



*We worry about security, so you don't have to*

# Capabilities Statement (2009)

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## ITK SERVICES, LLC

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### **Who we are**

**itkServices, LLC**, is a Hispanic and veteran owned security management consultancy incorporated in the Commonwealth of Virginia. While we provide security services in all major areas of security, we strive to develop business solutions that are innovative and provide our clients with security solutions that are as unique as our clients. What makes us different is not what we do, but how we do it.

We are as dedicated to performing these services in compliance with applicable industry standards as we are to developing innovative security ideas that are efficient, effective, and aid in furthering an understanding and appreciation for our services in the following areas:

- Security Program Management
- Network and Wireless Communications Integrity
- Special Information and Facilities
- Business Continuity Planning
- Information Assurance
- Special Investigations
- Training
- Policy and Oversight

Our services ensure that we (your team and ours) develop a program that identifies both strengths and weaknesses in your overall security posture and assist in developing a program that sustains your strengths and enhances your weaknesses. Our goal is to leave behind a tailor made security program and a well trained internal security staff that is fully capable of sustaining your company's security needs now and in the future. To do this, we address in-place security measures, corporate culture, availability of internal training, and policies to integrate each element into one central process.

### ***Not all security issues evolved as a result of 9.11.01***

The events of 9.11.01 brought to focus a new threat, that of international terrorism, directly impacting our country. While this incident altered our sense of security and our appreciation for protection, it is important to note that the second largest terrorist assault on our Nation was a case of domestic terrorism.

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While our Nation's war on terror warrants attention to the security of our critical infrastructure, we must never forget that a greater threat to our economy and individual safety is impacted by our longstanding war against domestic terrorism, internal theft, and industrial espionage.

**U.S. companies lost up to \$59 billion** in proprietary information and intellectual property according to survey results released in 2002 by ASIS International, through its Council on Safeguarding Proprietary Information and aided by the sponsorship of PricewaterhouseCoopers, the U.S. Chamber of Commerce and the ASIS Foundation.

The entire report can be found at:  
<http://www.asisonline.org/newsroom/surveys/spi2.pdf>

According to the latest National Retail Security Survey report (2002), total inventory shrinkage cost U.S. retailers \$31.3 billion in 2001, including \$15 billion from employee theft and \$10 billion from shoplifting. According to University of Florida criminologist Richard C. Hollinger, Ph.D., who directs the National Retail Security Survey, the results indicate that in 2002, **retailers lost 1.75 percent of their total annual sales** to shrink, up from 1.69 percent in 2001.

The entire report can be found at:  
[http://web.soc.ufl.edu/SRP/finalreport\\_2002.pdf](http://web.soc.ufl.edu/SRP/finalreport_2002.pdf)

**Burglary offenses nationwide in 2002 were estimated at 2,151,875**, marking a **1.7 percent increase** when compared to the 2001 estimate. Burglary offenses made up 18.1 percent of the Crime Index and 20.6 percent of all property crimes.

Burglary is defined in the Uniform Crime Reporting Program as the unlawful entry of a structure to commit a felony or theft. The use of force to gain entry is not required to classify an offense as a burglary.

The entire report can be found at:  
[http://www.fbi.gov/ucr/cius\\_02/html/web/offreported/02-burglary08.html#f214](http://www.fbi.gov/ucr/cius_02/html/web/offreported/02-burglary08.html#f214)

These statistics are highlights of the threats we (both as business and individual entities) face on a daily basis. These statistics do not include issues such as workplace violence, intrusions to our communication systems (wired and wireless networks, voice communications, etc), loss impact on our continuity of operations, loss resulting from internal fraud, or personal losses incurred through identity theft.

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### ***Business Continuity and Asset Protection***

Despite the best efforts of the federal government, through the creation and activation of the Department of Homeland Security and the various cooperatives between federal, state, and local governments, many of our public and private activities have yet to perform adequate threat and vulnerability assessments of key public and private buildings and facilities.

Prior to the events of September 11, many city administrators and business executives, to no greater extent than the rest of us, failed to appreciate the significance of appropriate security measures. Based on the lack of a common threat, security was seen as something needed, but not urgent. During the past three years, our nation has seen its most catastrophic “worse case scenario” unfold and we now live with the realization that we are legitimate targets from both external and internal threats. The events of September 11 notwithstanding, we should keep in mind that some of the most devastating acts of U.S. terrorism, the bombing in Oklahoma and Anthrax mailings in Virginia and Florida, were the work of domestic terrorism.

At best, assaults of this nature close facilities and cost millions to repair. At worse, lives are lost. More than ever before, being prepared is something public administrators and private executives can ill afford to disregard or put off.

**itkServices'** security solutions package provide appropriate security posture aimed at meeting five objectives:

**Emergency Planning:** Establishing a crisis plan in partnership with other officials that addresses traditional and post September 11 scenarios.

**Prevention and mitigation:** Performing assessments of physical, personnel, and information security threats and vulnerabilities.

**Preparedness:** Establishing evacuation plans and providing training to those it impacts.

**Response:** Establishing specific roles and responsibilities and coordinating planned responses with other officials.

**Recovery:** Establishing an appropriate continuity of operations (business continuity) plan and post-incident reporting and support mechanisms.

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Having a clear understanding of these objectives serves as a solid foundation upon which to set and achieve security goals. The conduit to achieving these goals is the deployment of one or more of the vehicles detailed below:

**Vulnerability Assessments:** Through surveys and audits performed on physical assets, personnel, and business operations, to identify threats, strengths, and weaknesses and provide security enhancement recommendations to sustain the strengths and eliminate the weaknesses. We focus on business operations (consequence management and business continuity) designed to impact on cost avoidance, security posture, and best business practices.

**Information and Technology Security Assessments:** Using best industry, law enforcement, and government practices in information assurance, we work independently or in conjunction with your staff to assess and eliminate threats against current networks and information. We also assist in identifying and integrating cost effective security solutions into new systems designs.

**Training:** By developing and providing practical, high impact guidance on how to enhance the individual security posture of personnel, information systems, and physical assets. Using the skills and experience of retired and former federal special agents and intelligence analysts with extensive experience and a proven history of professional excellence within their respective areas of expertise, our training is tailored to the specific needs of our clients.

**Policy and Oversight:** By reviewing programs and ensuring appropriate processes are in place. Through our reviews, when effective processes do not exist, we develop them. When policies exist, but are inconsistent, we consolidate and built an effective single source of guidance and, through oversight, ensure that these processes evolve as changes take place and circumstances dictate. At the end, we leave behind internal policies that address the needs of our clients and meld seamlessly with external (law enforcement, emergency services, and government requirements) policies and procedures.

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### Secure your corporate wireless systems from intelligence gathering and attacks

Your competitors are looking for ways to 'listen in' on your internal communications on many fronts. This can be accomplished without setting foot in your offices.

1. If your company uses Wireless LAN technology (802.11) they can capture your data and access your files remotely.
2. If your company uses two-way radio or certain cordless telephones, they can listen in using commonly available scanners.
3. Some companies have implemented Active Directory, an invaluable resource, but have misconfigured settings that open their network to the world.
4. You will never know that this type of intelligence gathering is going on until it is too late.

Each year, millions of dollars are lost to competitors due to information being captured after being unintentionally broadcast in-the-clear through wireless communications equipment.

Additional millions of dollars are lost due to hackers breaking into corporate networks and releasing viruses or worms into the network. In addition, these same hackers may be employed by your competitors as 'corporate spies' to find out what your company is planning.

We help you keep your data secure while accommodating your wireless Needs. We will evaluate your existing on-campus Wireless LAN needs and recommend changes to close the doors to hackers and 'corporate spies'.

We can also recommend new secure Wireless LAN (WLAN) equipment to allow your employees to roam around your campus and still be 'connected' while keeping unauthorized persons from accessing your networks. We can also test your encryption to ensure it is working and at the appropriate level.

Secure campus-wide WiFi using industry standard 802.11 WLAN equipment conforming to recognized standards. Only pre-authorized WLAN equipment will be allowed to connect to your network and access the information needed by your professionals.

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We help you keep your voice communications secure.

A favorite activity of "corporate spies" is to listen to your two-way radio and cordless telephone communications from far away.

Secure voice communications for cordless telephones and your existing two-way radio system that is affordable. We evaluate your voice communications security needs and recommend solutions tailored to your budget and requirements using off-the-shelf equipment.

Wireless communications specialists  
Our Wireless Communications team members have years of experience. We assess your WLAN equipment placement and security measures and recommend changes to enhance your network security posture.

We assess your cordless telephone and two-way radio systems and recommend changes as needed.

### Registration

We are registered with the Department of Defense's Central Contractor Registration (CCR) and the Small Business Administration's ProNet databases.

### NAICS (Gov-Solutions)

For our government clients, we offer services under the following NAICS:

541611 - Administrative Management and General Management Consulting

561110 - Office Administrative Services

561210 - Facilities Support Services

561621 - Security Systems Services

561611 - Investigation Services

561612 - Security Guards and Patrol Services

541690 - Other Scientific and Technical Consulting Services

611710 - Training Consulting

### Other Services

Our capabilities statements highlights business continuity, asset protection, and wireless security as our primary services. These services, however, are supplemented with our support services in training, secure environments, application development, investigative services, and program interoperability and integration.

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## Doing business with itkServices

*itkServices* believes that no one is as smart as all of us. Because of this fundamental belief in the value of individual talent, we have teamed up with several small companies that bring to the table a wealth of subject matter expertise in all areas of security. Following this philosophy, we are able to provide our clients with a “total solution security package” that results in innovative and efficient solutions to all of your security needs.

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With thousands of independent security consultants, we recognize the potential of uniting in service. Read more about the North American Association of Independent Security Consultants (NAAISC).

[www.naaisc.com](http://www.naaisc.com)

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