

**RYAN**



# **Enterprise Information Technology Support Overview**

**RYAN Consulting Group**  
[consultrcg.com](http://consultrcg.com)

# Why RYAN?

- Legitimately Diverse, Local MBE Company
- Almost 20 Years of Government, Commercial, and Industry Success
- 100% Capable Across Any Information Technology Discipline
- Over 100 Small, Diverse Partners in Our Network
- Industry Partners Including Microsoft, SalesForce, ATCC, and Oracle
- Leading Cybersecurity and Enterprise Support Provider for the Department of Defense
- We Create Local Jobs and Provide Real Opportunities to Our Community
- We Give Back to the Community Via Our Community Service Program
- We Built Our Business on 100% Customer Satisfaction

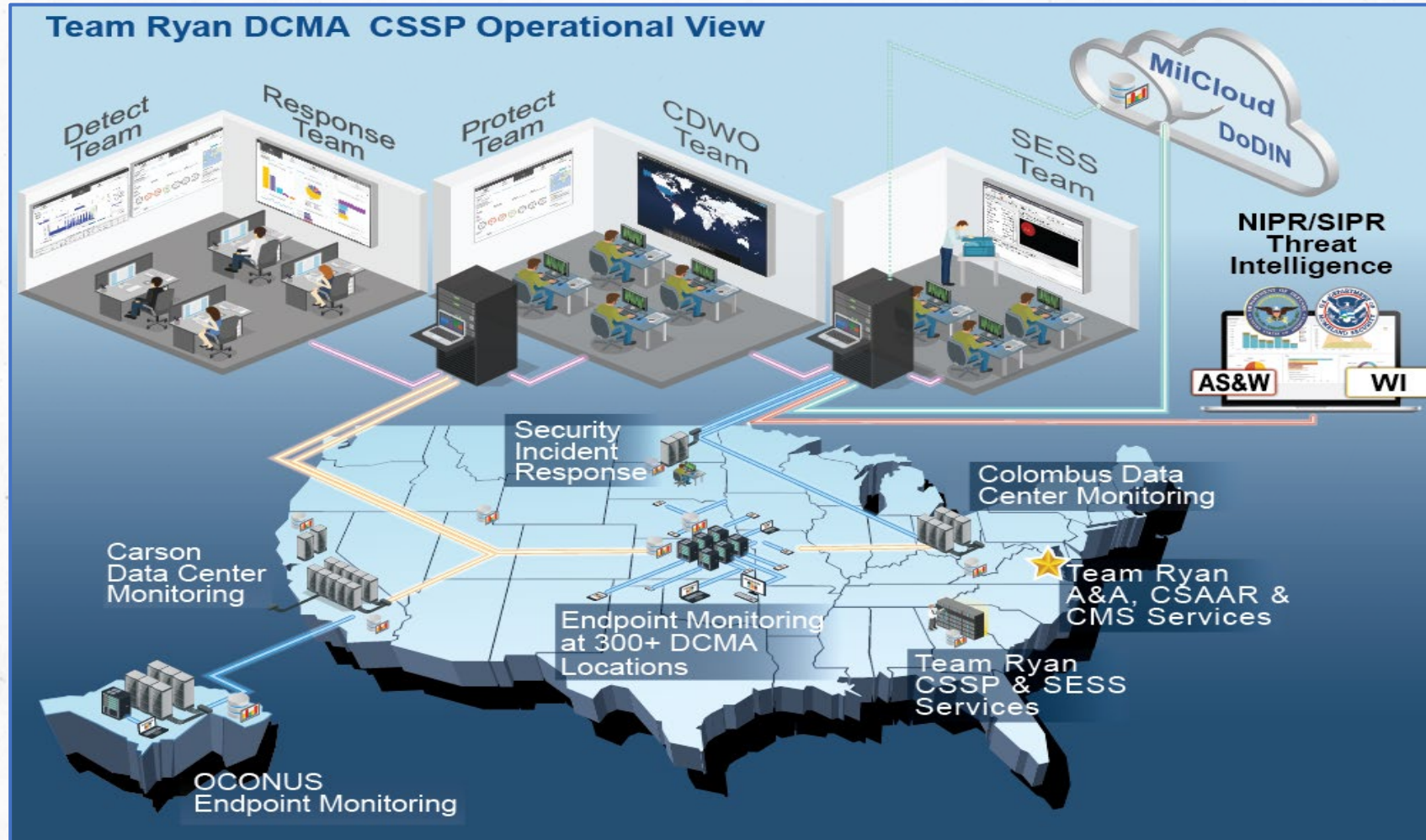
RYAN



# Enterprise Cyber Security

**RYAN Consulting Group**  
[consultrcg.com](http://consultrcg.com)

# Cyber Security Operational View

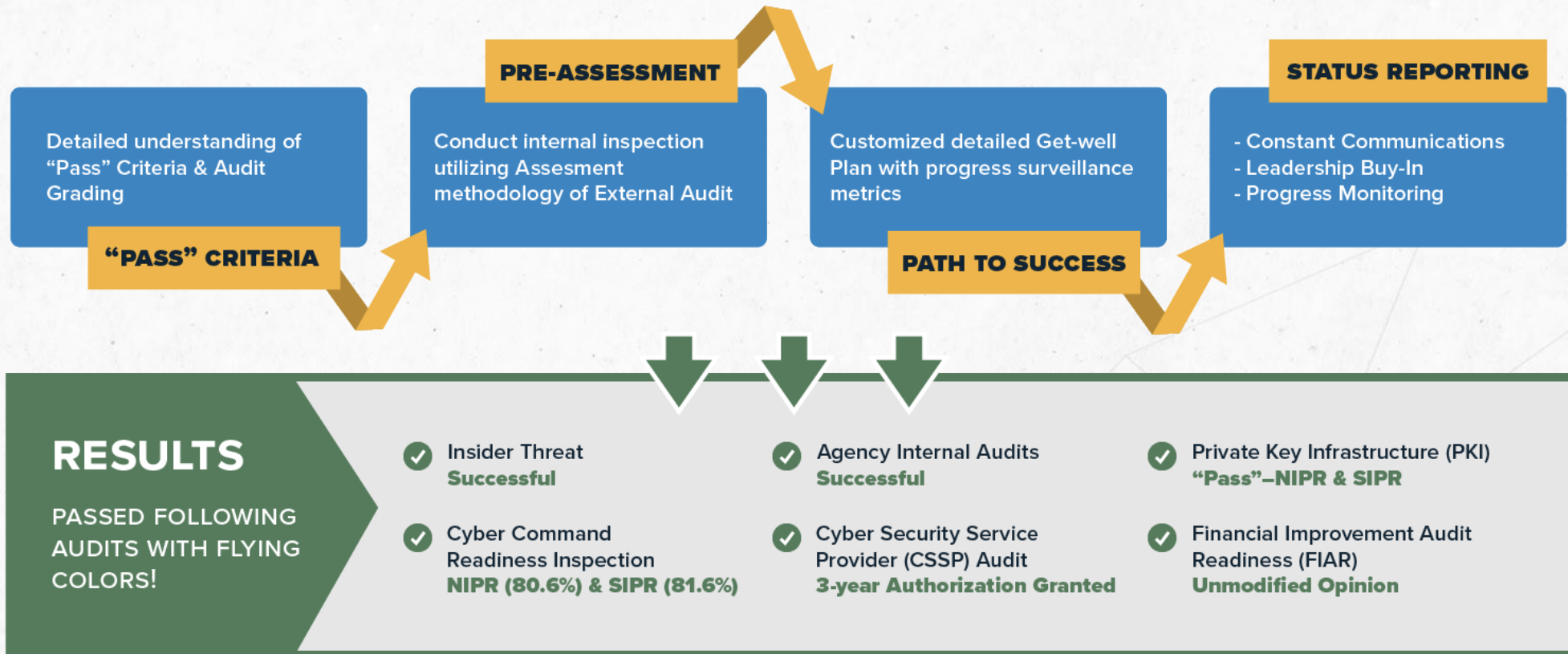




## GOAL

To maintain a continued state of "Audit Readiness" across all programs to position DMCA for successful Cyber Security Audit results

# DCMA'S Audit Preparedness Advantage



# Cyber Security Audit Support

- NIST 800-XX
- CCRI: Command Cyber Readiness Inspection
- FIAR: Financial Improvement and Audit Readiness
- FISMA (Fiscal Year Reporting)
- PKI: Public Key Infrastructure
- CSSP: Cyber Security Service Provider
- Insider Threat
- COMSEC: Communications Security
- CMMC: Cybersecurity Maturity Model Certification

# Cyber Security Audit Support

## *Team RYAN ensures:*

- Technical evaluation of IT system baseline, configurations & security as per DoD Security Technical Implementation Guides
- Enterprise Security Scans of ~20,000 IT systems
- Each IT system has dozens to hundreds of controls to audit
- Enterprise-wide security program audit

Commanders Critical  
Readiness Inspection  
(CCRI)

# Cyber Security Audit Support

## *Team RYAN ensures:*

- Identification of level of compliance with nationally recognized requirements, best practices incorporated across Government & Industry
- Identification of progress made and deficiencies in program implementation

Insider Threat

# Cyber Security Audit Support

Financial Improvement  
Audit Readiness (FIAR)

## *Team RYAN ensures:*

- Three major applications that support financial processes (MCC, MDO, MOCAS)
- Looks at FISCAM internal controls
- Reviews documentation & proof of executed processes being followed
- Security management audit of financial systems

# Cyber Security Audit Support

## *Team RYAN ensures:*

- Adherence to the DoD PKI Certificate Policy, DoD PKI Registration Certification Practice Statement (CPS) and NSS PKI Registration Practice Statement (RPS)
- SME Interviews
- Reviews documentation and technical review of equipment process being followed

Public Key  
Infrastructure (PKI)

# Cyber Security Audit Support

Cyber Security Service  
Provider (CSSP)

## *Team RYAN ensures:*

- Technical evaluation of Cyber Security Services Provider that evaluates capability to provide Cyber Security services to Agency
- ~120 Audit Controls focusing on Detection, Sustain, Protect and Respond processes, SOPs, analyst interviews
- Enterprise vulnerability scanning

# Cyber Risk Management Frame Work



# Assessment Tools

Assessment Activity	Tools
<b>Vulnerability Scan</b>	Assured Compliance Assessment Solution (ACAS); Nexspose
<b>STIG/SRG Compliance</b>	Assured Compliance Assessment Solution (ACAS); Host Based Security System (HBSS) Policy Auditor (PA); STIG Viewer (Manual STIG Checklists)
<b>Source Code Review</b>	Fortify Static Code Analyzer (SCA); Veracode; Checkmarx Static Code Analysis
<b>Web/Application Scan</b>	Burp Suite; WebInspect; Acunetix
<b>Database Scan</b>	Trustwave AppDetectivePro; Trustwave DbProtect; NIST SAMATE
<b>Additional Tools</b>	RapidFireTools Suite; Snort; Wireshark; SolarWinds, Splunk, nMap, Nagios

RYAN

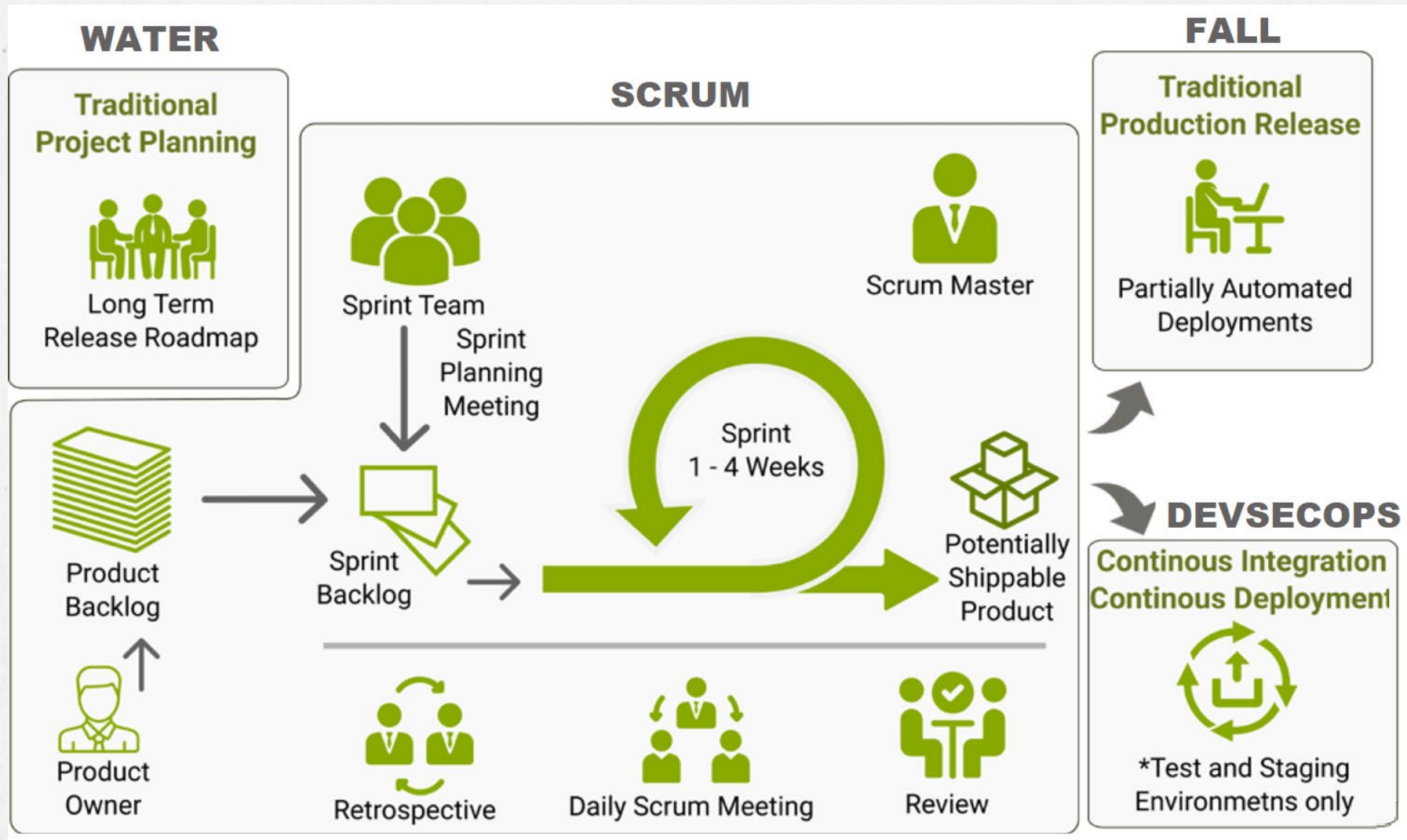


# Agile Software Development

**RYAN Consulting Group**  
[consultrcg.com](http://consultrcg.com)

# Industry Experts





# Our Services

## Design & Development

- Application design development, testing, and rollout
- Configuration management
- Lifecycle management
- Database design and development
- 508 Compliance
- HIPAA Compliance
- GLP/GCP/ Compliance

# Our Services

## Operations & Maintenance

- System failure remediation
- Staff/user training in the format of webinars, online video walkthroughs and classroom sessions
- User support
- Documentation: software description, technical specs, system interface description, source code, training materials, and user manuals
- Presentation materials
- Configuration management
- IT security, information assurance, and C&A

# Our Services

## System Upgrades & Rollouts

- Integration with external systems across global boundaries  
(Grants.gov, U.S. Customs & Border Protection)
- DOC Bureau rollouts
- USAF Technical Refresh
- (5) U.S. Customs Technical Refreshes
- U.S. Customs Cloud Migration
- DCMA Cloud Migration (150 Applications)

# Project Management Process



# Software Testing Process

## Enhancements Validation Testing

### Validation Testing (System and Functional)

**Stakeholders** NOAA PMO

**Key Objectives** Test planning, verify design, business processes, scenarios; validate data flow and interfaces work properly. Test planing; test procedure development and execution; test data and integration testing coordination; track and report test results; re-test fixes

**Key Milestones** Completion of validation test cases, all test script execution

## Enhancements Implementation Testing

### Implementation Planning (End to End, Regression, Performance)

**Stakeholders** NOAA PMO

**Key Objectives** Verify major components' functionalities; perform regression testing; validate end to end business processed and scenarios; validate data flow and interfaces with external entities work properly; confirm readiness for production

**Key Milestones** Verify data sets are as expected, completion of regression testing, end to end, and performance testing; load testing with NOAA ITC as needed

## Enhancements UAT Testing

### User Acceptance Testing

**Stakeholders** NOAA PMO, DOC Bureaus

**Key Objectives** Identify and verify DOC Bureaus workflow passes; validate business processes, user stories; data flows and interfaces

**Key Milestones** Approved data validation by DOC Bureaus; completion of UAT testing; testing closeout

**RYAN**



# **Enterprise Infrastructure Support**

**RYAN Consulting Group**  
[consultrcg.com](http://consultrcg.com)

## Ryan Consulting provides IT support solutions which includes the following

- Standard Workstation Image Management
- Maintain and Manage Availability
- Infrastructure Planning & Design
- Software Installation Testing &
- Business Intelligence & Administration
- Datacenter Migration
- Network Hardening
- Next Generation Wireless Security
- Network Microsegmentation
- Secret Internet Protocol Router Network Operations Support
- Cybersecurity Support & Implementation
- Documentation & Training
- Software Delivery/Patch Management
- Datacenter Infrastructure Support
- Web Based Applications

# The Enterprise

- Tens of Thousands of Users
- Tens of Thousands of Computers
- Tens of Thousands of Virtual Desktops
- Thousands of Smart Phones and Mobile Devices
- Thousands of Virtual Servers
- Thousands of External Network Connections

# Key Functions

- Experience executing multiple, successful data center moves, technical refresh initiatives, and transitions both Physical and Cloud based.
- In-depth implementation guidelines and operational planning for optimal sustainment and deployment of technology.
- Experts in infrastructure planning, design, implementation, operation, maintenance, and support for systems on par with SIPRNet systems, servers, clients, software, applications, appliances, and customers handling Top Secret data.

RYAN



# ITIL Service Desk

**RYAN Consulting Group**  
[consultrcg.com](http://consultrcg.com)

# RYAN has provided Award Winning Service Desk support for more than 15 years

- Tier 0 – 4 ITIL Compliant Service Desk
- Tier 0: Self Help
- Tier 4: 24/7 White Glove/VIP Support
- Software Development Support
- Hardware Deployment Support
- Information Systems Security Officer Support
- Network Equipment Operations & Maintenance
- Program Management Office Support
- ITSM System Experience with Remedy, ServiceNow, Big Fix, Change Gear, and Tivoli
- Leading Provider of Service Desk Support for DoD\*
- Leading Provider of Service Desk Support for DHS\*

*\* Based on end user satisfaction surveys and stakeholder feedback*

# RYAN's ITIL Compliant Tiered Service Desk Support

## Tier 0

Self Help

### SharePoint ChangeGear Remedy, etc.

- Integrated into new hire onboarding
- Continuously developed
- Users can submit suggestions for new entries
- Usage stats collected for regular reporting
- Ad Hoc Satisfaction Survey available

## Tier 1

Basic Support

### Incident Capture & Resolution of common problems like:

- Reboots
- Password resets
- Remote user access issues
- Basic hardware issues (Cables, etc.)
- Basic peripheral issues (batteries, ink/toner, cabling, etc.)
- Initial escalation

## Tier 2

Escalated Support

### Resolution of complex problems by Senior staff

- Known application bugs
- Simple Active Directory (AD) Account issues
- Simple network issues (DNS/DHCP/IP)
- Information gathering for Tier 3 Escalation

## Tier 3

SME/Vendor Support

### Subject Matter Expert (SME) Support

- Complex/new application bugs
- Vendor supplied resolution
- BIOS/Firmware/OS Install or reinstall
- Database query creation/correction
- Complex network connectivity issues (switch cabling, device whitelisting, firewall settings)

## Tier 4

VIP White  
Glove Support

### Program/Project Stakeholder and Executive Management Support

- Mission critical leadership are assigned dedicated POCs
- POCs are responsible for knowing all aspects of their assigned PMO
- Priority hotline number given to GS-15 and above

RYAN



# Independent Verification & Validation (IV&V)

**RYAN Consulting Group**

[consultrcg.com](http://consultrcg.com)

# Based on Industry Best Practices



# Mission Critical Area Methodology Overview

**Each MCA is based on  
Industry Best Practice**

Cyber Security  
& Control

Organizational  
Management

Project  
Management

Quality  
Management

Risk  
Management

Configuration  
Management

Release  
Management

Requirements  
Management

Systems Analysis &  
Business Process  
Management

Systems  
Design &  
Architecture

Systems  
Development &  
Integration

Test  
Management

Data Lifecycle  
Management

Sustainment  
Management

Vendor  
Management

Customer  
Relations  
Management

Regulatory &  
Legal  
Compliance

Talent  
Resource  
Management

# Communication Techniques & Methodology

- Integrate/Embed with Project Team
- Initial Communications One-Way Observation Only
- Completion of Preliminary Analysis
- Conduct Interviews & Surveys
- Report Findings via PowerPoint/SharePoint
- Schedule Overview Discussion with Leadership Teams
- Discussion Meetings Available In Person or via Web

# “Hands Off” Artifact Assessment Methodology

- Complete Artifact Review
- Create/Host/Attend Artifact Review Meetings
- Schedule Targeted Key Personnel Meetings
- Verify & Validate Objective Observations
- Maintain the “I” in “Independent”
  - Avoiding Fraternization
  - Avoiding Organizational Politics
  - Avoiding Blame-Laying

**Contact Us To Learn More About How RYAN Can Help  
Your Organization Achieve All Of Its Technology Goals.**

**Eric Grumbles  
Capture Manager  
egrumbles@consultrcg.com  
317.252.0682**