Enterprise Information Technology (IT) Services

S4 Inc. has a proven track record of integrating, maintaining and improving IT tools, systems & services.

Since its founding in 1999, S4 Inc. has specialized in providing high quality, responsive IT Services to US Government and Department of Defense (DoD) customers. Our certified and experienced professionals offer solutions that reduce risk and introduce efficiencies, often saving valuable time and/or money.

ENTERPRISE SERVICE MANAGEMENT

Enterprise Architecture. S4 Inc. provides Enterprise Architecture (EA) support using various business methods, analytical techniques, and conceptual tools to understand and document the structure and dynamics of an enterprise. We produce artifacts such as lists, drawings, documents and models. These artifacts describe the logical organization of business functions, capabilities, processes, and systems; people organization; information resources; software applications; computing capabilities; information exchange and communications infrastructure within the enterprise.

S4 supports the development, documentation and analysis of partner nations current EA and makes recommendations to leverage the architecture framework process to enhance security, performance, interoperability and to identify capability gaps and opportunities for technology leveraging and sharing in support of current and future mission requirements. We conduct analysis to capture operational linkages, tactics, techniques and procedures (TTPs) to support development of C4 Communications & Information Sharing and knowledge management. S4 supports the development of EAs, and designs and validates information sharing / knowledge management processes and tools for USNORTHCOM's leadership role in the North American Maritime Security Initiative (NAMSI). We offer focused analytical recommendations, enterprise architecture drafts, and prioritized actions and recommendations for future investments.

Asset Management. S4 Inc. manages a 6760 SF climate-controlled warehouse IAW industry standards for proper storage of IT assets. We perform warehouse, storage, and service asset shipping/receiving functions; and store, inventory, package, ship, receive and deliver classified and unclassified ADPE service assets to provision and/or retire services. On a monthly average, S4 services 109 equipment account owners by fulfilling over 24 orders and delivering over 531 systems to N&NC account holders and customers. We also receive an average of 350 systems to replenish the warehouse Bench-Stock and Technical Refresh inventories. The warehouse inventory consists of over 550-line items in which the value including Bench-Stock and Technical Refresh inventory is $4M. Also, the warehouse processes and decommissions over 155 accountable systems and over 1,000 consumable systems monthly. S4 receives, processes, and delivers the equipment to Fort Carson's Defense Reutilization and Marketing Office (DRMO).

S4 also provides inventory/configuration control of hardware (HW), software (SW) and maintenance/warranty coverage while acting as equipment custodian. We maintain account paperwork; perform annual inventories; and track software provided as Government Furnished Property (GFP), as well as contractor & government furnished SW licenses. S4 ensures that SW maintenance agreements are up-to-date and renewed without lapse of coverage; documents the status of SW license numbers and maintenance; and ensures that software meets accreditation requirements including Certificates of Networthiness (CoNs).

Service Desk. At the US Army Logistics Data Analysis Center (LDAC), S4 Inc. delivers 24/7/365 enterprise computer and communications support, network and switch infrastructure, data/voice equipment operations and maintenance, and direct customer services down to and including the desktop. As part of a 24x7 hour call center, S4 provides Tier I support to almost 60,000 customers with computer service (including email distribution and user account management) via an Automated Call Distribution (ACD) system. We monitor a 24/7 operation help desk supporting 180,000 Users. S4 provides accurate and timely monitoring of multiple IBM mainframe

and/or server systems at a second level of support. S4 determines, analyzes, and resolves system problems such as system performance degradation, network monitoring & recovery, and workload monitoring & recovery.

S4 provides, integrates, and manages Service Desk functions that support N&NC designated users and provides output meeting Government specifications. We maintain the Service Desk as the primary point of contact for all incoming calls, walk-ins, web/portal, and emails. S4 provides a responsive, customer focused interface between the users to enable the efficient use of IT services, assisting in the restoral of normal services, in addition to assisting users against potential service interruptions. We ensure all Service Desk requests that are identified as standard requests are immediately processed based on approved request models, and nonstandard requests are logged and routed for contractor analysis. S4 provides accurate status updates and feedback on all incidents, service and change requests. Our experts utilize an incident, request, and call management system to log, categorize, and escalate incident records as well as record workarounds, maintain a known error database, and document final resolution within required timelines. S4 has a self- help function and uses IT Service Management (ITSM) and provides a service catalogue for new functions. Complexity: S4 supports 6,800 users and 12,000 workstations in a bi-national NEN and classified and unclassified (SIPRNet & NIPRNet) data, voice, and video networks for N&NC in multiple locations.

Database Administration. S4 designs, develops, documents, migrates, and tests database and other software applications. We provide database development and support including software such as Visual Basic, Microsoft Access, Oracle, Lotus Notes, UNIX, Microsoft SQL Server. S4 is responsible for all database management associated with organizational databases. This involves organizing and loading data, generating quality control reports for same, check pointing the database, performing database retrievals, and maintaining log files and a database dictionary. S4 incorporates both user and infrastructure generated updates into the databases. We help users identify and document database requirements, including the evaluation and analyses of new HW/SW packages. S4 also offers SQL Server and Access database support to retrieve data from external systems.

S4 monitors database storage and integrity and offers recommendations for storage updates and upgrades. We analyze and provide reports on system health, storage, and usage. S4 also maintains existing databases supporting websites and creates new databases as required.

INFRASTRUCTURE MANAGEMENT

Systems Operations. S4 Inc. delivers state-of-the-art system administration solutions and support for HW and SW platforms including the legacy, Government-Off-The-Shelf (GOTS), Open Source, Commercial-Off-The-Shelf (COTS) and COTS-tailored applications that reside on them. The hardware/software, and physical and virtual servers supported include: application servers, web servers, access servers, communications, performance monitoring, print servers, hypervisors, physical and virtual file servers, reporting tools, etc., and all tasks associated with their backup/recovery, performance, and operations. S4 provides administration for local and remote systems for various operating environments (development, test, integration, pre-production, and production, etc.).

Our functional systems administrator (FSA) support services ensure that servers and associated SW are available on a 24x7 basis. Each server is available 97% of a 24-hour day, excluding scheduled outages.. We ensure that servers, PCs, workstations, laptops, peripherals (both wired and wireless), communication devices, operating system and common-use application SW, network systems, LAN interfaces and other information management services are properly configured for network operations, are on-line, and are available to the customer.

Storage Management. S4 Inc. manages, stores, disposes of, restores, and tests backups, and cleans/maintains backup devices. We manage, configure, troubleshoot, and upgrade the remote N&NC Disaster Recovery (DR) replication and fail-over capabilities including Storage Area Network (SAN), Disk to Disk backup system, and archive systems at the remote DR location. S4 manages, maintains and restores data archive storage. We also create, maintain, and restore back-ups for system configurations, application, logs and user data.

Network Engineering. S4 analyzes requirements documentation and coordinates the validation of technological specifications. We research and provide estimates of costs of viable options (including equipment, engineering, installation, quality assurance, and sustainability cost). S4 evaluates technical solutions and addresses planning to meet current and future projected demand of reliability, availability, and maintainability; attain optimal operational efficiency; and effectively interface with existing and future systems. We evaluate the design, engineering, installation and testing of LANs, other prevalent networks, existing patch panels, available bandwidth, inside wiring, and existing inside and outside plant (copper and fiber) distribution systems. S4 evaluates opportunities to converge base networks where possible as part of overall infrastructure modernization. We analyze C2 equipment ensuring the comprehensive interoperability and integration of hubs, routers, bridges, FM/UHF/VHF/HF radio systems, print servers and associated LANS, microwaves systems, telephone switches, and other equipment identified as components of the base telecommunications infrastructure. This includes all new technology associated with Unified Communication (UC) and the DoD movement to everything over IP (EoIP).

Facility Engineering. S4 Inc. engineers facilitate, install, configure, modify, relocate, or remove Communication and Information (C&I) systems for operational use. The systems and equipment installations or modifications comply with established architectures. S4 performs validation and verification testing on the system, assists users in configuring the system to meet their system requirements and provides all applicable operating manuals/system management guides. Further, S4 provides pre-cutover and post-cutover on-site training IAW with TOs. The government identifies personnel who will receive this training. The training provides for in-depth hands-on maintenance, operations, and database administration.

S4 installs and configures all the components for inside the plant (e.g., power, groundings, racks, fiber optic distribution panels, equipment, internal cabling, comm. closet, etc.). We install and test all cable and components IAW accepted industry standards, unless superseded by a Government approved IS indicated within the TO. Electrical and communications cable, conduits, and circuits are installed IAW the National Electric Code (NEC). S4 clearly labels each end of every individual cable in accordance with the floor plans or engineering drawings.

We provide attached labels that are durable and legible. For any deviations to the specific installation specification, S4 submits a proposal to the CO for approval.

At Eglin AFB, S4 installed the needed 48-port CAT 6 ScTP modular patch panels. We installed new 12-inch cable baskets with solid bottoms as needed. S4 installed the block wall with 4-inch dielectric sleeves. S4 removed end-to-end all necessary CAT 5 NIPR cabling, jacks and Panduit as needed. We installed separate rows of j-hooks above the drop ceiling and installed 54-each Plenum SCTP Non-Secure Internet Protocol Router (NIPR) white CAT 6 cabling and jacks, 18 inches from ceiling as needed. We removed existing wall mount cabinets as needed and installed fire rated backboard as replacement.

VTC/ Telecommunications Support. S4 provides integration and convergence of voice, data, and video solutions for NIPRNet and SIPRNet. S4 installs, operates, and maintains the VTC, AV, desktop VTC systems, and Satellite Television capabilities in the N&NC Headquarters (HQ) and CMAFS including the VTC capabilities, video wall systems, video matrix switches, television infrastructure (televisions, cabling, related network devices, etc.), public announcement systems, command displays, conference room audio/video, and other audio/video capabilities. We coordinate with Telephone Control Officers on a monthly basis to ensure users of smart phones, cell phones, and other wireless devices are still active and assigned to the command to ensure wireless accounts are not continued after a user is terminated, transferred, and/or released from the command. S4 performs Communications Security Officer responsibilities installing, operating and managing the cryptographic keys for Secure Telephone Equipment and SECNET-54 secure phones. S4 experts perform Circuit Management Office duties for over 350 active circuits utilized by N&NC and its subordinates. We maintain long haul telecommunications services and circuits between the command, DISA, AFCA and others. We track all long-haul telecommunications expenditures for services provisioned through DISA and the Defense Information Technology Contracting Office.

IT TRAINING

At the US Army LDAC, S4 Inc. provides technical expertise and training on the products within the Logistics and Engineering Center (LEC). LEC is home to the following products: Cost Analysis and Strategy Assessment, Computer Adaptive Placement Assessment and Support System, Electronic Technical Manual Online, PowerLOG, Post-Fielding Support Analysis, and Systems Planning and Requirements Software. S4's training responsibilities also extend to Decision Support Tool, Army Test, Measurement, and Diagnostic Equipment, and Battle Web. S4 trainers build courses using instructional design methods and deliver training through the classroom and virtual courses. Instruction is provided according to customer specifications and standards (operate, maintain, and repair in classroom or laboratory settings) supporting DOD Enterprise infrastructure IT goals and includes all required materials. We collect feedback after each course.

S4 Inc. is fully committed to providing consistently high quality services, as is evidenced by our ISO certifications:

ISO 9001:2015

ISO 27001:2013

ISO/ IEC 20000-1:2018

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