



## **CORPORATE CAPABILITIES STATEMENT**

### **Primary NAICS 541513**

#### **Contact Information:**

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#### **Certifications:**



**United States Small Business Administration**

- ◆ SBA Certified Small Disadvantaged Business
- ◆ SBA Certified 8(a) Program Participant
- ◆ MBE Certification



**STSC Corporate Overview** – Superior Technology Solutions Corporation (STSC), a Maryland corporation, was incorporated in 2003. Under the direction of David G. Williamson, the company President, STSC delivers quality IT support services to government agencies including the U.S. Army, U.S. Department of Defense, U.S. Department of Education, U.S. Immigration and Naturalization Services and the State of Maryland Department of Budget and Management as well as a number of commercial customers including CBCC, Custom Direct, Seabridge International and Seaside Restaurant. To date, STSC's experience supporting Government agencies has been solely as a subcontractor, working under several large and medium size prime contractors including CACI Technology Insights, Inc., Computer Sciences Corporation, DSTI, ICS Corporation, Log.Sec Corporation, and STG

**STSC Corporate Services** – STSC brings a comprehensive client centered approach to each engagement that generally involves six (6) levels of services for its clients:

■ **Network Management** Computer network management is growing increasingly more complex and difficult due in part to the unrelenting expansion of today's enterprise networks. New applications such as intranets, priority business applications, multicast-based applications, and multimedia require a network that is capable of supporting traffic level monitoring, self-reconfiguration, multi-point communication, software distribution, security, and of adjusting to changing application requirements through deployment of new services. Policy-based network management (PBNM) is a recent approach to network management that attempts to provide a higher level interface to network management than has been previously available. PBNM hides the low-level mechanisms of network management behind a high level abstraction called policies. Policies are human-readable, simple to express propositions that dictate what actions and behaviors are permitted on a computer network.

**We Can Help**

■ **Information Assurance Vulnerability Assessment:** The list of risks to your information technology systems is long - and getting longer. But recently, the Department of Defense found that 96 percent of successful IT attacks could have been prevented - if the users had simply followed protocol. Our hands-on consultants are security experts with significant years of experience in protecting some of the nation's most critical and valuable information assets. Some of our typical hands-on security solutions, include:

- Security Assessments and Audits
- FISMA Compliance and Audits
- Security Policy Development
- Security Awareness Training



- Infrastructure Security
- Incident Response
- We Can Help

■ **Database Management:** A database manager, also referred to as a database administrator, is responsible for working with database management systems software in order to determine the best possible way to organize and to store data. In order to properly perform this duty, a database manager must identify the requirements of the user, create a computer database, and test the modifications made to the database systems. The database manager must also monitor the system in order to guarantee proper performance. To guarantee the proper performance, the database manager needs to understand the platform used to run the database and must be able to add new users to the system. As such, the database manager is often also responsible for designing and implementing system security and other security measures.

We Can Help

■ **Helpdesk Management:** Manage a team of helpdesk analysts and ensure that agreed targets are met and appropriate qualitative standards achieved. Develop and implement robust processes to ensure that a high quality service is provided to both internal and external customers. Implement methodologies to improve first call resolution. Design and develop an enhanced reporting structure which ensures the early identification of product faults and ensures minimum risk to the business.

Analyse help desk activity and make recommendations for increased organisational efficiency and effectiveness. Train helpdesk staff to ensure that support is provided in a consistent manner. Implement staffing and scheduling models to ensure guaranteed coverage to the business. Ensure that regular training and appraisals are provided to staff to ensure that each member of the team is able to provide the best level of customer support

We Can Help

■ **Server Management,** Server management is a primary responsibility, and a System Administrator would be responsible for installing, maintaining and upgrading servers. They are also responsible for ensuring the servers are backed up, and that the server data is secure from unauthorized access. System administrators will also often perform light programming (usually scripting, which involves writing programs to automate tasks).

We Can Help

■ **COOP Management** A Continuity of Operations Plan will let you how quickly your company can get back to business after a terrorist attack or tornado, fire or flood

We Can Help



**STSC Core Competencies** – STSC has demonstrated the following essential skills in each of its engagements:

<p><b>Networking:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Cisco Network equipment</li> <li><input type="checkbox"/> Foundry Network equipment</li> <li><input type="checkbox"/> Juniper Network equipment</li> <li><input type="checkbox"/> What's up Gold</li> <li><input type="checkbox"/> Cisco Works</li> <li><input type="checkbox"/> Iron View</li> <li><input type="checkbox"/> Solar Winds</li> </ul>	<p><b>Database Management</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Oracle</li> <li><input type="checkbox"/> SQL</li> </ul>
<p><b>Server Administration:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Windows Server (2000-2008)</li> <li><input type="checkbox"/> Mac Servers</li> <li><input type="checkbox"/> Solaris</li> <li><input type="checkbox"/> Linux</li> </ul>	<p><b>Operations/Project Management</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Project-based Operations</li> <li><input type="checkbox"/> Asset Management</li> <li><input type="checkbox"/> Security Assessments &amp; Systems</li> <li><input type="checkbox"/> Management Document Development</li> </ul>
<p><b>Regulatory and Program Compliance</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Retina Scans</li> <li><input type="checkbox"/> IDS/Firewalls</li> <li><input type="checkbox"/> IAVA mitigation</li> </ul>	<p><b>Information Technology</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Data Management Systems Design and Implementation</li> <li><input type="checkbox"/> Integration of Data with Dynamic Webbased Systems and Tools</li> </ul>
<p>In addition, STSC has achieved the following Core Competencies</p>	
<ul style="list-style-type: none"> <li><input type="checkbox"/> Consummate Customer Service</li> <li><input type="checkbox"/> Team Approach that Emphasizes <i>Working With Clients</i></li> <li><input type="checkbox"/> Attention to Detail</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Attention to Regulatory Compliance</li> <li><input type="checkbox"/> Clear, Concise and Timely Reports</li> <li><input type="checkbox"/> Adherence to Budgetary Requirements</li> </ul> <p>In addition, STSC has achieved the following Core Competencies:</p>



**GOODS / SERVICES** North American Industry Classification System (NAICS)

- 541513 - Computer Facilities Management Services
- 423430 - Computer and Computer Peripheral Equipment and Software Merchant Wholesalers
- 518210 - Data Processing, Hosting, and Related Services
- 541511 - Custom Computer Programming Services
- 541512 - Computer Systems Design Services
- 541519 - Other Computer Related Services
- 541611 - Administrative Management and General Management Consulting Services
- 541690 - Other Scientific and Technical Consulting Services
- 541720 - Research and Development in the Social Sciences and Humanities
- 541990 - All Other Professional, Scientific, and Technical Services
- 561110 - Office Administrative Services

**STSC Success Stories** – STSC team members consult in a number of operational, programmatic and logistical technical and support areas. STSC takes a holistic approach, completes assignments *timely* and with an *acute sensitivity* and responsiveness to the clients’ needs and desires. From designing and administering *tracking* to drafting regulatory and business-related documents, STSC performs its tasks with consummate professionalism, attention to detail, and distinguished customer service.

**The Client:**

U.S. Army Research, Development and Engineering Command (**RDECOM**): This unit is the Army’s technology leader and largest technology developer, with thousands of scientists, engineers and researchers working on serious issues. The command ensures the dominance of Army capabilities by creating, integrating and delivering technology-enabled solutions to Soldiers.

**The Challenge:**

Perform an assessment of business processes  
Investigate and resolve Information Assurance Vulnerability Assessments (IAVA)  
Protect over 5000 workstation and 300 server but not interrupting the mission.

**The Solution:**



- We identified security vulnerabilities on various computing resources (software and equipment) throughout the network. STSC evaluated the problem and came up with solutions that did not impact the mission. We then applied corrective actions, and performed the appropriate diagnostics to ensure vulnerabilities have been eradicated.
- Perform intrusion detection activities to protect network from malicious and unintentional attacks from external and internal sources.
- As needed, develop automated processes to further enhance the governments IA and security objectives. Specific processes include:
  - o Developed processes to enable Common Access Card (CAC) authentication using VPN tunnels
  - o Implemented Data at rest encryption (Microsoft) on workstations to ensure that all data residing on workstations is encrypted and protected against inadvertent and/or unwanted access.

