QUISITIVE

Flex Services Catalog

CATEGORY 1

Only technologies listed here are considered Category 1.

- **Azure IaaS and PaaS**
  - > Configuration and Administration
  - > Azure DevOps *(Config / VSTS / TFS)*
- **Custom Applications*** *(.NET, Angular, React, Mobile-Web, Azure Function/Logic Apps)*
- **Desktop Deployments/ Windows 10**
- **Dynamics 365** *(Marketing, Sales, Customer Service, Field Service)*
- **Exchange**
  - > DLP-Exchange Migration*
- **Hyper-V**
- **Office 365***
  - > Configuration and Administration
- **Power Platform** *(Power Apps, Power Automate, Power BI)*
- **Project Management**
- **SharePoint** *(Workflow, Forms, Migration, Customization)*
- **SQL Server*** *(SQL, SSRS, SSIS)*
- **System Center***
- **Teams** *(IM, Presence and Team Collaboration)*
- **User Centered Experience**
- **Windows Server** *(Includes server roles)*

SECURITY TECHNOLOGIES

- **Azure Security Center**
- **Azure Application Performance Management**
- **Enterprise Mobility + Security** *(Azure AD*, Cloud App Security, PIM, SSPR, MFA, Intune)*
- **Microsoft Endpoint Manager*** *(Intune, Config Mgr., Co-Mgmt.)*
- **Microsoft Defender for O365**

* *Only applies for a subset of technologies not listed as Category 2 or considered Best Efforts.*

CATEGORY 2

Best Efforts and Technologies listed here are considered Category 2.

- **Advanced Data Analytics**
  - > SQL Server Analysis Services
  - > Dynamics Customer Insights
- **Advanced Enterprise Architecture**
  - > Azure CI/CD Pipelines
  - > DevOps Processes
  - > iOS / Android On-Device Dev
  - > Enterprise/Application Architecture Design
- **Advisory Services**
  - > Digital Strategy and Design
  - > Security Architecture Analysis
  - > Regulatory Compliance
  - > Dynamics Business Process Design
  - > Dynamics Service Design
- **Azure Express Route**
- **Nintex & K2**
- **System Center Service Manager**
- **Teams** *(Voice)*

ADVANCED SECURITY TECHNOLOGIES

- **Advanced Threat Analytics (ATA)**
- **Azure Sentinel**
- **Azure Defender**
- **Enterprise Mobility + Security**
  - > Azure AD Premium, Self Service Dynamic Groups, App Proxy, Connect Health, Conditional Access
  - > Identity Protection
- **Microsoft Defender** *(Endpoint, Identity)*
- **Microsoft Identity Manager**
- **Microsoft Information Protection** *(AIP, MIP, DLP)*
- **PKI/Certificate Services**
- **Security Incident Response**

ADDITIONAL TECHNOLOGIES

Best efforts support will be provided for additional technologies not listed here in accordance with the client's existing software provider and support agreements.

SECURITY ARCHITECTURE ANALYSIS

- **Analysis** *(phishing, malware, and brute force attacks*
- **Identification** *(root cause or remediation recommendations)*

SECURITY INCIDENT RESPONSE

Immediate and coordinated steps to actively counter an exploit in client environment, such as:

- **Detection & Analysis**
  - > Verify attack vector.
  - > Identify full scope of the breach and information impact.
  - > Perform event correlation, document the incident/facts.
  - > Prioritize incident remediation areas.
- **Containment, Eradication & Recovery**
  - > Preserve evidence and notify affected teams.
  - > Identify the attacking host and a containment strategy.
  - > Execute remediation strategy to eliminate the breach.
  - > Recover systems to normal state.

SECURITY REMEDIATION

Ongoing tactical steps to conduct changes in client environment are billed under the requisite Category 1 and 2.

REGULATORY COMPLIANCE

Analysis and recommendations on clients' IT related compliance needs, such as:

- > Interpretation and client education related to specific compliance standards.
- > Mapping technology controls to compliant requirements or standards.