AT&T proposes resale of manufacturer provided maintenance and support agreements, professional services and training. Additionally, AT&T offers a variety of professional services in support of data networking and telephony systems integration.

**Manufacturer Maintenance and Support Agreements**

AT&T proposes manufacturer maintenance and support agreements at a percent off the published MSRP from the following manufacturers: Alcatel Lucent, Aruba, Avaya, Aastra, Checkpoint, Ciena, Jabra, Rad, Plantronics, Powervar, Triplite

**Manufacturer Provided Training Services**

AT&T resells manufacturer provided training services at a percent off the published MSRP from the following manufacturers: Avaya, Ciena,

**Manufacturer Provided Professional, Custom and installation Services**

AT&T resells manufacturer provided Professional and installation services at a percent off the published MSRP from the following manufacturers: Aastra, Alcatel Lucent, Avaya, Checkpoint, Ciena, Triplite

**AT&T Technical Services**

AT&T offers product staging services, installation services, project management, telephony site survey, wireless site survey and assessment, rapid assessments for VoIP, structured cabling services, and consulting services. AT&T services are offered at a discount from the AT&T suggested sale price. The AT&T suggested sale price is a standard price that is applied to custom service offerings.

**AT&T Financing/Leasing**

AT&T offers Custom financing and leasing options through AT&T Capital Services.

**AT&T Staging**

AT&T's Staging service reduces the complexity, time and risk of deployment by assuring networking components arrive pre-configured, tested and thoroughly documented before implementation.

**AT&T Installation**

AT&T's Installation service offers you an experienced single point of contact that can minimize business interruptions and prevent the diversion of valuable internal IT resources from strategic projects.

**AT&T Project Management**
AT&T's Project Management service can help you successfully complete your most complex network implementations by offering network equipment, engineering expertise and established processes led by certified project managers to help you reach your deadlines.

AT&T Telephony Site Survey

AT&T’s Telephony Site Survey service provides detailed inspection and documentation in support of traditional PBX system design. AT&T technicians collect critical information that allows AT&T to design and offer reliable telephony solutions.

AT&T Rapid Assessments (Essential and Complete)

AT&T Rapid Assessments are based on site surveys which provide detailed inspection and documentation in support of Voice over IP (VoIP) system design. AT&T technicians collect critical information that allows AT&T to design and offer reliable VoIP and IP telephony solutions.

AT&T Structured Cabling Services

AT&T Structured Cabling Services offer custom installation of fiber optic and copper wiring for data and telephony projects. AT&T Structured Cabling Services are delivered by certified cabling technicians who deliver quality installation services that meet industry standards.

AT&T Consulting Services

AT&T provides network consulting and other services through Callisma, an AT&T affiliate. AT&T prides itself on structured design principles that are delivered via AT&T and Callisma’s Life Cycle Methodology. The Callisma life cycle methodology is a highly disciplined approach to network consulting — focusing on planning, design, and implementation—that eliminates ineffective problem solving. The Callisma consultants will leverage this methodology as the framework for delivering quality results for the State of Texas. AT&T and Callisma have established a variety of specialty practices that combine the necessary talent and experience to address common needs and best practices in technology planning, design and implementation. AT&T and Callisma specialty practices are: Advanced Infrastructure, Convergence, Data Center Solutions, Enterprise OS, Operations Management, Project Management, and Network Security.

Advanced Infrastructure – Application Profiling and Modeling

This provides your organization with an optimized network infrastructure that can meet the current and future capacity, availability and performance requirements for delivery of application data. In addition, AT&T consultants can model network scenarios to facilitate future requirements related to capacity, network design and performance, and traffic engineering.

Advanced Infrastructure – Content Networking Planning, Design and Implementation
Hardware that is capable of switching and routing traffic based on inspection of content-specific needs along with content distribution and caching mechanisms provides the functionality critical to managing your day-to-day operations. The Content Networking Design service assists corporations in designing network infrastructures that can take maximum advantage of these technologies.

**Advanced Infrastructure – Level III Total Cost of Ownership**

Total Cost of Ownership (TCO) evaluates the life cycle cost of implementing and maintaining a solution. AT&T can provide TCO analyses based on industry data, our own knowledge base, and from client-provided data. AT&T models client-managed, vendor-managed, and vendor-outsourced solutions for Total Cost of Ownership that provide the information organizations need to make informed IT decisions.

**Advanced Infrastructure – Network Assessment**

Verifying the health of your current network is critical to your business’ success. Network Health Check optimizes your current network’s infrastructure and facilitates cost-effective, accurate and quicker network infrastructure changes as you grow your network.

**Advanced Infrastructure – Network Design and Implementation**

This service provides guidance and execution for the full life cycle of technology deployment including strategic planning, design, implementation, operation and optimization. The information obtained in this engagement will allow you to make knowledgeable and calculated decisions by comparing and assessing features, functionality, cost, and performance aspects of a Layer 3 infrastructure deployment.

**Advanced Infrastructure – Quality of Service (QoS) Planning, Design and Implementation**

This service provides a framework for ensuring your network functions, such as queuing, scheduling, prioritizing and forwarding of packets are done in a manner that optimizes available bandwidth and manages network latency, packet loss and jitter.

**Advanced Infrastructure – Storage Networking Planning, Design and Implementation**

Internet Data Center Centralized Data Storage Services (IDC CDS) is designed to assist corporations in the planning, design and implementation of flexible and scalable enterprise storage solutions. IDC CDS will help evaluate a storage strategy that provides the best business value and tangible Return-on-Investment (ROI) based on your unique business requirements.
Advanced Infrastructure – Whiteboard Session

If you are planning or undergoing an IT infrastructure initiative, then you already know there is no substitute for experience and expertise. Now imagine having access to an industry expert who has that expertise and has worked on many similar projects. Our Whiteboard Sessions, delivered by Callisma Inc., an AT&T Company, are built from a range of strategic topics and challenges our customers are facing across several vertical industries and technology domains. In creating these sessions our consultants gathered the key “lessons learned” from our project experiences, including technical overviews, intellectual capital and best practices. Then they packaged this content into a convenient, half-day interactive workshop format delivered at your location, and designed to provide you and your leadership team with the additional insight and fresh perspectives to help keep your IT plans on course.

Our Advanced Infrastructure consulting team focuses on optimized routed and switched architectures, optical transport, storage area networking (SAN) and wireless solutions. We provide services to ensure best practices network design, installation and operation of layer 1 through Layer 3 LAN and WAN transport.

Advanced Infrastructure – Wireless Planning, Design and Implementation

This service provides guidance and execution for the full life cycle of wireless technology deployments including strategic planning, design, implementation, operation and optimization. Key factors in the deployment of wireless infrastructures are the security aspects of the environment. AT&T consultants understand the inherent security risks of wireless technology and provide best practices, operational architectures and technologies that address security concerns.

Advanced Infrastructure – Wireless Site Survey

Our consultants understand the inherent security risks of wireless technology and provide best practices designs, operational architectures and technologies that address security concerns. These practices are implemented at each step of the wireless infrastructure planning, design, implementation operation and optimization phases of deployment.

Convergence – Contact Center Planning, Design and Implementation

We work with you to determine an appropriate contact center strategy, considering existing and anticipated requirements in addition to evolving technology trends such as Voice Extensible Markup Language (VXML) and IP Telephony. This comparison of capabilities and properties allows our analysts to perform a gap analysis to identify shortcomings and potential hurdles to any offered solutions.
Convergence – IP Telephony Planning, Design and Implementation

We will work with you to determine an appropriate voice architecture strategy, considering existing and anticipated requirements as well as evolving technology trends such as IP Telephony. The project will be executed according to our engagement methodology, wherein current and future requirements are considered together with the current state of the voice and data networks.

3 Convergence – IP Telephony Readiness Assessment

Converged network solutions allow your organization to lower the costs of existing services, such as voice and broadcast video, while broadening your means of communication to include modern IP Telephony, collaboration and support for mobile workers. Additionally, the reduction in cost of installing, maintaining and reconfiguring separate networks to handle traditional voice, data and video traffic maximizes profitability. The IP Telephony Readiness Assessment ensures a quick, successful and cost-effective migration to a converged network solution.

Convergence – Integrated Voice Response/Application Planning, Design and Implementation

For organizations implementing IP call center solutions, Interactive Voice Response (IVR) systems and other computer/telephony applications provide the flexibility and interoperability that organizations need to make the most of their IT investments. AT&T provides planning, design, and implementation services for IVR and other IP call center applications.

Convergence – Level III Total Cost of Ownership

Total Cost of Ownership (TCO) evaluates the life cycle cost of implementing and maintaining a solution. AT&T can provide TCO analyses based on industry data, our own knowledge base, and from client-provided data. AT&T models client-managed, vendor-managed, and vendor-outsourced solutions for Total Cost of Ownership that provide the information organizations need to make informed IT decisions.

Convergence – Telecom Strategy

We will work with you to determine an appropriate voice architecture strategy, considering existing and anticipated requirements as well as evolving technology trends such as IP Telephony. The project will be executed according to our engagement methodology, wherein current and future requirements are considered together with the current state of the voice and data networks. The analysis addresses not only the physical network itself but also the operational superstructure that manages it, including people, processes and tools used for network fault management, configuration, accounting, performance and security (FCAPS), and the ongoing client network planning methods. When all the requirements, the current network status and any gaps have been identified, we will develop a future plan to analyze alternatives. The selected future direction considers the cost and effort of any needed migration, risk analysis of doing and not doing network modifications and impact analysis to related client projects.

Convergence – Video over IP Readiness Assessment
Video over IP Readiness Assessment includes a complete physical and logical inventory of the specified video and data devices followed by an analysis that reviews the capability of your network to support converged real-time video traffic.

**Convergence – Whiteboard Session**

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Our Convergence consulting team has expertise with an array of technologies including traditional voice systems, IP Telephony, and Contact Center. We offer a life cycle of services including convergence strategy development, business analysis and economic justification, and integration of convergence solutions with traditional telephony.

**Data Center Solutions – Data Center Relocation & Consolidation Program Development**

Program Management aimed at developing comprehensive project plans that ensure all issues about a relocation or consolidation are identified.

Benefits:
- Leverages expertise from individuals that have lived the issues
- Ensures coverage of all issues (Network, Server, Environment), Accurate time tables, reduces mistakes – reduces cost
- Extended focus into areas of concern
- Get the plan right
- Most relocation problems are a matter of failure to consider all the issues
- Experienced guidance to your architect and general contractors on physical structure issues such as environmental control management, power, location inside the building, and many other do’s and don’ts
- Creates compressive project plan

Proper migration planning for:
- Meets the business needs and tolerances for downtime, restoration and back out planning
• Network connectivity and support for hot cuts to prevent corporate downtime
• Server & Application Consolidation & Virtualization review to identify cost savings in network & server equipment, licensing, maintenance, & support
• Data Migration covered to ensure data is migrated efficiently, and that backup and archive policies are maintained
• Data relocation to leverage existing or new SAN/NAS structures
• Operations management to ensure proper Day 2 abilities after the cut

Data Center Solutions – Data Center Relocation & Consolidation Program Management

Dedicated project management of the actual move

Benefits:
• Ensures responsible agencies deliver within the established time frames, identifies issues, changes, risks, expertise assistance with mitigating issues.
• Risk Mitigation from experienced personnel
• Proactive approach to determining risks
• Know to work Best Practice solutions
• Keeps all the players on track
• Keep the project on time

Data Center Solutions – Data Center Capability Assessment

Program is aimed at assessing the capabilities of an existing data center to support the business requirements, service levels, or new services.

Benefits:
• Ensures readiness
• Provides an objective independent review of capabilities
• Validates – Network, Servers, support, reliability, and assurance against business requirements, service obligations, and best practices
• Identified weakness before failures and provides the chance to improve your organization

Business Requirement validation:
• Service orientation, service level agreements, goals, vision and strategies review for greater understanding of IT support requirements
• Network design review to ensure capability meets need
• Server designs and clustering review to ID potential cost savings
• Process reviews for operations maintenance and support against industry best practices
• Environmental review to ensure foundation DC services provide needed availability of resources
• Security overview to ensure virtual and physical consideration are addressed
• Facility overview to identify weaknesses or potential issues inside the structure

Enterprise OS – Level III Total Cost of Ownership
Total Cost of Ownership (TCO) evaluates the life cycle cost of implementing and maintaining a solution. AT&T can provide TCO analyses based on industry data, our own knowledge base, and from client-provided data. AT&T models client-managed, vendor-managed, and vendor-outsourced solutions for Total Cost of Ownership that provide the information organizations need to make informed IT decisions.

**Enterprise OS – Messaging and Microsoft Exchange**

We can assist with the planning, design, implementation and operation of Exchange 2000/2003 messaging environments and migration to them, along with consolidation of multiple messaging platforms.

**Enterprise OS – Network Services Infrastructure (DNS, DHCP, WINS)**

We analyze the current LAN/WAN infrastructure to ensure that it supports enterprise deployments of Active Directory and Exchange 2000.

**Enterprise OS – Server Consolidation, Virtualization, and Storage**

We support IT Cost-Cutting measures in that enterprises can take advantage of technologies such as SAN (Storage Area Networks), NAS (Network Attached Storage), virtual infrastructures, improved server hardware and increased bandwidth.

**Enterprise OS – Whiteboard Session**

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Our EOS consulting team has experience in the planning, deployment, and management of strategic IT initiatives encompassing operating system migrations, server consolidation, and identity management. Many of the EOS services are designed to significantly reduce capital and operating costs.

**Enterprise OS – Windows Operations Management & Security**
A comprehensive assessment of all architectures related to Microsoft software technologies and additional disparate servers and network devices. A comprehensive Active Directory Security Assessment that includes all architectures related to Microsoft software technologies and Active Directory Security.

Enterprise OS – Windows Server and Active Directory Architecture

- Planning, Design and Implementation of Active Directory Service: This service creates architect-reliable, scalable and well-documented Active Directory® designs that meet best practices and industry standards and can be rapidly deployed.
- Accelerated Migration Service: This service assists you as you undertake the process of upgrading your enterprise network to Windows 2000 Operating System.

Operations Management – Level III Total Cost of Ownership

Total Cost of Ownership (TCO) evaluates the life cycle cost of implementing and maintaining a solution. AT&T can provide TCO analyses based on industry data, our own knowledge base, and from client-provided data. AT&T models client-managed, vendor-managed, and vendor-outsourced solutions for Total Cost of Ownership that provide the information organizations need to make informed IT decisions.

Operations Management – Operations Center design and Implementation

With this service, you can establish key organizational, technical and process enhancements. We understand that successful service management is composed of a unified and comprehensive application of those three cornerstones. We take into account industry-accepted modeling, best practices and your unique management needs. We establish the operational inter-relationships of each functional area and then leverage our vast service delivery experience, making recommendations for more effective and cost-efficient approaches to ongoing service management.

Operations Management – Operations Strategy and Roadmap

The AT&T Consulting Services team we assign to you can take a strategic approach for organizational alignment and roadmap development or a more tactical one to help assess and optimize specific areas, such as toolset integration. Whatever the scope, our focus and results have
shown improved cost performance, reduced operational risk and enhanced ability to more effectively bring new services and applications into production.

**Operations Management – Operations Transition Planning**

The Operations Center Planning service provides assistance with organizational changes that will directly affect your ability to deliver service. The changes include Merger and Acquisition (M&A) planning, rapid expansion in domain of control or globalization of the management discipline (i.e., Follow-the-Sun management).

**Operations Management – Technology Architecture and Integration**

This service validates how well your existing network and systems management technologies and practices either allow or limit your ability to effectively manage an ever-changing infrastructure. Additionally, once the discovery and analysis is complete, the service can then provide the necessary design and integration functions to bring the new or augmented management architecture to an operational state. This offering allows you to maximize your network’s and system’s return on investment and minimize the risks and threats associated with implementing future Technology Management Services.

**Operations Management – Whiteboard Session**

If you are planning or undergoing an IT infrastructure initiative, then you already know there is no substitute for experience and expertise. Now imagine having access to an industry expert who has that expertise and has worked on many similar projects. Our Whiteboard Sessions, delivered by Callisma Inc., an AT&T Company, are built from a range of strategic topics and challenges our customers are facing across several vertical industries and technology domains. In creating these sessions our consultants gathered the key “lessons learned” from our project experiences, including technical overviews, intellectual capital and best practices. Then they packaged this content into a convenient, half-day interactive workshop format delivered at your location, and designed to provide you and your leadership team with the additional insight and fresh perspectives to help keep your IT plans on course.

**Unified Communications – Strategy and Roadmap**

The AT&T Consulting Services team will utilize a strategic approach for evaluating requirements and technologies for an integrated unified communications solution. This service will provide a multi-year strategy and roadmap for leveraging investments in existing communication technologies combined with recommendations for new technology adoption to provide seamless unified communication solution for the enterprise. This service includes ROI and organizational benefits for UC adoption.

**Unified Communications – Planning, Design, Integration**
AT&T Consulting can engage to develop a detailed project and architecture plans for unified communications solutions. Additional services include the integration of existing and new communication technologies and subsequent migration to new communication platforms.

Unified Communications – Facilitated Workshops

AT&T Consulting provides single day workshops to assist organizations with understanding the importance of an unified communications strategy. The workshop can include the following:

- Unified Communications Overview & Industry Trends
- Vendor Solutions
- Industry Best Practices / Integration
- Client Strategy & Roadmap
- Unified Communications Use Case Example
- Use Case Customer Work Session
- Workshop Group Discussion / Call to Action

Unified Communications Consulting

AT&T Consulting can provide staff augmentation services to assist with various aspects of your unified communication adoption. Whether it’s project management or assistance with technology implementation, AT&T Consulting has vast hands-on experience with many of the unified communication technology leaders.

Project Management

AT&T's Project Management service can help you successfully complete your most complex network implementations by offering network equipment, engineering expertise and established processes to help you reach your deadlines.

Security – Business Continuity and Risk Assessment

Business Continuity Planning (BCP) provides an unbiased assessment of your ability to maintain network operations during a period of disruption. Also, as a component of BCP, Disaster Recovery Planning addresses the critical challenges of recovering vital network operations once a disruption occurs. BCP’s immediate feedback demonstrates the strengths and weaknesses in your current architecture along with real-world recommendations on how to graduate your functional management capabilities.

Security – Information Security Policy Development

Information Security Policy Development can help you improve the protection of your organization’s critical information assets, intellectual property and business operations.

Security – Level III Total cost of Ownership

Total Cost of Ownership (TCO) evaluates the life cycle cost of implementing and maintaining a solution. AT&T can provide TCO analyses based on industry data, our own knowledge base, and
from client-provided data. AT&T models client-managed, vendor-managed, and vendor-outsourced solutions for Total Cost of Ownership that provide the information organizations need to make informed IT decisions.

**Security – Penetration Testing**

Penetration Testing provides you with an understanding of your current network security posture and the necessary steps for improving and reinforcing that posture.

**Security – Regulatory Compliance Assessment**

Across North America, regulations such as Sarbanes Oxley, HIPAA, HITECH, PCI and GLBA (among others), and pressure to improve security and privacy have created a complex web of changes to business process and investment in technology. ISO 17799 provides the basis for a consistent approach to all of these challenges, working from the top down using the standard for alignment with the business. Many of the actions required to address regulations, best practices and standards are similar if not the same. AT&T maps clients to the ISO 17799 standard as part of our Security Benchmark service.

**Security – Security Planning, Design and Development**

These services help organizations plan for an integrated secure network, produce a secure technological architecture design based on an in-depth analysis of your existing security policy and infrastructure, and provide assistance in the implementation of a broad range of premise-based network and systems security technologies.

**Security – Vulnerability Assessment**

Our Vulnerability Assessment can clearly identify how vulnerable your network infrastructure is to attack and provide corrective actions that fit your business requirements and security needs.

Service benefits:
- Identification of your business exposure to today's IT security risks
- Identification of vulnerabilities and weaknesses in your organization's networking infrastructure
- Understanding of how your current IT security measures compare to industry standards
- Proactive identification of IT security risks before they impact your business

Service Feature Highlights
- Basic and Enhanced service levels provide:
  - Security infrastructure and policy review
• Penetration test of perimeter systems
• Wireless security review
• Discovery and recommendations report
• Best practices sharing
• Security patch strategies - available only for Enhanced service level

Security – Whiteboard Session

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Our security consulting team offers a comprehensive variety of secure technology consulting services, designed to evaluate your security posture, identify vulnerabilities and risks, prioritize the critical issues, and provide recommendations and a roadmap for remediation.

PCI Assessments

AT&T offers a range of comprehensive, customized PCI compliance solutions that objectively match each requirement to the most effective possible solution for your company. In addition, AT&T Consulting provides assessment, remediation, program development, penetration testing, and code review services that help companies address specific areas of PCI compliance and common practice, including:

• Annual PCI Assessments (QSA)
• Payment Applications Best Practice
• Certification (PA-QSA)

PCI Remediation Support
Before undergoing a “real” PCI assessment, AT&T Consulting can perform “mock” assessments to determine if you are ready. Customers often use this approach to help identify areas needing remediation. With our substantial experience, toolsets, and range of services in our Secure Network Integration portfolio, AT&T Consulting can perform that remediation work for you. You will benefit from an accelerated and more streamlined “real” assessment process.

**PCI Program Development**

Addressing the PCI efforts across an enterprise can be challenging, requiring specialized knowledge and project coordination experience. AT&T Consulting has both the project and program management experience to help manage the PCI program effort on your behalf.

**PCI Attestation**

As a PCI Qualified Security Assessor (QSA), AT&T Consulting is able to perform annual assessments and issue the required “Reports on Compliance” (RoC) document. On site assessments consist of interviews of key personnel, review of policies, procedures, and other key documents, architecture review, vulnerability testing, and review of key device configurations. The result of this effort is a Report on Compliance, which articulates the company’s adherence to the PCI Data Security Standard.

**PCI QSA Consulting**

AT&T Consulting offers a range of comprehensive, customized PCI compliance solutions that objectively match each requirement to the most effective possible solution for your company. In addition, we provide assessment (QSA and PAQSA), remediation, program development, penetration testing, and code review services that help companies address specific areas of PCI compliance and common practice. Organizations can leverage our QSA experts in an advisory role to answer questions and assist with PCI program/compliance initiatives.

**Forensic, Triage, and Recovery**

AT&T Consulting provides IT security incident response services to assist with breach identification, risk isolation, and future risk mitigation recommendations.

**Identity and Access Management**

AT&T Consulting security technical services provides a best of breed approach for identity and access management solutions. With vast experience with identity and accession design, consolidation, and implementation, we can help improve access control to your IT assets.
Encryption Strategies

AT&T Consulting security technical services provides organizations with strong encryption solutions to help with data assurance and regulatory compliance.

Application Penetration Test

AT&T Consulting can approach the assessment as an outside intruder would. Knowledge about whether the identified vulnerabilities can be exploited from the published application interfaces is critical. We work to track issues identified in source code to any exploitable conditions that may open your organization to threats from malicious users.

Application Code Review

A code-level security review of applications can validate the strength of your application security at the lowest layer possible. This approach gives the greatest visibility into opportunities for improvement—before they become exploited vulnerabilities. Conducting code reviews also help your organization remain compliant with certain regulatory requirements and standards, such as the Payment Card Industry Data Security Standard (PCI-DSS). At AT&T Consulting, we do more than simply identify vulnerabilities; we validate their existence and quantify the risk to your organization.

Application Assessment Program Development

Code level review is an assessment activity as defined in the AT&T Consulting six step Application Security Lifecycle (see the graph below), encompassing:

1. Governance
2. Classification
3. Assessment
4. Protection
5. Detection, and
6. Response

AT&T Consulting combines people, processes, and technology to offer a comprehensive suite of services that addresses the many facets of application security, from assessment, development, and threat monitoring to detection and protection. We integrate these activities and apply in-depth analysis so that
assessments and security intelligence translate into actionable responses. Whether an organization is looking for a single point solution or an entire suite of services, professionals from AT&T Consulting work with your internal team to implement a sustainable, programmatic approach that improves security, compliance, and software development processes while expediting implementation and reducing the burden on in-house personnel and resources.