

# CIO-SP3 Service areas

NIH Chief Information Officers-Solutions  
& Partners



# Contents

	Page
1 IT Services for Biomedical Research and Healthcare	3
2 Chief Information Officer (CIO) Support	5
3 Imaging	6
4 Outsourcing	7
5 IT Operations and Maintenance	8
6 Integration Services	9
7 Critical Infrastructure Protection and Information Assurance	10
8 Digital Government	11
9 Enterprise Management Systems	12
10 Software Development	13

# IT services for Biomedical Research and Healthcare

Ancillary systems Automation  
Automation of Administrative and Clinical Systems  
Bio statistical Support  
Bio Surveillance and Disease Mgmt Support  
Bioinformatics Services  
Bioinformatics Software and Services  
Biological Databases  
Biomedical Informatics  
Biomedical Information Services  
Biomedical Simulation  
Biomedical Visualization  
Claims Processing Software Systems  
Clinical Support Systems  
Computational Biology  
Disability Exam Decision Support Systems  
Electronic Health Record Systems  
Health Communication Support System at Federal, State, Local levels  
Health Data Interchange  
Health Emergency Preparedness, including IT support for Bioterrorism, etc  
Modernization and Enhancement of Existing Health IT Legacy Systems  
Natural Language Processing Software and Services  
Network/Hardware Support  
Operational Support  
Patient Management Systems  
Payer and Reimbursement for Medicare, Medicaid; Medicaid IT Architecture  
Research Software  
Health Promotion Activities  
Support Systems Health Sensor Networks and Early-warning Mechanisms  
Healthcare Financial Sys (Claims and Payment Processing)  
Healthcare Payment Process and Fraud and Abuse in Medical Claims  
Healthcare Systems Studies High Performance Computing and Grid Computing in Support of Research  
Integration of Health Systems across Federal Agencies and US Healthcare  
Interoperability of Surveillance and Information and Health Exchange Systems IT Maintenance  
IT Operation and Maintenance Planning  
IT Service Management  
IT System Studies  
Laboratory Management Systems  
Medical CBT  
Medical Decision Support Software  
Medical Robotics  
Modeling and Simulation  
Scientific Computing Services  
Security of Healthcare and Biomedical Research Systems  
Software Support  
Standards Development for Health IT Systems  
System Management  
Tech Improvements to Enhance Clinical Environment and Share Medical Data Telemedicine

# Chief Information Officer (CIO) Support

A-76 Studies

Advisory and Assistance Services

Agency Enterprise Architecture Support

Agency Information

Technology Architecture

Capital Planning and Investment Control Support

CMMI Analyses and Implementation Support

FEA Alignment Support Services

Grants Management and Administration

App Independent Verification and Validation

IT Governance Process Development  
and Management

IT Organizational Development

IT Portfolio Analysis

Market Research

OMB and IT Investment Board Justification  
and Reporting

Performance Management and Metrics Program  
Analysis (Cost Benefit, Cost Analysis)

Program Management Office Support

Risk Management

Stakeholder Analysis

Tech Advisory/Audit Services (assoc w/activity based  
costing and A-123)

Total Cost of Ownership Studies

Workforce Management

# Imaging

3D Immersive Visualization  
Administrative Correspondence Workflow  
Ancillary Imaging Equipment  
Business and Documentation Imaging  
Digital Library Management  
Document Imaging  
Document Management  
Electronic Document Management  
Electronic Image Applications  
Enterprise Content Management  
Environmental Imaging

Geographic Information Systems  
Geo-Spatial and Scientific Imaging  
Identity and Access Management  
Image Analysis  
Image Content Management  
Image Conversion  
Lab and Test Equipment  
Medical Image Analysis  
Reproduction Systems  
Scientific Imaging Applications  
Security Imaging

# Outsourcing

Asset Management	IT Impact Analysis
Backup and Recovery Services System	Leasing of Hardware and Software
Console Operations	Managed IT Services Support
Business Processes	Management of Call Centers
Capacity Management	Mission Management Support
Data Base Admin. And Data Storage Management	Network Operations and Web Management Support
Desktop Computing as Unified Service	Production Control
Hardware and Software Configuration	Program Management
Hardware/Software Maintenance	Solution Leasing
Information Assurance	Technology Infusion
Infrastructure Networking	Tools and Applications (including App Service Provider)
ISO 9000 Analyses and Implementation Support	Transition Planning
IT Acquisition Management	Workflow Management

# IT Operations and Maintenance

Asset Management

Backup and Recovery Management

Balanced Scorecard for Operations

Client/Server Operations

Continual Service Improvement

Data Center Consolidation and Optimization

Data Quality Management

Electronic Software Distribution

Electronic Software Licensing Services

Help Desk/IT Assistance Hotline

IT Energy Efficiency

IT Infrastructure Optimization

IT Logistics Support

IT Maintenance

IT Operation and Maintenance Planning

IT Service Management

IT Training

LAN/WAN/MAN

Network Management

Network/Hardware Support

Office Automation Software Support

Operational Support

Organizational Change

Management Support

Resource Management

Server Consolidation

Service Catalogues

Service-oriented Infrastructure Management

Software Maintenance

Strategic Sourcing Support

System Management

Technical Support

Telecommunications (Data, Voice, Images, Wireless)

Transformation Services

Web Technology

# Integration Services

Acquisition Support

Architecture Validation and Verification

Archival Analyses

Benchmarking

Business Process Reengineering Collaboration  
and Presence

Customization

Data Cleansing and Harmonization

Data Migration

Engineering Risk and Reliability Management  
Feasibility Studies

Federal Lines of Business Support

Financial Analysis (Make/Buy Decisions)

Gap Analysis

Installation, configuration, and tuning

Internet Protocol, Migration, and  
Systems Engineering

IT Infrastructure Relocation

Network Analysis

Open Source Integration

Program Mgmt Support Services

Requirements Analysis

Risk Assessment

System Design Alternative (SDA) Studies

Systems Engineering

Test and Evaluation Services

Trade Studies

# Critical Infrastructure Protection and Information Assurance

Application Security  
Continuity of Government  
Critical Infrastructure Asset Identification  
Critical Infrastructure. Cont and  
Contingency Planning  
Crypto Systems  
Digital Libraries  
Disaster Recovery  
Electronic Messaging  
Emergency Preparedness  
Enterprise Certification and Accreditation  
Automated Tool  
Enterprise Information Systems Security  
Oversight Program  
Evaluation of Certification Documentation  
Exercises and Simulations  
FISMA support  
HIPAA support  
Identity and Management Assurance  
Incident Response Planning and Execution  
Information Assurance  
Information Assurance Inspections and Audits  
Information Assurance of Critical Infrastructure  
Information Systems Security  
Intelligent, Automated Data Collection and Analysis  
IT Forensics and eDiscovery  
Physical Infrastructure Protection  
Public Key Infrastructure  
Records Management  
Risk Management (Vulnerability Asmnt and  
Threat Ident.)  
Security Certification and Accreditation  
Security Information Management Support  
Security Operations Center  
Development and Operations  
Security Review and Analysis of Automated  
Information Systems  
Training and Awareness Programs  
Trusted Internet Connections Implementation

# Digital Government

Accessibility Services	Electronic Data Interchange (EDI)
Administrative Correspondence Management	Evolving/new Architecture and Network Standards
Advance search/collection	Internet, Intranet, Extranet
Automated Abstraction, Taxonomies, and Ontologies	IT-Enhanced Public Outreach Services
B2G Solutions	IT-Enhanced Public Relations
Business Intelligence	Knowledge Management
Computational Linguistics and Machine-Based Translation	Multimedia Platforms
Customer Care	Organizational Change Management Support
Customer Relationship Management	Performance Measurement
Data Marts	Personalization (IT-Enhanced Customer Interaction)
Data Mining	Records/Document Management
Data Reduction/Visualization	Service-oriented architecture
Data Warehousing	Software-as-a-service
Decision Support/OLAP	Strategic Planning
Deep Web and Federated Searching	Web Development and Support
Electronic Commerce (EC)	Wireless, Mobile Computing
	Workflow Management

# Enterprise Management Systems

Business Consulting Services

Business Transformation

Capacity Planning and Performance Load Testing

ERP End User Training

ERP Installation and Tuning

ERP IT Infrastructure

ERP Package Implementation

Integration of Business Systems

IT Software Package Selection

Networking Planning

Payment Card Industry Data Security Standards

Streamlined Package Implementation

Supply Chain Package Implementation

# Software Development

Administrative and General Decision  
Support Software

Business Systems Modernization

Clinical Protocol & Quality Assurance Decision  
Support Software

Configuration Management

Database Modeling and Design

Defect Tracking

GIS-Enhanced Planning & Program  
Evaluation Software

Modeling and Simulation Multimedia Software for  
Patient Education

Multimedia Software for Staff Education

Production Deployment

Program Evaluation Software

Requirements Analysis, Design, Coding, and Testing  
SEI/CMM Analyses and Implementation Support

Service Oriented Architecture

User Acceptance Testing

Web 2.0 Technologies and Methods

© 2009 PricewaterhouseCoopers LLP. All rights reserved. "PricewaterhouseCoopers" refers to PricewaterhouseCoopers LLP, a Delaware limited liability partnership, or, as the context requires, the PricewaterhouseCoopers global network or other member firms of the network, each of which is a separate and independent legal entity.

