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Help Desk Support

1. Government/Commercial Project: Contracting Command Korea
2. Year of project: 1 Oct 2002 – 31 Dec 2004

Project Description: Serving as the prime contractor on this firm fixed price contract, CUI provides computer facilities management services to the U.S. Army Contracting Command Korea. Specifically, CUI:

- Mans and operates the help desk services.
- Maintains the COOP – Continuity Of Operations Plan
- Maintains SYBASE database operations
- Operates and provides system administration for Windows 2000 servers
- Plan for and install software and software upgrades
- Provides end-user software and software maintenance on, Windows 2000 servers and workstations. Support includes SYBASE, Microsoft Office, Internet Explorer, and anti-virus software
- Provides end-user support and training on system hardware and software
- Provides information assurance, enterprise network monitoring, management and remote administration of core network services
- Maintains configuration control of the network
- Maintains inventory control of all software, hardware, circuits, and IP addresses
- Continuously monitors networks for unauthorized intrusion