



Task Area 5:

IT Operations and Maintenance

Contract: No. HHSN316201200059W

Period of Performance: April 30, 2012 - April 29, 2022

Contract Ceiling: \$20 Billion

IT Operations and Maintenance

Keeping IT systems viable with software and hardware updates for mainframes, client/server, web-based applications, and networking



The objective of this task area is to support the operation and maintenance of IT systems, keeping IT systems viable with supported vendor releases or off-the-shelf applications software upgrades. Operations and maintenance on IT systems shall include all software and hardware associated with mainframes, client/server, web-based applications, and networking.



A comprehensive, but not limited, sampling of work to be performed under this task area is shown below:

- Operational Support
- Software Maintenance and Upgrades
- Telecommunications Maintenance (Data, Voice, Images, including Wireless)
- Infrastructure Management Services (IMS)
- Configuration Management
- Network/Hardware Support
- Help Desk/IT Support
- Resource Management
- Backup and Recovery Management
- Installation, Configuration, and Tuning
- Electronic Software Licensing Services including license deployment, management, tracking, upgrading, etc.
- System Management
- IT Training
- IT Operation and Maintenance Planning
- Data Quality Management
- Transformation Services
- Continual Service Improvement
- Balanced Scorecard for Operations
- IT Infrastructure Optimization