Evergreen Information Technology Services, Inc.

Evergreen ITS, Inc. Team Projects **Statement of Work Requirements:**	USDA NRCS	USDA AMS	USDA OCIO/ITS	USDA OCIO/WCTS	USDA FSIS	USDA FAS	USDA APHIS	USDA ARS	USDA OES	USDA OCFO	USDA OO/DA	USDA RMA	USDA NAD	USDA OBPA	USDA OGC	USDA ERS	USDA OCHM	USDA NASS	USDA OIG	USDA GIPSA	USDA OC
Staff Augmentation-IT Professionals On-site Support	✓		✓	✓																	
Network Operations Architecture Design/Support	✓			✓																	
Cable Plant Infrastructure	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Telecommunications Support	✓		✓	✓		✓	✓	✓	✓									✓			
Telecomm Design Rack and Stack+	✓		✓	✓																	
Network Performance Monitoring/ Baseline Analysis/On-Call Services	✓			✓																	
Problem Management	✓	✓	✓	✓																	
Network Switching/Routing/VLANs /Wireless	✓		✓	✓																	
Preventive Maint./Optimize Perform.	✓	✓	✓	✓																	
Remote Access Support (Dial-up, VPN, and Firewall Admin. Support)	✓		✓	✓																	
Documentation Management (SOPs)	✓	✓	✓	✓																	
Backup/Restore Implementation	✓		✓	✓																	
Maintain Incident Report Logs	✓		✓	✓																	
Create/Maintain Emergency Boot Media	✓		✓	✓																	
Communicate PC/Network Status	✓		✓																		
Novell GroupWise to Microsoft Active Directory/Exchange 2000 Migration	✓	✓	✓																		
Help Desk Software Standards /Implementation	✓		✓																		
File & Print Server Admin. & Support	✓	✓	✓																		
PC Deployment Projects	✓		✓																		
Highly Effective Customer Service	✓	✓	✓	✓																	
COOP Site Update/Upgrade Projects	✓		✓																		
A/V Systems Design/Installation /Maintenance			✓	✓	✓				✓	✓											✓