



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.