# Management Approach

## Availability of Qualified On-Site Support Team – Our Personnel

* Minimum 95% of required staffing levels
* Use the test bed efficiently – need to know what to do on day 1
* Sufficient number of highly skilled, experienced network engineers, system administrators, and domain administrators not only for routine operations, but to support surges in activity.

Need to make a table that shows staffing/experience of these three LCats.

* **Network engineer:** Oversees the installation, configuration, testing, and maintenance of networked information systems. Minimum 5 years of experience. Desired certifications: MCSE, CCNA, or CCNP. Bachelor’s Degree in Computer Science, Information Technology or similar field.
* **System Administrator:** Responsible for the design, installation, configuration, administration, tuning, and optimization servers, networks, and related software and components. Minimum 3 years of experience. Desired Certifications: MCSA. Bachelor’s Degree in Computer Science, Information Technology or similar field.
* **Domain Administrator:** Missing description.

### Support All Test Needs during Day-to-Day Operations

* Minimum 95% of required staffing levels
* Ability to respond promptly to all test needs throughout the test process.

### Support all Test Needs during Surge Demands

* Minimum 95% of required staffing levels
* Ability to respond promptly to all test needs throughout the test process.

## Approach to Using Systems and Tools

* Ability to run tests efficiently using the existing test bed facility
* A trouble ticket system to track assistance requests