

## **TIPSS-3 Task Areas:**

There are three TIPSS-3 task areas. The services described for each task area may be acquired under task orders. How the TIPSS-2 task areas correlate to the TIPSS-3 task areas have also been addressed below:

### **Information System Services (ISS)**

The task areas under TIPSS-2 for Information Systems Services (ISS), Operational Support Services (OSS), and Telecommunications Support Services (TSS) have been merged and included under the ISS task area for TIPSS-3. The following services may be acquired under the new ISS TIPSS-3 task area:

- Systems Design, Development, Implementation, and Customization;
- Database Design, Development, Implementation, and Customization;
- Requirements Analysis Support;
- Web-Site Development and Support;
- Optimization Support;
- Software Engineering and Integration Support;
- System Integration and Integration Testing Support;
- Object Oriented Methodology, Analysis, Design and Programming Support;
- Configuration Management;
- ICASE Tools Support;
- System Administration;
- Office Automation Support/Help Desk Support;
- Operations Management Support;
- Data Entry Support;
- Media Duplication Support;
- Installation Support;
- Computer Operations;
- Personal Computer (PC) Technical Support;
- Technical Support;
- Hardware Support;
- Security Planning and Analysis Support;
- Analytical Support (Network Traffic and Trend Analysis);
- System Design, Development, Implementation, Customization, and Maintenance;
- Electronic Data Interchange (EDI) Support;
- Telecommunications Software Development Support;
- Voice Mail Support (Support and Development);
- Voice Recognition Systems Support;
- Interactive Voice Systems (Development and Support);
- Local Area Network Design;
- Telecommunication Systems/Software Testing;
- Engineering and Integration Support;
- Local Area/Intranet Design Support;
- Internet Support; and,
- Call Center Support.

### **System Security Services (SSS)**

SSS is a new task area which was developed primarily to address the need for increased security services for the IRS, the Department of the Treasury and its bureaus, as well as the Department of Homeland Security and the Department of Justice. The following services may be acquired under the SSS task area of TIPSS-3:

- Computer Security Awareness and Training;
- Computer Security Incident Response;
- Computer Security Planning;
- Crypto Systems;
- Digital Signatures;
- Disaster Recovery, Continuity of Operations, and Contingency Planning;
- Hot-site and Cold-site Support Services including Hardware and Software;
- Independent Verification and Validation;
- Mainframe Automated Information Security Support;
- Public Key Infrastructure (PKI);
- Quantitative Risk Analysis of Large Sensitive Systems;
- Security Certification and Accreditation;
- Security for Small Systems, Telecommunications, and Client Service;
- Software/Hardware Maintenance and/or Licensing; and,
- Systems Vulnerability Analysis/Assessment and Risk Assessment.

### **Strategic Business Services (SBS)**

The TIPSS-2 task area for Organizational/Management Services (OMS) is included under the new TIPSS-3 task area, Strategic Business Services. The following services may be acquired under the SBS task area of TIPSS-3.

- Work System Design and Implementation;
- Independent Validation and Verification Support;
- Technical Support for the Disabled (Customization of Automated Interfaces, Needs Assessments, and etc.);
- Configuration Management Support, Including Planning and Reviews;
- Metrics Support, Including Quality Measures and Functional Point Analysis;
- Workload Analysis and Concept of Operation Support;
- Project Evaluation Support;
- Ergonomics Support, Including Evaluations and Recommendations;
- Change Management and Transition Management Support;
- Business Process Re-Engineering Support;
- Project Management Support;
- Automated Tracking and Evaluation Tools Support;
- Process Analysis Support;
- Work System Design and Usability Labs Support;
- Performance Engineering;
- Quality Management;
- Risk and Threat Analysis;
- Privacy Planning and Analysis Support;
- Disaster Recovery, Continuity of Operation and Contingency Planning; and,
- Relocation, Installation and other Hardware Related Support.