Network Management and Defense

Telos offers a full range of managed services for:

- Network Operations and Maintenance
- Network Defense
- Cybersecurity and Information Assurance

Telos: Maximize network performance and security while reducing costs, risks, and responsibilities.

DoD and government agencies are turning to managed services to meet critical needs in network management, security, and information 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 security 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 and keep up with the latest best practices and technologies in network management and security on your behalf.

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 can, yet we're large enough and have the partnerships in place to scale rapidly in order to meet the requirements of any engagement.

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.

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 DISA; USAF Air Combat Command (ACC); the Joint Personnel Recovery Agency (JPRA); Battlefield Airmen Center (Gulfport CRTC); Arnold Engineering Development Complex at Arnold AFB; 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.

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 (but not limited to):

Cisco	ISACA
Cisco TelePresence	(ISC)2
Dell	Linux Professional Institute (LPI)
EMC	Microsoft
Help Desk Institute (HDI)	SANS Institute
HP	CompTIA

Telos also partners with world-class technology and consulting companies to create a team that's 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.

ISO, ITSM, CMMI Assure Quality in Network Management and Security

Telos puts great emphasis on quality assurance. Our ISO 9001-2015 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. We are also appraised at CMMI DEV Level 3, a rigorous independent assessment of our ability to deliver quality products and services on time and within budget.

Telos In Action: Air Combat Command (ACC) Defensive Cyber Operations (Langley AFB, Va.)

As the Air Force continues to transition its cyber capability away from core IT services, Air Combat Command is positioning its mission defense teams (MDT) to provide DCO for weapons systems and other unique mission areas. ACC has made this shift without bringing on additional personnel thanks to Telos Network Management and Defense capabilities.

Telos now provides these core IT services, including enterprise architecture planning, engineering, and project and configuration management; integration of voice, data, and video communications with commercial, DoD, and coalition networks; encryption for on-base secret communications; configuration management and performance of network enterprise services; as well as network enterprise services, client systems, cyber transport, and cyber operations.
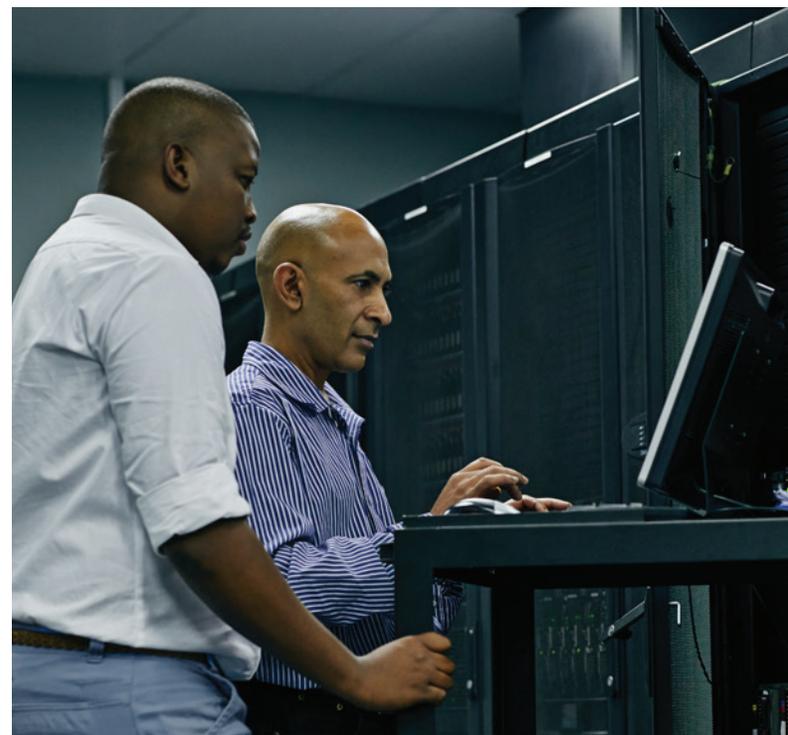
Network Management Services

Telos 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 and Maintenance (O&M) – Telos network O&M services provide situational awareness of your networks, including users, systems, and security posture. Using a best-of-breed approach that combines Telos-developed solutions and processes with standard COTS 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.

Telos personnel also 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.

Operations Services:
- Service asset and configuration management
- Enterprise services engineering
- Enterprise server/desktop operating system implementation and administration
- Cloud computing solutions

- Enterprise virtualization engineering and maintenance
  - Server virtualization
  - Virtual desktop

- Enterprise storage service solutions
  - Capacity management
  - Backup, Recovery, and Archiving (BURA)

- Enterprise service desk and self service offerings
- Mobile operations (BYOD)
- Wireless communications
- Boundary hardening and defense
- IT Service Management (ITSM)

Maintenance Services:
- Cost controlled technical refresh
- Supplier management
- License management
- Hardware reduction
- Data center management
- Event management
- Capacity and availability planning and management

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.

- Security policy enforcement
- Patch and configuration management
- Encryption setup and support
- Intrusion detection/prevention
- Firewall installation and monitoring
- Two-factor authentication
- Vulnerability scanning
- Virus and malware protection

Telos in Action: Joint Personnel Recovery Agency (Ft. Belvoir, Va.)

Personnel recovery is a fundamental responsibility of the Department of Defense and one of its highest priorities. The Joint Personnel Recovery Agency (JPRA) is the office with primary operational responsibility for bringing home personnel who become separated or isolated from friendly support and are forced to survive, evade, resist, or escape.

Telos provides personnel who deliver a full range of technical and professional IT support to maintain the JPRA enterprise network in support of its vital mission. Our team continuously monitors all aspects of IT availability and capability, mapping out how information, events, and activities impact the JPRA computing enterprise. Telos serves as the single point of entry for network monitoring, problem resolution, and reporting.

IT Security 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 information assurance are unsurpassed — relies on Telos tools, services, and methodologies for managing and ensuring their cybersecurity posture.

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:

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

Areas of Expertise

Telos personnel work in classified military installations and secure network facilities around the world. In addition to those already listed, 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.

- Application management
- Audiovisual systems
- Change management
- Classified and unclassified networks
- Cloud security
- Communications security
- Communications servers
- Configuration administration
- Database and SharePoint management
- Directory services
- Fixed and deployable environments
- Identification and authentication
- Inventory management
- Messaging and collaboration
- Network infrastructure and management
- Peripheral devices – STIG
- Proxy servers
- Remote access services
- Requirements management
- Routers and switches
- Service oriented architecture (SOA)
- SIPRNet / NIPRNet
- Software and application assurance
- Server/Storage Support
- Strategic planning
- Technical solutions
- Telecommunications
- Video telecommunications
- Web and email support

Contact us for more information.

info@telos.com | 800.70.TELOS (800.708.3567)

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