

3. Computer Security Awareness Training

TCBA provided computer security awareness training to Resolution Trust Corporation (RTC) employees and contractors on all major RTC systems to educate users and RTC executive managers on the inherent system risks and safeguards, thus ensuring adequate protection of RTC information systems.

TCBA performed a full range of activities associated with planning, defining, preparing, scheduling, and conducting computer security awareness training. Specifically, these activities included:

- Conducting training courses for RTC employees and contractors at RTC sites,
- Adjusting/updating existing training courses,
- Supplying course outlines, course plans, course materials, and training aids,
- Scheduling training and managing site-specific logistics, and
- Preparing training activity reports after each site visit and a project summary report.

4. Information Security Systems Auditor

TCBA provided planning and implementation support to the DC Office of the Chief Technology Officer, Office of Computer Security Management (OCSM). These services included development of information system security audit standards; development of information system security audit program plan; development and implementation of the audit methodology; identification, evaluation, procurement, and testing of information security system audit tools; conduct of information security system audits; documentation of procedures, processes, technical specifications, imple-

mentation plans, and configurations of tasks for the continuation of the audit project; interacting with DC government employees, contractors and stakeholders to address matters concerning information system security audits; coordination with OCTO or other agencies to evaluate and implement information system security audit procedures and supported the OCSM security architecture strategic program plan and OCTO enterprise architecture initiatives.

INDEPENDENT VERIFICATION & VALIDATION (IV&V)

1. IV&V Services for DC Payroll System

TCBA performed IV&V services to verify personnel, benefits, payroll and retirement data and accounting data for conversion to a new payroll system. These services also included data conversion verification services to ensure accurate migration to the new DC payroll system.

2. IV&V Services for DC Personnel Benefits Program

TCBA performed an IV&V engagement to cross-check and verify DC personnel records to the records of insurance carriers to ensure accuracy of benefits data and premium rates.

3. IV&V Services for Implementation of RTC Financial Management Systems

TCBA performed numerous IV&V engagements to assist RTC in implementing and converting its asset

management, accounting, asset sales, reconciliation, loan servicing and financial management reporting systems.

4. IV&V Services for the DC Government

TCBA has performed IV&V services for the DC Government on implementation of its new financial management system, procurement system, tax and revenue system, and budget system.

5. Emergency and Non-Emergency Number Telephone Calling Systems Funds Review

TCBA provided information auditing services to the District of Columbia Office of the Chief Technology Officer. Our responsibilities included review of the procedures for E-911 remittance fee collection by Local Exchange Carriers (LEC) and review of the procedure for measuring, reporting and remittance of user fees. TCBA recommended standards to define unit costs, and reporting and billing of LEC costs to OCTO E-911 fund.

NETWORK INFRASTRUCTURE

1. Wide Area Network Design and Implementation

TCBA provided support to the District of Columbia Department of Motor Vehicles during the implementation of a new motor vehicle information system. We assisted the DMV with the design and implementation of a hub and spoke frame relay network architecture among its eight remote offices and the District's two data centers. This system implementation required the complete reengineering of the District Wide Area

Network to support the application. The network design achieved full network redundancy using frame relay for the primary circuits and ISDN circuits for backup connectivity. The two mirrored data centers were networked over a fiber channel.

2. Cisco Content Switch Deployment

The DC Department of Consumer and Regulatory Affairs procured TCBA's assistance for the implementation of the Master Business License Renewal application. This application was developed in .ASP and deployed as a web application with Oracle as its primary data source. The Department required redundancy and load balancing between its two Dell 2650 web servers to ensure 99.999% system availability. TCBA developed a plan to deploy a Cisco Content Services switch that provided for seamless failover and load balancing between the two servers. The web servers were then connected to two Microsoft Cluster Dell 6450 data base servers running Oracle FailSafe. These database servers were configured and connected to an EMC Disk Array via fiber channel. TCBA successfully delivered these services to the Department ahead of schedule and without service interruption.

3. Network Performance Assessment

TCBA performed an assessment of the DC Emergency Management Agency network infrastructure to determine the causes of poor network performance and other issues affecting its video display units in the Emergency Operations Center. Our effort resulted in the identification of problems associated with the network architecture that included conversion from thinnet to Ethernet, switch overload, poor LAN segmentation and the need for additional network hardware.