

G-Cloud 15 – Reference RM1557.15

SG&D Cloud Support Services

Author: Nick Walrond

nick.walrond@sandersonplc.com

January 2026

Contents

Contact Details	3
An Overview of the Sanderson G-Cloud Service.....	3
Service Management	4
Service Constraints	4
Details of Trial Service	5
Onboarding.....	5
Offboarding And Service Migration	5
Training.....	5
Ordering And Invoicing Process.....	6
Information Assurance and Accreditation Held For Information Processing.....	7
Details of the Level of Backup/Restore and Disaster Recovery that will be Provided	7
Non-Applicable Items	7
Pricing.....	8

Contact details

Managing Director: Nick Walrond

+44 (0) 117 915 0372– nick.walrond@sandersonplc.com

Sanderson Government & Defence Limited First Floor, Clifton Down House 54a Whiteladies Road, Clifton, Bristol, England, BS8 2NH

An overview of the Sanderson G-Cloud Service

Sanderson has been established for 40 years and specialises in delivering Consultancy services, directly and indirectly, to a wide range of Government, National Security and Defence organisations.

Always at the heart of technology advancement, we provide a portfolio of bespoke Cloud Support Services and deliver through our extensive framework of BPSS, SC and DV cleared specialists encompassing all core Business and IT disciplines. Our service is trusted by a wide-ranging portfolio of Clients due to:

- Our knowledge of the Government and Defence sector
- Our consistent record of delivery, quality, speed and accuracy of response
- Our ability to innovate and provide a tailored service
- Fast and cost effective deployment
- Commitment and focus on achieving the required outcome
- Support of customer on both an outcome only or time and materials basis

Sanderson offers the highest level of cloud operations and support expertise and is well known for operating, supporting and managing the most demanding mission critical environments, ensuring our customers enjoy uninterrupted uptime across their entire cloud deployment from infrastructure to applications across multiple clouds.

Depending on the engagement you desire to have with us Sanderson monitors for cloud service interruptions, provides alerts, fixes issues, provides proactive maintenance to guarantee maximum uptime of your environment(s).

Sanderson Consultants are Subject Matter Experts, with specific Government project experience including:

- | | |
|---|--|
| • Project/Programme Management & Support | • Provision of ITIL Qualified Service Experts |
| • Business Analysis & Change | • Systems Analysis |
| • Architecture & Design Authority | • Agile Development |
| • Enterprise, Data and Technical Architecture | • Simulation, Virtual Reality and 3D Modelling |
| • Transition & User Management | • Software Development |
| • Risk Management & Security Software Development & Design Integration & Test | • Consultancy |
| • Monitoring and Alerting | • Helpdesk & Support and Incident Response |
| • Service Management & Integration | • Security |
| | • Back up and disaster recovery |
| | Cost Optimisation |

Sanderson operate an active consultant pool of over 3500 qualified professionals offering a range of skills and experience under the above mentioned service areas. For ease we have detailed our full range of service capabilities within Appendix A. We can support any of the noted skills at short notice, and at the full range of security clearances from BPSS through SC to DV (Develop Vetted), ensuring our consultants can work at OFFICIAL, SECRET and TOP SECRET classifications.

Service Management

Sanderson will provide an Account Manager who is responsible for building relationships and managing the delivery and provision of all Consultancy Support services supplied under the framework. This will incorporate:

- Responsibility for delivery and immediate point of contact
- Responsibility for all on and off site support required – up to 7 days per week based on size and number of requirements
- Minimum of SC, and up to DV, security clearance

At Sanderson, our Account Managers are selected based on their ability to deliver proactive and value added support to Client stakeholders. This is gained through years of experience and professional development. Their engagement is underpinned with the following methodology;

- Understand and translate exact requirements
- Assistance in demand planning and forecasting
- Provision of market intelligence
- Managing delivery expectations against market forces
- Simple, helpful and effective service for stakeholders
- Support through knowledge of Consultants
- Pragmatic, responsive process, respectful of Client requirements
- Going the extra mile - expert, added value support
- Focus on provision of skills transfer
- Open, accountable and flexible
- Stakeholder engagement at all levels and adding valued support in the selection process

Account Managers are readily available to Managers and stakeholders on a face to face basis during the required working hours. Access will also be available via additional, clearly defined and publicised channels;

- Dedicated phone lines 8am to 6pm Monday to Friday (with back-up support from team assistants)
- Dedicated email addresses and mobile numbers for out of hours coverage

Your Account Manager will ensure Service Delivery and Performance is monitored through regular audits and feedback from both our Clients and our Consultants. We take Consultant performance seriously; it is a direct reflection of our ability to supply the right service to our Clients and as a consequence we provide a framework to manage and motivate high quality Consultant performance.

During an assignment, the Account Manager will collect feedback directly from the Client on a regular basis to ensure milestones, deliverables, required outcomes and quality of service provided meet expectations. On completion of a project a full debrief is undertaken to ensure total Client satisfaction. This information is used by Sanderson to improve our future services offered and to implement any improvements required to develop our service offering.

Service constraints

Sanderson's standard opening hours are 8.00am to 6.00pm, Monday to Friday. Account Managers can be contacted outside of these hours on their mobile number and email address.

Details of trial service

Once project commitment is gained and the scope clearly defined and agreed, should the Consultant(s) provided be deemed unsuitable or unable to meet the pre-defined requirements in the first 24 hours of the project commencing, Sanderson will not charge for the initial day's service and source a replacement as quickly as possible. If a replacement Consultant is required, the Account Manager at Sanderson will meet directly with the Client to discuss issues and agree actions to achieve resolution.

Onboarding

Sanderson provide a tailored on-boarding service specific to requirements. The on-boarding team process all hardware, software, and security based requests. They follow the requests and ensure everything is ready within an agreed Service Level Agreement. This service may include:

- Full site orientation to ensure site readiness
- Ensure successful IT and security set up has been completed
- Introductions to Manager and any other key members of staff on the project
- Project briefing to ensure all resource are Day One effective
- Overview of project lifecycle and articulation of task requirements and deliverables
- Health & safety
- Code of conduct, security and any other policies – including obtaining signed confirmation they have read and understood the policies

This ensures the Consultant is fully functional within two hours of stepping on site, therefore maximising their effectiveness from day one.

Offboarding and service migration

From the outset of our engagement we work with our Clients to plan for exit in any circumstance, ensuring that an orderly and controlled transition of responsibility is achieved, irrespective of the motivation for such a change. This eliminates the risk from the initial engagement and ensures that all parties plan effectively for every eventuality.

All projects are fully documented with regular updates and extensive reporting on work undertaken, outcomes achieved and key knowledge shared.

We recommend that, where knowledge retention and/or upskilling for permanent staff is key to the successful outcome of the project that a service deliverable is included to ensure this is reported and monitored throughout the project and beyond into business as usual.

Training

With increasing pressure on reducing costs and increasing delivery, Sanderson understands that training and knowledge transfer to Clients is a critical aspect when delivering services.

Our Consultants are deployed to drive activity and provide impetus, but at the same time they mentor, coach and train members of staff within the Client, where required, depending on the scope of services being provided. The attitude and willingness to contribute to the longer term success of the Client is key to the success of our Consultants, along with the greatest skill levels in their particular discipline. Benefits include:

- Improved delivery on difficult projects within key strategic programmes
- Increased confidence in permanent employees
- Reduced number of contractors being utilised
- Better departmental morale
- Direct cost saving by reducing the overall number of non-permanent resource
- Increased quality within the non-permanent workforce
- Increased productivity within contractor population
- Capability improvement within the permanent team
- Adjusting the permanent to contractor ratio in favour of permanent resource

We also cascade knowledge to our Clients through a mix of direct communication and demonstration; newsletters, whitepapers, blog articles, knowledge-sharing network events and presentations.

Ordering and invoicing process

Any orders made to Sanderson will be dealt with by the assigned Account Manager, who will have deep recruitment and delivery knowledge. The Account Manager will also be responsible for working with the Client to understand in greater detail the requirement and culture, so that the consultancy solution and fit is appropriate. This will ensure the requirement is accurately matched to the agreed pricing model and provide value for money.

Two methods for securing specialist consultancy services include:

Task Order: Task Orders can be designed to meet a variety of complex or risk- sharing requirements. These may be implemented by individual Consultants or by teams of Consultants working in either a full or part-time capacity. The successful completion of the deliverables is governed by a set of pre-defined outcomes set against key milestones. Task Orders are fully customisable, and may include additional value added elements such as knowledge transfer, mentoring and training programmes, technical projects or organisational changes.

Time-Hire: Consultants complete service activity reports on a weekly or monthly basis which are approved by the Client. Consultants are contracted for a maximum number of service days and invoiced on a weekly or monthly basis

Sanderson's invoicing system is automated and flexible, in line with contractual terms and customer requirements. All supplier invoices are generated automatically through the system, with each invoice matched to timesheets or milestone delivery, audited against contract for accuracy. The reporting suite can generate invoicing and billing documents using the Invoice ID.

Client invoices can be raised monthly or weekly by the system, in line with client preference and each invoice accurately and automatically reflects time approved. The system can provide fully consolidated invoices for each cost centre/division/contracting body, dependent on the needs of the individual Client.

Invoicing can also be conducted via the Client's own electronic procurement tool, for example P2P.

A dedicated finance team is fully responsible for invoicing accuracy, timeliness and efficiency. The finance team reconciles invoices against timesheets and contractual agreements prior to dispatch, with every stage checked as part of our ISO processes.

Information assurance and accreditation held for information processing

As a current supplier of specialist Contractor services to HMG, Sanderson has gained extensive first-hand experience working to guidelines and procedures to:

- Manage a robust and ISO approved engagement process, including all contract administration, invoicing, payroll and reporting
- Escalate and resolve issues via 'informal and formal' channels - initially through the Account Manager and then Account Director, with resolution within 1 business day – an essential part of our ISO 9001:2015 accreditation.
- Achievement of Cyber Essentials, assuring the Cyber Security of our own core systems

In the ordinary course of business, Sanderson collects, holds, processes and transfers third party sensitive personal data, particularly that of Consultants, and it recognises that the correct and lawful treatment of this data will maintain confidence in the organisation and will provide for successful business operations.

Sanderson ensures the use of such information is subject to all legal safeguards, including those specified in the UK in the Data Protection Act 1998 and in other UK legislation and regulations. Depending on where and how the data is being used, Sanderson recognises that local legislative requirements may be more stringent, but we comply with these at all times.

As a result Sanderson has established and operates to a very high standard of protection for personal and commercial data. We have achieved Cyber Essentials certification and adhere to ISO27001 standards whilst we move towards achieving this standard. We are also fully compliant with environmental standard ISO14001 and Health & Safety standard ISO45001.

Details of the level of backup/restore and disaster recovery that will be provided

Sanderson has the ability to continue to provide mission-critical, IT-dependent services during recovery from a business interruption or service outage. We use up-to-date technology in the operation of our business and run a thorough daily back-up and recovery process as part of our ISO 9001:2015 procedure.

System back-ups are run continually throughout the day and overnight, with copies held both securely onsite in our locked server room and also offsite in a secure fire proof safe. We have alternative premises within the Group ready to be used in the event of total site outage.

Non-applicable Items

Having summarised the scope of the service offered by Sanderson within this completed Service Definition Document, a number of areas have not been covered due to being non- applicable in relation to the supply of consultancy services. These include:

- Termination terms
- Customer responsibilities

- Technical requirements (service dependencies and detailed technical interfaces, e.g. client side requirements, bandwidth/latency requirements etc.)
- Financial recompense model for not meeting service levels

Pricing

For full details, see the SFIA Resourcing & Pricing Documents attached to our page on the Cloud Store. Detailed, role specific, pricing is contained within the Sanderson Pricing Document showing the full range of skills and SFIA experience level available from Sanderson.

Standards for Consultancy Daily Rate Card

Consultant's Working Day – 8 hours exclusive of travel and lunch

Working Week – Monday to Friday excluding national holidays Office Hours – 08:00 – 18:30 Monday to Friday

Travel and Subsistence – Included in day rate within M25. Payable at department's standard T&S rates outside M25

Mileage – As above

Professional Indemnity Insurance – included in day rate

Appendix A – Detailed Services

Project/Programme Management & Support

Programme Management, Project Management, Managing, Leadership, Risks and Issues, Planning, Milestones, Track Progress, Quality, Delivery, Stakeholder Management, Budgets, Business Cases,

APMP, PRINCE, MSP, Managing Successful Programmes, Project Initiation Documents, PIDS, Programme Management Office, Project Management Office, Cradle to Grave, Progress, Supplier Management, BCS, Infrastructure, Applications, Transformation, Business Change, Cyber, Security, SFIA, ITIL, Service Management

Business Analysis & Change

Managing, Leadership, Risks and Issues, Planning, Milestones, Track Progress, Quality, Delivery, Stakeholder management, Budgets, Business Cases, APMP, PRINCE, MSP, Managing Successful Programme, Cradle to Grave, Progress, Supplier Management, BCS, Infrastructure, Applications, Transformation, Business Change, Cyber, Security, SFIA, Modelling, Frameworks, PROSCI ADKAR, Changefirst, APMP, Transformation, Organisation Design, Organisation Development, Target Operating Model (TOM), Implementation, Process, Business Analysis, Process Analysis, Process Mapping, Strategy, Lead, Leads, Facilitation, Change Management, Change Planning, Impact Analysis, Communication Planning / Management, Stakeholder Relationship / Management, Benefits Management, Decision Making Support, Data Analysis, Benefits Realisation

Architecture & Design Authority

MODAF, TOGAF, DODAF, SOA, TDA, Rational Unified Process, UML, Enterprise Architecture, Solutions Architecture, Systems Engineering, Modelling, Unified Modelling, Framework, Zachman, Mood, SOSA, PRISM, Business Systems Planning, NIST, Data Architecture, Business Architecture, SPARX, ARIS, VISIO, Systems Design, Solution design framework, Lean, Agile, Six Sigma, Waterfall, Iterative

Enterprise, Data and Technical Architecture

Enterprise Architecture, Technical Architecture, MODAF, TOGAF, DODAF, SOA, Rational Unified Process, UML, Enterprise Architecture, Solutions Architecture, Systems Engineering, Modelling, unified modelling, Framework, Zachman, Mood, SOSA, PRISM, Business Systems Planning, NIST, Data Architecture, Business Architecture, SPARX, ARIS, VISIO, Systems Design Oracle, Database Administrator, DBA, Stored procedures, Data Recovery Solutions, Patching Solutions, Back Up, RMAN, Clustered, RAC Clusters, Datagard, Replication, Performance Tuning, Synase, MS SQL Server, RDBMS, of Data Tiers, Web Tiers, Application Tiers, Logical Database Design, Schema Design, High Availability, ASM OSM Oracle Storage Manager, Apex, Business Intelligence, OBIEE, MYSQL, Non Relational Database

Risk Management & Security

CISO, CPNI, CISA, ISACA, CISSP, CISCO, CCSE, ITPC, IAS1, IAS2, GPG47, GPG13, CESG, Training, Business Analysis, Project Management, Technical, Lead, Security Officer, PKI, Incident management, Cyber, SOC, Security Operations, Compliance, Auditor, Policy, RMADS, Accreditation, Accreditor, Document, CLAS, Security Practitioner, ISO27001, Information Assurance, IA, Cryptography, Infosec, CEH, Ethical Hacking, Forensics, Security Information, Event Management, SIEM, Risk Management, Network Security, Threat, Detection, containment, analysis capabilities, Software Security, Malware, Checkpoint Security

Software Development & Design

Java, J2EE, Enterprise, Web, Gui, Big Data, Opensource Core Java, JSEE, OO Design, EJB, JMS & Web Services, Application server, Spring, Hibernate, Struts, JQuery, Junit, UML, Object orientation, Python, C/C++/VC++, TCP/IP, network protocols, HTML, CSS3, JavaScript (ES6), React/Angular/Backbone, Redux, LESS/SASS, NPM & Webpack/Grunt/Gulp, Jasmine, Selenium, Data

base technologies, e.g. Hadoop/Mongo DB/ Elastic search, Messaging technologies (AMQP), Service Discovery (Consul), Bro/Wireshark, Atlassian, Windows/Linux, Build & Release management, Maven, ANT, Ivy, puppet, ansible, Testing, (TDD/Automation), Continuous integration, Scripting, database technologies, Big Data/Hadoop/Mongo DB, Messaging, Vulnerability research, Ruby, shell script, SQL, XML, XSD XSLT, Artificial Intelligence, Machine Learning, PL/SQL, Stored procedures, CSS, Hessian, Owl, Apache, NodeJS, Bootstrap, Jade, backbone, GWT, Lucene, JSF, Prime faces, Vaadin, MongonDB, Camel, jersey, Rest, AngularJS, Pentaho, underscore.js., EJB, Quartz, Kibana, Amazon Web Services, AWS, Azure, Docker, JBoss, Tomcat, VMware, Linux, Windows Server, Splunk, Bamboo, Chef, Neo Load, Cucumber, Grunt, Gulp, Source tree, Jira, Puppet, Swagger, Guit, Less, Stash, Confluence, SASS, Grinder, WATIR, Sublime, Jenkins, MSbuild, Eclipse, Visual Studio, PERL, PHP, Moodle, Netbeans, Perforce, Gerrit, Bower, JMeter, SDH/PDH Network topologies, Cloud, Protocol Analysis/Wireshark, Mobile technologies 2G/2.5G/3G, Network programming, client server architectures, real time, mobile, Crypt, tunnelling, pipelining, compression and obfuscation techniques, embedded, DEV OPS, Digital, UX design, User Interface design, configuration management.

Integration & Test

Automation, manual, functional, non-functional, integration, infrastructure, selenium, agile, java, python, c#, cucumber, JIRA, Jenkins, big data, J2EE, software, HP QC, HP Quality Centre, LoadRunner, git, HP ALM, Test Case, Test management tools, Risk Analysis, ISEB, ISTQB.

Monitoring and Alerting

Linux, Solaris, Redhat, Debian, Automation, Ansible, puppet, chef, Identity Management (MIM or FIM), WINTEL Infrastructure (AD, GPO, PKI, Permissions, Federation services (ADFS), SQL, Server, AD, Active Directory, SharePoint, Networks (Juniper, VMWARE, NSX), firewalls (SRXs, Palo Alto), Load Balancers inc F5s, Proxy configuration, CISCO, routing, switching, data centre, HLD, LLD, high level design, low level design, Windows, Microsoft, exchange, SCCM, storage, HP, Dell, netapp, back up, VMWare, SAN, NFS, CIFS, FTP, TFTP, HTTP, CentOS, build, manage, configure, security, DHCP, DNS, RAID, service, 1st line, 2nd line, 3rd line, 4th line, ESX, vsphere. CISO, CPNI, CISA, ISACA, CISSP, CISCO, CCSE, ITPC, IAS1, IAS2, GPG47, GPG13, CESSG, Training, Business Analysis, Project Management, Technical, Lead, Security Officer, PKI, Incident management, Cyber, SOC, Security Operations, Compliance, Auditor, Policy, RMADS, Accreditation, Accreditor, Document, CLAS, Security Practitioner, ISO27001, Information Assurance, IA, Cryptography, Infosec, CEH, Ethical Hacking, Forensics, Security Information, Event Management, SIEM, Risk Management, Network Security, Threat, Detection, containment, analysis capabilities, Software Security, Malware, Checkpoint Security

Service Management & Integration

ITIL v3 Expert, PRINCE, Service Management, Rd Badge, Purple badge, Green badge, Foundation Practitioner, Benefits realisation, Transition to operations, Continual Service Improvement, Service Introduction, Demand Management, Demand Modelling, Capacity management, TTO, Service Delivery, Configuration, SLA, OLA, 3rd Party Supplier Management, Contract Management, Service Design, Requirements, Transition into live service, Workshops, Leadership, Business Case, Proof of concept, Strategy, BAU / Business as usual

Systems Analysis

Agile, Modelling, Waterfall, Use Cases, Data, Methodology, Enterprise Architecture, Technical Architecture, MODAF, TOGAF, DODAF, SOA, Rational Unified Process, UML, Enterprise Architecture, Solutions Architecture, Systems Engineering, Modelling, unified modelling, Framework, zachman, Moodle, SOSA, PRISM, Business Systems Planning, NIST, Data Architecture, Business Architecture, SPARX, ARIS, VISIO, Systems Design, Software prototyping

Agile Development

Scrum, Software, Infrastructure, Stand Up's, Automation, Puppet, Jira, Ansible, Chef, Methodology, Modelling, Use Cases, Continuous Integration, Pair programming, Waterfall, Iterative, design patterns, domain driven design, Code refactoring, lean startup, adaptive software development, Agile modelling, Agile Unified Process, Disciplined Agile Delivery, Dynamic Systems Development Method, Extreme Programming, Feature Driven Development, Kanban, Rapid Application Development, Scrumban

Software Development Consultancy

Java, J2EE, Enterprise, Web, Gui, Big Data, Opensource Core Java, JSEE, OO Design, EJB, JMS & Web Services, Application server, Spring, Hibernate, Struts, JQuery, Junit, UML, Object orientation, Python, C/C++/VC++, TCP/IP, network protocols, HTML, CSS3, JavaScript (ES6), React/Angular/Backbone, Redux, LESS/SASS, NPM & Webpack/Grunt/Gulp, Jasmine, Selenium, Data base technologies, e.g. Hadoop/Mongo DB/ Elastic search, Messaging technologies (AMQP), Service Discovery (Consul), Bro/Wireshark, Atlassian, Windows/Linux, Build & Release management, Maven, ANT, Ivy, puppet, ansible, Testing, (TDD/Automation), Continuous integration, Scripting, database technologies, Big Data/Hadoop/Mongo DB, Messaging, Vulnerability research, Ruby, shell script, SQL, XML, XSD XSLT, Artificial Intelligence, Machine Learning, PL/SQL, Stored procedures, CSS, Hessian, Owl, Apache, NodeJS, Bootstrap, Jade, backbone, GWT, Lucene, JSF, Prime faces, Vaadin, MongonDB, Camel, jersey, Rest, AngularJS, Pentaho, underscope.js., EJB, Quartz, Kibana, Amazon Web Services, AWS, Azure, Docker, JBoss, Tomcat, VMware, Linux, Windows Server, Splunk, Bamboo, Chef, Neo Load, Cucumber, Grunt, Gulp, Source tree, Jira, Puppet, Swagger, Guit, Less, Stash, Confluence, SASS, Grinder, WATIR, Sublime, Jenkins, MSbuild, Eclipse, Visual Studio, PERL, PHP, Moodle, Netbeans, Perforce, Gerrit, Bower, JMeter, SDH/PDH Network topologies, Cloud, Protocol Analysis/Wireshark, Mobile technologies 2G/2.5G/3G, Network programming, client server architectures, real time, mobile, Crypt, tunnelling, pipelining, compression and obfuscation techniques, embedded, DEV OPS, Digital, UX design, User Interface design, configuration management.

Helpdesk & Support and Incident Response

Linux, Solaris, Redhat, Debian, Automation, Ansible, puppet, chef, Identity Management (MIM or FIM), WINTel Infrastructure (AD, GPO, PKI, Permissions, Federation services (ADFS), SQL, Server, AD, Active Directory, SharePoint, Networks (Juniper, VMWARE, NSX), firewalls (SRXs, Palo Alto), Load Balancers inc F5s, Proxy configuration, CISCO, routing, switching, data centre, HLD, LLD, high level design, low level design, Windows, Microsoft, exchange, SCCM, storage, HP, Dell, netapp, back up, VMWare, SAN, NFS, CIFS, FTP, TFTP, HTTP, CentOS, build, manage, configure, security, DHCP, DNS, RAID, service, 1st line, 2nd line, 3rd line, 4th line, ESX, vsphere

Security

CISO, CPNI, CISA, ISACA, CISSP, CISCO, CCSE, ITPC, IAS1, IAS2, GPG47, GPG13, CESG, Training,

Business Analysis, Project Management, Technical, Lead, Security Officer, PKI, Incident management, Cyber, SOC, Security Operations, Compliance, Auditor, Policy, RMADS, Accreditation, Accreditor, Document, CLAS, Security Practitioner, ISO27001, Information Assurance, IA, Cryptography, Infosec, CEH, Ethical Hacking, Forensics, Security Information, Event Management, SIEM, Risk Management, Network Security, Threat, Detection, containment, analysis capabilities, Software Security, Malware, Checkpoint Security

Back up and disaster recovery

Linux, Solaris, Redhat, Debian, Automation, Ansible, puppet, chef, Identity Management (MIM or FIM), WINTEL Infrastructure (AD, GPO, PKI, Permissions, Federation services (ADFS), SQL, Server, AD, Active Directory, SharePoint, Networks (Juniper, VMWARE, NSX), firewalls (SRXs, Palo Alto), Load Balances inc F5s, Proxy configuration, CISCO, routing, switching, data centre, HLD, LLD, high level design, low level design, Windows, Microsoft, exchange, SCCM, storage, HP, Dell, netapp, back up, VMWare, SAN, NFS, CIFS, FTP, TFTP, HTTP, CentOS, build, manage, configure, security, DHCP, DNS, RAID, service, 1st line, 2nd line, 3rd line, 4th line, ESX, vsphere