

Examples of IT Personal Service and IT Purchased Service

<i>Examples of IT Personal Services</i>	<i>Examples of IT Purchased Services</i>
<ul style="list-style-type: none"> • Feasibility studies • Needs assessment—including consultation with the user as to needs and requirements • Development of project definition and scope requirements • Business and technology planning • Acquisition planning and technology assessment • Project management • System development and implementation, integration and migration • Systems analysis, design, and implementation • System enhancements; adding new functionality to an existing system • Quality assurance services • Disaster recovery planning • System architecture (analysis and design of complex business and technology requirements) • Business process re-engineering • Performance assessment • Technical writing 	<ul style="list-style-type: none"> • Routine programming • Assisting with network operations and support • Technology support including: troubleshooting, basic analysis, desktop support, hardware and software technical support and production services support • Security services • Language and software conversion • Testing system and components • Hardware and software installation and maintenance • System application maintenance • Client server application maintenance • System or equipment maintenance and repair • Data entry services • Operation of a physical plant • Assistance with production turnover • Preparation or updating of system documentation and training materials • IT “commodity-like” services (buying a service that does not include hiring an individual to perform the service), including but not limited to digital certificates, long distance services, toll-free services, research and advisory subscription services, electronic payment services, encryption services and on-line training • IT Multimedia services, when supplied by or through DIS, including but not limited to video production, satellite broadcasting, video digitizing, web-casting • Internet programming services and website maintenance • Standard IT training related to hardware or software in use by an agency, such as Excel, Word, Network Administrator, System Administrator, Software Administrator, or COTS end user training when there has been limited or no modification to end user training materials.