td></td>
</tr>
<tr>
<td><strong>G-OBJ-1-50</strong></td>
<td>First 50 TB / Month</td>
<td>$0.04</td>
</tr>
<tr>
<td><strong>G-OBJ-1-450</strong></td>
<td>Next 450 TB / Month</td>
<td>$0.04</td>
</tr>
<tr>
<td><strong>G-OBJ-1-500</strong></td>
<td>Over 500 TB / Month</td>
<td>$0.04</td>
</tr>
<tr>
<td><strong>Standard-Infrequent Access</strong></td>
<td>For data that is accessed less frequently, but requires rapid access when needed.</td>
<td>$0.02</td>
</tr>
<tr>
<td>Service</td>
<td>Description</td>
<td>Price</td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>--------</td>
</tr>
<tr>
<td>Archive Storage</td>
<td>Secure, durable, and low-cost storage class for data archiving.</td>
<td>$0.01</td>
</tr>
<tr>
<td>File Storage</td>
<td>Provides simple, scalable, elastic file storage for use with Cloud services and on-premises resources. It scales elastically on demand without disrupting applications, growing and shrinking automatically as you add and remove files.</td>
<td></td>
</tr>
<tr>
<td>Standard File Storage</td>
<td>Designed for active file system workloads and you pay only for the amount of file system storage you use per month.</td>
<td>$0.39</td>
</tr>
<tr>
<td>Managed Relational Database Service</td>
<td>Provides familiar database engines including Aurora, MySQL, MariaDB, Oracle, Microsoft SQL Server, and PostgreSQL. Code, applications, and tools you already use today with your existing databases can be used with RDS. This service handles routine database tasks such as provisioning, patching, backup, recovery, failure detection, and repair.</td>
<td></td>
</tr>
<tr>
<td>RDS for SQL Server--Enterprise Multi-AZ</td>
<td>Enhanced data durability and availability, provisions and maintains a standby in a different Availability Zone for automatic failover in the event of a scheduled or unplanned outage.</td>
<td></td>
</tr>
<tr>
<td>RDS for SQL Server - Standard</td>
<td>Standard Instances--From XL to 24 XL server types</td>
<td>$122.58</td>
</tr>
<tr>
<td>RDS for SQL Server - Memory Optimized</td>
<td>Memory Optimized Instances---From XL to 16 XL server types</td>
<td>$85.96</td>
</tr>
<tr>
<td>General Purpose Category RDS (bundled below)</td>
<td>Offering balanced and scalable compute and storage options, general purpose is ideal for most business work loads. Base price includes 32 GB/Month storage.</td>
<td></td>
</tr>
<tr>
<td>G-RDMS-SQL-AZU-VCORE</td>
<td>Base Price per vCore (choose 4/8/16/24/32 cores)</td>
<td>$0.81</td>
</tr>
<tr>
<td>G-RDMS-SQL-AZU-STO</td>
<td>Additional storage 32GB bundle</td>
<td>$10.74</td>
</tr>
<tr>
<td>G-RDMS-SQL-AZU-BKP</td>
<td>Backup</td>
<td>$0.27</td>
</tr>
<tr>
<td>RDS for Oracle - Standard</td>
<td>Standard Instances--From XL to 4XL server types</td>
<td>$8.27</td>
</tr>
<tr>
<td>RDS for Oracle- Memory Optimized</td>
<td>Memory Optimized Instances--From XL to 4XL server types</td>
<td>$9.40</td>
</tr>
</tbody>
</table>
## Non-SQL Database (bundled below)

Supports key-value and document data models, and enables developers to build modern, serverless applications that can start small and scale globally to support petabytes of data and tens of millions of read and write requests per second.

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>G-NSQL-1-WR</td>
<td>Write request units</td>
<td>$1.61</td>
</tr>
<tr>
<td>G-NSQL-1-RE</td>
<td>Read request units</td>
<td>$0.39</td>
</tr>
<tr>
<td>G-NSQL-1-DS</td>
<td>Data Storage</td>
<td>$0.34</td>
</tr>
<tr>
<td>G-NSQL-1-CB</td>
<td>Continuous backups</td>
<td>$0.34</td>
</tr>
</tbody>
</table>

## In-memory Data Store

Help you build data-intensive apps or improve the performance of your existing apps by retrieving data from high throughput and low latency in-memory data stores.

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>In-Memory Data Store - Standard</td>
<td>Standard Cache Nodes--From L to 12XL server types</td>
<td>$5.08</td>
</tr>
<tr>
<td>In-Memory Data Store - Memory Optimized</td>
<td>Memory Optimized Cache Nodes---- From L to 12XL server types</td>
<td>$6.67</td>
</tr>
</tbody>
</table>

## Data Warehouse Service

Uses a massively parallel processing (MPP) data warehouse architecture to parallelize and distribute SQL operations to take advantage of all available resources. The underlying hardware is designed for high performance data processing, using local attached storage to maximize throughput between the CPUs and drives, and a high bandwidth mesh network to maximize throughput between nodes.

<table>
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<tr>
<th>Service</th>
<th>Description</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Warehouse - Dense Compute</td>
<td>32 vCPU, 244 GiB RAM, 2.56TB GB Disk, 7.5 GB/sec I/O</td>
<td>$6.19</td>
</tr>
<tr>
<td>Data Warehouse - Dense Storage</td>
<td>36 vCPU, 244 GiB RAM, 16TB GB Disk, 3.3 GB/sec I/O</td>
<td>$8.76</td>
</tr>
</tbody>
</table>

## Virtual Private Network (VPN)

Lets you establish a secure and private tunnel from your network or device to the CSP global network.

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<tr>
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</tr>
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<tbody>
<tr>
<td>Virtual Private Network</td>
<td>Site-to-Site VPN connection</td>
<td>$0.07</td>
</tr>
</tbody>
</table>

## Domain Name Service (DNS)

A globally distributed service that translates human readable names like www.example.com into the numeric IP addresses like 192.0.2.1 that computers use to connect to each other. DNS service includes hosted...
zones, and DNS queries. Other related charges may apply

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<th>Service</th>
<th>Description</th>
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</tr>
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<tbody>
<tr>
<td>DNS Managing Hosted Zones (bundled below)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>G-DNS-1-U25</td>
<td>First 25 hosted zones</td>
<td>$0.54</td>
</tr>
<tr>
<td>G-DNS-1-O25</td>
<td>Additional hosted zones past 25</td>
<td>$0.11</td>
</tr>
<tr>
<td>Serving Standard Queries (bundled below)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>G-DNS-2-F1B</td>
<td>(First 1 Billion queries / month)</td>
<td>$0.43</td>
</tr>
<tr>
<td>G-DNS-2-O1B</td>
<td>(Over 1 Billion queries / month)</td>
<td>$0.22</td>
</tr>
<tr>
<td>Serving Latency Based Routing Queries (bundled below)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>G-DNS-2-LBR-F1B</td>
<td>(First 1 Billion queries / month)</td>
<td>$0.64</td>
</tr>
<tr>
<td>G-DNS-2-LBR-O1B</td>
<td>(Over 1 Billion queries / month)</td>
<td>$0.32</td>
</tr>
<tr>
<td>Serving Geo DNS and Geoproximity Queries (bundled below)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>G-DNS-2-GPX-F1B</td>
<td>(First 1 Billion queries / month)</td>
<td>$0.75</td>
</tr>
<tr>
<td>G-DNS-2-GPX-O1B</td>
<td>(Over 1 Billion queries / month)</td>
<td>$0.38</td>
</tr>
<tr>
<td>Load Balancing</td>
<td>Automatically distributes incoming application traffic across multiple targets, such as server instances, containers, IP addresses, and serverless functions</td>
<td></td>
</tr>
<tr>
<td>Application Load Balancer (bundled below)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>G-ALB-1-UP</td>
<td>Load Balancer Uptime (AWS Only)</td>
<td>$0.03</td>
</tr>
<tr>
<td>G-ALB-1-CAP-HR</td>
<td>Load Balancer Capacity Units (AWS Only)</td>
<td>$0.01</td>
</tr>
<tr>
<td>G-ALB-1-CAP-GB</td>
<td>Load Balancer Capacity Units (Azure Only)</td>
<td>$0.01</td>
</tr>
<tr>
<td>Network Load Balancer (bundled below)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>G-NLB-1-UP</td>
<td>Load Balancer Uptime (AWS Only)</td>
<td>$0.03</td>
</tr>
<tr>
<td>G-NLB-1-CAP-HR</td>
<td>Load Balancer Capacity Units (AWS Only)</td>
<td>$0.01</td>
</tr>
<tr>
<td>G-NLB-1-CAP-GB</td>
<td>Load Balancer Capacity Units (Azure Only)</td>
<td>$0.01</td>
</tr>
<tr>
<td>Classic Load Balancer (bundled below)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>G-ELB-1-UP</td>
<td>Load Balancer Uptime (AWS Only)</td>
<td>$0.03</td>
</tr>
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</tr>
<tr>
<td>G-ELB-1-CAP</td>
<td>Load Balancer Capacity Units (AWS Only)</td>
<td>$ 0.01</td>
</tr>
<tr>
<td>Cloud Service Monitoring</td>
<td>Provides monitoring and observability service built for DevOps engineers, developers, site reliability engineers (SREs), and IT managers. It provides data and actionable insights to monitor your applications, respond to system-wide performance changes, optimize resource utilization, and get a unified view of operational health. Basic monitoring service components (after free tier when applicable). Additional data transfer cost may apply.</td>
<td></td>
</tr>
<tr>
<td>Tiered Metrics</td>
<td></td>
<td></td>
</tr>
<tr>
<td>G-MON-MX-10K</td>
<td>First 10,000 metrics</td>
<td>$ 0.32</td>
</tr>
<tr>
<td>G-MON-MX-240K</td>
<td>Next 240,000 metrics</td>
<td>$ 0.11</td>
</tr>
<tr>
<td>G-MON-MX-750K</td>
<td>Next 750,000 metrics</td>
<td>$ 0.05</td>
</tr>
<tr>
<td>G-MON-MX-1M</td>
<td>Over 1,000,000 metrics</td>
<td>$ 0.02</td>
</tr>
<tr>
<td>G-MON-MX-150</td>
<td>First 150 MB</td>
<td>$ 0.28</td>
</tr>
<tr>
<td>G-MON-MX-1K</td>
<td>151-1,000 MB</td>
<td>$ 0.16</td>
</tr>
<tr>
<td>G-MON-MX-250K</td>
<td>100,001 - 250,000 MB</td>
<td>$ 0.07</td>
</tr>
<tr>
<td>G-MON-MX-250K+</td>
<td>&gt;250,001 MB</td>
<td>$ -</td>
</tr>
<tr>
<td>Dashboards</td>
<td></td>
<td>$ 3.22</td>
</tr>
<tr>
<td>Alarms</td>
<td></td>
<td></td>
</tr>
<tr>
<td>G-MON-AL-SR</td>
<td>Standard Resolution (60 sec)</td>
<td>$ 0.54</td>
</tr>
<tr>
<td>G-MON-AL-HR</td>
<td>High Resolution (10 sec)</td>
<td>$ 1.07</td>
</tr>
<tr>
<td>Logs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>G-MON-LOG-COL</td>
<td>Collect (Data Ingestion)</td>
<td>$ 0.73</td>
</tr>
<tr>
<td>G-MON-LOG-STO</td>
<td>Store (Archival)</td>
<td>$ 0.04</td>
</tr>
<tr>
<td>Microsoft Office 365</td>
<td>A cloud-based service that is designed to help meet your organization's needs for robust security, reliability, and user productivity.</td>
<td></td>
</tr>
<tr>
<td>Office 365 Productivity Suite E3</td>
<td>Business services—email, file storage and sharing, Office Online, meetings, Office Application, security and compliance tools, such as legal hold, data loss prevention, and more.</td>
<td>$ 21.48</td>
</tr>
<tr>
<td>Product</td>
<td>Description</td>
<td>Price</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>--------</td>
</tr>
<tr>
<td>Office 365 Productivity Suite E5</td>
<td>E3 + The Office suite, plus email, instant messaging, HD video conferencing, 1 TB personal file storage and sharing, and advanced security, analytics and Audio conferencing.</td>
<td>$37.59</td>
</tr>
<tr>
<td>Project Online Essentials</td>
<td>Collaborate on projects online, view and manage tasks, submit timesheets, and flag issues or risks. Requires Project Online or Project Server for your organization.</td>
<td>$7.52</td>
</tr>
<tr>
<td>Project Online Professional</td>
<td>A complete online project management solution to help keep your projects, resources, and teams organized and on track. Plan projects, track status, and collaborate with others from virtually anywhere.</td>
<td>$32.22</td>
</tr>
<tr>
<td>Visio Online Plan 1</td>
<td>A lightweight web-based diagramming solution that gives users an opportunity to create, share and store basic diagrams anywhere.</td>
<td>$5.37</td>
</tr>
<tr>
<td>Visio Online Plan 2</td>
<td>Makes it easier than ever for individuals and teams to create data-linked diagrams that simplify complex information. It includes support for BPMN 2.0, AutoCAD file import, and UML 2.4. Each user can install Visio on up to five PCs running Windows 10, Windows 8.1, Windows 8, or Windows 7.</td>
<td>$16.11</td>
</tr>
<tr>
<td>Enterprise Mobility E3</td>
<td>Provides a convenient cost effective way for customer to manage company data in a mobile-first, cloud-first world.</td>
<td>$8.59</td>
</tr>
<tr>
<td>Enterprise Mobility E5</td>
<td>The most comprehensive cloud delivered solution for securing your company data in a mobile-first, cloud-first world.</td>
<td>$15.90</td>
</tr>
</tbody>
</table>
Managed Services Program (MSP) CloudScend FoundationaLS

SAIC’s CloudScend Portfolio provides purposed Cloud Managed Services affording customers the ability to procure enterprise cutting-edge and innovative cloud-based services from multiple Cloud Service Providers (CSPs) delivering high value, at the customer’s pace, in a cost-effective manner. Our solutions deliver raw technology from industry and composing them into vibrant mission service offerings for our customers.

SAIC MSP CloudScend FoundationaLS (Foundational Level Service) is a fully operational commercial business model that offers core professional Cloud Managed Services to assist our customer organizations with requirements for the consumption and utilization of cloud-based services, all made possible through a single contractual arrangement with SAIC. The model shifts customers’ priority focus away from contract, procurement, infrastructure, platform, and tooling distractions, allowing them to focus on their core business. With SAIC’s CloudScend, our customers realize the following benefits:

- Cost savings and ease of IT financial management (ITFM)
- Ready code and automation to build and configure on-demand Cloud infrastructure
- Access services from multiple CSPs (e.g., AWS, Azure, GCP, OCI)
- Cloud presence at compliance Impact Levels (IL) 2, 4, 5 and 6
- Ability to consume delivery of digital services through a one-stop-shop offering
- Automation to transact business requirement needs into on-demand services
- Dynamic financial management optics for cloud-optimized decision making
- Complete focus on their core competencies and strategies, without the distractions of supporting the Cloud infrastructure

CloudScend FoundationaLS consists of services that are core to the CloudScend cohesive methodology of field-proven products, offerings, service capabilities, and contemporary processes, as well as optional add-on services to support additional requirements for our customers to achieve outcome-based cloud-intelligent digital transformation service objectives.

<table>
<thead>
<tr>
<th>Part/Utility</th>
<th>Description</th>
<th>List Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>SAIC-0001-00MSP-EITMS-AWS0KTO100K</td>
<td>Monthly Spend - AWS Tier 1 0-100k</td>
<td>$1.24</td>
</tr>
<tr>
<td>SAIC-0001-00MSP-EITMS-AWSOVER100KTO500K</td>
<td>Monthly Spend - AWS Tier 2 &gt;100-500k</td>
<td>$1.16</td>
</tr>
<tr>
<td>SAIC-0001-00MSP-EITMS-AWSOVER500KTO1M</td>
<td>Monthly Spend - AWS Tier 3 &gt;500k-1M</td>
<td>$1.12</td>
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*Note - For these Occupation Codes, SCA has no formal published WD rates, only that the contractor must meet the minimum overall rate for Computer Employees. For the Level IV of the Health/Medical Customer Service and Support Technician, no occupation code exist for this level, so assumed Computer System Analyst Level III. “The Service Contract Labor Standards (SCLS) are applicable to this contract and this contract includes SCLS applicable labor categories. The prices for the indicated (***) SCLS labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).” The mapping to SCLS labor categories in the matrix is representative only and does not limit the use of the SAIC labor category to those SCLS titles identified in the matrix nor does it limit the use of the SAIC labor category only to services covered by the SCLS. The services provided under each labor category will be determined at the task order level.
APPENDIX A

Oracle Cloud
Platform as a Service and Infrastructure as a Service
- Public Cloud
Global Price List
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Section 3 Cloud at Customer

Section 4 Government

Section 5 Pre-Paid Subscription / Metered and Non-metered

Section 6 Advanced Customer Services (ACS) and Consulting

Section 7 Notes
## Section 1 - Universal Credits

### Cloud services listed on this page are also available in the Funded Allocation Model targeted at Public Sector customers and subject to authorization by Oracle. For more information refer to the Oracle PaaS and IaaS Universal Credits Service Descriptions document.

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### Standard term lengths: 1-year, 2-year, 3-year, or 4-year term.

For additional information, refer to the Oracle Cloud Approval Matrix document on eSource.

### Notes (continued)

#### Prices in US Dollar

**Oracle PaaS and IaaS Universal Credits**

**Part number “B88206 for Oracle PaaS and IaaS Universal Credits”, This is an administrative prerequisite for the purpose of establishing the infrastructure within which part numbers may be consumed, in a minimum of one tenancy per order as required. Once a tenancy has been established, individual billable services may be self-provisioned based on part number. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned billable services.**

**Part number “B88207 for Oracle PaaS and IaaS Universal Credits”, This is an administrative prerequisite for the purpose of establishing the infrastructure within which part numbers may be consumed, in a minimum of one tenancy per order as required. Once a tenancy has been established, individual billable services may be self-provisioned based on part number. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned billable services.**

**Part number “B88208 for Oracle PaaS and IaaS Universal Credits”, This is an administrative prerequisite for the purpose of establishing the infrastructure within which part numbers may be consumed, in a minimum of one tenancy per order as required. Once a tenancy has been established, individual billable services may be self-provisioned based on part number. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned billable services.**

**Part number “B88209 for Oracle PaaS and IaaS Universal Credits”, This is an administrative prerequisite for the purpose of establishing the infrastructure within which part numbers may be consumed, in a minimum of one tenancy per order as required. Once a tenancy has been established, individual billable services may be self-provisioned based on part number. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned billable services.**

**Part number “B88210 for Oracle PaaS and IaaS Universal Credits”, This is an administrative prerequisite for the purpose of establishing the infrastructure within which part numbers may be consumed, in a minimum of one tenancy per order as required. Once a tenancy has been established, individual billable services may be self-provisioned based on part number. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned billable services.**

**Part number “B88211 for Oracle PaaS and IaaS Universal Credits”, This is an administrative prerequisite for the purpose of establishing the infrastructure within which part numbers may be consumed, in a minimum of one tenancy per order as required. Once a tenancy has been established, individual billable services may be self-provisioned based on part number. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned billable services.**

### Cloud services

**Oracle Analytics Cloud - Professional**

<table>
<thead>
<tr>
<th>Price</th>
<th>Credits</th>
<th>Minimum Universal Credits Details</th>
<th>Notes</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>16.00</td>
<td>16.00</td>
<td>User Per Month</td>
<td>10</td>
<td>1</td>
</tr>
</tbody>
</table>

**Oracle Analytics Cloud - Enterprise**

<table>
<thead>
<tr>
<th>Price</th>
<th>Credits</th>
<th>Minimum Universal Credits Details</th>
<th>Notes</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>80.00</td>
<td>80.00</td>
<td>User Per Month</td>
<td>10</td>
<td>1</td>
</tr>
</tbody>
</table>

**Oracle Analytics Cloud - Professional**

<table>
<thead>
<tr>
<th>Price</th>
<th>Credits</th>
<th>Minimum Universal Credits Details</th>
<th>Notes</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0753</td>
<td>1.0753</td>
<td>DCPU Per Hour</td>
<td>-</td>
<td>1, 7</td>
</tr>
</tbody>
</table>

**Oracle Analytics Cloud - Enterprise**

<table>
<thead>
<tr>
<th>Price</th>
<th>Credits</th>
<th>Minimum Universal Credits Details</th>
<th>Notes</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1506</td>
<td>2.1506</td>
<td>DCPU Per Hour</td>
<td>-</td>
<td>1, 7</td>
</tr>
</tbody>
</table>

**Oracle Analytics for Fusion Applications**

<table>
<thead>
<tr>
<th>Price</th>
<th>Credits</th>
<th>Minimum Universal Credits Details</th>
<th>Notes</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.00</td>
<td>0.00</td>
<td>Hosted Named User</td>
<td>10</td>
<td>1</td>
</tr>
</tbody>
</table>

**Oracle Analytics Server for Oracle Cloud Infrastructure**

<table>
<thead>
<tr>
<th>Price</th>
<th>Credits</th>
<th>Minimum Universal Credits Details</th>
<th>Notes</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.75</td>
<td>1.75</td>
<td>DCPU Per Hour</td>
<td>-</td>
<td>1, 15</td>
</tr>
</tbody>
</table>

**Oracle Analytics for Fusion Applications**

<table>
<thead>
<tr>
<th>Price</th>
<th>Credits</th>
<th>Minimum Universal Credits Details</th>
<th>Notes</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.00</td>
<td>1.00</td>
<td>Hosted Named User</td>
<td>-</td>
<td>1</td>
</tr>
</tbody>
</table>
Cloud services listed on this page are also available in the Funded Allocation Model targeted at Public Sector customers. For more information refer to the Oracle PaaS and IaaS Universal Credits Service Descriptions document.

Oracle Digital Assistant Cloud Service
Oracle Cloud Infrastructure - Blockchain Platform Cloud Service
Oracle Cloud Infrastructure - Blockchain Platform Cloud Service - Standard
Oracle Cloud Infrastructure - Blockchain Platform Cloud Service - Enterprise
Oracle Cloud Infrastructure - Blockchain Platform Cloud Service - Storage
Oracle Visual Builder Studio - Additional Storage
Oracle Digital Assistant Cloud Service

<table>
<thead>
<tr>
<th>Service</th>
<th>Pay as You Go</th>
<th>Annual Fee</th>
<th>Metric</th>
<th>Minimums</th>
<th>Additional Information</th>
<th>Notes</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Digital Assistant Cloud Service</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>B90203</td>
</tr>
<tr>
<td>Oracle Cloud Infrastructure - Blockchain Platform Cloud Service - Standard</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>B88206</td>
</tr>
<tr>
<td>Oracle Cloud Infrastructure - Blockchain Platform Cloud Service - Enterprise</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>B88206</td>
</tr>
<tr>
<td>Oracle Cloud Infrastructure - Blockchain Platform Cloud Service - Storage</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>B88206</td>
</tr>
</tbody>
</table>

For Bring Your Own License (BYOL) requirements including eligible Oracle on-premise licenses and conversion ratios (i.e., ratio requirement of software license metric to cloud equivalent metric), see the Oracle PaaS and IaaS Universal Credits Service Descriptions document at Oracle.com:


Section 1 - Universal Credits

PaaS - Oracle Application Development Cloud Services

<table>
<thead>
<tr>
<th>Price</th>
<th>Minimum Universal Credits</th>
<th>Minimum Universal Credits Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.00</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

For additional information, refer to the Oracle Cloud Approval Matrix document on eSource.

<table>
<thead>
<tr>
<th>Service</th>
<th>Pay as You Go</th>
<th>Annual Fee</th>
<th>Metric</th>
<th>Minimums</th>
<th>Additional Information</th>
<th>Notes</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle PaaS and IaaS Universal Credits</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>B88206</td>
</tr>
<tr>
<td>Oracle PaaS and IaaS Universal Credits</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>B88206</td>
</tr>
<tr>
<td>Oracle PaaS and IaaS Universal Credits</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>B88206</td>
</tr>
<tr>
<td>Oracle PaaS and IaaS Universal Credits</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>B88206</td>
</tr>
</tbody>
</table>

Cloud services listed on this page are also available in the Funded Allocation Model targeted at Public Sector customers and subject to authorization by Oracle. For more information refer to the Oracle PaaS and IaaS Universal Credits Service Descriptions document.
Cloud services listed on this page are also available in the Funded Allocation Model targeted at Public Sector customers and subject to authorization by Oracle. For more information refer to the Oracle PaaS and IaaS Universal Credits Service Descriptions document.

### Oracle PaaS and IaaS Universal Credits

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Price</th>
<th>Minimum Universal Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle PaaS and IaaS Universal Credits</td>
<td>$100</td>
<td>Minimum Annual Flex spend in Universal Credits to be eligible for discount</td>
</tr>
</tbody>
</table>

### Oracle WebLogic Server

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Price</th>
<th>Minimum Universal Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle WebLogic Suite for Oracle Cloud Infrastructure</td>
<td>$0.7227</td>
<td>Minimum Universal Credits Details</td>
</tr>
<tr>
<td>Oracle WebLogic for Oracle Cloud Infrastructure</td>
<td>$0.2991</td>
<td>All the OCPUs running in the WebLogic node pool must be counted.</td>
</tr>
</tbody>
</table>

### Oracle Application Development Cloud Services

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Price</th>
<th>Minimum Universal Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Mobile Hub Cloud Service</td>
<td>$0.9526</td>
<td>Requires a minimum of 500 Requests per hour.</td>
</tr>
<tr>
<td>Oracle Application Development Cloud Services (continued)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Note:

- For details on additional product requirements and prerequisites, see the Oracle PaaS and IaaS Universal Credits Service Descriptions document at Oracle.com.

- Prices in US Dollar.

- For details on additional product requirements and prerequisites, see the Oracle PaaS and IaaS - Public Cloud Global Price List Supplement.

- Minimum Annual Flex spend in Universal Credits to be eligible for discount.
Section 1 - Universal Credits

**Oracle PaaS and IaaS Universal Credits**

<table>
<thead>
<tr>
<th>Metric</th>
<th>Price</th>
<th>Minimum Universal Credits Details</th>
<th>Notes</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cloud services listed on this page are also available in the Funded Allocation Model targeted at Public Sector customers and subject to authorization by Oracle. For more information refer to the Oracle PaaS and IaaS Universal Credit Descriptions document.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Metric</th>
<th>Price</th>
<th>Minimum Universal Credits Details</th>
<th>Notes</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Cloud Infrastructure - AI Services</td>
<td>-</td>
<td>1.00</td>
<td>1, 13 B93545</td>
<td></td>
</tr>
</tbody>
</table>
### Section 1 - Universal Credits

#### Oracle PaaS and IaaS Universal Credits

<table>
<thead>
<tr>
<th>Metric</th>
<th>Price (per month)</th>
<th>Minimum Universal Credits</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>First 5,000 Transactions per month</td>
<td>0.25</td>
<td>0.25</td>
<td></td>
</tr>
<tr>
<td>Greater than 5,000 Transactions per month</td>
<td>0.00</td>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td>Oracle Cloud Infrastructure - Vision - Document Extraction</td>
<td>-</td>
<td>1,000 Transactions</td>
<td></td>
</tr>
<tr>
<td>Oracle Cloud Infrastructure - Vision - Custom Tracking</td>
<td>-</td>
<td>1,000 Transactions</td>
<td></td>
</tr>
<tr>
<td>First 15 Training Hours per month</td>
<td>1.50</td>
<td>1.50</td>
<td></td>
</tr>
<tr>
<td>Greater than 15 Training Hours per month</td>
<td>-</td>
<td>Training Hour</td>
<td></td>
</tr>
<tr>
<td>Oracle Cloud Infrastructure - Big Data Service</td>
<td>-</td>
<td>0.015</td>
<td>1</td>
</tr>
<tr>
<td>Oracle Cloud Infrastructure - Data Labeling</td>
<td>-</td>
<td>0.0002</td>
<td></td>
</tr>
<tr>
<td>Oracle Cloud Infrastructure - Speech</td>
<td>-</td>
<td>0.0002</td>
<td></td>
</tr>
<tr>
<td>Oracle Cloud Infrastructure - Speech - Custom Training</td>
<td>-</td>
<td>1,50</td>
<td></td>
</tr>
<tr>
<td>First 5 Transcription Hours per month</td>
<td>0.25</td>
<td>0.25</td>
<td></td>
</tr>
<tr>
<td>Greater than 5 Transcription Hours per month</td>
<td>-</td>
<td>Transcription Hour</td>
<td></td>
</tr>
</tbody>
</table>

#### Oracle Content Management Cloud Services

<table>
<thead>
<tr>
<th>Metric</th>
<th>Price (per year)</th>
<th>Minimum Annual Flex spend in Universal Credits</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Content Management Cloud Services</td>
<td>-</td>
<td>200,000.00</td>
<td></td>
</tr>
</tbody>
</table>

### Prices in US Dollar

Once a tenancy has been established, a minimum of one tenancy per order is required. Once a tenancy has been established, individual PaaS/IaaS services may be self-provisioned based on part number. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned PaaS/IaaS services.

Cloud services listed on this page are also available in the Funded Allocation Model targeted at Public Sector customers and subject to authorization by Oracle. For more information refer to the Oracle PaaS and IaaS Universal Credits Service Descriptions document.
Section 1 - Universal Credits

Oracle PaaS and IaaS Universal Credits

<table>
<thead>
<tr>
<th>PaaS services</th>
<th>IaaS services</th>
<th>Minimum Universal Credits Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Cloud</td>
<td>Oracle Cloud</td>
<td>Minimum Universal Credits are required to be self-provisioned and consumed; a minimum of one tenancy per order is required. Once a tenancy has been established, obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned IaaS/PaaS services.</td>
</tr>
</tbody>
</table>

Cloud services listed on this page are also available in the Funded Allocation Model targeted at Public Sector customers and subject to authorization by Oracle. For more information refer to the Oracle PaaS and IaaS Universal Credits Service Descriptions document.
For Bring Your Own License (BYOL) requirements including eligible Oracle on-premise software licenses and conversion ratios (i.e., ratio requirement of software license metric to cloud equivalent metric), see the Oracle PaaS and IaaS Universal Credits Service Descriptions document at Oracle.com:


<table>
<thead>
<tr>
<th>Service</th>
<th>Pay as You Go</th>
<th>Annual Pay</th>
<th>Meter</th>
<th>Additional Information</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Cloud Infrastructure - Data Integration</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oracle Cloud Infrastructure - Data Integration - Pipeline Operator Execution</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>First 30 Execution Hours</td>
<td>Free Tier</td>
<td>Free Tier</td>
<td>Execution Hour</td>
<td></td>
<td>1, 13</td>
</tr>
<tr>
<td>Greater than 30 Execution Hours</td>
<td>0.16</td>
<td>0.16</td>
<td>Workspace Usage Per Hour</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Oracle Cloud Infrastructure - Data Integration</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oracle GoldenGate Cloud Service</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oracle GoldenGate Cloud Service - GoldenGate</td>
<td>1.3441</td>
<td>1.3441</td>
<td>OCPU Per Hour</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Oracle Stream Analytics for Oracle Cloud Infrastructure</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oracle Stream Analytics for Oracle Cloud Infrastructure - Available on the Oracle Cloud Marketplace (See Note 10)</td>
<td>0.9408</td>
<td>0.9408</td>
<td>OCPU Per Hour</td>
<td></td>
<td>1, 15</td>
</tr>
<tr>
<td>Oracle Data Integration Cloud Services - Bring Your Own License (BYOL)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oracle Data Integration Cloud Service - BYOL</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oracle Data Integration Cloud Service - BYOL (&quot;Limited Availability: See Note 10)</td>
<td>0.1025</td>
<td>0.1025</td>
<td>OCPU Per Hour</td>
<td></td>
<td>1, 10</td>
</tr>
<tr>
<td>Oracle GoldenGate Cloud Service - BYOL</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oracle GoldenGate Cloud Service - BYOL (&quot;Limited Availability: See Note 10)</td>
<td>0.3236</td>
<td>0.3236</td>
<td>OCPU Per Hour</td>
<td></td>
<td>1, 4</td>
</tr>
<tr>
<td>Oracle GoldenGate Cloud Service - Enterprise - BYOL</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oracle GoldenGate Cloud Service - Enterprise - BYOL (&quot;Limited Availability: See Note 10)</td>
<td>0.1025</td>
<td>0.1025</td>
<td>OCPU Per Hour</td>
<td></td>
<td>1, 10</td>
</tr>
</tbody>
</table>

For Bring Your Own License (BYOL) requirements including eligible Oracle on-premise software licenses and conversion ratios (i.e., ratio requirement of software license metric to cloud equivalent metric), see the Oracle PaaS and IaaS Universal Credits Service Descriptions document at Oracle.com: http://www.oracle.com/us/corporate/contracts/paas-iaas-universal-credits-3940775.pdf
<table>
<thead>
<tr>
<th>Service Description</th>
<th>Pay as You Go</th>
<th>Annual</th>
<th>Metric</th>
<th>Minimum Credits Details</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Autonomous Database - Free</td>
<td>Always Free</td>
<td>Always Free</td>
<td>OCPU Per Hour</td>
<td>Limited to 1 OCPU. Generally same database feature inclusions as paid service</td>
<td>1, 13</td>
</tr>
<tr>
<td>Oracle Autonomous Data Warehouse - Free</td>
<td>Always Free</td>
<td>Always Free</td>
<td>Terabyte Storage Capacity Per Month</td>
<td>Limited to 0.02 terabytes (or 20 gigabytes).</td>
<td>1, 13</td>
</tr>
<tr>
<td>Oracle Autonomous Transaction Processing - Free</td>
<td>Always Free</td>
<td>Always Free</td>
<td>OCPU Per Hour</td>
<td>Limited to 1 OCPU. Generally same database feature inclusions as paid service. Manual database backup to Object Storage not functional. No scaling beyond fixed resource limits. Instances must run in cloud home region. Limited region availability.</td>
<td>1, 13</td>
</tr>
<tr>
<td>Oracle Autonomous Data Warehouse - Exadata Storage - Free</td>
<td>Always Free</td>
<td>Always Free</td>
<td>Terabyte Storage Capacity Per Month</td>
<td>Limited to 0.02 terabytes (or 20 gigabytes).</td>
<td>1, 13</td>
</tr>
</tbody>
</table>

**Section 1 - Universal Credits**

**PaaS - Oracle Data Management Cloud Services:**

**Oracle Autonomous Database - Free**

<table>
<thead>
<tr>
<th>Price</th>
<th>Minimum Credits Details</th>
<th>Notes</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.00</td>
<td>Always Free</td>
<td>-</td>
<td>1, 13</td>
</tr>
</tbody>
</table>

**Oracle Data Management Cloud Services**

<table>
<thead>
<tr>
<th>Price</th>
<th>Minimum Credits Details</th>
<th>Notes</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>2,000.00</td>
<td>Limited Annual spend in Universal Credits to be eligible for discount</td>
<td>-</td>
<td>B88206</td>
</tr>
</tbody>
</table>

Cloud services listed on this page are also available in the Funded Allocation Model targeted at Public Sector customers and subject to authorization by Oracle. For more information refer to the Oracle PaaS and IaaS Universal Credits Service Descriptions document.

---

**Section 1 - Universal Credits**

**PaaS - Oracle Data Management Cloud Services:**

**Oracle Autonomous Database - Free**

<table>
<thead>
<tr>
<th>Price</th>
<th>Minimum Credits Details</th>
<th>Notes</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.00</td>
<td>Always Free</td>
<td>-</td>
<td>1, 13</td>
</tr>
</tbody>
</table>

**Oracle Data Management Cloud Services**

<table>
<thead>
<tr>
<th>Price</th>
<th>Minimum Credits Details</th>
<th>Notes</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>2,000.00</td>
<td>Limited Annual spend in Universal Credits to be eligible for discount</td>
<td>-</td>
<td>B88206</td>
</tr>
</tbody>
</table>

Cloud services listed on this page are also available in the Funded Allocation Model targeted at Public Sector customers and subject to authorization by Oracle. For more information refer to the Oracle PaaS and IaaS Universal Credits Service Descriptions document.
**Oracle Autonomous Database on Dedicated Exadata Cloud Infrastructure**

**Oracle PaaS and IaaS Universal Credits**

**Oracle Autonomous Transaction Processing - BYOL**
- Partial OCPU hours consumed are billed per second with a one-minute minimum. Includes entitlement for all database functionalities made available by the service.

**Oracle Autonomous Data Warehouse - BYOL**
- Partial OCPU hours consumed are billed per second with a one-minute minimum. Includes entitlement for the appropriate database functionalities as part of the BYOL license model made available by the service.

**Oracle Autonomous Data Warehouse - Exadata Storage**
- Each terabyte of Exadata storage space reserved for part of a month will be billed on an hourly basis. 60 days of backups (stored in Oracle Cloud Infrastructure – Object Storage).

**Oracle Autonomous Transaction Processing**
- Partial OCPU hours consumed are billed per second with a one-minute minimum. Includes entitlement for all database functionalities made available by the service.

**Oracle Autonomous Transaction Processing - BYOL**
- Partial OCPU hours consumed are billed per second with a one-minute minimum. Includes entitlement for the appropriate database functionalities as part of the BYOL license model made available by the service.

**Oracle Autonomous Transaction Processing - Exadata Storage**
- Each terabyte of Exadata storage space reserved for part of a month will be billed on an hourly basis. 60 days of backups (stored in Oracle Cloud Infrastructure – Object Storage).

---

**Oracle Data Management Cloud Services**

**Minimum Universal Credits Details**

<table>
<thead>
<tr>
<th>Minimum Universal Credits Details</th>
<th>Notes</th>
<th>Part Number</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ratios and conversion ratios (i.e., ratio requirement of software license metric to cloud equivalent metric)</td>
<td></td>
<td></td>
<td>Per Hour</td>
</tr>
<tr>
<td>Minimum OCPU hours consumed are billed per second with a</td>
<td></td>
<td></td>
<td>1.3441</td>
</tr>
<tr>
<td>one-minute minimum. Includes entitlement for all database</td>
<td></td>
<td></td>
<td>1.3441</td>
</tr>
<tr>
<td>functionalities made available by the service.</td>
<td></td>
<td></td>
<td>OCPU Per Hour</td>
</tr>
</tbody>
</table>

---

### Section 1 - Universal Credits

**PaaS - Oracle Data Management Cloud Services:**

**Oracle Autonomous Database**

**Oracle PaaS and IaaS Universal Credits:**
- This is an administrative prerequisite for the purpose of establishing the cloud tenancy within which part numbers may be consumed; a minimum of one tenancy per order is required. Once a tenancy has been established, individual hath/PaaS services may be self-provisioned based on part number. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned hath/PaaS services.

**Oracle Autonomous Data Warehouse - Exadata Storage**
- Partial OCPU hours consumed are billed per second with a one-minute minimum. Includes entitlement for the appropriate database functionalities as part of the BYOL license model made available by the service.

**Oracle Autonomous Transaction Processing**
- Partial OCPU hours consumed are billed per second with a one-minute minimum. Includes entitlement for all database functionalities made available by the service.

**Oracle Autonomous Transaction Processing - BYOL**
- Partial OCPU hours consumed are billed per second with a one-minute minimum. Includes entitlement for the appropriate database functionalities as part of the BYOL license model made available by the service.

**Oracle Autonomous Transaction Processing - Exadata Storage**
- Each terabyte of Exadata storage space reserved for part of a month will be billed on an hourly basis. 60 days of backups (stored in Oracle Cloud Infrastructure – Object Storage).

---

Prices in US Dollar

**Minimum Annual Flex spend in Universal Credits to be eligible for Universal Credits model**

For Bring Your Own License (BYOL) requirements including eligible Oracle on-premise software licenses and conversion ratios (i.e., ratio requirement of software license metric to cloud equivalent metric), see the Oracle PaaS and IaaS Universal Credits Services Descriptions document at Oracle.com:


---

**Cloud services listed on this page are also available in the Funded Allocation Model targeted at Public Sector customers and subject to authorization by Oracle. For more information refer to the Oracle PaaS and IaaS Universal Credits Service Descriptions document.**
Oracle Autonomous Data Warehouse - Dedicated

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>126603</td>
<td>Up to 184 OCPUs can be purchased separately.</td>
</tr>
<tr>
<td></td>
<td>212 terabytes of usable storage.</td>
</tr>
<tr>
<td></td>
<td>Zero (0) OCPUs enabled.</td>
</tr>
<tr>
<td></td>
<td>Partial OCPU hours consumed are billed per second with a one-minute minimum.</td>
</tr>
<tr>
<td></td>
<td>Includes entitlement for all database functionalities made available by the service.</td>
</tr>
</tbody>
</table>

Oracle Autonomous Data Warehouse - Dedicated - BYOL

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>225759</td>
<td>Up to 400 OCPUs can be purchased separately.</td>
</tr>
<tr>
<td></td>
<td>491 terabytes of usable storage.</td>
</tr>
<tr>
<td></td>
<td>Zero (0) OCPUs enabled.</td>
</tr>
<tr>
<td></td>
<td>Partial OCPU hours consumed are billed per second with a one-minute minimum.</td>
</tr>
<tr>
<td></td>
<td>Includes entitlement for all database functionalities made available by the service.</td>
</tr>
</tbody>
</table>

Oracle Autonomous Transaction Processing - Dedicated

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>225756</td>
<td>Up to 100 OCPUs can be purchased separately.</td>
</tr>
<tr>
<td></td>
<td>149 terabytes of usable storage.</td>
</tr>
<tr>
<td></td>
<td>Partial OCPU hours consumed are billed per second with a one-minute minimum.</td>
</tr>
<tr>
<td></td>
<td>Includes entitlement for all database functionalities made available by the service.</td>
</tr>
</tbody>
</table>

Oracle Autonomous Transaction Processing - Dedicated - BYOL

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>225769</td>
<td>Up to 100 OCPUs can be purchased separately.</td>
</tr>
<tr>
<td></td>
<td>149 terabytes of usable storage.</td>
</tr>
<tr>
<td></td>
<td>Partial OCPU hours consumed are billed per second with a one-minute minimum.</td>
</tr>
<tr>
<td></td>
<td>Includes entitlement for all database functionalities made available by the service.</td>
</tr>
</tbody>
</table>

Oracle Cloud Infrastructure - Database Exadata Infrastructure - Quarter Rack - X8

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>14,5162</td>
<td>Zero (0) OCPUs enabled.</td>
</tr>
<tr>
<td></td>
<td>149 terabytes of usable storage.</td>
</tr>
<tr>
<td></td>
<td>Partial OCPU hours consumed are billed per second with a one-minute minimum.</td>
</tr>
<tr>
<td></td>
<td>Includes entitlement for all database functionalities as part of the BYOL license model made available by the service.</td>
</tr>
</tbody>
</table>

Oracle Cloud Infrastructure - Database Exadata Infrastructure - Half Rack - X8

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>29,5323</td>
<td>Zero (0) OCPUs enabled.</td>
</tr>
<tr>
<td></td>
<td>106 terabytes of usable storage.</td>
</tr>
<tr>
<td></td>
<td>Partial OCPU hours consumed are billed per second with a one-minute minimum.</td>
</tr>
<tr>
<td></td>
<td>Includes entitlement for all database functionalities as part of the BYOL license model made available by the service.</td>
</tr>
</tbody>
</table>

Oracle Cloud Infrastructure - Database Exadata Infrastructure - Half Rack - X8

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>56,9645</td>
<td>Zero (0) OCPUs enabled.</td>
</tr>
<tr>
<td></td>
<td>96 terabytes of usable storage.</td>
</tr>
<tr>
<td></td>
<td>Partial OCPU hours consumed are billed per second with a one-minute minimum.</td>
</tr>
<tr>
<td></td>
<td>Includes entitlement for all database functionalities as part of the BYOL license model made available by the service.</td>
</tr>
</tbody>
</table>

Oracle Cloud Infrastructure - Database Exadata Infrastructure - Half Rack - X7

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>21,5054</td>
<td>Zero (0) OCPUs enabled.</td>
</tr>
<tr>
<td></td>
<td>106 terabytes of usable storage.</td>
</tr>
<tr>
<td></td>
<td>Partial OCPU hours consumed are billed per second with a one-minute minimum.</td>
</tr>
<tr>
<td></td>
<td>Includes entitlement for all database functionalities as part of the BYOL license model made available by the service.</td>
</tr>
</tbody>
</table>

Oracle Cloud Infrastructure - Database Exadata Infrastructure - Half Rack - X7

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>48,5107</td>
<td>Zero (0) OCPUs enabled.</td>
</tr>
<tr>
<td></td>
<td>212 terabytes of usable storage.</td>
</tr>
<tr>
<td></td>
<td>Partial OCPU hours consumed are billed per second with a one-minute minimum.</td>
</tr>
<tr>
<td></td>
<td>Includes entitlement for all database functionalities as part of the BYOL license model made available by the service.</td>
</tr>
</tbody>
</table>

Oracle Cloud Infrastructure - Database Exadata Infrastructure - Full Rack - X8

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>14,5162</td>
<td>Zero (0) OCPUs enabled.</td>
</tr>
<tr>
<td></td>
<td>149 terabytes of usable storage.</td>
</tr>
<tr>
<td></td>
<td>Partial OCPU hours consumed are billed per second with a one-minute minimum.</td>
</tr>
<tr>
<td></td>
<td>Includes entitlement for all database functionalities as part of the BYOL license model made available by the service.</td>
</tr>
</tbody>
</table>

Oracle Cloud Infrastructure - Database Exadata Infrastructure - Full Rack - X8

<table>
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<tr>
<th>Part Number</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>56,9645</td>
<td>Zero (0) OCPUs enabled.</td>
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<tr>
<td></td>
<td>96 terabytes of usable storage.</td>
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<td></td>
<td>Partial OCPU hours consumed are billed per second with a one-minute minimum.</td>
</tr>
<tr>
<td></td>
<td>Includes entitlement for all database functionalities as part of the BYOL license model made available by the service.</td>
</tr>
</tbody>
</table>

Oracle Cloud Infrastructure - Database Exadata Infrastructure - Full Rack - X7

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Description</th>
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<tbody>
<tr>
<td>21,5054</td>
<td>Zero (0) OCPUs enabled.</td>
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Oracle Cloud Infrastructure - Database Exadata Infrastructure - Full Rack - X7

<table>
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<tr>
<th>Part Number</th>
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<tbody>
<tr>
<td>48,5107</td>
<td>Zero (0) OCPUs enabled.</td>
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<td></td>
<td>212 terabytes of usable storage.</td>
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<td>Partial OCPU hours consumed are billed per second with a one-minute minimum.</td>
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<td></td>
<td>Includes entitlement for all database functionalities as part of the BYOL license model made available by the service.</td>
</tr>
</tbody>
</table>
Oracle Cloud Infrastructure - Database Exadata Infrastructure - Full Rack - X7

Oracle PaaS and IaaS Universal Credits

Section 1 - Universal Credits

Oracle Cloud Infrastructure - Database Exadata Infrastructure - Full Rack - X7

Oracle Big Data Service - Compute - Standard

Oracle Autonomous JSON Database

Oracle APEX Application Development

Oracle Data Management Cloud Services


For Bring Your Own License (BYOL) requirements including eligible Oracle on-premise software licenses and conversion ratios (i.e., ratio requirement of software license metric to cloud equivalent metric), see the Oracle PaaS and IaaS Universal Credits Service Descriptions document at Oracle.com:


Section 1 - Universal Credits

Oracle PaaS and IaaS Universal Credits

<table>
<thead>
<tr>
<th>Price</th>
<th>Minimum Universal Credits Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.00</td>
<td>Minimum Annual Flex spent in Universal Credits to be eligible for discount</td>
</tr>
<tr>
<td>86.0215</td>
<td>Minimum Annual Flex spent in Universal Credits to be eligible for discount</td>
</tr>
<tr>
<td>48</td>
<td>Minimum Annual Flex spent in Universal Credits to be eligible for discount</td>
</tr>
<tr>
<td>1, 14</td>
<td>Minimum Annual Flex spent in Universal Credits to be eligible for discount</td>
</tr>
</tbody>
</table>

Cloud services listed on this page are also available in the Funded Allocation Model targeted at Public Sector customers and subject to authorization by Oracle. For more information refer to the Oracle PaaS and IaaS Universal Credits Service Descriptions document.

Oracle Data Management Cloud Services

Oracle APEX Application Development - Free

Oracle Autonomous JSON Database - Free

Oracle Big Data Service - Compute - Standard

<table>
<thead>
<tr>
<th>Price</th>
<th>Minimum Universal Credits Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.1344</td>
<td>Minimum Universal Credits Details</td>
</tr>
<tr>
<td>0.1344</td>
<td>Minimum Universal Credits Details</td>
</tr>
<tr>
<td>4</td>
<td>Minimum Universal Credits Details</td>
</tr>
</tbody>
</table>

Minimum Universal Credits Details

Up to 368 OCPUs can be purchased separately.

424 terabytes of usable storage.

Zero (0) OCPUs enabled.

Limited to 1 OCPU and total storage limited to 20 gigabytes.

Limited to 1 OCPU and total storage limited to 20 gigabytes.

Limited to 1 OCPU and total storage limited to 20 gigabytes.

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Limited to 1 OCPU and total storage limited to 20 gigabytes.

Limited to 1 OCPU and total storage limited to 20 gigabytes.

Limited to 1 OCPU and total storage limited to 20 gigabytes.
### Cloud services listed on this page are also available in the Funded Allocation Model targeted at Public Sector customers ... by Oracle. For more information refer to the Oracle PaaS and IaaS Universal Credits Service Descriptions document.

### Section 1 - Universal Credits

#### Oracle PaaS and IaaS Universal Credits

<table>
<thead>
<tr>
<th>Price</th>
<th>Minimum Universal Credits Details</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>$2,000.00</td>
<td>Minimum Annual Flex spend in Universal Credits to be eligible for discount</td>
<td></td>
</tr>
</tbody>
</table>

Minimum Annual Flex spend in Universal Credits to be eligible for discount

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>“B88206”</td>
<td></td>
</tr>
</tbody>
</table>

Prices in US Dollar

#### Additional Information

- Once a tenancy has been established, individual IaaS/PaaS services may be self-provisioned based on part number. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned IaaS/PaaS services.
- Once a tenancy has been established, individual IaaS/PaaS services may be self-provisioned based on part number. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned IaaS/PaaS services.
- Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned IaaS/PaaS services.
- Individual IaaS/PaaS services may be self-provisioned based on part number. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned IaaS/PaaS services.
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- Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned IaaS/PaaS services.
## Section 1 - Universal Credits

### Prices in US Dollar

<table>
<thead>
<tr>
<th>Metric</th>
<th>Minimum Universal Credits Details</th>
<th>Price</th>
<th>Notes</th>
<th>Part Number</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum</td>
<td>Minimum Annual Flex spend in Universal Credits to be eligible for discount</td>
<td>1.00</td>
<td>2,000.00</td>
<td>100,000.00</td>
<td>1.00</td>
</tr>
<tr>
<td>Annual</td>
<td>Minimum Annual Flex spend in Universal Credits to be eligible for discount</td>
<td>18.75</td>
<td>2,000.00</td>
<td>100,000.00</td>
<td>1.90</td>
</tr>
</tbody>
</table>

Cloud services listed on this page are also available in the Funded Allocation Model targeted at Public Sector customers and subject to authorization by Oracle. For more information refer to the Oracle PaaS and IaaS Universal Credits Service Descriptions documents.
Oracle Cloud Infrastructure - Database Exadata Infrastructure - Half Rack - X7
43.0107  43.0107 Hosted Environment Per Hour - Minimum of 48 hours. 20m (5) OCPUs enabled, 4TB of usable storage. Up to 164 OCPUs can be purchased separately in increments of 4.

Oracle Cloud Infrastructure - Database Exadata Infrastructure - Full Rack - X7
86.5215  86.5215 Hosted Environment Per Hour - Minimum of 48 hours. 20m (5) OCPUs enabled, 4TB of usable storage. Up to 388 OCPUs can be purchased separately in increments of 8.

Oracle Cloud Infrastructure - Database Exadata Infrastructure - Full Rack - X7
1.3461  1.3461 OCPU Per Hour - (1) additional OCPU

Oracle Cloud Infrastructure - Database Exadata Infrastructure - Full Rack - X7
0.3326  0.3326 OCPU Per Hour - (1) additional OCPU

PaaS - Gen 2 Exadata Cloud at Customer Infrastructure - X8

Price

Minimum
Universal
Credits
Cost

Minimum Annual Flex spend in Universal Credits to be eligible for Universal Credits model

Minimum Annual Flex spend in Universal Credits to be eligible for discount

Notes

Part number "B89605 for Oracle PaaS and IaaS Universal Credits” - This is an administrative prerequisite for the purposes of establishing the cloud tenancy within which part numbers may be consumed; a minimum of one tenancy per order is required. Once a tenancy has been established, individual host/PaaS services may be self-provisioned based on part number. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned host/PaaS services.

Part number "B89606 for Oracle PaaS and IaaS Universal Credits” - This is an administrative prerequisite for the purposes of establishing the cloud tenancy within which part numbers may be consumed; a minimum of one tenancy per order is required. Once a tenancy has been established, individual host/PaaS services may be self-provisioned based on part number. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned host/PaaS services.

For Bring Your Own License (BYOL) requirements including eligible Oracle on-premise software licenses and conversion ratios (i.e., ratio of amount of software license metric to cloud equivalent metric), see the Oracle PaaS and IaaS Universal Credits Service Descriptions document at Oracle.com:


Cloud services listed on this page are also available in the Funded Allocation Model targeted at Public Sector customers and subject to authorization by Oracle. For more information refer to the Oracle PaaS and IaaS Universal Credits Service Descriptions document.
Oracle Data Management Cloud Services - Bring Your Own License (BYOL)

Oracle Database Exadata Cloud - Database OCPU - BYOL

Gen 2 Exadata Cloud at Customer - Database OCPU - BYOL

- 0.3206

- 0.3206

- 0.3206

Section 1 - Universal Credit (Database OCPUs for Cloud at Customer)

For Bring Your Own License (BYOL) requirements including eligible Oracle on-premise software licenses and conversion ratios (i.e., ratio requirement of software license metric to cloud equivalent metric), see the Oracle PaaS and IaaS Universal Credits Service Descriptions document at Oracle.com:


Cloud services listed on this page are also available in the Funded Allocation Model targeted at Public Sector customers and subject to authorization by Oracle. For more information refer to the Oracle PaaS and IaaS Universal Credits Service Descriptions document.

Oracle Database Exadata Cloud - Database OCPU - BYOL

Oracle Database Exadata Cloud - Autonomous Transaction Processing - Database OCPU

- 1.3441

- 1.3441

- 1.3441

Oracle Data Management Cloud Services - Bring Your Own License (BYOL)
Section 1 - Universal Credits

Oracle Cloud Infrastructure - Database Cloud Service (continued):

<table>
<thead>
<tr>
<th>Price</th>
<th>Minimum Credit Minimums</th>
<th>Price</th>
<th>Minimum Credit Minimums</th>
</tr>
</thead>
<tbody>
<tr>
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<td>0.215</td>
<td>OCPU Per Hour</td>
<td>1</td>
</tr>
<tr>
<td>$0.4301</td>
<td>0.4301</td>
<td>OCPU Per Hour</td>
<td>1</td>
</tr>
<tr>
<td>$0.8871</td>
<td>0.8871</td>
<td>OCPU Per Hour</td>
<td>1</td>
</tr>
<tr>
<td>$1.3441</td>
<td>1.3441</td>
<td>OCPU Per Hour</td>
<td>1</td>
</tr>
</tbody>
</table>

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Section 1 - Universal Credits

Oracle Data Management Cloud Services

Oracle PaaS and IaaS - Universal Credits

<table>
<thead>
<tr>
<th>Price</th>
<th>Minimum Universal Credits</th>
<th>Minimum Universal Credits Details</th>
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<tbody>
<tr>
<td>1.00</td>
<td>2,000.00</td>
<td>Minimum Annual Flex spend in Universal Credits to be eligible for Universal Credits model</td>
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</table>

Prices in US Dollar

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Oracle Cloud Infrastructure - Database Exadata Full Rack - X6

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Prices in US Dollar

Section 1 - Universal Credits

Oracle Data Management Cloud Services

Oracle PaaS and IaaS - Universal Credits

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Prices in US Dollar

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Oracle Cloud Infrastructure - Database Exadata - X6

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Prices in US Dollar

Section 1 - Universal Credits

Oracle Data Management Cloud Services

Oracle PaaS and IaaS - Universal Credits

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Oracle Cloud Infrastructure - Database Exadata Quarter Rack - X6

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Prices in US Dollar

Section 1 - Universal Credits

Oracle Data Management Cloud Services

Oracle PaaS and IaaS - Universal Credits

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Prices in US Dollar

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Oracle Cloud Infrastructure - Database Exadata - X6

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Prices in US Dollar

Section 1 - Universal Credits

Oracle Data Management Cloud Services

Oracle PaaS and IaaS - Universal Credits

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Prices in US Dollar

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## Oracle PaaS and IaaS Universal Credits

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<tr>
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<td>Part number “B88855 for Oracle PaaS and IaaS Universal Credits” - This is an administrative prerequisite for the purpose of establishing the cloud tenancy within which part numbers may be consumed; in addition one tenancy per order is required. Once a tenancy has been established, individual PaaS/IaaS services may be self-provisioned based on part number. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned PaaS/IaaS services.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
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<tr>
<td>$2,000.00</td>
<td>1, 4, 14 B88856</td>
<td>Part number “B88856 for Oracle PaaS and IaaS Universal Credits” - This is a prerequisite for the purpose of establishing the cloud tenancy within which part numbers may be consumed; in addition one tenancy per order is required. Once a tenancy has been established, individual PaaS/IaaS services may be self-provisioned based on part number. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned PaaS/IaaS services.</td>
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<tr>
<td>$3,000.00</td>
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<td>Part number “B88857 for Oracle PaaS and IaaS Universal Credits” - This is an administrative prerequisite for the purpose of establishing the cloud tenancy within which part numbers may be consumed; in addition one tenancy per order is required. Once a tenancy has been established, individual PaaS/IaaS services may be self-provisioned based on part number. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned PaaS/IaaS services.</td>
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### PaaS - Oracle Data Management Cloud Services (continued):

#### MySQL

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<td>1.34H</td>
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**Note:** Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned PaaS/IaaS services.

### IaaS

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</table>

**Note:** Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned PaaS/IaaS services.
### MySQL Database - Storage

| MySQL Database for HeatWave - Standard - E2 | 0.3236 | 0.3236 | Node Per Hour | 2 | 1 |
| MySQL Database for HeatWave - Standard - E3 | 0.3236 | 0.3236 | Node Per Hour | - | 1 |
| MySQL Database for HeatWave - Bare Metal Standard - E3 | 2.1144 | 2.1144 | Node Per Hour | - | 1 |
| MySQL Database - Standard - E2 | 0.0338 | 0.0338 | OCPU Per Hour | - | 1 |
| MySQL Database - Standard - E3 | 0.9322 | 0.9322 | Gigabyte Per Hour | 2 | 1 |
| MySQL Database - Standard - E2 | 0.0367 | 0.0367 | OCPU Per Hour | - | 1 |
| MySQL - Bare Metal Standard - E2 | 0.5018 | 0.5018 | Node Per Hour | - | 1 |
| MySQL - Storage | 0.04 | 0.04 | Gigabyte Storage Capacity Per Month | 50 | 1 |
### Oracle Cloud Infrastructure Database Migration

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<td>Each</td>
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<tr>
<td>Each Metric</td>
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<td>Each</td>
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<tr>
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<td>Per Target Per Month</td>
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<td>Each</td>
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<td>Migrations</td>
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### Oracle Cloud Infrastructure Data Safe

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### Oracle PaaS - Oracle Data Management Cloud Services (continued):

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<td>Migrations</td>
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### Oracle Data Management Cloud Services

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### Section 1 - Universal Credits

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### Section 1 - Universal Credits

#### PaaS - Oracle Database Cloud Services (continued):

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Oracle Database Cloud Services (As of 1-February-2019)

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Oracle Integration Cloud Services (As of 1-February-2019)

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### Oracle Messaging Cloud Service - Bring Your Own License (BYOL)

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### Oracle SDA Suite for Oracle Cloud Infrastructure - with B2B Adapter for EDI

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<th>Additional Information</th>
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### Oracle Enterprise Integration Cloud Service - Bring Your Own License (BYOL)

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### Oracle Integration Cloud Service - Standard - BYOL

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### Oracle Integration Cloud Service - Enterprise - BYOL

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<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

For Bring Your Own License (BYOL) requirements including eligible Oracle on-premise software licenses and conversion ratios (i.e., ratio requirement of software license metric to cloud equivalent metric), see the Oracle PaaS and IaaS Universal Credits Service Descriptions document at Oracle.com:


### Section 1 - Universal Credits

#### PaaS - Oracle Management Cloud Services: Priced in US Dollar

<table>
<thead>
<tr>
<th>Price</th>
<th>Minimum Universal Credits Details</th>
<th>Notes</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Cloud services listed on this page are also available in the Funded Allocation Model targeted at Public Sector customers and subject to authorization by Oracle. For more information refer to the Oracle PaaS and IaaS Universal Credits Service Descriptions document.
## Oracle Cloud Infrastructure - Database Management - External DB

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Unit 1</th>
<th>Unit 2</th>
<th>Unit 3</th>
<th>Unit 4</th>
<th>Unit 5</th>
<th>Unit 6</th>
<th>Unit 7</th>
<th>Unit 8</th>
<th>Unit 9</th>
<th>Unit 10</th>
<th>Unit 11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Cloud Infrastructure Application Performance Monitoring Service - Tracing Data</td>
<td>0.05</td>
<td>0.05</td>
<td>100,000 Events Per Hour</td>
<td>-</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oracle Cloud Infrastructure Application Performance Monitoring Service - Synthetic Usage</td>
<td>0.02</td>
<td>0.02</td>
<td>10 Monitor Runs Per Hour</td>
<td>-</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oracle Cloud Infrastructure Application Performance Monitoring Service - Cloud Databases</td>
<td>0.04</td>
<td>0.04</td>
<td>DCCPU Per Hour</td>
<td>-</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oracle Cloud Infrastructure - Database Management - Cloud Databases</td>
<td>0.04</td>
<td>0.04</td>
<td>Heat CPU-Cores Per Hour</td>
<td>-</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oracle Cloud Infrastructure Logging Analytics - Active Storage</td>
<td>0.50</td>
<td>0.50</td>
<td>Logging Analytics Storage Unit Per Hour</td>
<td>-</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oracle Cloud Infrastructure Logging Analytics - Archival Storage</td>
<td>0.02</td>
<td>0.02</td>
<td>Logging Analytics Storage Unit Per Hour</td>
<td>-</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oracle Cloud Infrastructure Operations Insights - Operations Insights for Oracle Autonomous Databases</td>
<td>0.00</td>
<td>0.00</td>
<td>DCCPU Per Hour</td>
<td>-</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oracle Cloud Infrastructure Operations Insights for External/Oracle Databases and Host</td>
<td>0.015</td>
<td>0.015</td>
<td>Heat CPU-Cores Per Hour</td>
<td>-</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oracle Cloud Infrastructure Operations Insights for Warehouse - Extract</td>
<td>2.00</td>
<td>2.00</td>
<td>Gigabytes Per Month</td>
<td>-</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Notes:
- **B2040**: Part number “B88206” for Oracle PaaS and IaaS Universal Credits. This is an administrative prerequisite for the purpose of establishing the cloud tenancy within which part numbers may be consumed; a minimum of one tenancy per order is required. Once a tenancy has been established, individual billing/Paas services may be self-provisioned based on part number. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned billing/Paas services.
- **B2042**: Part number “B88206” for Oracle PaaS and IaaS Universal Credits. This is an administrative prerequisite for the purpose of establishing the cloud tenancy within which part numbers may be consumed; a minimum of one tenancy per order is required. Once a tenancy has been established, individual billing/Paas services may be self-provisioned based on part number. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned billing/Paas services.
- **B2043**: Part number “B92888” for Oracle PaaS and IaaS Universal Credits. This is an administrative prerequisite for the purpose of establishing the cloud tenancy within which part numbers may be consumed; a minimum of one tenancy per order is required. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned billing/Paas services.

### Additional Notes:
- Once a tenancy has been established, individual billing/Paas services may be self-provisioned based on part number. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned billing/Paas services.
## Section 1 - Universal Credits

**Oracle Cloud Infrastructure Operations Insights for Warehouse - Instance**

<table>
<thead>
<tr>
<th>Pay as You Go</th>
<th>Annual Flex</th>
<th>Metric</th>
<th>Minimum Required</th>
<th>Additional Information</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.5377</td>
<td>0.5377</td>
<td>-</td>
<td>1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Oracle Management Cloud**

**Oracle Management Cloud – Standard Edition**

<table>
<thead>
<tr>
<th>Pay as You Go</th>
<th>Annual Flex</th>
<th>Metric</th>
<th>Minimum Required</th>
<th>Additional Information</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.8721</td>
<td>0.8721</td>
<td>100 Entities Per Hour</td>
<td>1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Oracle Management Cloud – Enterprise Edition**

<table>
<thead>
<tr>
<th>Pay as You Go</th>
<th>Annual Flex</th>
<th>Metric</th>
<th>Minimum Required</th>
<th>Additional Information</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.3441</td>
<td>1.3441</td>
<td>100 Entities Per Hour</td>
<td>1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Oracle Management Cloud – Log Analytics Edition**

<table>
<thead>
<tr>
<th>Pay as You Go</th>
<th>Annual Flex</th>
<th>Metric</th>
<th>Minimum Required</th>
<th>Additional Information</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.3236</td>
<td>0.3236</td>
<td>300 Gigabytes Per Hour</td>
<td>1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

For **Bring Your Own License (BYOL)** requirements including eligible Oracle on-premise software licenses and conversion ratios (i.e., ratio requirement of software license metric to cloud equivalent metric), see the Oracle PaaS and IaaS Universal Credits Service Descriptions document at Oracle.com:


### Oracle PaaS - Oracle Security and Identity Cloud Services:

<table>
<thead>
<tr>
<th>Price</th>
<th>Minimum Universal Credits Details</th>
<th>Notes</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.02</td>
<td>Host CPU Core Per Hour</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Oracle Cloud Infrastructure - Database Management - External DB - BYOL

<table>
<thead>
<tr>
<th>Price</th>
<th>Minimum Universal Credits Details</th>
<th>Notes</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.02</td>
<td>Host CPU Core Per Hour</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Oracle Cloud Infrastructure - Database Management - External DB - DTOL

<table>
<thead>
<tr>
<th>Price</th>
<th>Minimum Universal Credits Details</th>
<th>Notes</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.02</td>
<td>Host CPU Core Per Hour</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Oracle Cloud Infrastructure - Database Management - External DB - EDTOL

<table>
<thead>
<tr>
<th>Price</th>
<th>Minimum Universal Credits Details</th>
<th>Notes</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.02</td>
<td>Host CPU Core Per Hour</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Notes

- **Part number B88206 for Oracle PaaS and IaaS Universal Credits**: This is an administrative prerequisite for the purpose of establishing the cloud tenancy within which part numbers may be consumed; a minimum of one tenancy per order is required. Once a tenancy has been established, individual IaaS/PaaS services may be self-provisioned. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned IaaS/PaaS services.

- **Part number B08635 for Oracle PaaS and IaaS Universal Credits**: This is an administrative prerequisite for the purpose of establishing the cloud tenancy within which part numbers may be consumed; a minimum of one tenancy per order is required. Once a tenancy has been established, individual IaaS/PaaS services may be self-provisioned. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned IaaS/PaaS services.

- **Part number B08636 for Oracle PaaS and IaaS Universal Credits**: This is an administrative prerequisite for the purpose of establishing the cloud tenancy within which part numbers may be consumed; a minimum of one tenancy per order is required. Once a tenancy has been established, individual IaaS/PaaS services may be self-provisioned. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned IaaS/PaaS services.

- **Part number B08637 for Oracle PaaS and IaaS Universal Credits**: This is an administrative prerequisite for the purpose of establishing the cloud tenancy within which part numbers may be consumed; a minimum of one tenancy per order is required. Once a tenancy has been established, individual IaaS/PaaS services may be self-provisioned. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned IaaS/PaaS services.

- **Section 1 - Universal Credits**

  - **Oracle PaaS and IaaS Universal Credits**: This is an administrative prerequisite for the purpose of establishing the cloud tenancy within which part numbers may be consumed; a minimum of one tenancy per order is required. Once a tenancy has been established, individual IaaS/PaaS services may be self-provisioned. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned IaaS/PaaS services.

  - **Oracle Cloud Infrastructure Identity and Access Management**: This is an administrative prerequisite for the purpose of establishing the cloud tenancy within which part numbers may be consumed; a minimum of one tenancy per order is required. Once a tenancy has been established, individual IaaS/PaaS services may be self-provisioned. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned IaaS/PaaS services.

- **For Bring Your Own License (BYOL) requirements including eligible Oracle on-premise software licenses and conversion ratios (i.e., ratio requirement of software license metric to cloud equivalent metric), see the Oracle PaaS and IaaS Universal Credits Service Descriptions document at Oracle.com**:
  

- **Universal Credits**: This is an administrative prerequisite for the purpose of establishing the cloud tenancy within which part numbers may be consumed; a minimum of one tenancy per order is required. Once a tenancy has been established, individual IaaS/PaaS services may be self-provisioned. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned IaaS/PaaS services.
<table>
<thead>
<tr>
<th>Service</th>
<th>Free Tier</th>
<th>Free Tier</th>
<th>Token</th>
<th>Each</th>
<th>All Users</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Cloud Infrastructure Identity and Access Management - External User</td>
<td>0.016</td>
<td>0.016</td>
<td>User Per Month</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Oracle Cloud Infrastructure Identity and Access Management - Oracle Apps Premium</td>
<td>0.25</td>
<td>0.25</td>
<td>User Per Month</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Oracle Cloud Infrastructure Identity and Access Management - Add-on Options</td>
<td>0.004</td>
<td>0.004</td>
<td>User Per Month</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Oracle Cloud Infrastructure Identity and Access Management - Oracle Identity Cloud Service</td>
<td>0.00</td>
<td>0.00</td>
<td>Each</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Oracle Cloud Infrastructure Identity and Access Management - Oracle Identity Cloud Service - Enterprise User</td>
<td>3.20</td>
<td>3.20</td>
<td>User Per Month</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Oracle Cloud Infrastructure Identity and Access Management - Oracle Identity Cloud Service - Consumer User</td>
<td>0.016</td>
<td>0.016</td>
<td>User Per Month</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Oracle Cloud Infrastructure - Key Management</td>
<td>3.724</td>
<td>3.724</td>
<td>Virtual Private Vault Per Hour</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

**Notes:**

- **Oracle Cloud Infrastructure Identity and Access Management - Token:** Over 1,000 SMS Messages Sent per month.
- **Oracle Cloud Infrastructure Identity and Access Management - Oracle Apps Premium:** Over 10,000 Tokens per month.
- **Oracle Cloud Infrastructure Identity and Access Management - Oracle Identity Cloud Service:**
- **Oracle Cloud Infrastructure Identity and Access Management - Oracle Identity Cloud Service - Consumer User:**

**Universal Credits:** This is an administrative prerequisite for the purpose of establishing the cloud tenancy within which part numbers may be consumed, a minimum of one tenancy per order is required. Once a tenancy has been established, individual cloud services may be priced based on actual consumption of self-provisioned cloud services.

**Oracle Cloud Infrastructure - Key Management:**

- **Oracle Cloud Infrastructure - Identity and Access Management - Oracle Apps Premium:** Part number “B88206 for Oracle PaaS and IaaS” - This is an administrative prerequisite for the purpose of establishing the cloud tenancy within which part numbers may be consumed, a minimum of one tenancy per order is required. Once a tenancy has been established, individual cloud services may be priced based on actual consumption of self-provisioned cloud services.

**Oracle Cloud Infrastructure Identity and Access Management - Replication:**

- **Oracle Cloud Infrastructure Identity and Access Management - Oracle Identity Cloud Service - Consumer User:**

**Oracle Cloud Infrastructure Identity and Access Management - SMS:**

- **First 1,000 SMS Messages Sent per month:** Free Tier
- **Over 1,000 SMS Messages Sent per month:** 0.03
- **Oracle Cloud Infrastructure Identity and Access Management - Token:** Free Tier
- **Oracle Cloud Infrastructure Identity and Access Management - Oracle Identity Cloud Service:**

**Oracle Cloud Infrastructure Identity and Access Management - Key Management:**

- **Oracle Cloud Infrastructure - Key Management:** Part number “B88206 for Oracle PaaS and IaaS” - This is an administrative prerequisite for the purpose of establishing the cloud tenancy within which part numbers may be consumed, a minimum of one tenancy per order is required. Once a tenancy has been established, individual cloud services may be priced based on actual consumption of self-provisioned cloud services.
Oracle Identity Cloud - BYOL

Oracle Security and Identity Cloud Services - BYOL

Oracle Identity Cloud - Enterprise User - BYOL

Oracle Identity Cloud - Consumer User - BYOL

For Bring Your Own License (BYOL) requirements including eligible Oracle on-premise software licenses and conversion ratios (i.e., ratio requirement of software license metric to cloud equivalent metric), see the Oracle PaaS and IaaS Universal Credits Service Descriptions document at Oracle.com:


Section 1 - Universal Credits

Cloud services listed on this page are also available in the Funded Allocation Model targeted at Public Sector customers and subject to authorization by Oracle. For more information refer to the Oracle PaaS and IaaS Universal Credits Service Descriptions document.
<table>
<thead>
<tr>
<th>Plan Type</th>
<th>Model Number</th>
<th>Gigabyte Per Hour</th>
<th>OCPU Per Hour</th>
<th>Part Number</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Cloud Infrastructure - Compute - Standard - X1 - Memory</td>
<td>0.9015</td>
<td>0.9015</td>
<td>-</td>
<td>B88206</td>
<td>Purchased in increments of 8 OCPUs Per Hour. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned IaaS/PaaS services.</td>
</tr>
<tr>
<td>Oracle Cloud Infrastructure - Compute - Optimized - X9 - Memory</td>
<td>0.9015</td>
<td>0.9015</td>
<td>-</td>
<td>B88206</td>
<td>Purchased in increments of 8 OCPUs Per Hour. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned IaaS/PaaS services.</td>
</tr>
<tr>
<td>Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - X1</td>
<td>0.9028</td>
<td>0.9028</td>
<td>-</td>
<td>B88206</td>
<td>Purchased in increments of 8 OCPUs Per Hour. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned IaaS/PaaS services.</td>
</tr>
<tr>
<td>Oracle Cloud Infrastructure - Compute - Standard - X9</td>
<td>0.04</td>
<td>0.04</td>
<td>-</td>
<td>B88206</td>
<td>Purchased in increments of 8 OCPUs Per Hour. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned IaaS/PaaS services.</td>
</tr>
<tr>
<td>Oracle Cloud Infrastructure - Compute - Optimized - X9</td>
<td>0.054</td>
<td>0.054</td>
<td>-</td>
<td>B88206</td>
<td>Purchased in increments of 8 OCPUs Per Hour. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned IaaS/PaaS services.</td>
</tr>
<tr>
<td>Oracle Cloud Infrastructure - Compute - Standard - X9 - Memory</td>
<td>0.0915</td>
<td>0.0915</td>
<td>-</td>
<td>B88206</td>
<td>Purchased in increments of 8 OCPUs Per Hour. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned IaaS/PaaS services.</td>
</tr>
<tr>
<td>Oracle Cloud Infrastructure - Compute - Standard - X9</td>
<td>0.0638</td>
<td>0.0638</td>
<td>-</td>
<td>B88206</td>
<td>Purchased in increments of 8 OCPUs Per Hour. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned IaaS/PaaS services.</td>
</tr>
<tr>
<td>Oracle Cloud Infrastructure - Compute - Optimized - X9</td>
<td>0.054</td>
<td>0.054</td>
<td>-</td>
<td>B88206</td>
<td>Purchased in increments of 8 OCPUs Per Hour. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned IaaS/PaaS services.</td>
</tr>
<tr>
<td>Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - X7</td>
<td>0.98375</td>
<td>0.98375</td>
<td>-</td>
<td>B88206</td>
<td>Purchased in increments of 8 OCPUs Per Hour. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned IaaS/PaaS services.</td>
</tr>
<tr>
<td>Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - X7</td>
<td>0.1275</td>
<td>0.1275</td>
<td>-</td>
<td>B88206</td>
<td>Purchased in increments of 8 OCPUs Per Hour. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned IaaS/PaaS services.</td>
</tr>
<tr>
<td>Oracle Cloud Infrastructure - Compute - Standard - X1</td>
<td>0.9028</td>
<td>0.9028</td>
<td>-</td>
<td>B88206</td>
<td>Purchased in increments of 8 OCPUs Per Hour. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned IaaS/PaaS services.</td>
</tr>
</tbody>
</table>

Note: Additional OCPUs should be purchased in increments of 8 OCPUs Per Hour.
For information on Compute Shapes, see the Oracle Cloud Infrastructure Documentation at docs.cloud.oracle.com here:

https://docs.cloud.oracle.com/en-us/iaas/Content/Compute/Reference/computeshapes.htm#bm-standard

Section 1 - Universal Credits

IaaS - Oracle Compute Cloud Services (continued):

<table>
<thead>
<tr>
<th>IaaS Compute Cloud Services (continued)</th>
<th>Prices in US Dollar</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Cloud Infrastructure - Compute - Standard - E4</td>
<td>0.025 0.025 OCPU Per Hour - 1 OCPU minimum and a maximum of 4 OCPU</td>
</tr>
<tr>
<td>Oracle Cloud Infrastructure - Compute - Standard - E4 - Memory</td>
<td>0.0015 0.0015 Gigabyte Per Hour - 1</td>
</tr>
</tbody>
</table>

For Cloud Compute Frequently Asked Questions (FAQ), go to:

https://www.oracle.com/cloud/compute/faq.html

Oracle Cloud Infrastructure - Compute - Microsoft SQL (Virtual Machine)

Oracle Cloud Infrastructure - Compute - Standard - E3 - Memory

Oracle Cloud Infrastructure - Compute - E2 (Virtual Machine)

Oracle Cloud Infrastructure - Compute - Standard - E2 - Micro - Free

Oracle Cloud Infrastructure - Compute - Microsoft SQL (Virtual Machine)

Oracle Cloud Infrastructure - Compute - Standard - E3

Oracle Cloud Infrastructure - Compute - Standard - E4 - Memory

Oracle Cloud Infrastructure - Compute - Standard - E4

Oracle Cloud Infrastructure - Compute - E2  (Virtual Machine)

Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - E2 Micro - Free

Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - E3

Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - E4

Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - E4 - Memory

Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - E4 - Memory

Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - E3

Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - E2

Oracle Cloud Infrastructure - Compute - Virtual Machine - Free

Oracle Cloud Infrastructure - Compute - Microsoft SQL (Virtual Machine)

Oracle Cloud Infrastructure - Compute - E2  (Virtual Machine)

Oracle Cloud Infrastructure - Compute - Standard - E2

Oracle Cloud Infrastructure - Compute - E3  (Virtual Machine)

Oracle Cloud Infrastructure - Compute - E3  (Virtual Machine)

Oracle Cloud Infrastructure - Compute - E3  (Virtual Machine)

Oracle Cloud Infrastructure - Compute - E3  (Virtual Machine)

Oracle Cloud Infrastructure - Compute - E3  (Virtual Machine)

Oracle Cloud Infrastructure - Compute - E3  (Virtual Machine)

Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - E2 Micro - Free

Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - E3

Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - E4

Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - E4 - Memory

Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - E4 - Memory

Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - E3

Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - E2

Oracle Cloud Infrastructure - Compute - Virtual Machine - Free

Oracle Cloud Infrastructure - Compute - Microsoft SQL (Virtual Machine)

Oracle Cloud Infrastructure - Compute - E2  (Virtual Machine)

Oracle Cloud Infrastructure - Compute - Standard - E2

Oracle Cloud Infrastructure - Compute - E3  (Virtual Machine)

Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - E2 Micro - Free

Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - E3

Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - E4

Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - E4 - Memory

Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - E4 - Memory

Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - E3

Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - E2

Oracle Cloud Infrastructure - Compute - Virtual Machine - Free

Oracle Cloud Infrastructure - Compute - Microsoft SQL (Virtual Machine)

Oracle Cloud Infrastructure - Compute - E2  (Virtual Machine)

Oracle Cloud Infrastructure - Compute - Standard - E2

Oracle Cloud Infrastructure - Compute - E3  (Virtual Machine)

Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - E2 Micro - Free

Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - E3

Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - E4

Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - E4 - Memory

Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - E4 - Memory

Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - E3

Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - E2

Oracle Cloud Infrastructure - Compute - Virtual Machine - Free

Oracle Cloud Infrastructure - Compute - Microsoft SQL (Virtual Machine)
**Section 1 - Universal Credits**

### Prices in US Dollar

<table>
<thead>
<tr>
<th>Price</th>
<th>Minimum Universal Credits Details</th>
<th>Notes</th>
<th>Part Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Cloud services listed on this page are also available in the Funded Allocation Model targeted at Public Sector customers and subject to authorization by Oracle. For more information refer to the Oracle PaaS and IaaS Universal Credits Service Descriptions document.

### Oracle Compute Cloud Services

**Oracle PaaS and IaaS Universal Credits**

1. Part number “B93297 for Oracle PaaS and IaaS Universal Credits” - This is an administrative prerequisite for the purpose of establishing the cloud tenancy within which part numbers maybe consumed; a minimum of one tenancy per order is required. Once a tenancy has been established, individual PaaS/IaaS services may be self-provisioned based on part number. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned PaaS/IaaS services.

### Additional Information

- **Minimum service period for this service is 744 hours.**  

**Oracle Cloud Infrastructure - Compute - Microsoft SQL Enterprise**

- First 18,000 Gigabyte hours

**Oracle Cloud Infrastructure - Compute - X9 (Bare Metal)**

- First 744 hours.

**Oracle Cloud Infrastructure - Compute - Bare Metal Standard - B1 OCPU Per Hour**

1. Part number “B91372 for Oracle PaaS and IaaS Universal Credits” - This is an administrative prerequisite for the purpose of establishing the cloud tenancy within which part numbers maybe consumed; a minimum of one tenancy per order is required. Once a tenancy has been established, individual PaaS/IaaS services may be self-provisioned based on part number. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned PaaS/IaaS services.

For more information on Compute Shapes, see the Oracle Cloud Infrastructure Documentation at docs.cloud.oracle.com here:

https://docs.cloud.oracle.com/en-us/iaas/Content/Compute/References/computeshapes.htm#bm-standard

For Cloud Compute Frequently Asked Questions (FAQ), go to:

https://docs.cloud.oracle.com/en-us/iaas/compute-compute.htm#bm-standard
Oracle Cloud Infrastructure - Compute - Standard - X9 - Memory

0.0015  0.0015  Gigabyte Per Hour  -  1

B4117  Part number: "B88084" for Oracle PaaS and IaaS

Oracle Cloud Infrastructure - Compute - Optimized - X9

0.054  0.054  DCCPU Per Hour  36  1

B3531  Part number: "B88083" for Oracle PaaS and IaaS

Oracle Cloud Infrastructure - Compute - Optimized - X9 - Memory

0.0015  0.0015  Gigabyte Per Hour  512  1

B3532  Part number: "B88082" for Oracle PaaS and IaaS

Oracle Cloud Infrastructure - Compute - X7 (Bare Metal)

Oracle Cloud Infrastructure - Compute - Bare Metal Standard - X7

0.6275  0.6275  DCCPU Per Hour  52  1, 7

Note: Additional DCCPUS should be purchased in increments of 52 DCCPUs Per Hour.

B8551  Part number: "B88205" for Oracle PaaS and IaaS

Oracle Cloud Infrastructure - Compute - Bare Metal Dense I/O - X7

0.1275  0.1275  DCCPU Per Hour  52  1, 7

Note: Additional DCCPUS should be purchased in increments of 52 DCCPUs Per Hour.

B8552  Part number: "B88206" for Oracle PaaS and IaaS

Oracle Cloud Infrastructure - Compute - X9 (Bare Metal)

Oracle Cloud Infrastructure - Compute - Bare Metal Standard - X9

0.9208  0.9208  DCCPU Per Hour  36  1

Note: Additional DCCPUS should be purchased in increments of 36 DCCPUs Per Hour.

B8553  Part number: "B88207" for Oracle PaaS and IaaS

Oracle Cloud Infrastructure - Compute - High Performance Computing (Bare Metal)

Oracle Cloud Infrastructure - Compute - HPC - X7

0.075  0.075  DCCPU Per Hour  36  1

B9302  Part number: "B88218" for Oracle PaaS and IaaS

Oracle Cloud Infrastructure - Compute - E4 (Bare Metal)

Oracle Cloud Infrastructure - Compute - Standard - E4

0.025  0.025  DCCPU Per Hour  128  1

B9311  Part number: "B88219" for Oracle PaaS and IaaS

Oracle Cloud Infrastructure - Compute - Standard - E4 - Memory

0.0015  0.0015  Gigabyte Per Hour  -  1

B9314  Part number: "B88220" for Oracle PaaS and IaaS

Oracle Cloud Infrastructure - Compute - E3 (Bare Metal)
### Section 1 - Universal Credits

#### IaaS - Oracle Compute Cloud Services (continued):

For information on Compute Shapes, see the Oracle Cloud Infrastructure Documentation at docs.cloud.oracle.com here: https://docs.cloud.oracle.com/en-us/iaas/Content/Compute/Reference/computeshapes.htm#bm-standard

For Cloud Compute Frequently Asked Questions (FAQ), go to: https://www.oracle.com/cloud/compute/faq.html

Cloud services listed on this page are also available in the Funded Allocation Model targeted at Public Sector customers and subject to authorisation by Oracle. For more information refer to the Oracle PayS and IaaS Universal Credits Service Descriptions document.

<table>
<thead>
<tr>
<th>Price</th>
<th>Minimum Universal Credits Details</th>
<th>Notes</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Oracle PayS and IaaS Universal Credits</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GPU Per Hour</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.00</td>
<td>Minimum Annual Flex spend in Universal Credits is to be eligible for Universal Credits model</td>
<td>1</td>
<td>B88206</td>
</tr>
<tr>
<td>1.275</td>
<td>Minimum Annual Flex spend in Universal Credits is to be eligible for discount</td>
<td>1, 7</td>
<td>B88207</td>
</tr>
<tr>
<td>0.0015</td>
<td>0.0015</td>
<td>1 B92307</td>
<td></td>
</tr>
<tr>
<td>1.275</td>
<td>1.275</td>
<td>1, 7</td>
<td>B88517</td>
</tr>
<tr>
<td>0.03</td>
<td>0.03</td>
<td>1 B92306</td>
<td></td>
</tr>
</tbody>
</table>

#### Oracle Compute Cloud Services

For additional product requirements and prerequisites, see the Oracle PayS and IaaS - Public Cloud Global Price List Supplement.

For Cloud Compute Frequently Asked Questions (FAQ), go to: http://www.oracle.com/cloud/compute/faq.html

Oracle Cloud Infrastructure - Compute - Standard - E3

<table>
<thead>
<tr>
<th>Price</th>
<th>Minimum Universal Credits Details</th>
<th>Notes</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.025</td>
<td>0.025</td>
<td>DCPF Per Hour</td>
<td>128</td>
</tr>
</tbody>
</table>

Oracle Cloud Infrastructure - Compute - Standard - E3 - Memory

<table>
<thead>
<tr>
<th>Price</th>
<th>Minimum Universal Credits Details</th>
<th>Notes</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.0015</td>
<td>0.0015</td>
<td>Gigabyte Per Hour</td>
<td>-</td>
</tr>
</tbody>
</table>

Oracle Cloud Infrastructure - Compute - GPU - Bare Metal

<table>
<thead>
<tr>
<th>Price</th>
<th>Minimum Universal Credits Details</th>
<th>Notes</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.05</td>
<td>3.05</td>
<td>GPU Per Hour</td>
<td>8</td>
</tr>
</tbody>
</table>

Oracle Cloud Infrastructure - Compute - GPU - Virtual Machine

<table>
<thead>
<tr>
<th>Price</th>
<th>Minimum Universal Credits Details</th>
<th>Notes</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.275</td>
<td>1.275</td>
<td>GPU Per Hour</td>
<td>-</td>
</tr>
</tbody>
</table>

Oracle Cloud Infrastructure - Compute - Standard - E3 - Memory

<table>
<thead>
<tr>
<th>Price</th>
<th>Minimum Universal Credits Details</th>
<th>Notes</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.03</td>
<td>0.03</td>
<td>DCPF Per Hour</td>
<td>-</td>
</tr>
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</table>

Oracle Cloud Infrastructure - Compute - Standard - E2 (Bare Metal)

<table>
<thead>
<tr>
<th>Price</th>
<th>Minimum Universal Credits Details</th>
<th>Notes</th>
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</thead>
<tbody>
<tr>
<td>0.03</td>
<td>0.03</td>
<td>DCPF Per Hour</td>
<td>8</td>
</tr>
</tbody>
</table>

Oracle Cloud Infrastructure - Compute - GPU - Bare Metal

<table>
<thead>
<tr>
<th>Price</th>
<th>Minimum Universal Credits Details</th>
<th>Notes</th>
<th>Part Number</th>
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</thead>
<tbody>
<tr>
<td>1.275</td>
<td>1.275</td>
<td>GPU Per Hour</td>
<td>2</td>
</tr>
</tbody>
</table>

Note: Additional GPUs should be purchased in increments of 2 GPUs Per Hour.

Oracle Cloud Infrastructure - Compute - GPU - Standard - X7

<table>
<thead>
<tr>
<th>Price</th>
<th>Minimum Universal Credits Details</th>
<th>Notes</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.275</td>
<td>1.275</td>
<td>GPU Per Hour</td>
<td>28 cores and 2 GPUs</td>
</tr>
</tbody>
</table>

Note: Additional GPUs should be purchased in increments of 2 GPUs Per Hour.
Cloud services listed on this page are also available in the Funded Allocation Model targeted at Public Sector customers...by Oracle. For more information refer to the Oracle PaaS and IaaS Universal Credits Service Descriptions document.

### Section 1 - Universal Credits

#### Vmware

<table>
<thead>
<tr>
<th>Metric</th>
<th>Minimum Universal Credits Details</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Price</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Annual Fee</td>
<td>-</td>
<td></td>
</tr>
</tbody>
</table>

Cloud services listed on this page are also available in the Funded Allocation Model targeted at Public Sector customers and subject to authorization by Oracle. For more information refer to the Oracle PaaS and IaaS Universal Credits Service Descriptions document.

---

### Section 1 - Universal Credits

#### Vmware (continued)

<table>
<thead>
<tr>
<th>Metric</th>
<th>Minimum Universal Credits Details</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Price</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Annual Fee</td>
<td>-</td>
<td></td>
</tr>
</tbody>
</table>

Cloud services listed on this page are also available in the Funded Allocation Model targeted at Public Sector customers and subject to authorization by Oracle. For more information refer to the Oracle PaaS and IaaS Universal Credits Service Descriptions document.

---

### Section 1 - Universal Credits

#### Vmware (continued)

<table>
<thead>
<tr>
<th>Metric</th>
<th>Minimum Universal Credits Details</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Price</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Annual Fee</td>
<td>-</td>
<td></td>
</tr>
</tbody>
</table>

Cloud services listed on this page are also available in the Funded Allocation Model targeted at Public Sector customers and subject to authorization by Oracle. For more information refer to the Oracle PaaS and IaaS Universal Credits Service Descriptions document.
## Section 1 - Universal Credits

### IaaS - Oracle Compute Cloud Services (continued):

<table>
<thead>
<tr>
<th>Metric</th>
<th>Price</th>
<th>Minimum Universal Credits Details</th>
<th>Notes</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>OCPU Per Hour</td>
<td>0.2437</td>
<td>Minimum Annual Flex spend in Universal Credits to be eligible for Oracle Compute Cloud Services.</td>
<td>1, 6</td>
<td>B88206</td>
</tr>
</tbody>
</table>

Cloud services listed on this page are also available in the Funded Allocation Model targeted at Public Sector customers and subject to authorization by Oracle. For more information refer to the Oracle PaxS and IaaS Universal Credits Descriptions document.
### Cloud services listed on this page are also available in the Funded Allocation Model targeted at Public Sector customers and subject to authorization by Oracle. For more information refer to the Oracle PaaS and IaaS Universal Credits Service Descriptions document.

### Oracle Cloud Compute Cloud Services

<table>
<thead>
<tr>
<th>Cloud services listed on this page are also available in the Funded Allocation Model targeted at Public Sector customers and subject to authorization by Oracle. For more information refer to the Oracle PaaS and IaaS Universal Credits Service Descriptions document.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Oracle Cloud VMware Solution</strong></td>
</tr>
<tr>
<td><strong>Oracle Cloud Infrastructure - API Gateway</strong></td>
</tr>
<tr>
<td><strong>Oracle Functions</strong></td>
</tr>
</tbody>
</table>

### Cloud services listed on this page are also available in the Funded Allocation Model targeted at Public Sector customers and subject to authorization by Oracle. For more information refer to the Oracle PaaS and IaaS Universal Credits Service Descriptions document.

### Cloud services listed on this page are also available in the Funded Allocation Model targeted at Public Sector customers and subject to authorization by Oracle. For more information refer to the Oracle PaaS and IaaS Universal Credits Service Descriptions document.
### Section 1 - Universal Credits

**Oracle Cloud Infrastructure - FastConnect:**

- **Price:** 0.2125
- **Minimum Universal Credits:** 100,000
- **Note:** Minimum Universal Credits are eligible for discount

<table>
<thead>
<tr>
<th>Price</th>
<th>Minimum Universal Credits</th>
<th>Note</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.2125</td>
<td>100,000</td>
<td></td>
<td>B88206</td>
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</tbody>
</table>

Cloud services listed on this page are also available in the Funded Allocation Model targeted at Public Sector customers and subject to authorization by Oracle. For more information refer to the Oracle PaaS and IaaS Universal Credits Service Descriptions document.

### Oracle Cloud Infrastructure - FastConnect 11 Gbps

<table>
<thead>
<tr>
<th>Pay as You Go</th>
<th>Annual Flex</th>
<th>Metric</th>
<th>Note</th>
<th>Additional Information</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.2125</td>
<td>0.2125</td>
<td>Port/Min</td>
<td></td>
<td></td>
<td>B88206</td>
</tr>
</tbody>
</table>

### Oracle Cloud Infrastructure - FastConnect 10 Gbps

<table>
<thead>
<tr>
<th>Pay as You Go</th>
<th>Annual Flex</th>
<th>Metric</th>
<th>Note</th>
<th>Additional Information</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.275</td>
<td>1.275</td>
<td>Port/Min</td>
<td></td>
<td></td>
<td>B88206</td>
</tr>
</tbody>
</table>

### Oracle Cloud Infrastructure - FastConnect Classic - Port Speed 15Gbps

<table>
<thead>
<tr>
<th>Pay as You Go</th>
<th>Annual Flex</th>
<th>Metric</th>
<th>Note</th>
<th>Additional Information</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.275</td>
<td>1.275</td>
<td>Port/Min</td>
<td></td>
<td></td>
<td>B88206</td>
</tr>
</tbody>
</table>

### Oracle Cloud Infrastructure - Health Checks

<table>
<thead>
<tr>
<th>Metric</th>
<th>Note</th>
<th>Additional Information</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>B88206</td>
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</table>
### Section 1 - Universal Credits

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Price</th>
<th>Minimum Universal Credits Details</th>
<th>Notes</th>
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</thead>
<tbody>
<tr>
<td><strong>Oracle Cloud Infrastructure - Health Checks - Basic</strong></td>
<td>0.00</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Oracle Cloud Infrastructure - Health Checks - Premium</strong></td>
<td>1.30</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Oracle Cloud Infrastructure - Load Balancer</strong></td>
<td>0.0013</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Oracle Cloud Infrastructure - Logging - Storage</strong></td>
<td>0.0013</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Oracle Cloud Infrastructure - Monitoring - Ingestion</strong></td>
<td>0.00</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

Cloud services listed on this page are also available in the Funded Allocation Model targeted at Public Sector customers and subject to authorization by Oracle. For more information refer to the Oracle PaaS and IaaS Universal Credits Service Descriptions document.

## Pricing Table

### IaaS - Oracle Network Cloud Services (continued)

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Price</th>
<th>Minimum Annual Flex spend in Universal Credits to be eligible for discount</th>
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</thead>
<tbody>
<tr>
<td>B03015</td>
<td>1.00</td>
<td>1,9 B88206</td>
</tr>
</tbody>
</table>

### Additional Information

Once a tenancy has been established, individual IaaS/PaaS services may be self-provisioned based on part number. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned IaaS/PaaS services.
## Section 1 - Universal Credits

### iaaS - Oracle Network Cloud Services (continued):

#### Notifications

<table>
<thead>
<tr>
<th>Price</th>
<th>Credits Value</th>
<th>Minimum Universal Credits Details</th>
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<tbody>
<tr>
<td>Free Tier</td>
<td>Free Tier</td>
<td>Minimum Annual Flex spend in Universal Credits to be eligible for discount</td>
</tr>
<tr>
<td>1,000,000.00</td>
<td>1,4</td>
<td>9,500,000.00</td>
</tr>
</tbody>
</table>

Cloud services listed on this page are also available in the Funded Allocation Model targeted at Public Sector customers and subject to authorization by Oracle. For more information refer to the Oracle PaaS and iaaS Universal Credits Service Descriptions document.

## Oracle Network Cloud Services

### Oracle Cloud Infrastructure - Notifications - HTTPS Delivery

<table>
<thead>
<tr>
<th>Price</th>
<th>Free Tier</th>
<th>Million Delivery Options Per Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>Free Tier</td>
<td>Free Tier</td>
<td>Million Delivery Options Per Month</td>
</tr>
<tr>
<td>0.02</td>
<td>0.00</td>
<td>1,000,000,000</td>
</tr>
</tbody>
</table>

### Oracle Cloud Infrastructure - Notifications - SMS Outbound to Country Zone 1

<table>
<thead>
<tr>
<th>Price</th>
<th>Free Tier</th>
<th>1,000 Emails Sent Per Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>Free Tier</td>
<td>Free Tier</td>
<td>1,000 Emails Sent Per Month</td>
</tr>
<tr>
<td>0.02</td>
<td>0.02</td>
<td>1,000,000,000</td>
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</table>

### Oracle Cloud Infrastructure - Notifications - SMS Outbound to Country Zone 2

<table>
<thead>
<tr>
<th>Price</th>
<th>Free Tier</th>
<th>100 SMS Messages Sent per month</th>
</tr>
</thead>
<tbody>
<tr>
<td>Free Tier</td>
<td>Free Tier</td>
<td>100 SMS Messages Sent per month</td>
</tr>
<tr>
<td>0.06</td>
<td>0.06</td>
<td>1,000,000,000</td>
</tr>
</tbody>
</table>

Prices in US Dollar

Note: For details on additional pricing requirements and prerequisites see the Oracle PaaS and iaaS - Public Cloud Global Price List Supplement.

For specific countries eligible in Zone 1: [https://www.oracle.com/devops/notifications/](https://www.oracle.com/devops/notifications/)

For specific countries eligible in Zone 2: [https://www.oracle.com/devops/notification](https://www.oracle.com/devops/notification)

For specific countries eligible in Zone 3: [https://www.oracle.com/devops/notification](https://www.oracle.com/devops/notification)

Payment terms: 1-year, 2-year, 3-year, or 4-year term. For additional information, refer to the Oracle Cloud Approval Matrix document on eSource.

Note: For details on additional product requirements and prerequisites, see the Oracle PaaS and IaaS - Public Cloud Global Price List Supplement.
Oracle Cloud Infrastructure - Outbound Data Transfer

Section 1 - Universal Credits

**Prices in US Dollar**

<table>
<thead>
<tr>
<th>Services</th>
<th>Price</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Paas and IaaS Universal Credits</td>
<td>Minimum Annual Flex spend in Universal Credits to be eligible for Universal Credits model</td>
<td>1, 9 Minimum</td>
</tr>
</tbody>
</table>

**Outbound Data Transfer; Streaming; and Web Application Firewall**

**Minimums**

<table>
<thead>
<tr>
<th>Metric</th>
<th>Minimum Universal Credits Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gigabyte Outbound Data</td>
<td>1, 13 B93006</td>
</tr>
<tr>
<td>Gigabyte Outbound Data</td>
<td>1, 13 B93007</td>
</tr>
<tr>
<td>Gigabyte Outbound Data</td>
<td>1, 13 B93008</td>
</tr>
</tbody>
</table>

**Additional Information**

Oracle Cloud Infrastructure - Outbound Data Transfer - Originating in North America, Europe, and UK

<table>
<thead>
<tr>
<th>First 10 terabytes per month</th>
<th>Free Tier</th>
<th>Free Tier</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Cloud Infrastructure - Outbound Data Transfer - Originating in APAC, Japan, and South America</td>
<td>0.0085</td>
<td>0.0085</td>
</tr>
<tr>
<td>Oracle Cloud Infrastructure - Outbound Data Transfer - Originating in North America, Europe, and UK</td>
<td>0.025</td>
<td>0.025</td>
</tr>
</tbody>
</table>

**Cloud services listed on this page are also available in the Funded Allocation Model targeted at Public Sector customers and subject to authorization by Oracle.**

**For more information refer to the Oracle Paas and IaaS Universal Credits Service Descriptions document.**

**Oracle Cloud Infrastructure - Outbound Data Transfer**

**NOTE:** Oracle Cloud Infrastructure - Outbound Data Transfer includes third-party services and pricing is subject to change upon at least 30 days notice via the customer console.

**NOTE:** Oracle Cloud Infrastructure - Outbound Data includes third-party services and pricing is subject to change upon at least 30 days notice via the customer console.

**NOTE:** Oracle Cloud Infrastructure - Outbound Data includes third-party services and pricing is subject to change upon at least 30 days notice via the customer console.

**NOTE:** Oracle Cloud Infrastructure - Outbound Data includes third-party services and pricing is subject to change upon at least 30 days notice via the customer console.

**NOTE:** Oracle Cloud Infrastructure - Outbound Data includes third-party services and pricing is subject to change upon at least 30 days notice via the customer console.
Section 1 - Universal Credits

Oracle Cloud Infrastructure - Outbound Data Transfer - Originating in Middle East and Africa

First 10 terabytes per month
0.07
Gigabyte Outbound Data
Over 10 terabytes per month
0.025
Gigabytes of Data Transferred

Oracle Cloud Infrastructure - Web Application Firewall

First 100,000 incoming requests per month
Free Tier
First 100,000 incoming requests per month
Free Tier
GigaByte Outbound Data
- 

Oracle Cloud Infrastructure - Archive Storage

Oracle Cloud Infrastructure - Outbound Data Transfer - Originating in Middle East and Africa

First 10 terabytes per month
0.07
Gigabyte Outbound Data
Over 10 terabytes per month
0.025
Gigabytes of Data Transferred

Oracle Cloud Infrastructure - Web Application Firewall

First 100,000 incoming requests per month
Free Tier
First 100,000 incoming requests per month
Free Tier
GigaByte Outbound Data
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Oracle Cloud Infrastructure - Archive Storage
## Section 1 - Universal Credits

Cloud services listed on this page are also available in the Funded Allocation Model targeted at Public Sector customers and subject to authorization by Oracle. For more information refer to the Oracle PaaS and IaaS Universal Credits Service Descriptions document.

### Oracle PaaS and IaaS Universal Credits

<table>
<thead>
<tr>
<th>Price</th>
<th>Metric</th>
<th>Minimum Universal Credits Details</th>
<th>Notes</th>
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<tr>
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<td></td>
<td>Minimum Annual Flex spend in Universal Credits to be eligible for Universal Credits model</td>
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<td>2,000.00</td>
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<td>Minimum Annual Flex spend in Universal Credits to be eligible for discount</td>
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</table>

For details on additional product requirements and prerequisites, see the Oracle PaaS and IaaS - Public Cloud Global Price List Supplement.

### Oracle HIPAA for IaaS and PaaS - Other Services

<table>
<thead>
<tr>
<th>Price</th>
<th>Metric</th>
<th>Minimum Universal Credits Details</th>
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<th>Part Number</th>
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</thead>
<tbody>
<tr>
<td>2,000.00</td>
<td>Each</td>
<td>Minimum Annual Flex spend in Universal Credits to be eligible for discount</td>
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</tbody>
</table>

For details on additional product requirements and prerequisites, see the Oracle PaaS and IaaS - Public Cloud Global Price List Supplement.

### Enhanced Customer Audit and Data Center Tour

<table>
<thead>
<tr>
<th>Price</th>
<th>Metric</th>
<th>Minimum Universal Credits Details</th>
<th>Notes</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
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<td>Audit Unit</td>
<td>Customized scope required.</td>
<td></td>
<td>B88206</td>
</tr>
</tbody>
</table>

Fixed cost for one data center tour.

### Oracle Public Cloud Machine - Semi-Connected Mode - Add-on Fee for Exadata Cloud Machine - Half Rack

<table>
<thead>
<tr>
<th>Price</th>
<th>Metric</th>
<th>Minimum Universal Credits Details</th>
<th>Notes</th>
<th>Part Number</th>
</tr>
</thead>
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<td>1,674.00</td>
<td>Each</td>
<td>Minimum Annual Flex spend in Universal Credits to be eligible for discount</td>
<td></td>
<td>B88206</td>
</tr>
</tbody>
</table>

Fixed cost for one data center tour.
In addition, see Always Free and Free Tiers at docs.oracle.com:

Also see the Frequently Asked Questions section also at this URL:

14. When activating this cloud service, a minimum of 48 hours will be charged for the service for the first month whether or not the service is being actively used or not during this period. For additional detail, see the "Minimum Service Period" section in the
Oracle PaaS and IaaS Universal Credits Descriptions document at:

15. This cloud service is available on the Oracle Cloud Marketplace. For additional detail, see the "Cloud Marketplace" section in the Oracle PaaS and IaaS Universal Credits Descriptions document at Oracle.com:

Introduction to the Oracle Cloud
https://docs.oracle.com/en-us/iaas/Content/index.html

Oracle Cloud Marketplace
https://docs.oracle.com/en-us/iaas/Content/index.html

16. Oracle Cloud Infrastructure - Data Science requires the following seven (7) IaaS services:

- B91859 - Oracle Cloud Infrastructure - Block Volume Storage;
- B91862 - Oracle Cloud Infrastructure - Block Volume Performance Oracle Cloud Infrastructure - Block Volume Performance;
- B99734 - Oracle Cloud Infrastructure - Compute - GPU Standard - V2;
- B99425 - Oracle Cloud Infrastructure - Compute - Standard - E2;
- B99518 - Oracle Cloud Infrastructure - Compute - Virtual Machine GPU Standard - X7;
- B99614 - Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - X7;

Note: Oracle Cloud Infrastructure - Data Science is not a separate chargeable service (or part number), but it depends on the above 7 services and usage of Data Science will be drawn down and charged against the above 7 part numbers. For additional information on Data Science, see the Oracle PaaS and IaaS Universal Credits Descriptions document at Oracle.com:

17. Oracle Cloud Infrastructure - Data Flow requires the following three (3) IaaS services:

- B91859 - Oracle Cloud Infrastructure - Block Volume Storage;
- B99425 - Oracle Cloud Infrastructure - Compute - Standard - E2, AND

Note: Oracle Cloud Infrastructure - Data Flow is not a separate chargeable service (or part number), but it depends on the above 3 services and usage of Data Flow will be drawn down and charged against the above 3 part numbers. For additional information on Data Flow, see the Oracle PaaS and IaaS Universal Credits Descriptions document at Oracle.com:

18. The following two services: Oracle Cloud Infrastructure - Database Exadata Infrastructure - Database Server - X8M; and Oracle Cloud Infrastructure - Database Exadata Infrastructure - Storage Server - X8M, can be purchased at the time of the purchase of the associated Oracle Cloud Infrastructure - Database Exadata Infrastructure - Quarter Rack - X8M or after, but the two services must co-terminate with the associated Oracle Cloud Infrastructure - Database Exadata Infrastructure - Quarter Rack - X8M.

Section 8 - Metrics and Metric

API Call: is defined as any API call or notification consumed by any application built on the service.
Active User Per Hour: is defined as a unique active user that interacts with the Oracle Cloud Service through a specific channel (website, mobile app, API, SMS) during a 1-hour period. Active users are tracked through the use of audit logs, cookies, user ids, tokens, device ids, IP or session id. Access across multiple channels will be counted as multiple active users on an hourly basis. An active user is tracked for both the service and the service's subscriber.

For the purposes of the Oracle Identity Cloud Service, the interaction with the Service consists of, but is not limited to, specific actions or events performed within the Service (authentication, Single Sign On, user provisioning, step-up authentication, password management, etc.).

For the purposes of the Oracle Content and Experience Cloud Service and Oracle Cloud Service, the Service tracks either named users or visitors based upon the role that a user is given in the Service; users with anonymous access to the Service will be tracked as visitors. Visitor access — whether for anonymous or registered visitors - across multiple channels during the same hour counts as multiple active visitor users. In addition, during the same hourly period, the Service also tracks:

- The number of API calls made to the Service by third-party applications. If the number of API calls exceeds the number of API calls that are entitled per active user, a new active user will be billed.
- The number of published assets. A published asset is either a file-based asset (e.g., a document, an image, or a video) or a content item (a block of information created using a content type) either of which has been published during the hourly period. If the number of published assets exceeds the number of published assets that are entitled per active user, a new active user will be billed.
- Outbound data transfer per active user per hour. Outbound data transfer is defined as the quantity during an hour of the Oracle Cloud Service at both the data You download from the Oracle Cloud Service plus any transfer of data from the Oracle Cloud Service over the internet, including responses to Your client requests.

Annotated Data Records: is defined as the number of data records that were assigned one or more labels. An annotated data record involves (a) creating one or more bounding boxes or to an image, (b) classifying an entire image, document or text, or (c) highlighting part of text, video or sound with labels.

CPU Core Per Hour: is defined as the total number of CPU cores of processor hours enabled for monitoring as part of the Oracle Cloud Infrastructure Database Management service. The number of CPU cores shall be determined based upon the total number of CPU cores of the processor on the host, VM or Container on which the target is being monitored, and the current number of CPU cores on the system that includes sub-cores of multi-core CPUs, as well as single-core CPUs. The number of sockets multiplied by the number of cores per socket will give the total count of CPU cores. Programs licensed on a CPU core basis may be acquired by your internal users (including agents and contractors) by your third party users. Each partial CPU core per hour consumed will be billed as a full hour.

Notes:
1. Oracle Database Enterprise or Standard Edition processor count definition, policy and limits do not apply.
2. Multiple targets running on the same host, VMs, or Containers will be counted only once for licensing purposes.
3. CPU cores of each instance of Oracle Real Application Clusters must be counted.
4. If You are using a standby database and Datapump is monitored and managed by the Oracle Cloud Infrastructure Database Management Services, then CPU cores of these instances must also be counted for licensing purposes.
5. On Exadata systems, CPU cores on all the database instances must be counted for licensing purposes; however, CPU cores of Exadata Storage Server need not be counted for licensing purposes.

Device: is defined as a unique device that transmits data to or receives data from Oracle Cloud Infrastructure - Oracle Cloud Services. Devices include, but are not limited to, sensors, meters, RFID readers, and barcode scanners. A device that is connected directly to Oracle applications or Cloud Services, or connected indirectly such as through a gateway device or a third-party communications service, is uniquely identified as being the endpoint of communication of data to or from the Oracle application or Oracle Cloud Service. A Device may also be registered with the Oracle Cloud Infrastructure management service.

Endpoints Per Month: for the purposes of the Oracle Identity Cloud Service - Health Check - Premium, and Oracle Cloud Infrastructure - Health Check - Basic, Endpoints Per Month is defined as the number of endpoints (IP addresses or HTTP targets) monitored from up to 10 locations for each protocol (HTTP, HTTPS, TCP, ICMP, etc) at either a high or low frequency rate of measurement (e.g., every 10 seconds versus every 30 seconds), during a given calendar month of the Service.

Execution Hour: is defined as the number of execution hours used by Pipeline Operators as part of Oracle Cloud Infrastructure Data Integration. A scheduled run of a single task counts as a single pipeline with a single Pipeline Operator execution. Each partial Execution Hour consumed is billed as a partial hour with a one-minute minimum. The first 30 hours of Execution Hour per tenant per month is free.

Gateway Per Hour: is defined as single state representation of one or many instances (called gateway nodes) of the gateway application component installation. A gateway is represented as a "Gateway" in the management service gateway table in the database and is shown as such in the user interface. A gateway is counted by counting the number of gateways in the "Gateway" tab in the management service user interface during a single gateway. When a gateway node is registered to the management service, you have the option to register it to an existing gateway or to create a new gateway. When the last node is de-registered, you will have the option to delete the gateway and reduce the count of gateways.

Gigabyte Data Capacity: is defined as the volume of data generated, ingested, managed and analyzed from the Monitor Accounts and Monitor Apps. Capacity may include but is not limited to development, test, quality assurance (QA), training, pre-production, production, high availability (HA), disaster recovery (DR) or any other environments that You deem necessary to be monitored by the Oracle Cloud Service.

Gigabyte Data Per Hour: is defined as the volume of data generated, ingested, managed and analyzed from the Monitor Accounts and Monitor Apps. Capacity may include but is not limited to development, test, quality assurance (QA), training, pre-production, production, high availability (HA), disaster recovery (DR) or any other environments that You deem necessary to be monitored by the Oracle Cloud Service.

Gigabyte Log Storage Per Month: is defined as the number of GB of log stored inside the Oracle Cloud Infrastructure Logging Cloud Service during a month of the Oracle Cloud Service. The minimum amount that will be billed is 1 MB.

Gigabyte Memory Per Hour: is defined as the number of gigabyte memory hours allocated as part of Oracle Application Container Cloud Service instance.

Gigabyte Memory Per Hour: is defined as the number of gigabyte memory hours allocated as part of Oracle Application Container Cloud Service instance in a calendar month.
Gigabyte of Data Processed Per Hour: is defined as the quantity of any transfer of data to or from the Load Balancer over the internet including responses to Your client requests during a one hour period.

Gigabyte of Good Traffic Per Month: is defined as the data of the HTTP response egress traffic passed through the Web Application Firewall as a reverse proxy from the origin server.

Gigabyte of Outbound Data Transfer Per Month: is defined as the quantity during a month of the Oracle Cloud Service of both the data You download from the Oracle Cloud Service and any transfer of data from the Oracle Cloud Service over the internet including responses to Your client requests.

Gigabyte Per Hour: is defined as a GB of memory capacity in the server as a part of the Oracle Cloud Service.

Gigabyte Per Month: is defined as the total amount of data size in gigabytes extracted from source Oracle Enterprise Manager or Oracle Automatic Workload Repository data from Oracle Database every month. The data size measured is uncompressed data.

Gigabyte Storage Capacity Per Month: is defined as a gigabyte (1,073,741,824 bytes) of computer storage space used by a storage filer of the Oracle Cloud Service during a month of the service.

Section 8 - Metrics and Metric Definitions (continued)

Hosted Environment Per Month: is defined as the combination of systems and supporting resources provided as part of the Oracle Data Management Cloud Services (the Hosted Environment), the use of which is measured on a per hour basis. Each partial Hosted Environment hour consumed will be billed as a full hour. The included amount of the following items vary per service and selected shape, and are as specified in the Service Descriptions for the applicable Cloud Service: minimum Service Period, base number (zeros or more) of CPU units enabled, optional maximum CPU capacity and local storage capacity.

Please note that:

For High I/O & Dense I/O capacity: Each Hosted Environment has a max CPU units enabled. You may scale up to 36 CPU units in increments of 2.

For S-scale I/O: Each Hosted Environment has a max CPU units enabled. You may scale up to 32 CPU units in increments of 4.

Gigabyte Storage Capacity Per Hour: is defined as the total amount of data size in gigabytes extracted from source Oracle Enterprise Manager or Oracle Automatic Workload Repository data from Oracle Database every month. The data size measured is uncompressed data.

Gigabyte Per Hour: is defined as a gigabyte (1,073,741,824 bytes) of computer storage space used by a storage filer of the Oracle Cloud Service during a one hour period.

Migration Hour: is defined as any custom or tailor-made application or workload that is specifically developed and deployed by You on a Cloud Infrastructure, either for internal or external use, that is configured and activated and that You monitor each hour.

Monitored App Per Hour: is defined as any custom or tailor-made application or workload that is specifically developed and deployed by You on an Oracle Cloud Infrastructure Cloud Service for CX. A Monitored App is defined as a unique connection used to build integrations between applications using the Oracle Integration Cloud Service or Oracle Integration Cloud Service for Cx. A connection is counted per unique application, data source, third party software, Oracle software, Web Service or REST end point to which the Oracle Integration Cloud Service is connected. Web Services that use the same WSDL, url and credential are counted as one connection.

Node Per Hour: is defined as the account that You established with Your IaaS or PaaS provider, that includes (1) the Your email address and password, (2) the control of resources available or created within the account, and (3) payment for the IaaS or PaaS activity.

Node Per Month: is defined as the number of hours from when a given Load Balancer is launched until it is terminated. Each partial server hour consumed will be billed as a full hour.

Node: is defined as a high-performance, Infiniband-enabled server for extending Hadoop clusters on the Oracle Big Data Cloud Service.

Monitored Account: is defined as an individual authorized by you to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

Monitored App: is defined as any custom or tailor-made application or workload that is specifically developed and deployed by You on a Cloud Infrastructure, either for internal or external use, that You monitor every hour with the applicable Oracle Cloud Service. A Monitored App may include but is not limited to development, test, quality assurance (QA), training, pre-production, high availability (HA), disaster recovery (DR) or any other environments that You deem necessary to be monitored by the Oracle Cloud Service.

Monitored Service User Per Hour: is defined as a user in Your SaaS applications, who You are authorized to monitor each hour for each service with the Oracle CASS Service. User accounts may include individual user accounts as well as accounts shared by multiple users of the mentioned SaaS application and are not limited to the employees, customers, partners, consultants, contractors and agents of You, Your customers and Your customers’ affiliates.

Monitored Service User Per Hour: is defined as a user in Your SaaS applications, who You are authorized to monitor each hour for each service with the Oracle CASS Service. User accounts may include individual user accounts as well as accounts shared by multiple users of the mentioned SaaS application and are not limited to the employees, customers, partners, consultants, contractors and agents of You, Your customers and Your customers’ affiliates.

Monitored Service: is defined as an individual user of Your Cloud SaaS applications, who You are authorized to monitor with the Oracle CASB Cloud Service. Users may include but are not limited to the employees, customers, partners, consultants, contractors and agents of You, Your customers and Your customers’ affiliates.

Node: is defined as a number of node hours used as part of the Oracle Cloud Service. A node is a predefined combination of OCCPU's and memory based on the shape and generation. Each partial node hour consumed will be billed as a full hour, with a one minute
OCPU Per Hour: is defined as the number of Oracle Compute Unit (OCPU) hours used as part of the Oracle Cloud Service. An OCPU provides CPU capacity equivalent to one physical core of an Intel Xeon processor with hyper-threading enabled. Each OCPU corresponds to two hardware execution threads, known as vCPUs. Each OCPU has a pre-defined amount of memory. Each partial OCPU hour consumed will be billed as a full hour subject to the following exceptions.

- For the purposes of Oracle Cloud Infrastructure – Compute - Standard - A1, each OCPU is limited to providing CPU capacity equivalent to one physical core of a processor and corresponds to a single hardware execution thread or vCPU.

- For the purposes of Oracle Cloud Infrastructure – Compute – Standard – A1; Oracle Cloud Infrastructure – Compute – Standard – E4; Oracle Cloud Infrastructure – Compute – Standard – E3; and Oracle Cloud Infrastructure – Compute – Optimized – X1, all are available with flexible memory to virtual machine (VM) memory ratios.

- For the purposes of Oracle Cloud Infrastructure – Compute – Standard – A1; Oracle Cloud Infrastructure – Compute – Standard – E4; Oracle Cloud Infrastructure – Compute – Standard – E3; and, Oracle Cloud Infrastructure – Compute – Optimized – X1, all are available with flexible memory to virtual machine (VM) memory ratios.

- For the following services, partial OCPUs hours consumed are billed as partial hours with a one-minute minimum:

  - Oracle APEX Application Development
  - Oracle Database Exadata Cloud Service
  - Oracle Autonomous JDDN Database
  - Oracle Gen 2 Exadata Cloud
  - Oracle Cloud Infrastructure – GoldenGate
  - Oracle Virtual Machine instances
  - Oracle Database Cloud Service – Bare Metal
  - Oracle Database Cloud Service – Windows OS Images

- For the purposes of Microsoft SQL server, partial OCPUs hours consumed are billed as partial hours with a 744-minute minimum.

- For the purposes of the Oracle WebCenter Portal Cloud Service, only the Oracle Java Cloud Service OCPUs running the Oracle WebCenter Portal Cloud Service Instance must be counted. The Oracle WebCenter Portal Cloud Service requires a minimum number of one (1) OCPU and requires high memory virtual machines.

- For the purposes of the Oracle Data Integrator Cloud Service, only the OCPUs running the Oracle Data Integrator Cloud Service must be counted. One (1) OCPU counts as one (1) Connection; more Connections require more OCPUs. A Connection is defined as a unique connection used to build integrations between applications or databases using the Oracle Data Integrator Cloud Service. A Connection is counted per unique application, data source, third party software, Oracle software, Web Service or REST endpoint to which the Oracle Data Integrator Cloud Service is connected. Applications, databases or Web Services that use the same URL and credential are counted as one Connection. Files hosted on a file server do not count as a Connection. The service environment includes 1 Terabyte of local block storage.

- For the purposes of the Oracle Integration Cloud Service – Standard, and the Oracle Integration Cloud Service – Enterprise, each Cloud Service tracks OCPUs that are in running status on an hourly basis.

- For the purposes of the Oracle WebLogic Enterprise Edition for Oracle Cloud Infrastructure Container Engine for Kubernetes and the Oracle WebLogic Suite for Oracle Cloud Infrastructure Container Engine for Kubernetes Services, all the OCPUs running in the WebLogic node pool must be counted.

Section 5 - Metrics and Metric Definitions (continued)
For purposes of the Oracle Container Pipes Cloud Service, user references as members of an organization include all entities that are part of an organization. For each billed entity there must be one primary organization under which all of its users and sub-organizations are managed.

Virtual Machine IP Per Hour: is defined as the number of Virtual Machine IP hours allocated or used as part of the Oracle Ravello Cloud Service. These hours could include elastic and non-elastic IP addresses. For non-elastic IP addresses, fees are based on the time period the VMs are actually running. For elastic IP addresses, fees are based on the entire time period that the IP is allocated for Your use.

Virtual Private Vault Per Hour: is defined as one single-tenant accessible encryption key storage vault used on Oracle Cloud Infrastructure (OCI) that is measured on an hourly basis and billed on a monthly basis.

Workplace Usage Per Hour: is defined as the workplace instance provided as part of Oracle Cloud Infrastructure Data Integration, the use of which is measured on a per hour basis.

Write Unit Per Month: is defined as the throughput of up to one kilobyte (KB) of data per second for a write operation over a one month period, or approximately two million (2.6 million) writes. (Each month is deemed to have seven hundred forty-four (744) hours or approximately two million six hundred thousand (2.6 million) seconds. So over a one month period, one (1) write unit will provide You with approximately 3.6 million writes.)

Section 8 - Metrics and Metric Definitions (continued)

1 SMS Message Sent: is defined as each Short Message Service (SMS) message (counted on a per recipient basis) that is accepted by the Oracle Cloud Infrastructure Notifications Service to deliver during the applicable billing period. A single Oracle Cloud Infrastructure Notifications Service topic with 10 different recipients would therefore be counted as 10 SMS messages (e.g., 140,000 SMS Messages accepted, each with 2 different recipients would be charged as 280,000 SMS messages). The cost of each SMS message depends on the destination country zone of the recipient (e.g., a message sent to a recipient in the United States would be charged at the per SMS message rate of country zone 1 while a message sent to a recipient in Canada would be charged at the per SMS message rate of country zone 2). The list of countries within a specific country zone may change periodically and the latest list may always be found on the Oracle Cloud Infrastructure Notifications Service pricing page.

10 Concurrent Connections: is defined as a maximum of 10 Concurrent Messaging Connections, of which You can send and receive up to a total of five million (5,000,000) messages per month. Each Concurrent Messaging Connection can send and receive up to a total of five million (5,000,000) messages per month. Each Message Push Listener may each use exclusively one Messaging Connection. The number of Message Push Listeners may not exceed the number of Concurrent Messaging Connections within that instance.

10 Monitor Runs Per Hour: is defined as 10 monitor runs where a monitor run is an execution of one monitor (scripted monitor, page load monitor, REST API monitor) from one vantage point location.

100 Entities Per Hour: is defined as 100 entities where each Entity refers to a technical asset being managed or monitored, such as a server, database, application that resides either in the cloud and/or on-premises during a one hour period. Examples of entities include, but are not limited to: Host, Docker Container, SQL Server instance, MySQL instance, Oracle Database instance, WebLogic Server, Format, Oracle Traffic Director instance, custom created entity, etc.

You have the ability to extend existing pre-defined Entities and create Your own entirely custom Entities. An extending pre-defined Entities, a maximum of five (5) additional numeric time series is allowed. For custom Entities, a total of 40 numeric time series are allowed (a numeric time series is a measurement of time associated with an Entity, such as response time, transaction per second, CPU %, etc.).

For the purposes of counting certain entity types, a conversion factor will be applied:

- One database-Oracle Compute Unit (CPU) will count as 1 Entities.
- One Oracle Database instance will count as 1 Entities.
- One Application Performance Monitoring Agent ("APM Agent") will count as 1 Entities.

An APM Agent is defined as the data collector on a target application server being monitored, whether in the cloud or on premise. Examples of target application servers include but are not limited to a: single ORacle Database ("ORacle Database"), single NET Application ("ORacle Database"), single host running multiple ORacle Databases, WebLogic Server, Format, Oracle Traffic Director instance, etc.

For the purposes of the Oracle Container Pipelines Cloud Service, users are represented in container pipelines as members of an organization. For each billed entity there must be one parent organization under which all of its users and sub-organizations are managed.

250 Video Assets Per Month: is defined as 250 video assets per month, where one (1) video asset is one (1) advanced video (published or not published) stored in an Oracle Content Management asset repository, or 20 files of any type stored in the Oracle Content Management asset repository. The number of video assets permitted to be stored in the repository is limited to 250 video assets per month. Each 250 Video Asset Per Month will be charged. Only the current top level revision of any given video asset is counted toward the total number of video assets.

If an Oracle Content Management instance has been provisioned and designated as a non-primary instance, only a single-tenant accessible encryption key storage vault used on Oracle Cloud Infrastructure (OCI) that is measured on an hourly basis and billed on a monthly basis.

A non-primary instance can be used for development, staging, QA or disaster recovery. If an Oracle Content Management instance has been provisioned and designated as a non-primary instance, only a single...
Section 8 - Metrics and Metric Definitions (continued)

### 1,000,000 API Calls Per Month
- **Definition:** 1,000,000 API calls or notifications (or combination thereof) incoming from a client to the Oracle Cloud Infrastructure API Gateway Service. Billing for partial 1,000,000 API calls will be prorated.

### Million Datapoints
- **Definition:** Is defined as a count in the millions of the Oracle Cloud Infrastructure Monitoring Datapoints either ingested or retrieved for a Monitoring Metric.

### Million Delivery Operations
- **Definition:** Is defined as the number of delivery operations in the millions performed by the Oracle Cloud Infrastructure Notification Service, including retries to deliver messages to HTTP targets. Each 8KB portion of delivered data is billed as 1 operation.

### 1,000,000 DNS Traffic Management Queries
- **Definition:** Is defined as 1,000,000 DNS Traffic Management queries received by the OCI authoritative DNS nameserver infrastructure during the monthly billing period. Oracle will charge You for the number of 1,000,000 DNS traffic management queries received by the Public DNS Authoritative Service at a prorated cost of $4.00 per 1 Million Traffic Management queries during the billing period (e.g., 100 Million Traffic Management queries received will be charged 100 x $4.00 = $400).

### 1,000,000 Function Invocations
- **Definition:** Is defined as 1,000,000 function invocations, where a function invocation is defined as a request received from a client to execute a single function. Oracle will charge You for the number of 1,000,000 invocation quantities used in a month. Billing for partial 1,000,000 invocation quantities will be prorated.

### 1,000,000 Incoming Requests Per Month
- **Definition:** Is defined as a collection of 1,000,000 page hits over HTTP/S incoming from a client on the internet or CDN to the Web Application Firewall. Billing for partial 1,000,000 invocation quantities will be prorated.

### One Million IO Requests Per Month
- **Definition:** Is defined as the maximum of one million requests during a calendar month of the Oracle Cloud Service of the type of Block Storage IO Requests. A message is defined as up to 50kB in size must be counted as multiple messages, with each 50kB or portion thereof counting as equivalent to one message (e.g., 210kB would be counted as 5 messages).

### One Million Memory-Seconds
- **Definition:** Is defined as the amount of memory (in GB-S) allocated to a function during its execution. Oracle will charge You for the number of 1,000,000 Memory-Seconds used by all functions for a month. Billing for partial 1,000,000 GB-S quantities will be prorated.

### 10,000 Audit Records Per Target Per Month
- **Definition:** Is defined as 10,000 database audit records collected from a specific database target by the Oracle Cloud Service during a month. Each business transaction in Insight counts as one message. Calling another Oracle Integration Cloud Service instance does incur messages in the target Oracle Integration Cloud Service instance, and, depending on the response size, may also incur messages in the Oracle Integration Cloud Service instance from which the call originates.

### 10,000 API Calls Per Target Per Month
- **Definition:** Is defined as 10,000 database audit records collected from a specific database target by the Oracle Cloud Service during a month.

### 10,000 Gigabyte Memory-Seconds
- **Definition:** Is defined as 10,000 gigabyte memory-seconds, where a gigabyte memory-second is defined as the amount of RAM (GB) allocated to a function during its execution. Oracle will charge You for the number of 1,000,000 GB-S quantities used by all functions for a month. Billing for partial 1,000,000 GB-S quantities will be prorated.

### 10,000 Requests Per Month
- **Definition:** Is defined as 1,000,000 DNS traffic management queries received by the OCI authoritative DNS nameserver infrastructure during the monthly billing period. Oracle will charge You for the number of 1,000,000 DNS traffic management queries received by the Public DNS Authoritative Service at a prorated cost of $4.00 per 1 Million Traffic Management queries during the billing period (e.g., 100 Million Traffic Management queries received will be charged 100 x $4.00 = $400).

### 10,000 Audit Records Per Target Per Month
- **Definition:** Is defined as 10,000 database audit records collected from a specific database target by the Oracle Cloud Service during a month. One concurrent user for the Visual Apps feature is equal to 100 messages. One concurrent user for the Visual Apps feature is equal to 100 messages.