

# IT MANAGED SERVICES

FREE UP VALUABLE RESOURCES TO FOCUS ON YOUR MISSION RATHER THAN IT SERVICES



CSC  
NORTH AMERICAN  
PUBLIC SECTOR



*It is hard enough managing people, workloads and expenses, but when you add the responsibility of ensuring that you have the IT infrastructure in place to meet the unique challenges your agency faces, daily complexities grow. As a global leader in IT services, CSC provides a full spectrum of IT Managed Services to commercial and public-sector clients. We take the worry out of meeting your IT needs and allow you to focus on mission objectives and operational effectiveness while achieving operational efficiencies.*

## Benefits

- Lower IT costs and make them more predictable
- Simplify operational management
- Mitigate risks
- Benefit from ease of technology refresh
- Consistently meet government and other external regulations
- Align IT strategy with business/mission goals
- Enhance the effectiveness of IT services
- Improve level of service and user satisfaction
- Minimize number of contracts with different vendors
- Maintain business continuity

## Why CSC?

- A trusted industry partner
- Serving the U.S. Government for 50 years
- The only Tier 1 infrastructure solutions provider with carrier legacy (> 100 years)
- More than 90,000 employees
- Global reach
- Certified: ISO, CMMI, ITIL and Six Sigma
- An industry-recognized leader in green IT

At CSC, we look to build strong partnerships with clients, with the objective of providing services that are directly related to meeting your business needs and achieving your core mission. In developing your solution, we work with you to examine costs of assets, labor, services and indirect expenditures to find opportunities for cost reduction. The ultimate goal of our IT Managed Services is to free you from daily IT activities, enabling you to focus on managing results. We provide the right technology, innovation, procedures and integration of evolving technologies to manage your IT needs.

## About Us

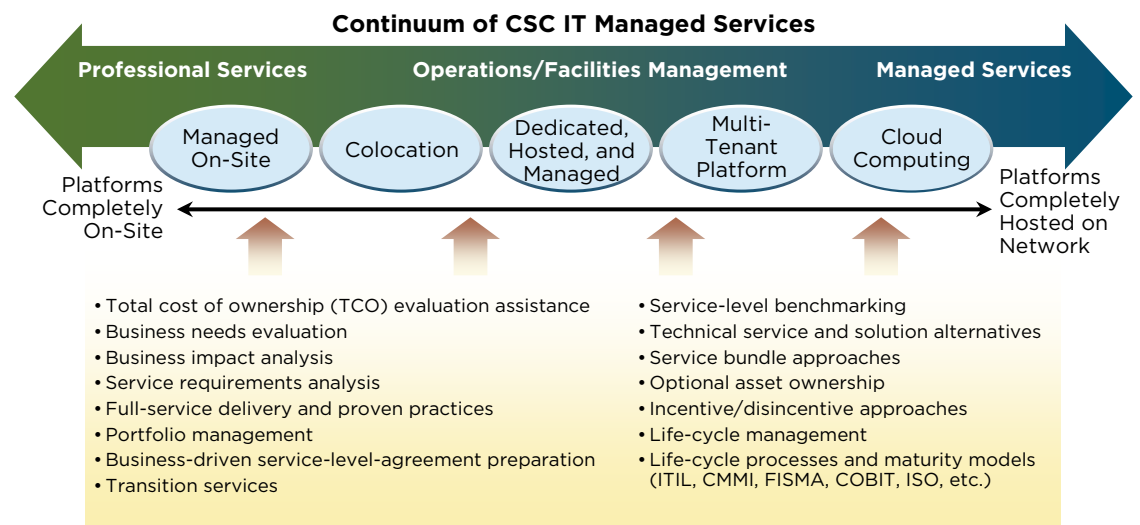
CSC's proven experience, tools, processes and qualifications help to guide you through the transition to managed services. Our portfolio of capabilities and solutions enables the delivery of services in a secure, reliable and cost-effective manner. We provide a full range of services to ensure successful implementation of managed services.

## The Continuum of Services

With constrained budgets, more and more agencies are turning to commercial

providers to allow agencies to focus on their core mission, as opposed to diverting resources from the ongoing management and operation of IT assets. Such providers can deliver IT managed services along the following continuum:

- Management of on-site, agency-owned resources — monitoring, configuring or updating equipment located on the customer's premises.
- Management and physical operations through hosted, colocation or managed network services — delivering “power, ping and pipes” to connect assets to the corporate network, e.g., customers may use the computing resources at a colocation center, purchasing managed services for the equipment but not for the applications that run on them.
- Delivery “as-a-service” — customer personnel only need a client application to access services hosted on the provider's infrastructure. Such providers offer flexible, scalable computing resources in a fully managed environment to host Web content, applications, collaboration tools or data.





**IT Infrastructure Solutions**  
15000 Conference Center Drive  
Chantilly, Virginia 20151  
1.703.818.4300  
www.csc.com/itis

CSC is the only Tier 1 infrastructure solutions and managed services provider with a carrier legacy spanning decades of experience in the public sector, and with that, we have the business, technical and management experience to address your requirements and provide state-of-the-art solutions in our core infrastructure solutions service areas no matter where along the continuum of support your needs lie. We also bring innovative technical solutions such as green IT, identity management, trusted cloud services, open source and virtualization to help reduce TCO and increase reliability and security. Finally, CSC can also provide a range of leveraged services including data center outsourcing, NOCs, integration and service desks/call centers, which can help lower your managed services costs.

### Supporting IT Managed Services

#### End User Solutions and Services

From desktop imaging and configuration management, integration testing and technical support, to messaging services and end-to-end problem management, CSC leverages proven practices to improve end user support for government organizations while lowering TCO.

- Desktop life-cycle management and PC refresh
- Virtual desktop solutions
- Asset management
- Collaborative and mobility services
- Help desk/service desk
- Seat management

#### Communications and Network Services

CSC provides communication networks with seamless connectivity and high availability that serve as the core of our distributed and parallel model of simultaneous services. We build and retrofit LANs for full redundancy, optimization and load-balancing. We do the same for WANs by relying on our global enterprise network and our multiple communications partners.

- Managed networks
- Enterprise network management
- Network operations center (NOC) services
- Data security
- Converged communications

#### Computing Systems and Services

While you focus on your mission, we deal with the changes to your environment inherent in efforts to modernize, transform or move toward a service-oriented architecture (SOA). We maintain high availability and operational continuity while adapting new technologies to your needs and making process improvements.

- Computing platforms
- Managed hosting
- Storage solutions
- Trusted and secure data center operations
- Business continuity and disaster recovery (DR) services

#### Managed Security Services

Our approach to managed security services enables extensive visibility, rapid response and the ability to manage vulnerabilities and security threats across the enterprise. We provide comprehensive monitoring, early detection of security events, timely and accurate alerts to enable appropriate defensive measures and rapid response, and aggressive forensics.

- Managed intrusion detection and authentication
- Vulnerability assessments
- Antivirus management service (AVMS)
- HSPD-12/identity management
- Security advisory and incident response services

#### Integration Services

We provide the technical know-how, management oversight and industry-accepted proven practices to create a successful unified and integrated enterprise-wide IT infrastructure. We focus on helping you get the most from your current infrastructure, providing expert advice to prepare for the future and integrating new technologies such as Web 2.0 and cloud services. CSC brings technology and people together to create effective solutions.

- Integrated architecture services
- System testing services
- Database administration (DBA) and application management services
- Performance management and business intelligence (BI) services
- Collaboration and knowledge management tools integration
- Application hosting services