**Exercise Instructions:** Analyze requirements, outline, and develop a section up to 2 pages in length. Font requirements: 12-point Times New Roman font, 10 Arial Narrow font for graphics, single-spaced, 1-inch margins.

**RFP Requirements**

**Section L:** Describe a qualified on-site support team availability to support testing during regular operations and surges. Summarize your approach to supporting all test needs using personnel, tools, and systems, as described in the SOO.

**Section M:** *The degree to which qualified personnel is available at the minimum 95% of the required staffing level, to meet day-to-day operations and surge demands. Ability to run tests efficiently using the existing test bed facility.*

**SOO:** *2.3.5 Task 5 – Qualified, On-Site Support Team*

*To support its network security software testing effort,* ***FEMA*** *requires the following:*

* *Sufficient number of highly skilled, experienced network engineers, system administrators, and domain administrators not only for routine operations, but* ***to support surges in activity****.*
* *Ability to respond promptly to all test needs throughout the test process.*
* *A trouble ticket system to track assistance requests.*

**Section H:**

**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.

**USE THIS SIDE FOR BRAINSTORMING EXERCISE ONLY**

**Assumptions:**

* The team decided that day-to-day operations call for a team of 4 network engineers, 6 system administrators, and 8 domain administrators. Surges in activity would require as many as double that number for as long as one month at a time.
* The team decided to introduce the ServiceNow trouble ticket system, realizing that it has multiple advantages for this customer and supports the team’s approach to testing.
* The customer cares about the ability to respond to all test needs promptly because the agency has had difficulties obtaining qualified support in the past. It also has a poorly defined involvement and communications protocol for the test process: five different stakeholders from this agency and other agencies trip all over each other using the test bed, and scheduling is very complicated.
* The win theme for this section is that our Company and its two teammates have tremendous bench strength of 2567 qualified personnel available on a 48-hour notice, paired with understanding of how to run the testing efficiently, as proven by our performance on the AX2 and OMNIBUS programs.

**Areas where you would have to brainstorm and use your imagination:**

* Use the creative license to make any additional assumptions
* Figure out what innovative approach you would take towards:
  + Supporting the surges with stellar staffing available on short notice
  + Understanding the peculiarities of the testing process and the interactions and needs for all five stakeholders
  + Responding to all test needs throughout the testing process when and where needed
  + Promoting use of ServiceNow trouble ticket system in support of your proposed approach
  + Using graphics concepts where needed.

**Remember – you only have up to two pages! Your solution and response don’t need to be overly complicated.**