

SA INTERNATIONAL, INC.

Capability Matrix

Professional Consulting Services	Competency Level	Relevant Experience
Enterprise Solutions & Systems	Expert	<ul style="list-style-type: none"> • Solution Architecture <ul style="list-style-type: none"> ○ Engineering & Manufacturing ○ Finance / Controlling / Tax / Customs ○ Supply Chain Management ○ Human Resource ○ Sales and Marketing • Business Process architecture • Data and database Architecture • Network Infrastructure Architecture • Information Security Architecture • Alignment of information technology to the dynamic business logic • Technology road-maps • Technology and process optimization. • Application Rationalization • Solution Design per business requirements • Alignment of Application, technology and infrastructure solutions • Emerging Service Oriented Architecture • Web-based services • Systems integration <ul style="list-style-type: none"> ▪ Strategy maps, goals, and corporate policies, Operating Model. Functional decompositions (IDEF0, SADT), capabilities and organizational models. Organization cycles, periods and timing. ▪ Application software inventories and diagrams. Interfaces between applications - that is: events, messages and data flows. ▪ Intranet, Extranet, Internet, eCommerce, EDI links with parties within and outside of the organization. ▪ Data models: conceptual, logical, and physical. Expert knowledge in Infrastructure software, Application servers, and various DBMS
Application Development	Expert	<ul style="list-style-type: none"> • User Requirements discovery and Requirement analysis • Cost analysis • Functional specifications development • System design & Infrastructure planning • Resource planning • Prototype development • Code development • System and Integration testing

		<ul style="list-style-type: none"> • User acceptance testing • Pilot • User and System Documentation • Deployment planning • Life cycle management patches, updates and release • Operational support
Database Architecture	Expert	<ul style="list-style-type: none"> ▪ Database design and data models in a distributed environment. ▪ Data consolidation design ▪ Logical and physical database design. ▪ Erwin, Model Mart ▪ VLDB (Very large database) Management ▪ DDL scripts, database snapshots, table partitions, and backup/recovery strategy ▪ Data modeling, data analysis and deployment of databases ▪ Administration of databases for both real-time and batch applications ▪ Database and queries tuning and performance monitoring ▪ SQL Server, Oracle, DB2, MySQL - Opensource
System Requirements/Analysis/Design /Requirements/ COTS Integration Documentation/Mgmt	Expert	<ul style="list-style-type: none"> ▪ Application Rationalization ▪ System and application development lifecycle. ▪ Analyze business requirements and plan appropriate system and application architectures ▪ Analyze and evaluate user requirements. ▪ Analyze data availability, report requirements, and system design problems. ▪ Define system objectives and prepare system design specifications. ▪ Analyze alternative means of deriving input data to select the most accurate, feasible, and economical methods. ▪ Define input and output file specifications including file organization. ▪ Define controls, conversion procedures, and system implementation plans. ▪ Prepare Technical documentation.
User Interface Analysis/Engineering	Expert	<ul style="list-style-type: none"> ▪ Apply Business reengineering methodologies/principles ▪ Integrated Computer-Aided Software Engineering (ICASE) tools. ▪ Reverse engineering and reengineering disciplines to develop migration, strategic, and planning documents. ▪ IDEF 0 process modeling and IDEF 1X data modeling.
Use Case Analysis	Expert	<ul style="list-style-type: none"> ▪ Capturing and refining use case requirements ▪ Producing class and collaboration diagrams as part of an analysis model ▪ Exploring a shared UML repository tool to ensure model consistency ▪ Transforming analysis behavioral models into design sequence diagrams ▪ Investigating automated source code generation ▪ Reverse-engineering UML models from source code ▪ Rational ClearQuest

		<ul style="list-style-type: none"> ▪ Rational ClearCase ▪ Rational Unified Process ▪ SysArch ▪ ADW ▪ IDEF
JAVA / J2EE Development/Implementation	Expert	<ul style="list-style-type: none"> ▪ J2EE (Enterprise Java Beans (EJB), Java Server Pages (JSP), Servlet) ▪ Core Java , Java Swings ▪ Java Server Faces (JSF) ▪ JDBC, JNI ▪ Java 2 Platform, Micro Edition (J2ME) ▪ Apple Mac OSX Java ▪ Java 2D ▪ Java Mail ▪ Apache Xerces (XML) and Xalan (XSLT) parsers ▪ Ajax (Not really a part of Java, but adds to the development capabilities) ▪ SOA (Not really a part of Java, but adds to the development capabilities) ▪ Java API for XML Processing (JAXP) ▪ Java API for XML-based RPC (JAX-RPC) ▪ RMI / IIOP ▪ Sun JDK1.3, J2SE, J2EE development platforms
. Net Development/Implementation	Expert	<ul style="list-style-type: none"> ▪ .Net Programming ▪ C#, VBScript ▪ Dream weaver ▪ Visual Studio 2005/2008, ▪ .Net 2.0/3.0 Framework ▪ Web Programming ▪ Tablet PC Programming ▪ Mobile Computing
SAP Development/Implementation	Expert	<ul style="list-style-type: none"> • Development Deployment experience in: <ul style="list-style-type: none"> ○ Financials ○ Human Capital Management ○ Customer Relationship Management ○ Supplier Relationship Management ○ Product Lifecycle Management ○ Supply Chain Management ○ Material Management ○ Business Intelligence ▪ Development, implementation, and support of interfaces, conversions, enhancements, reports and forms using ABAP and other associated SAP development tools ▪ Development, implementation, and support of SAP Business Warehouse, Enterprise Portal. ▪ Management of relationships and priorities with other SAP competency center leaders. ▪ Define, benchmark, and measure best practices for development Technical integration of 3rd party applications to SAP ▪ SAP Functional Areas Expertise

ABAP Development/Implementation	Expert	<ul style="list-style-type: none"> ▪ ABAP programming (R/3 4.7, ECC5.0, ECC6.0) ▪ ABAP Objects, Screen programming, Webdynpro, Adobe Forms, Smartforms and Workflow, ▪ Data migration, LSMW, ALE, BAPI, eCATT. ▪ User Exits, BADI, Enhancement Framework
SIT, SAT& QA Testing	Expert	<ul style="list-style-type: none"> ▪ QTP, WinRunner. ▪ Test Director and Quality Center Test Plans, Test Scripts and Test Cases and Functional, Integration, Regression, User Acceptance testing. QA methodologies. ▪ Workload modeling ▪ Ad-hoc tests to exploit areas of suspect performance ▪ Manual and Automated Testing. ▪ Ms-Word, PowerPoint, Excel, and Access ▪ Mercury tools ▪ QTP for functional on web and windows based platforms ▪ Black box testing. ▪ Data driven testing. ▪ Problem solving and Bug Reporting using Bug Tracking
Data Warehousing	Expert	<p>Tools.</p> <ul style="list-style-type: none"> ▪ DW principles and data structure of DW. ▪ Design logical and physical components of data warehouse. ▪ Business Objects ▪ Corda ▪ COGNOS ▪ Informatica ▪ CASE technology ▪ Oracle ▪ SQL Server ▪ OLAP
Network Implementation/Engineering	Expert	<ul style="list-style-type: none"> ▪ DB2 ▪ Planning, designing and analyzing data or telecommunications networks ▪ Ethernet, FDDI, Novell, NT, UNIX, VINES and TCP/IP.
Help Desk Support	Expert	<p>Network analysis/management tools</p> <ul style="list-style-type: none"> ▪ Diagnose, troubleshoot and problem-solving skills to assist clients ▪ Provide ongoing technical support for specialized applications: log trouble calls, Analyze and correct problem at source. ▪ Vendor assistance and coordinating vendor technical support. ▪ Experience in problem resolution of systems, electronic commerce and web hosting ▪ Proficiency with PC hardware, standard software, and specialized applications

Technology Solutions & Services (TSS)	Competency Level	Relevant Experience
Enterprise Architecture	Proficient	<ul style="list-style-type: none"> ▪ Solution architecture ▪ Business Applications ▪ Engineering & Manufacturing ▪ Finance / Controlling / Tax / Customs ▪ Supply Chain Management ▪ Human Resource ▪ Sales and Marketing ▪ Data and database Architecture ▪ Network Architecture ▪ Infrastructure Architecture ▪ Application Architecture ▪ Information Security Architecture
Infrastructure Services	Expert	<ul style="list-style-type: none"> ▪ End-user computing devices desktop, laptop, thin client ▪ DNS, DHCP, Email, AD/LDAP ▪ PBX ▪ Call Manager ▪ Station Services ▪ IP Telephone and soft-phones
Data Center & Hosting	Expert	<ul style="list-style-type: none"> ▪ Load-balancing ▪ High-availability, redundancy and replication ▪ Disaster Recovery Planning processes and procedures ▪ Backup/Restore/Archive ▪ Site management ▪ Power management ▪ Physical and access security
End User Computing	Expert	<ul style="list-style-type: none"> ▪ Desktop applications ▪ Operating systems ▪ Configuration and systems administration
Application Development	Expert	<ul style="list-style-type: none"> ▪ SDLC ▪ Functional Specification ▪ Technical Specification ▪ Programming ▪ Systems analysis ▪ System Design ▪ Database design ▪ Systems testing and UAT
Life Cycle Management	Expert	<ul style="list-style-type: none"> ▪ Change management ▪ Release Management ▪ Configuration management ▪ License Management (renewal & maintenance) ▪ Hardware/Software Maintenance ▪ Asset management ▪ OLA and SLA ▪ Escalation and rapid response management ▪ Release management ▪ Compatibility and compliance management ▪ Documentation Management

IT Operation Services (IOS)	Competency Level	Relevant Experience
Change Management	Expert	<ul style="list-style-type: none"> ▪ Solution Manager Methodology ▪ Efficient and prompt handling of Changes ▪ Minimize the impact of Change-related Incidents ▪ Ensure service quality ▪ Improve the day-to-day operations
Configuration Management	Expert	<ul style="list-style-type: none"> ▪ Identification of all IT components ▪ Controlling configuration Items through authorization of changes ▪ Recording of the status of all Configuration Items ▪ Verification through reviews and audits to ensure the accuracy of the information
Asset Management	Expert	<ul style="list-style-type: none"> ▪ IT finances and Cost accounting ▪ Contracts management ▪ IT assets lifecycle management and maintenance ▪ Balance between business service requirements and total costs ▪ Budget predictability ▪ Contractual and regulatory compliance ▪ Inventory of software licenses and warranties ▪ Leases and procurements ▪ Hardware/software retirement and disposal
End User Support	Expert	<ul style="list-style-type: none"> ▪ Manage level 2 tickets ▪ Resolution Tracking Management ▪ Fix production incidence requests. ▪ Provide 2nd tier support to all users with Desktop issues ▪ Application support ▪ Hardware support ▪ Manage SLA for end user computing
Service Desk Management	Expert	<ul style="list-style-type: none"> ▪ Single point of contact for Customers ▪ To facilitate the restoration of normal operational services with minimal business impact ▪ The types of Service Desks operated include: <ul style="list-style-type: none"> ▪ Call Centre: Trouble ticket creation and call dispatching, no other activities done ▪ Unskilled Service Desk: call dispatching, incident tracking, feedback mechanism to clients ▪ Skilled Service Desk: large number of incidents are solved at the Service Desk ▪ Expert Service Desk: incorporates Incident Management and Problem Management (partly) ▪ Ensure proper triage of issue results in fewer escalations to Level 2 support team
Operating and Service Level Agreement Management	Expert	<ul style="list-style-type: none"> ▪ Operating Level Agreement ▪ Document Control & Version management of processes and procedures ▪ Authorizations, Dates & Signatures that provides enforcement of roles and responsibilities ▪ Objectives, Scope and services covered as per IT Services Catalog

		<ul style="list-style-type: none"> ▪ Prioritization & Escalation - To ensure delivery of prompt service as agreed, and the acceleration of support for high priority issues ▪ Response Times - Initial response to inquiry; time to review and evaluate; time to perform diagnostics with an alignment to the escalation times ▪ Reporting, Reviewing & Auditing of key performance indicators (KPIs) ▪ Service Level Agreement ▪ Scope of Work ▪ Performance, Tracking and Reporting ▪ Problem Management ▪ Customer Duties and Responsibilities, Warranties, Remedies and compensation ▪ Security, Intellectual Property Rights and Confidential Information ▪ Legal Compliance and Resolution of Disputes ▪ Termination and Signatures.
Dash Board Systems	Expert	<ul style="list-style-type: none"> ▪ Data Center Operational status ▪ Application Availability status ▪ Service interruptions and ETA of Service Restoration ▪ Change control status ▪ Performance and response times Metrics ▪ Bulletins and alerts
Emergency Response Management	Proficient	<ul style="list-style-type: none"> ▪ Disaster handling process & procedures ▪ Roles and responsibilities ▪ Communication options and methods ▪ Primary, secondary and emergency contact information ▪ Training ▪ Coordination, guidance and execution
Data Center Operations	Expert	<ul style="list-style-type: none"> ▪ Operating environment with High-availability, redundancy and replication ▪ Disaster Recovery Planning processes and procedures ▪ Backup/Restore/Archive on-site and off-site, on-line and on-demand ▪ Site management shipping & receiving, HVAC, wiring and cabling ▪ Power management ▪ Physical and access security
Data & Information Protection	Expert	<ul style="list-style-type: none"> ▪ Approvals ▪ Policy enforcements, compliance, risk assessments and mitigation plans ▪ Data encryption while stored or in transit ▪ Access Controls ▪ Virus protection ▪ Intrusion detection ▪ VPN technologies ▪ Firewalls ▪ Traceability, audit and reporting ▪ Backup, restore and archival ▪ Disaster recovery
Access, Authentication, Authorization	Expert	<ul style="list-style-type: none"> ▪ User and device identity management

and Admission Control		<ul style="list-style-type: none"> ▪ Identity authenticity verification active, suspend and expired ▪ Authorization verification ▪ Compliance verification and admission ▪ User and group policy enforcement ▪ Patches, updates and software release version verification
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Information Security Services (ISS)	Competency Level	Relevant Experience
Traceability, Investigation & Forensic	Expert	<ul style="list-style-type: none"> ▪ Tracking, recording (time stamp) and reporting ▪ Authenticity, reliability and verification ▪ Transaction tracing and document water-marking ▪ Correlation analysis ▪ Fact finding and proofs
Vulnerability Assessment	Expert	<ul style="list-style-type: none"> ▪ Gap analysis system & application configuration ▪ Password hacking:multi-tier password verification rules ▪ Firewall and perimeter access verification ▪ Intrusion detection and prevention verification ▪ Un-authorized access verifications ▪ Data access and Information protection control verifications ▪ Correlation and reporting
Firewall & IPS/IDS	Expert	<ul style="list-style-type: none"> ▪ Architecture ▪ Install, configure and operate ▪ Security policy management and security policy enforcement ▪ Monitor, alert, correlate, analyze, report and resolve identified infrastructure security threats
Backup, Restore & Archive	Expert	<ul style="list-style-type: none"> ▪ Data loss prevention and protection ▪ On-site and off-site backup, restore and archive ▪ Local and virtual tape libraries ▪ Scheduled backup/restore options ▪ On-demand backup/restore options
Disaster Recovery	Expert	<ul style="list-style-type: none"> ▪ DR - Architecture and solution design ▪ Structured methodology and planning to support Disaster Recovery ▪ Defined recovery options based on SLAs ▪ DR- Processes and procedures (scenario based) ▪ Coordinate tasks and operationalize ▪ Conduct mock disaster ▪ Facility audits
Business Continuity Planning	Expert	<ul style="list-style-type: none"> ▪ Real-time & transparent fail-over for Critical applications ▪ Zero-time service interruption ▪ Proactive capacity planning and adjustments ▪ Contingency planning ▪ Risk assessments and mitigation plans ▪ Real-time Data replication and restore ▪ Redundancy and service availability