Centurion Consulting Group, LLC (Centurion) was engaged as a Woman-Owned Small Business subcontractor supporting a US Civilian Agency, to provide systems administration, desktop and deskside support, network support, testing, technical support, risk management, disaster recovery, and management oversight for a multi-year technology support contract serving multiple business areas within the department, interfacing agencies, and data centers.

Contract Description:

Information technology and computer systems technical support services for application and database maintenance, network and security support services, maintenance of financial system application software, customer support activities and coordination for software deployment related planning and technical support services.

Roles and Responsibilities:

Provides computer systems technical support services that include the installation, configuration, and maintenance of Information Technology infrastructure such as Windows desktop and laptop support activities, Apple, Android and mobile device administration, and server support activities for local functions and in support of Continuity of Operations (COOP) activities.

Provide help desk administration and Tier 2 and Tier 3 problem response, administering hardware (file servers, hubs, switches, patch panel), and software (operating system, services, communications software), that connect to the Wide Area Network (WAN) and Local Area Network (LAN).

Provide internal security penetration testing, systems test and evaluation (ST&E), and systems design and architecture. The team is responsible for system and security administration for IT applications, database, and server security including vulnerability remediation, inspection, monitoring, and reporting of network and systems vulnerabilities and vulnerability trends. Assist in the development and maintenance of an Incident Response Plan, provides Disaster Recovery (DR) planning and testing activities as well as incident response activities.

Deploy a database team for installs, configuration, upgrades, management, and maintenance of database software and applications through database administration and management for Oracle and Microsoft SQL-Server. The team creates software baselines as needed for software project development and new installations.

Outcome:

The technical abilities and staff communication across the Centurion team has had direct successful impact on the timely deliverables and customer support services bringing praise from end users and stakeholders while managing cost and contract execution, to include a successful transition to remote work during the pandemic.