## Capability Matrix

<table>
<thead>
<tr>
<th>Professional Consulting Services</th>
<th>Competency Level</th>
<th>Relevant Experience</th>
</tr>
</thead>
</table>
| Enterprise Solutions & Systems   | Expert           | • Solution Architecture  
|                                  |                  |   o Engineering & Manufacturing  
|                                  |                  |   o Finance / Controlling / Tax / Customs  
|                                  |                  |   o Supply Chain Management  
|                                  |                  |   o Human Resource  
|                                  |                  |   o 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  
|                                  |                  | • 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           | • 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  

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| Expert | • User acceptance testing  
• Pilot  
• User and System Documentation  
• Deployment planning  
• Life cycle management patches, updates and release  
• Operational support  

| Database Architecture Expert | • 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 | • 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 | • 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 | • 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 |
<table>
<thead>
<tr>
<th><strong>JAVA / J2EE Development/Implementation</strong></th>
<th><strong>Expert</strong></th>
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</thead>
<tbody>
<tr>
<td><strong>-</strong> Rational ClearCase</td>
<td><strong>-</strong> J2EE (Enterprise Java Beans (EJB), Java Server Pages (JSP), Servlet)</td>
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<tr>
<td><strong>-</strong> Rational Unified Process</td>
<td><strong>-</strong> Core Java, Java Swings</td>
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<tr>
<td><strong>-</strong> SysArch</td>
<td><strong>-</strong> Java Server Faces (JSF)</td>
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<tr>
<td><strong>-</strong> ADW</td>
<td><strong>-</strong> JDBC, JNI</td>
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<tr>
<td><strong>-</strong> IDEF</td>
<td><strong>-</strong> Java 2 Platform, Micro Edition (J2ME)</td>
</tr>
<tr>
<td><strong>JAVA / J2EE Development/Implementation</strong></td>
<td><strong>Expert</strong></td>
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<tr>
<td><strong>.Net Development/Implementation</strong></td>
<td><strong>.Net Programming</strong></td>
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<tr>
<td><strong>-</strong> JAVA / J2EE Development/Implementation Expert**</td>
<td><strong>-</strong> C#, VBScript</td>
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<tr>
<td><strong>-</strong> Tablet PC Programming</td>
<td><strong>-</strong> Windows Programming, Tablet PC Programming, Mobile Computing</td>
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<tr>
<td><strong>-</strong> Mobile Computing</td>
<td><strong>-</strong> Tablet PC Programming, Mobile Computing</td>
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<tr>
<td><strong>SAP Development/Implementation</strong></td>
<td><strong>Expert</strong></td>
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<tr>
<td><strong>-</strong> Development Deployment experience in:**</td>
<td><strong>-</strong> Development Deployment experience in:**</td>
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<tr>
<td><strong>-</strong> Financials</td>
<td><strong>-</strong> Financials</td>
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<tr>
<td><strong>-</strong> Human Capital Management</td>
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<td><strong>-</strong> Customer Relationship Management</td>
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<td><strong>-</strong> Supplier Relationship Management</td>
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<td><strong>-</strong> Product Lifecycle Management</td>
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<td><strong>-</strong> Supply Chain Management</td>
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<td><strong>-</strong> Material Management</td>
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<tr>
<td><strong>-</strong> Business Intelligence</td>
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<td><strong>-</strong> SAP Functional Areas Expertise</td>
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</tbody>
</table>
| ABAP Development/Implementation | Expert | ▪ 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 | ▪ 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  
▪ 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 | ▪ Tools.  
▪ 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 | ▪ DB2  
▪ Planning, designing and analyzing data or telecommunications networks  
▪ Ethernet, FDDI, Novell, NT, UNIX, VINES and TCP/IP. |
| Help Desk Support               | Expert | ▪ Network analysis/management tools  
▪ 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 |
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<tr>
<th>Technology Solutions &amp; Services (TSS)</th>
<th>Competency Level</th>
<th>Relevant Experience</th>
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</table>
| Enterprise Architecture              | Proficient       | 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           | 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           | 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           | Desktop applications  
|                                     |                  | Operating systems  
|                                     |                  | Configuration and systems administration  
| Application Development              | Expert           | SDLC  
|                                     |                  | Functional Specification  
|                                     |                  | Technical Specification  
|                                     |                  | Programming  
|                                     |                  | Systems analysis  
|                                     |                  | System Design  
|                                     |                  | Database design  
|                                     |                  | Systems testing and UAT  
| Life Cycle Management                | Expert           | 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  

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<th>IT Operation Services (IOS)</th>
<th>Competency Level</th>
<th>Relevant Experience</th>
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</table>
| Change Management           | Expert            | - 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            | - 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            | - 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            | - 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            | - Single point of contact for Customers  
- To facilitate the restoration of normal operational service with minimal business impact  
- The types of Service Desks operated include:  
  - 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 escalation to Level 2 support team |
| Operating and Service Level Agreement Management | Expert | - 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 |
<table>
<thead>
<tr>
<th>Role</th>
<th>Expertise</th>
<th>Responsibilities</th>
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<tbody>
<tr>
<td>Prioritization &amp; Escalation</td>
<td></td>
<td>To ensure delivery of promised service as agreed, and the acceleration of support for high-priority issues</td>
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<tr>
<td>Response Times</td>
<td></td>
<td>Initial response to inquiry; time to review and evaluate; time to perform diagnostics with alignment to the escalation times</td>
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<tr>
<td>Reporting, Reviewing &amp; Auditing</td>
<td></td>
<td>Key performance indicators (KPIs)</td>
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<tr>
<td>Service Level Agreement</td>
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<tr>
<td>Scope of Work</td>
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<tr>
<td>Performance, Tracking and Reporting</td>
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<tr>
<td>Problem Management</td>
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<tr>
<td>Customer Duties and Responsibilities, Warranties, Remedies and compensation</td>
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<tr>
<td>Security, Intellectual Property Rights and Confidential Information</td>
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<tr>
<td>Legal Compliance and Resolution of Disputes</td>
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<tr>
<td>Termination and Signatures</td>
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<tr>
<td>Dash Board Systems</td>
<td>Expert</td>
<td>Data Center Operational status</td>
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<td>Application Availability status</td>
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<td>Service interruptions and ETA of Service Restoration</td>
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<td>Change control status</td>
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<td>Performance and response times Metrics</td>
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<tr>
<td></td>
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<td>Bulletins and alerts</td>
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<tr>
<td>Emergency Response Management</td>
<td>Proficient</td>
<td>Disaster handling process &amp; procedures</td>
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<tr>
<td></td>
<td></td>
<td>Roles and responsibilities</td>
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<td>Communication options and methods</td>
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<td>Primary, secondary and emergency contact information</td>
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<td></td>
<td></td>
<td>Training</td>
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<td></td>
<td></td>
<td>Coordination, guidance and execution</td>
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<tr>
<td>Data Center Operations</td>
<td>Expert</td>
<td>Operating environment with High-availability, redundancy and replication</td>
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<td>Disaster Recovery Planning processes and procedures</td>
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<td>Backup/Restore/Archive on-site and off-site, on-line and on-demand</td>
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<td>Site management shipping &amp; receiving, HVAC, wiring and cabling</td>
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<td>Power management</td>
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<td></td>
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<td>Physical and access security</td>
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<tr>
<td>Data &amp; Information Protection</td>
<td>Expert</td>
<td>Approvals</td>
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<td></td>
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<td>Policy enforcements, compliance, risk assessments and mitigation plans</td>
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<td></td>
<td></td>
<td>Data encryption while stored or in transit</td>
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<td>Access Controls</td>
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<td></td>
<td></td>
<td>Virus protection</td>
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<td>Intrusion detection</td>
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<td>VPN technologies</td>
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<td>Firewalls</td>
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<td></td>
<td>Traceability, audit and reporting</td>
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<td></td>
<td></td>
<td>Backup, restore and archival</td>
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<tr>
<td></td>
<td></td>
<td>Disaster recovery</td>
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<tr>
<td>Access, Authentication, Authorization</td>
<td>Expert</td>
<td>User and device identity management</td>
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and Admission Control

<table>
<thead>
<tr>
<th>Information Security Services (ISS)</th>
<th>Competency Level</th>
<th>Relevant Experience</th>
</tr>
</thead>
</table>
| Traceability, Investigation & Forensic | Expert          | ▪️ 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 |
| Vulnerability Assessment | Expert          | ▪️ Tracking, recording (time stamp) and reporting  
▪️ Authenticity, reliability and verification  
▪️ Transaction tracing and document water-marking  
▪️ Correlation analysis  
▪️ Fact finding and proofs |
| Firewall & IPS/IDS | Expert          | ▪️ 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 verification  
▪️ Correlation and reporting |
| Backup, Restore & Archive | Expert          | ▪️ Architecture  
▪️ Install, configure and operate  
▪️ Security policy management and security policy enforcement  
▪️ Monitor, alert, correlate, analyze, report and resolve identified infrastructure security threats |
| Disaster Recovery | Expert          | ▪️ 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 |
| Business Continuity Planning | Expert          | ▪️ 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 |