

Services

The services FGM offers our clients are divided into various functional areas. Each functional area is further divided into skill levels (1 through 6) based on an individual's knowledge, education, and experience. The tables that follow define the skill levels and functional areas FGM offers.

Skill Levels

Level	Skill	Desired Education	Description
1	Entry Level - Junior	Associates Degree, or High School with minimum of 1 year experience	Demonstrates the ability to learn and has close related experience in the functional area. Individuals may not have previous experience in the functional area.
2	Mid-Level (lower)	Bachelors Degree, or Associates Degree with minimum of 2 years experience	Demonstrates the ability to learn and has previous experience in the specific functional area of at least one year.
3	Mid-Level (Upper)	Bachelors Degree	Demonstrates the ability to learn and has previous experience in the specific functional area of at least three years.
4	Advanced-Level (lower)	Masters Degree, or Bachelors Degree with minimum of 5 years experience	Demonstrates substantive knowledge and has significant experience in the functional area of at least five years.
5	Advanced-Level (Upper)	Masters Degree or Bachelors Degree with minimum of 7 years experience	Demonstrates substantive knowledge and has significant experience in the functional area of at least seven years.
6	Expert	PhD, or Masters Degree with minimum of 10 years experience	Demonstrates a high level of responsibility and is a recognized expert in the functional area.

Functional Area Descriptions

Functional Area	Description
Configuration Management	Defines provisions for configuration identification, change control, configuration status accounting, and configuration audits. Supports configuration planning. Identifies and maintains the original configuration of requirements documentation, design documentation, software, and related documentation using industry-standard processes and automated tools. Responsible for configuration change control. Supports the change process so that only approved and validated changes are incorporated into product documents and related software.
Database Design and Development <i>Formerly Titled: "Database Engineering"</i>	Researches, designs, and develops complex databases. Analyzes software requirements to determine feasibility of database design within time and cost constraints. May consult with other engineering staff to assist evaluating the interface between hardware, software, and database components to determine operational and performance requirements of DBMS within the overall system. Supports the formulation and design of logical and physical database models and schemata. May consult with customer concerning database maintenance. May coordinate database installation and migration of legacy data.
Graphic Arts	Creates art work, still media, animation, and other visual images from storyboards or own concepts. Uses computer graphic equipment to produce publication and presentation art for slides and other materials. Participates in creative sessions with customer, writers, and internal staff to determine project requirements. Develops creative concepts and communications direction.
Human Factors Engineering	Works with product teams to translate customer needs into designs that improve GUI usability for complex systems. Designs and conducts usability evaluations using current usability testing and evaluation methods. Identifies usability defects based on user data and creates and identifies user interface designs that resolve identified usability defects. Conducts site visits to analyze users, tasks, and work processes. Develops and iteratively tests low-fidelity user interface prototypes. Works with end users, product management, and software development teams. Sets usability goals for products and generates long-term usability plans. Promotes user-centered design methods among the local development teams.
Network Engineering	Using top-level network architectures/designs and functional and performance requirements, develops, integrates, tests, and documents networks to support large computer network and processing systems. Activities include site surveys, specification and configuration of COTS components (cables, switches, routers, firewalls, encryption devices), development of cable plant layouts, installation and checkout, development of drawings, testing, and performance monitoring. Technologies include switched networks, ATM networking, VLANs, VPNs, and PKI. Configures, installs, debugs, and tunes systems. May provide operations training and system support. Interfaces between customers and developers in identifying requirements for enhancements.

Functional Area	Description
Program Management	Manages single or multiple tasks, contracts, or projects involving a team of personnel for each. Responsible for the day-to-day contract management, including interfacing and coordinating with customer and employee personnel on progress, schedules, and budgets. Gives direction and guidance to employee personnel based on project objectives and requirements.
Project Support	Coordinates schedules to facilitate completion of contract deliverables, task order reviews, briefings/presentations, and meeting preparations. Directly supports the Program Manager by maintaining project files, preparing correspondence, managing schedules, and coordinating travel. Assists in the preparation of management plans and reports.
Property Management	Coordinates property procurement and maintenance activities, and negotiates with representatives to effect property transfers and sales, rental, and leasing contracts for customer. Reviews property-related data, such as inventories, budgets, planning reports, vendor brochures, and excess property and property request reports, to obtain information on property status, needs, and availability. Creates and reviews bids, contract specifications, purchase orders and estimates, and transfer forms to effect property transactions. Contacts vendors and potential users, and inspects and inventories acquired and transferred property through visits to government installations and vendor sites. Negotiates and confers with administrators, vendors, or users to effect agreement on property transfer details, such as price, model, packaging, and transportation.
Quality Assurance	Plans and directs activities concerned with development, applications, and maintenance of quality standards. Develops and initiates methods and procedures for system inspection, testing, and evaluation. Devises sampling procedures, designs forms for recording, evaluating, and reporting quality and reliability data, and writes instructions on use of forms. Establishes programs to evaluate system design, processes, deliverable products, and system processing equipment. Develops and implements methods and procedures for disposition of problems (hardware, software, components) and devises methods to assess cost and responsibility. May direct staff members engaged in measuring and testing product and tabulating quality and reliability data. Compiles and writes training material and conducts training sessions on quality control activities. May specialize in one or more of the following areas: system design, process control, product evaluation, product reliability, research and development, and administrative application.
Security Engineering	Serves as security authority on difficult and complex assignments and analyzes and defines enterprise wide security requirements. Acts as an expert in automated data processing (ADP) installation security. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the automated security arena. Performs risk analyses, which also includes risk assessment. Designs, develops, engineers, and implements security solutions.

Functional Area	Description
Software Design and Development <i>Formerly Titled: "Software Engineering"</i>	Analyzes and studies complex software requirements and devises solutions. Uses formal engineering and quality methods. Interprets software requirements and design specifications, implements software using a variety of implementation technologies (e.g. object oriented, client/server, web-based), and integrates and tests custom and off-the-shelf software components. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Assist with preparing required program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Exercises independent judgment and initiative in solving problems and performing technical tasks having a high degree of complexity. Engages in periodic contact with user personnel and may work with non-technical sources as necessary.
Subject Matter Expert	Recognized for knowledge and judgment in a technical, functional, or operational field with proficiency in relevant engineering principles and practices or possessing other specific skills as required for technically complex assignments. Develops solutions to difficult problems. Generates concepts as evidenced by product or process improvement. Uses engineering/scientific tools to integrate requirements and solve technical problems. Uses tools, techniques, processes, and/or facilities such as state-of-the-art simulation environments, laboratories, and test facilities. Leads engineering team activities in a specialized engineering or technology subject area. Contributes to the technical planning process and provides technical guidance. Possesses substantial training, experience, and proficiency within a specific technical or operational environment (e.g. communications, logistics, command, and control) or other necessary skills (e.g. language fluency, cultural expertise).
Systems Administration	Executes the daily activities of configuration and operation of business systems, which may be mainframe, mini, or client/server based. Optimizes system (large-scale computer system or multi-server network) operation and resource usage and performs system capacity analysis and planning. Provides assistance to users in accessing and using business systems.
Systems Analysis	Assists in identifying user requirements, procedures, and problems to automate processing or to improve existing computer systems. Analyzes current operational procedures, identifies problems, and learns specific input and output requirements. Writes detailed description of user needs, program functions, and steps required to develop or modify computer program. Reviews computer system capabilities, workflow, and scheduling limitations to determine if requested program or program change is possible within existing system. Studies existing information processing systems to evaluate effectiveness and develops new systems to improve production or workflow as required. Prepares workflow charts and diagrams to specify in detail operations to be performed by equipment and computer programs and operations to be performed by personnel in system. Conducts studies pertaining to development of new information systems to meet current and projected needs. May assist software developers in resolution of work problems related to flowcharts, project specifications, or programming.

Functional Area	Description
Systems Architecture	Establishes system information requirements in the development of sophisticated, complex, enterprise-wide, or large-scale information systems. Designs architecture to include software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensures these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI), and International Standards Organization (ISO) reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the application platform, across the application program interface (API), and the external environment/software application. Evaluates analytically and systematically problems of work flows, organization, and planning, and develops appropriate corrective action.
Systems Engineering	Defines and executes systems engineering activities within a project. These activities may consist of systems planning, performance management, capacity planning, testing and validation, benchmarking, information engineering, and development of a systems engineering management plan. Confers with data processing and project managers to obtain information on limitations and capabilities of existing system and capabilities required for data processing projects and projected workload. Analyzes information to determine, recommend, and plan layout for type of computers and peripheral equipment, or modifications to existing equipment and system that will provide capability for proposed project or workload, efficient operation, and effective use of allotted space. Analyzes and develops technical documentation detailing integration and system performance.
Technical Writing	Analyzes and interprets highly specialized technical information to compose detailed documentation and technical manuals. Conducts complex documentation and user needs analysis. Studies customer environment by analyzing job tasks, organizational structure, and user needs to propose documentation solutions. Observes developmental and experiential activities to determine operating procedure and detail for document content. Interviews technical personnel, interprets reports, specifications, and drawings to increase understanding of processes and document requirements. Assists others with technical interpretation and appropriate phrasing for document content. May plan documentation development process and coordinate writing projects. Reviews documentation for an entire project to ensure validity, completeness of content, and consistency with order, style, and terminology standards.
Testing	Develops and reviews test plans and procedures to ensure the implemented system meets or exceeds all requirements and specifications. Recommends the level of test and evaluation (T&E) to be applied based on mission criticality, associated risks, and the level of project complexity. Documents T&E decisions and plans for implementation. Tests individual components before installation to ensure they meet performance and reliability standards. Tested components include hardware, firmware, and software items. Designs, develops, installs, tests and validates, operates, and maintains prototype applications and databases to determine optimal solutions for integration concepts and problems integral to the integration process. Performs acceptance testing using both test and live data to customer-supplied standards.

Functional Area	Description
Training	Develops and revises training courses and prepares appropriate training catalogs. Prepares instructor materials (course outline, background material, and training aids). Prepares student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.
Web Design and Development <i>Formerly Titled: "Web Development"</i>	Performs system analysis and design techniques for Internet or Intranet development and distribution to remote sites using technologies that may include HyperText Markup Language (HTML), eXtensible Markup Language (XML), eXtensible Style Language (XSL), and Java. Establishes system information requirements using analysis of the information exchange technologies in the development of enterprise-wide or large-scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensures these systems are compatible and in compliance with the standards for open systems architectures, OSI and ISO reference models, and profiles of standard such as IEEE, the OSE reference model, and across the API.

Rates for Services

2008-2009 Pricelist (Effective 9/29/08 – 9/28/09)

2008-2009 Pricelist						
Functional Area	1	2	3	4	5	6
Configuration Management	\$ 50.09	\$ 69.89	\$ 80.37	\$ 93.77	\$ 108.33	\$ 126.97
Database Design & Development	\$ 69.89	\$ 80.37	\$ 93.77	\$ 108.33	\$ 126.97	\$ 168.90
Graphic Arts	\$ 50.09	\$ 59.41	\$ 80.37	\$ 93.77	\$ 108.33	\$ 126.97
Human Factors Engineering	\$ 69.89	\$ 80.37	\$ 93.77	\$ 108.33	\$ 126.97	\$ 147.94
Network Engineering	\$ 50.09	\$ 59.41	\$ 69.89	\$ 93.77	\$ 108.33	\$ 126.97
Program Management	\$ 93.77	\$ 126.97	\$ 147.94	\$ 168.90	\$ 203.85	\$ 232.99
Project Support	\$ 36.11	\$ 41.93	\$ 50.09	\$ 69.89	\$ 93.77	\$ 108.33
Property Management	\$ 41.93	\$ 50.09	\$ 59.41	\$ 69.89	\$ 80.37	\$ 108.33
Quality Assurance	\$ 36.11	\$ 59.41	\$ 69.89	\$ 80.37	\$ 108.33	\$ 126.97
Security Engineering	\$ 59.41	\$ 80.37	\$ 93.77	\$ 108.33	\$ 126.97	\$ 147.94
Software Design & Development	\$ 80.37	\$ 93.77	\$ 108.33	\$ 126.97	\$ 147.94	\$ 168.90
Subject Matter Expert			\$ 93.77	\$ 126.97	\$ 168.90	\$ 232.99
Systems Administration	\$ 50.09	\$ 59.41	\$ 69.89	\$ 80.37	\$ 93.77	\$ 108.33
Systems Analysis	\$ 69.89	\$ 80.37	\$ 93.77	\$ 108.33	\$ 126.97	\$ 168.90
Systems Architecture	\$ 93.77	\$ 108.33	\$ 126.97	\$ 147.94	\$ 168.90	\$ 232.99
Systems Engineering	\$ 93.77	\$ 108.33	\$ 126.97	\$ 147.94	\$ 168.90	\$ 232.99
Technical Writing	\$ 41.93	\$ 59.41	\$ 69.89	\$ 80.37	\$ 93.77	\$ 108.33
Testing	\$ 36.11	\$ 59.41	\$ 69.89	\$ 80.37	\$ 108.33	\$ 126.97
Training			\$ 69.89	\$ 93.77	\$ 126.97	\$ 168.90
Web Design & Development	\$ 36.11	\$ 59.41	\$ 69.89	\$ 80.37	\$ 108.33	\$ 126.97