

# 1 Management Approach

## 1.1 Availability of Qualified On-Site Support Team

- 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.

### 1.1.1 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.

### 1.1.2 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.

## 1.2 Approach using Systems and Tools

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