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# CAPABILITIES STATEMENT



## CLOUD SERVICES SOLUTIONS

### • Scalable Infrastructure:

Use of cloud platforms (e.g., AWS, Microsoft Azure, Google Cloud) to deliver scalable computing resources.

### • Service Models:

Support for IaaS (Infrastructure as a Service), PaaS (Platform as a Service), and SaaS (Software as a Service).

### • Application Hosting:

Deployment of web and enterprise applications in cloud environments to enhance performance and accessibility.

### • Security & Compliance:

Integration of encryption, identity management, and compliance monitoring tools to protect cloud resources.

## REMOTE NETWORK SUPPORT

### • Remote Access Tools:

Utilization of secure remote desktop and support tools (e.g., VPN, RDP, TeamViewer) to troubleshoot systems offsite.

### • 24/7 Monitoring:

Continuous network and system monitoring to detect outages or performance issues.

### • Issue Resolution:

Remote diagnosis and repair of network connectivity, system errors, and user access problems.

### • Patch Management:

Regular updates and patching of systems and applications to maintain security and functionality.

### • User Support:

Assistance with login issues, configuration, and application use through phone, chat, or ticket-based systems.

### • Security Enforcement:

Management of firewall rules, antivirus, and remote endpoint protection to secure offsite devices.



## Cybersecurity Policy Management and Implementation

- **Policy Development:** Define clear, comprehensive cybersecurity policies aligned with industry standards (e.g., NIST, ISO 27001) and business objectives.
- **Risk Assessment:** Identify and evaluate potential security threats and vulnerabilities to guide policy priorities.
- **Stakeholder Involvement:** Engage leadership, IT, HR, and legal teams to ensure policies are relevant and enforceable.
- **Documentation:** Create formal policy documents covering key areas such as data protection, access control, acceptable use, and incident response.
- **Communication & Training:** Educate employees on cybersecurity policies through onboarding and ongoing training programs.
- **Implementation:** Integrate policies into daily operations through technical controls (e.g., firewalls, authentication systems) and procedural enforcement.
- **Monitoring & Compliance:** Continuously monitor compliance and use audits or security tools to detect policy violations.
- **Review & Updates:** Regularly review and revise policies to reflect changes in technology, regulations, and the threat landscape.

## Program Management

- **Strategic Alignment:** Oversee multiple related projects to ensure they align with organizational goals and deliver long-term value.
- **Governance & Oversight:** Help establish frameworks, standards, and decision-making processes across projects.
- **Resource Coordination:** Assist in the optimization of use of shared resources (budget, personnel, tools) across multiple initiatives.
- **Risk Management:** Help identify and mitigate risks that affect multiple projects or the broader program scope.
- **Performance Monitoring:** Track program-level KPIs and benefits realization over time.

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