Network Management and Defense

Telos offers a full range of managed services for:

- Network Management | Operations | Defense
- Cybersecurity and Information Assurance
- Software and Application Assurance
Telos: Maximize network performance and security

DoD and government agencies are turning to managed services to meet critical needs in network management, cybersecurity, and software assurance. By outsourcing or out-tasking these requirements, they can increase operational efficiency, reduce their overall exposure to IT risk, and lower the cost of these capabilities.

Telos Corporation offers its world-renowned IT management and cybersecurity services on a managed basis, giving you the benefit of these services without having to commit your organization to the cost and burden of providing these capabilities yourself. We retain the dedicated human resources, stay current with cybersecurity threats, and keep up with the latest advances in network and security technologies on your behalf.

Our management techniques include a variety of tools and solutions, including systems for key performance indicator (KPI) measurement and tracking; asset and property management; accounting; quality/safety management; recruiting and HRIS; and planning and scheduling. Telos also dedicates a Web-based portal to our programs for collaboration and communication to enable the seamless flow of information across organizations.

Telos Management Methodology

Telos’ proven approach to program management and staffing is simple and effective:

- Find the right **people** and continue to train and evolve their skills,

- Use proven **processes** that ensure mission objectives and customer satisfaction, and

- Provide the right **tools** to the team to ensure they can do their job as effectively and efficiently as possible.

Our flexibility lets us meet your immediate and evolving requirements; we respond with more agility than larger companies, yet we’re large enough and have the partnerships in place to scale rapidly in order to meet the requirements of any engagement.

Global Experience with Challenging IT Environments

Our expertise with managing and protecting enterprise networks is informed by real-world experience in environments as disparate as the Pentagon Telecommunications Center; INOSC-West; NORAD and USNORTHCOM; U.S. Air Force flightlines around the world; and forward areas of Southwest Asia. Engagements like these assure you of our ability to meet the needs of the most challenging IT environments.

Our capabilities give you the confidence to entrust your network and cyber operations to our experienced specialists so you can focus on strategic areas of your IT capabilities. We can act as your network and cybersecurity management team, performing the full range of technical and administrative roles including Certificate Authority (CA), System Administrator (SA), Service Management, and Information System Security Officer (ISSO) for your IT environment.
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Our People and Partners:
Key Resources in Serving Your Requirements

Telos works hard to identify, recruit, and retain the most highly qualified personnel to fill our technical positions. Our core values and personnel management practices enable us to attract and retain the best talent available. Our recruiting goal is to acquire talent that has the requisite skill sets, operational hands-on experience, certifications, and security clearances up to and including TS/SCI. This allows Telos to rapidly staff a full complement of personnel for any requirement.

Our certification review includes DoD 8570 Baseline certification compliance with an additional emphasis on talent that already has or is pursuing advanced Baseline or CE certifications from organizations such as:

- (ISC)²
- SysAdmin, Audit, Network, Security Institute (SANS)
- Information Systems Audit and Control Association (ISACA)
- Help Desk Institute (HDI)
- Microsoft
- EMC
- Cisco
- TANDBERG (Cisco TelePresence)
- HP
- Dell
- Quest Software
- Linux Professional Institute (LPI)
- Oracle
- Polycom

while reducing costs, risks, and responsibilities.

uniquely qualified to serve your IT requirements. The members of Team Telos possess expertise and proven track records in delivering solutions to all DoD services, the Intelligence Community, and civilian federal agencies. Team members complement one another in skills, services, and technology, enabling us to deliver capabilities that meet or exceed your requirements.

ITSM and ISO 9001-2000 Assure Quality in IT Service Management

Telos puts great emphasis on quality assurance. Our ISO 9001-2000 quality management system is integrated into all operations and assists in measuring quality performance to help ensure contract compliance.

Telos leverages IT Service Management (ITSM) frameworks such as ITIL®, COBIT, CMMI, PMI, and other industry best practices for identifying, planning, delivering and supporting IT services to our customers. These assure excellence and eliminate risks in ITSM to support the accomplishment of your mission.

Team Telos has requisite knowledge and first-hand experience gained from highly successful ITIL implementations for a variety of customers. We offer a large roster of expert ITIL Practitioners and Experts with practical experience using the processes and tools needed to support ITSM implementations.

The Telos Customer Support Center (TCSC) — our 24x7x365 service desk — uses an ITIL-based approach for service management and delivery. The TCSC has been in continuous service for more than 20 years.

Telos also partners with world-class technology and consulting companies to create a team that’s
The U.S. Air Force tapped Telos to manage operations at INOSC-West, one of two Integrated Network Operations and Security Centers (INOSCs) that direct the actions of network control centers and enterprise IT service desks for network defense, operations, and maintenance at fixed and deployed sites.

The Telos team for this vital work includes cyberspace and network defenders available twenty four hours a day, and security analysts, security engineers, event managers and enterprise controllers to maintain the security posture, continuity of operations and situational awareness across the enterprise. Telos has implemented ITSM-certified program management processes for proactive, broad spectrum network defense and mission assurance.

**Network Management Services**

Telos Network Management provides the complete spectrum of services and solutions needed for operating, administering, and defending complex enterprise networks. Our services reduce total cost of ownership while also ensuring system and network availability, information protection, and assured information delivery.

Telos network engineers, security specialists, and program managers are experienced with advanced DoD and federal networks, and are certified in the leading tools, technologies, and best practices for network management and administration. We ensure the consistency and continuity of service required in today’s mission-critical network environments.

- **Network Operations** – Telos Network Operations services provide situational awareness of your networks, including users, systems, and security posture. Using standard management tools and common data information exchange formats, we monitor the performance of your networks and the information they carry to enable rapid response to new conditions, environments, and threats.

- **Network Maintenance** – Telos personnel ensure the efficient performance of your networks through preventive maintenance, troubleshooting, and repairs. We also identify and recommend upgrades to network hardware, software, and data infrastructure to ensure your enterprise networks, data center, and other information resources are performing at optimal levels.

- **Network Defense** – Telos offers real-time threat monitoring, analysis, incident response, and remediation for tactical and strategic networks to minimize the impact of security events on operations while ensuring continuity of operations during attacks. We test, detect, and respond to events that might compromise information systems and report on the status of network defenses.
Cybersecurity and Information Assurance Services

Telos’ heritage lies in cybersecurity, identity assurance, and information assurance. One reflection of our expertise is that the U.S. Department of Defense — whose demands for premium cybersecurity are unsurpassed — relies on Telos tools, services, and methodologies for managing and ensuring the security of its network backbone.

Our team has experience with the management of personnel and physical security, COMSEC, OPSEC, and information assurance (IA) management including computer security and A&A (assessment and authorization) services. Our personnel work on-site as part of your cyber operations team to monitor, manage, and improve your security posture on an ongoing basis.

Telos offers an integrated range of skills and services to prevent, protect, detect, and respond to cybersecurity incidents to ensure operational integrity, security and performance in your network environments. These services include:

- Cybersecurity policy and procedure development
- System protection / continuity / contingency planning
- Cybersecurity architecture design and implementation
- Network security testing and evaluation
- Incident response management and reporting
- Cybersecurity operations and management
- Assessment and authorization services
- Cybersecurity awareness training
- Risk and vulnerability assessment/mitigation
- Identity Assurance and Management

TELOS IN ACTION

Pentagon Telecommunications Center

The Pentagon Telecommunications Center (PTC) is the Army’s nerve center for operating and managing critical IT infrastructure related to secure communications for Army installations, the Office of the Secretary of Defense, Joint Chiefs of Staff, military services’ headquarters, the White House, combatant commanders, civil departments and agencies, allies and foreign embassies.

The information that passes through these systems is extremely sensitive and messages must be delivered among its 27,000 users without fail. PTC has selected Telos to support the integration, operation and maintenance of these mission-critical systems. The scope of the work includes all functions, services and tasks associated with system management and operation, including 24x7x365 customer service support.
Network and perimeter security alone are insufficient for defending IT systems and data. Software and applications need to be built secure from the start in order to protect the IT infrastructure and to reduce overall risk from cyber attacks.

Our elite corps of software assurance personnel provides the foundation for secure, vulnerability-free applications. They apply a rigorous yet flexible regimen of tools and processes for testing and validating existing applications and ensuring the secure development and operation of new software by building security into the software development lifecycle (SDLC).

Solutions and services we offer include:

- Standards and policies development
- Security architecture reviews
- Coding best practices
- Source code analysis
- Threat modeling
- Vulnerability and penetration testing
- Documentation of best practices
- Application shielding
- Database monitoring
- Remediation of legacy systems
- Implementation services
- Post-implementation maintenance
- Training and education
- Regulatory compliance

You benefit from proven approaches to software and application security through our use of established models and frameworks such as the Software Assurance Maturity Model (SAMM), BSIMM3 Scorecard, and Capability Maturity Model Integration (CMMI). You also benefit from efficiencies gained through best-of-breed tools that streamline and automate tasks during software development, testing, and operation.

Telos software assurance personnel have experience working with a broad range of custom-developed, COTS/GOTS, and open source applications. We’re familiar with the software assurance challenges presented by today’s IT platforms and environments, including cloud-based offerings and mobile applications. We have the people, tools and methodologies needed to build security into your software development and procurement processes.

The U.S. Air Force asked Telos to establish the Application Software Assurance Center of Excellence (ASACoE) at Maxwell AFB-Gunter Annex in Montgomery, Alabama.

The Telos-led contractor team provides tools, training and services to assist the center in establishing application security best practices Air Force-wide, fostering security throughout the software development and maintenance life cycles, and identifying and mitigating existing vulnerabilities.

The center has conducted software assurance assessments on over 1,000 applications, discovering and mitigating numerous exploitable vulnerabilities. In recognition of the advances made by the center in securing Air Force applications, the ASACoE was selected to represent AFMC for the 2010 Air Force Chief of Staff Team Excellence Award.
Telos personnel work in classified military installations and secure network facilities around the world. We have deep experience with a host of tools, technologies and platforms, enabling you to confidently outsource an entire departmental function or out-task specific areas of IT operation.

- Anti-virus Systems
- Application Management
- BYOD Security
- Change Management
- Classified and Unclassified
- Cloud Security
- Communications Servers
- Cybersecurity Services
- Data Storage
- Directory Services
- Fixed and Deployable Environments
- Firewalls
- Identify and Access Management
- Information Assurance
- Information Technology Service Management (ITSM)
- Messaging and Collaboration
- Network Defense
- Network Infrastructure
- Network O&M
- Network Management
- Penetration Testing
- Proxy Servers
- Remote Access Services
- Routers and Switches
- SIPRNet / NIPRNet
- Service Desk
- Service Oriented Architecture (SOA)
- Software and Application Assurance
- Storage Area Networks (SAN)
- Storage Management
- Vulnerability and Patch Management
- Wired and Wireless Technologies