



Application Services

# Desktop Management

***CSCI employs Information Technology Professionals with extensive expertise in the area of End-User Help Desk support with both the commercial and government industries.***

This group, the CSCI Desktop Management Group, adheres to strict configuration management procedures by following the best practice framework of Information Technology Infrastructure Library (ITIL) v3. The CSCI Desktop Management Group has experience supporting Department of Defense certified Protection Level 1, 2, and 3 systems in both Secret and Top Secret classified environments. The group is comprised of hard working individuals that have obtained various industry recognized certifications:

- CompTIA A+
- CompTIA Network+
- CompTIA Security+
- Microsoft Certified Professional (MCP) certifications.

The CSCI Desktop Management Group understands the importance of providing quality customer service and commits to personally responding to every documented issue within one hour of submission.



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# Desktop Management

The Information Technology professionals have experience supporting and maintaining different software platforms and applications:

- Microsoft Windows 2000/XP Professional, Windows Vista
- Microsoft Windows 2000/2003 Server
- Microsoft Office XP/2003/2007
- IBM Lotus Notes r6x/r7x
- Computer Associates Service Desk
- Computer Associates Unicenter Software Delivery
- Computer Associates Unicenter Remote Control
- Computer Associates BrightStor
- Adobe Acrobat Professional
- Borland StarTeam
- Trend Micro Anti-Virus
- Symantec Anti-Virus
- Computer Associates E-Trust Anti-Virus
- VMware Virtual Infrastructure 3.x.

By utilizing these tools, the CSCI Desktop Management Group personnel are also able to create scripts that automate the delivery of all software components within the enterprise.

Outside of software, the team has experience with numerous hardware devices including:

- Intel-based computers (laptops, desktops, and servers)
- Apple computers (laptops and desktops)
- PDAs & Smart Phones
- ADIC Storage Tape Technologies
- Cisco IP Telephony
- HP printers

All team members go through a security screening process.

## CSCI provides professional services for:

- *Applications Development*
- *Design Solutions*
- **Desktop Management**
- *Enterprise Systems Management*
- *Information Assurance*
- *Marketing and Communications*
- *Network and Systems Engineering*
- *Security*
- *Systems Administration*
- *Systems Engineers and Analysts*
- *Systems Integration*
- *Website Development and Support*

**Make it Happen.**

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