



**Meeting Minutes
IT Services IPT Meeting #1
Alexandria, VA
8 – 12 December 2003**

Monday, 8 December 03

Opening Remarks: *Jackie Woodson; Ruby Mixon*

Administrative & Process Matters: *Joe Mercier (Facilitator), & Scribe*

- Introductions
- Rules of Conduct; Meeting Approach
- Meeting Agenda
- Objectives of this IPT session

Review of IPT Kickoff material and completed WBS Functional Areas

Discussion of remaining WBS Functional Areas

- Feedback incorporated in separate file entitled “*IT Services WBS Functional Areas and Functions.doc*”

Dialogue with Industry representatives on the WBS Functional Areas and functions

- Feedback incorporated in separate file entitled “*IT Services WBS Functional Areas and Functions.doc*”

Tuesday, 9 December 03 through Friday, 12 December 03

Identification of performance requirements associated with a Functional Area (incl. measures & standards) -- **Quality Assurance**

- **Quality Assurance** provides SDDC with appropriate visibility of the Contractor’s IT and software quality processes and progress, and the level of quality assurance process maturity relative to the Software Engineering Institute – Capability Maturity Model (SEI-CMM).
- Performance Objective 1 - The contractor shall prepare and submit a quality assurance plan to the Government for each program or project undertaken.
- Performance Objective 2 – The contractor shall implement the established quality assurance plans for the program or projects undertaken.
- Performance Objective 3 – The contractor shall, in a timely manner, inform all affected groups and individuals of the status of project quality and unresolved quality risks and non-compliance issues, and on relevant quality assurance activities, results and planned actions.

Identification of performance requirements associated with a Functional Area (incl. measures & standards) – **Logistics**

- **Logistics** is the planning, coordination, distribution, reutilization and accountability of IT materials or established services.
- Performance Objective No. 1: The Contractor shall provide logistics support to include but not be limited to technical publication support (copying, collation, printing, binding, presentation materials) as required by the COR.
- Performance Objective No. 2: The Contractor shall distribute various types of materials such as CD ROM, documents, PC's, and peripherals as required by the COR.
- Performance Objective No.3: The Contractor shall account for equipment, including sorting, shipping, and return for equipment as required by the COR.

Identification of performance requirements associated with a Functional Area (incl. measures & standards) – **Research, Analysis and Design**

- **Research, Analysis and Design** involve conducting a wide spectrum of analyses, surveys, studies and designs related to IT initiatives. **Research** includes but is not limited to market surveys, site surveys, feasibility studies, technology infusion and IT study. **Analysis** includes but is not limited to: resource analysis, risk analysis, gap analysis, workflow analysis, functional analysis, business process analysis, cost analysis, interface systems analysis, technical assessments, impact analysis, transition analysis, technology benchmarking, enterprise architecture analysis, requirement analysis, business transformation and data modeling. **Design** includes but is not limited to system design, dataflow diagrams / documentation, data modeling, network design, telecommunications architecture design, joint application development and design and critical design review.
- Performance Objective No. 1: The Contractor shall perform research as required.
 - Performance Measure: provide results (hard copy and electronic) within 10 working days of completion of study or survey, or as specified by COR.
 - Performance Standard: 98% of deliverables are timely, complete, professionally sound and accurate.
- Performance Objective No. 2: The Contractor shall develop, conduct and document analyses as required.
 - Performance Measure: provide results (hard copy and electronic) within 10 working days of completion of an analysis, or as specified by COR.
 - Performance Standard: 98% of deliverables are timely, complete, professionally sound and accurate.
- Performance Objective No. 3: The Contractor shall develop designs as required, resulting in schematics, models, or other documentation.
 - Performance Measure: provide design documentation (hard copy and electronic) within 10 working days of completion of design or as specified by COR.
 - Performance Standard: 98% of deliverables are timely, complete, professionally sound and accurate.

Identification of performance requirements associated with a Functional Area (incl. measures & standards) – **IV&V**

- **Independent Verification & Validation (IV&V)** involves an independent review of the software product for functional effectiveness and technical efficiency. This may include but not be limited to application testing, regression testing, usability testing, load testing, qualification system testing and documentation testing.
- Performance Objective No. 1: The Contractor shall evaluate, recommend and implement testing tools and strategies as requested by the COR.
- Performance Objective No. 2: The Contractor shall develop, maintain and upgrade testing scripts and TCRs.
 - Performance Measure: Provide documented (hardcopy and electronic) test scripts and TCRs at least 10 days prior to scheduled test date or as specified by the COR.
 - Performance Standard: 100% of the system requirements and any subsequent changes have a corresponding test case.
- Performance Objective No. 3: The Contractor shall establish and maintain a test environment.
- Performance Objective No. 4: The Contractor shall successfully execute and analyze all required test scripts and TCRs.
 - Performance Measure: Provide test reports within 2 days of test completion or as otherwise specified by the test plan.
 - Performance Standard: 95% of the deliverables are timely and accurate.
- Performance Objective No. 5: The Contractor shall generate certification documentation.
 - Performance Measure: Provides documents (hardcopy and electronic) within 10 days of test completion or as required by the COR.
 - Performance Standard: 95% of the deliverables are timely and accurate.

Identification of performance requirements associated with a Functional Area (incl. measures & standards) – **Systems Operations & Maintenance**

- **Systems Operation & Maintenance** involves the operation, maintenance and administration of existing systems architectures, including hardware and software, applications, databases and operating systems.
- Performance Objective No. 1: The Contractor shall provide system operation and maintenance to include but not be limited to release management, upgrades / patches / change packages (enhancement / fixes), problem reports, Tier 3 support and migration.
 - Performance Measure: releases, upgrades, problem reports, Tier 3 tasks and migrations meet the established level of quality associated with the mission criticality for that maintenance activity.
 - Performance Standard:

Level of Severity	Type of Error	Acceptable # of Occurrences	Corrective Action	Response Time
1	Critical (failure) – The system crashed and will not function. There is no work around.	0 per release / update	Fix Immediately	
2	Critical (non-failure) – System Glitch that causes erroneous results but there is a way to achieve system functionality, i.e., hard code system values verses dynamically assigning values.	1 per release / update	Fix with next emergency release	
3	Issue - System/Application is not functioning efficiently but functions within tolerance according to specifications, i.e., data transfer rate is 100 bytes/sec verses 110 bytes/sec.	5 – 10 per release / update	Fix in next normal release schedule	
4	Cosmetic – no effect on user performance system or design, a nice to have, i.e., incorrect color screen, different graphic, etc.	10 – 15 per release / update	Fix as required by COR	

- Performance Objective No. 2: The Contractor shall provide systems administration services to include but not be limited to: backup, restore and recovery; Tier 2 support; data storage; service level agreements; data distribution; and basic administration of systems, applications and databases. This may involve:
 - a. Daily incremental, weekly full on-site, and weekly full off-site storage tape backups;
 - b. Cataloging of tapes, maintaining tape inventory and sending / receiving tapes to / from off-site storage;
 - c. Performing restores as required.
- Performance Measure: system backups are performed in accordance w/ schedule as provided. Restores are performed as required.
- Performance Standard: backup and restore completed successfully 100% of the time with no loss of data within the established time frame for that application or data set.
- Performance Measure: data are distributed in accordance with schedule as prescribed in MOU's, MOA's, TPA's, and service level agreements.
- Performance Standard: 100% compliance with the MOU's, MOA's, TPA's, and service level agreements.

- Performance Objective No. 3: The Contractor shall monitor, maintain and report on system performance. Contractor shall perform tuning, troubleshooting and root cause analysis and benchmarking in accordance with established procedures.
 - Performance Measure: system availability.
 - Performance Standard: system availability shall meet or exceed the minimum requirement of 99.97%, excluding scheduled downtime.

Identification of performance requirements associated with a Functional Area (incl. measures & standards) – **Systems Development**

- **Systems Development** involves the creation or reengineering of a logical series of applications that perform required business function(s). This will include but not be limited to: design reviews (PDR & CDR), software / system coding, testing, demonstrations, documentation and acceptance by the COR.
- Performance Objective No. 1: The Contractor shall prepare for and present PDRs and CDRs in accordance with established standards and schedule. The contractor shall provide PDR and CDR documentation (hard and electronic copy) and presentation to the Government within 10 days of design approval or as required by the COR.
- Performance Objective No. 2: The Contractor shall provide services in support of system / application development, reengineering and / or COTS software integration for all aspects of development.
- Performance Objective No. 3: The Contractor shall provide system engineering interfaces and / or custom application development for stated requirements. Evaluate and develop systems applications within established schedule and costs.
 - Performance Measure: provide code that is fully operational, functional and abort free
 - Performance Standard: the inputs and the functional processes performed on the inputs result in the expected outputs with no critical errors when its goes to IV&V.

Level of Severity	Type of Error	Acceptable # of Occurrences	Corrective Action
1	Critical (failure) – The system crashed and will not function. There is no work around.	0 per release / update	Fix Immediately
2	Critical (non-failure) – System Glitch that causes erroneous results but there is a way to achieve system functionality, i.e., hard code system values verses dynamically assigning values.	1 per release / update	Fix with next emergency release
3	Issue - System/Application	5 – 10 per	Fix in next

	is not functioning efficiently but functions within tolerance according to specifications, i.e., data transfer rate is 100 bytes/sec verses 110 bytes/sec.	release / update	normal release schedule
4	Cosmetic – no effect on user performance system or design, a nice to have, i.e., incorrect color screen, different graphic, etc.	10 – 15 per release / update	Fix as required by COR

- Performance Objective No. 4: The Contractor shall maintain the operating system tools, software development tools, data base systems, utilities, and performance tools to ensure a complete development environment.
- Performance Objective No. 5: The Contractor shall provide functional demos to ensure the developed system meets or exceeds the functional requirements at the request of the COR.
- Performance Objective No. 6: The Contractor shall conduct testing to ensure software is capable of performing the requisite functions.
- Performance Objective No. 7: The Contractor shall perform unit testing to include regression to ensure proper function prior to system development testing. Conduct SDT / SQT to ensure the software satisfies functional user requirements. Develop a test plan prior to commencement of testing and test procedures (including test cases). Prepare a test report documenting the results of the SDT / SQT which shall include error severity, proposed solution, schedule impact, etc.
 - Performance Measure: shall provide interim reports and final SDT / SQT test reports 10 working days after conclusion of SDT / SQT or as required by the COR.
 - Performance Standard: 95% timely and accurate
- Performance Objective No. 8: The Contractor shall provide technical advice, support and participate in SDDC conducted SAT's. Also provide test plans and test reporting as requested by the COR.
- Performance Objective No. 9: The Contractor shall simulate the normal and peak loads the developed system will encounter in the operational environment.
 - Performance Measure: the system will perform at the required level described in the system requirements.
 - Performance Standard: the system performs within normal parameters.
- Performance Objective No. 10: The Contractor shall provide system documentation and related materials, to include system description, source code, and requirements traceability matrix. Such documentation may include but not be limited to manuals, charts, diagrams, and figures
 - Performance Measure: documentation provided to Government (hard copy and electronic) fully describes the operation, function and maintenance of the delivered system.

- Performance Standard: 95% timely and accurate and in accordance with a Gunning Fog index of 10.
- Performance Measure: Documentation is accurate and comprehensive to include practical exercises to illustrate system functions.
- Performance Standard: Documents are delivered prior to deployment with no critical errors or material omissions.
- Performance Objective No. 11: The Contractor shall deliver a fully executable system in accordance with the established delivery procedures.
 - Performance Measure: provide executable system and its code that is fully operational, functional and abort free.
 - Performance Standard: 95% timely and accurate.

Identification of performance requirements associated with a Functional Area (incl. measures & standards) – **Systems Integration**

- **Systems Integration** is bringing together diverse components such as hardware, software, telecommunications, data and processes to function as a cohesive system.
- Performance Objective No. 1: The Contractor shall prepare an integration plan as specified by the COR.
 - Performance Measure: Provides documented plan (hardcopy and electronic) within 10 days of design completion or as required by the COR.
 - Performance Standard: 95% of the deliverables are timely and accurate.
- Performance Objective No. 2: The Contractor shall implement and test integration points and/or interfaces as specified by the integration plan.
 - Performance Measure: provide integration scenarios or code that is fully operational, functional and abort free.
 - Performance Standard: the inputs and the functional processes performed on the inputs result in the expected outputs, with no critical errors when the code goes to IV&V.

Level of Severity	Type of Error	Corrective Action
1	Critical (failure) – The system crashed and will not function. There is no work around.	Fix Immediately
2	Critical (non-failure) – System Glitch that causes erroneous results but there is a way to achieve system functionality, i.e., hard code system values verses dynamically assigning values.	Fix with next emergency release
3	Issue - System/Application is not functioning efficiently but functions within tolerance according to specifications, i.e., data transfer rate is 100 bytes/sec verses 110 bytes/sec.	Fix in next normal release schedule

4	Cosmetic – a nice to have, no effect on user performance system or design, such as incorrect color screen or different graphic	Fix as required by COR
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Identification of performance requirements associated with a Functional Area (incl. measures & standards) – **Customer Support**

- **Customer Support** is the technical and subject matter on-site and on-call assistance to the internal and external users worldwide.
- Performance Objective No. 1: The Contractor shall provide courteous service to include but not be limited to: log service requests, filter and route requests to experts as necessary, respond to and resolve requests within the hours of operations as specified by the COR.
 - Performance Measure: Initial response to a request within two (2) hours, and closeout as specified by the COR.
 - Performance Standard: 95% of requests are closed within 24 hours or as specified by the COR.
 - Performance Standard: No more than 10 valid customer complaints per month.
- Performance Objective No. 2: The Contractor shall conduct trend analysis on a monthly basis for service requests and inquiries, or at a frequency as specified by the COR.
 - Performance Measure: Provide trend analysis report (hard copy and electronic) within 2 working days of scheduled reporting period, or as specified by COR.
 - Performance Standard: 98% of deliverables are timely, complete, professionally sound and accurate.
- Performance Objective No. 3: The Contractor shall establish and maintain a knowledge base of problem resolutions, as required by the COR, related to service requests and inquiries.
- Performance Objective No. 4: The Contractor shall provide Tier 2 customer support as required by the COR.
 - Performance Measure: Response timeliness and effectiveness.
 - Performance Standard: Respond within 2 hours of notification and correct problem within agreed upon timeframe.

Identification of performance requirements associated with a Functional Area (incl. measures & standards) – **Change Management**

- **Change Management** is the means through which the integrity and traceability of the system are recorded, communicated, and controlled, during development and maintenance. Change management provides the methods and tools to identify and control the system throughout its development and use. Activities include the identification and establishment of baselines; the review, approval, and control of changes; the tracking and reporting of such changes; the audits and reviews of the

evolving system; and the control of interfaces documentation and project supplier CM.

- Performance Objective No. 1: The Contractor shall develop and submit a comprehensive change management (CM) plan. The plan shall describe the methods used to maintain CM control over system baselines.
 - Performance Measure: change management plan for all items in the PWS.
 - Performance Standard: draft plan is submitted within 90 calendar days after award or as required by the COR.
 - Performance Standard: final plan is complete, accurate and professionally sound and is submitted 15 calendar days after Government comments or as required by the COR.
- Performance Objective No. 2: The Contractor shall implement and maintain an effective CM program in accordance with the published and approved plan.
- Performance Objective No. 3: The Contractor shall support the Government CCB as required by the COR.
- Performance Objective No. 4: The Contractor shall perform configuration change control analysis, status reporting, tracking and control of change actions in accordance with the change management plan.
- Performance Objective No. 5: The Contractor shall provide version control support for program assets, including but not limited to documentation, source code, utilities, drivers and firm ware.
 - Performance Measure: version management is performed as required in the PWS.
 - Performance Standard: 100% timely and accurate.

Identification of performance requirements associated with a Functional Area (incl. measures & standards) – **Training Support**

- **Training Support** is the processes, procedures, techniques, training devices and equipment, and their application to a target audience to use, operate and support a system. This support includes but may not be limited to individual and group training; new equipment training; initial, formal, online or E-training; computer based training (CBT); on-the-job training; and logistic support necessary for the delivery of training.
- Performance Objective No. 1: The contractor shall develop and conduct training for target audiences, and maintain training materials, as identified by the COR.
 - Performance Measure: Training content is adequate to train target audience.
 - Performance Standard: 75% of target audience trained can perform at the 85% proficiency level.
- Performance Objective No. 2: The contractor shall provide the necessary training facilities such as, hardware, software, manuals, audio visual, network, to efficiently and effectively conduct subject training as required by the COR. All necessary facilities, equipment and logistical requirements are met.
- Performance Objective No. 3: The contractor shall manage activity training programs to include collecting training data, updating training database, securing

qualified instructors/facilitators. Courses for identified training needs must be accessible and available when requested.

Identification of performance requirements associated with a Functional Area (incl. measures & standards) – **Program Management Support**

- **Program Management Support** involves providing assistance to SDDC program managers in conducting oversight and management of SDDC IT programs. Program Management is comprised of Program Support, Life Cycle support and Planning Support. Program Support includes but is not limited to: Facilitation Support, Economic Analysis, WBS Analysis, MOU / MOA / TPA's, meeting support- plan schedule, report on meetings, Project Schedule and Control, Project Management (Scope Management). Life Cycle support includes but is not limited to: IT Asset Management, Life Cycle Management. Planning Support includes but is not limited to: Strategic Planning Support, Program Management planning (including risk management).
- Performance Objective No. 1: The Contractor shall, at the request of the COR, plan, organize, schedule, attend, facilitate and report on meetings, conferences and symposia. Meeting criteria must be met.
 - Performance Measure: Provide documents (hardcopy and electronic) within two (2) days of the meeting milestone, or as specified by the COR
 - Performance Standard: 95% of the deliverables are timely and accurate.
- Performance Objective No. 2: The Contractor shall, at the request of the COR, perform technical analyses to include economic analyses and project plan analyses.
 - Performance Measure: Provide reports (hardcopy and electronic) within five (5) working days of the conclusion of the analysis
 - Performance Standard: 95% of the deliverables are timely, complete, professionally sound and accurate.
- Performance Objective No. 3: The Contractor shall prepare, handle and process MOU's, MOA's, and TPA's in accordance with established policies and procedures provided by the COR.
- Performance Objective No. 4: The Contractor shall assist the Government Program Manager in tracking projects costs, schedule, risk, resource utilization, and scope.
- Performance Objective No. 5: The Contractor shall track the status and resolve issues related to the assignment of IT assets and maintenance contracts for a program.
- Performance Objective No. 6: The Contractor shall support the Program Office in developing documentation to support life cycle management.
- Performance Objective No. 7: The Contractor shall support the Program Office in preparing inputs to the MSDDC IT portion of the MSDDC strategic plan.

Identification of performance requirements associated with a Functional Area (incl. measures & standards) – **Telecommunications Support**

- **Telecommunications Support** includes providing support of Circuits, PBX, Crypto Systems, Satellite, mobile communications and other telephony support.
- Performance Objective No. 1: The Contractor shall operate and maintain telecommunication services to support SDDC, as required by the COR. These services may include but not be limited to: PBXs (Private Branch Exchanges), voice mail systems, mobile communications, fiber optic, satellite, and other associated telephonic systems.
- Performance Objective No. 2: The Contractor shall provide hardware and software technical assistance for moves, additions, and changes of telephone equipment, fault isolation, system analysis, cabling and wiring support, and other related support in accordance with COR instructions and negotiated timeframes.
- Performance Objective No. 3: The Contractor shall monitor and analyze phone traffic for call legitimacy and cost.
 - Performance Measure: Percentage of erroneous or irregular calls reported monthly
 - Performance Standard: 100% of erroneous or irregular calls reported.

Identification of performance requirements associated with a Functional Area (incl. measures & standards) – **Network Operations Support**

- **Network Operations Support** includes **Network Administration, Remote Site System Support, and Desktop Support.**
- **Network Administration** (of hardware and applications) involves network-based accounts maintenance, network (hardware and software) performance management, and network systems administration.
- Performance Objective No. 1. The contractor shall establish and maintain user accounts. All users must be able to authenticate and gain file/directory access.
- Performance Objective No. 2. The contractor shall manage network related hardware and application performance (24 / 7 capability to all users, as per existing protocols), such as load balancing, software patches and problem resolution.
 - Performance Measure: Network related hardware and Applications must be available to users
 - Performance Standard: Network related hardware and applications available 99.5% per quarter, downtime not to exceed 2 hours per occurrence (excludes scheduled downtime for maintenance/upgrades)
 - Performance Measure: Firewall / LAN uptime.
 - Performance Standard: 99.5% uptime quarterly (excludes scheduled maintenance downtime.
 - Performance Measure: Firewall intrusion detection and protection.
 - Performance Standard: Intrusion detection and protection in accordance with applicable industry standards.
 - Performance Measure: Time to troubleshoot; provide problem diagnosis and LAN problem resolution.

- Performance Standard: Diagnose and resolve LAN or WAN source of problem within 2 hours.
- Performance Objective No. 3. The contractor shall Create and maintain systems administration documentation to include but not be limited to logbooks and procedure documentation.
- Performance Objective No. 4. The contractor shall Perform scheduled preventive maintenance of all hardware, and software.
- Performance Objective No. 5. The contractor shall Troubleshoot network operating system software.
- Performance Objective No. 6. The contractor shall Provide continuous monitoring and trend analysis of LAN / WAN performance
- Performance Objective No. 7. The contractor shall Implement approved system and network design changes, system upgrades or equipment replacement as a surge requirement, over and above normal operations. Such support will be planned to minimize disruption of day-to-day operations.
- Performance Objective No. 8. The contractor shall Monitor and report issues related to air conditioners, air conditioner chillers, generators, uninterrupted power supply units, and fire alarms to SDDC personnel.
- **Remote Site System Support** involves providing LAN / WAN (and related equipment) support to remote SDDC locations, both remotely and on-site.
- Performance Objective No. 9. The contractor shall provide pre-event, post-event and operational IT support for secondary support sites, to include meetings, conferences and symposia. IT support will include operation, setup and teardown of location LAN, PCs, other hardware, SDDC WAN connections, Internet connectivity (including e-mail capability), printer capability.
 - Performance Measure: Time to arrive on site following notification
 - Performance Standard: Arrive within 24 hours for CONUS locations; within 48 hours for OCONUS locations
- Performance Objective No. 10. The contractor shall maintain remote site LAN (including e-mail capability), PCs, other hardware, SDDC WAN connection, Internet connectivity, and printer capability, as required.
 - Performance Measure: Time to diagnose problems and restore hardware or software capability
 - Performance Standard: System capability diagnosed, provided or system restored within 2 hours if no part is required or within 2 hours after the availability of parts.
- **Desktop Support** involves configuration, maintenance, and troubleshooting of desktop platforms.
- Performance Objective 11. The contractor shall perform workstation (Windows, NT, Sun, Unix, Linux) upgrades, new workstation setup/installations and / or replacement of workstations and peripherals, troubleshoot analysis, diagnosis, and resolution of workstation and peripheral problems in accordance with SDDC standard configuration
 - Performance Measure: Service requests closed

- Performance Standard: (Parts availability assumed, if a factor): 95% of Tier 2 tickets closed within 48 hours; with no tickets taking longer than 5 work days to close (this does not include cases where replacement or warranted parts are required)
- Performance Measure: Time to complete single installations
- Performance Standard (Parts availability assumed, if a factor): 95 % of single setup/installation completed within the time and priority mutually agreed upon between the Government and the contractor
- Performance Measure: Time to complete upgrades
- Performance Standard (Parts availability assumed, if a factor): 95 % of upgrades completed within the time and priority mutually agreed upon between the Government and the contractor
- Performance Measure: Time to perform workstation troubleshoot, analysis, diagnosis and resolution (unless parts ordering is required)
- Performance Standard (Parts availability assumed, if a factor): 95 % of workstation service requests are responded to within 2 hours.

Identification of performance requirements associated with a Functional Area (incl. measures & standards) – **System Deployment**

- **System Deployment** is the delivery of a completed production system to the using activity / community.
- Performance Objective No. 1: The contractor shall provide subject matter expertise during initial deployment when requested by the COR. The Subject Matter Expert (SME) shall assist and/or provide target audiences with the requisite skills and expertise to perform/implement the required function.
- Performance Objective No. 2: The contractor shall draft and implement Deployment Plan in accordance with published schedule.
 - Performance Measure: Plan meets agency requirements.
 - Performance Standard: 95% of the Plan's documentation meets or exceeds the Work Breakdown Structure (WBS) and facilitates the timely delivery of the system.
- Performance Objective No. 3: The contractor shall deploy the system to include hardware, software and interfaces in accordance with published schedule and plan.
 - Performance Measure: System is deployed on time and is functional.
 - Performance Standard: The system contains no critical errors, no more than one level 2 errors or no more than five level 3 errors and is deployed within 2 calendar days beyond the published delivery date.
 - Performance Measure: All architecture and functional requirements are met.
 - Performance Standard: 99% of functionality is successfully implemented.

Identification of performance requirements associated with a Functional Area (incl. measures & standards) – **Multimedia Support**

- **Multimedia Support** involves the operation and maintenance of video teleconferencing (VTC), graphics, and multimedia equipment, software and information.
- Performance Objective No. 1: The Contractor shall setup, operate, support, maintain, upgrade, of SDDC VTC facilities. VTC Operators / maintainers must have TS / SCI clearance.
 - Performance Measure: VTC availability, once notified by Government of requirement.
 - Performance Standard: The VTC is operational and available 99.5% of the time, within two hours of notification.
- Performance Objective No. 2: The Contractor shall support teleconferencing requirements and Conference Bridge requirements as they arise. When the requirement is received, the contractor shall set up the Conference Bridge sufficiently in advance to test its functionality. The Contractor shall be in stand-by mode during the teleconference.
- Performance Objective No. 3: The Contractor shall provide graphics support using SDDC defined standards. This includes but is not limited to artwork, layout and design.
 - Performance Measure: Timeliness of briefing packages and other graphics deliverables. (See SDDC Graphics / briefing standard for guidance.)
 - Performance Standard: 99% of all deliverables accurate and ready on time in accordance with negotiated delivery time.
- Performance Objective No. 4: The Contractor shall update the COTS graphics package and library of graphic presentations as requested by the COR.
- Performance Objective No. 5: The Contractor shall provide graphic support to the end-user community as required by the COR.
- Performance Objective No. 6: The Contractor shall support a fully equipped graphics laboratory as required by the COR.
- Performance Objective No. 7: The Contractor shall provide multimedia event support as required.
- Performance Objective No. 8: The Contractor shall provide multimedia equipment maintenance.

Identification of performance requirements associated with a Functional Area (incl. measures & standards) – **Content Management**

- **Content Management** includes records management (such as Freedom of Information Act, Visual information, electronic forms, printing and publication), document management, and knowledge management.
- Performance Objective No. 1: The Contractor shall design, develop, test and implement electronic media (e.g., electronic forms, web pages, e-brochures).
 - Performance Measure: the system performs within parameters established by the COR, without system degradation.
 - Performance Standard: 95% timely and accurate

- Performance Objective No. 2: The Contractor shall maintain currency, accuracy, and security of content at the frequency and level of security as specified by the COR.
- Performance Objective No. 3: The Contractor shall provide access to content on a schedule specified by the COR.

Identification of performance requirements associated with a Functional Area (incl. measures & standards) – **Information Assurance**

- **Information Assurance** involves assessing the security posture of select information systems and networks, to include new technologies, implementing any necessary changes to achieve certification/accreditation, and documenting any changes.
- Performance Objective No. 1: The Contractor shall perform technical security reviews and network analysis to include but not be limited to scanning, testing, and auditing to determine system vulnerability.
- Performance Objective No. 2: The Contractor shall perform security accreditation and certification as required by DoD Directive 5200.40.
- Performance Objective No. 3: The Contractor shall assist Government in the development of IA policy and procedure documents as required, including but not limited to the AIS Security Plan.
- Performance Objective No. 4: The Contractor shall administer the PKI process in accordance with applicable policies and regulations.
- Performance Objective No. 5: The Contractor shall implement network and system changes as necessitated by IT security notifications or as required by Information Assurance Manager (IAM).
 - Performance Measure: Contractor must comply with the appropriate security notifications on the system.
 - Performance Standard: No security breach due to failure to implement changes required by security notifications.
 - Performance Measure: Time to acknowledge receipt.
 - Performance Standard: Acknowledge receipt of each security notification in accordance with its suspense. (See also AKM Guidance Memo #2 and AR 25-2.)
 - Performance Measure: Time to successfully apply fix or patch.
 - Performance Standard: Successfully apply fix or patch in accordance with the suspense date.

Identification of performance requirements associated with a Functional Area (incl. measures & standards) – **Emergency Management**

- Description of Functional Area: **Emergency Management** consists of planning, simulation, and implementation for contingencies arising from emergencies, disasters, or other catastrophic events.
- Performance Objective No. 1: The Contractor shall perform contingency operations planning for SDDC IT systems as required by the COR. The plan will

include but not be limited to: Crisis emergency management (onsite, offsite) (technical, functional), disaster recovery, pre and post emergency operations requirements, and fail-over management.

- Performance Measure: Simulation and exercising of emergency plan as requested by the COR.
- Performance Standard: 100% successful demonstration of the established plan.
- Performance Objective No. 2: Contractor shall provide support to the Government during emergency operations in accordance with approved contingency operations plans.

Identification of performance requirements associated with a Functional Area (incl. measures & standards) – **Data Management**

- **Data Management** involves making data assets visible and accessible, enabling data to be understandable, enabling data to be entrusted, supporting data interoperability, and being responsive to user needs. This includes, but is not limited to: Data Translation, Data Integration, Data Reconciliation, Data Administration, Data Storage, Data Warehousing, Data Mining, Data Reporting and Analysis.
- Performance Objective No. 1: The Contractor shall perform data asset identification, data asset standardization, and description of enterprise data assets with metadata.
 - Performance Measure: provide results (hard copy and electronic) within 10 working days of completion of assignment, or as specified by COR.
 - Performance Standard: 98% of deliverables are timely, complete, professionally sound and accurate.
- Performance Objective No. 2: The Contractor shall maintain data quality through the translation, integration and reconciliation of enterprise data structures and values as required.
- Performance Objective No. 3: The Contractor shall support data utilization, such as data mining and data warehousing.
 - Performance Measure: provide results (hard copy and electronic) within 10 working days of completion of assignment, or as specified by COR.
 - Performance Standard: 98% of deliverables are timely, complete, professionally sound and accurate.
- Performance Objective No. 4: The Contractor shall support the data management planning, including but not limited to Data Administration Strategic Planning, Enterprise Data Model maintenance, establishing and maintaining enterprise data asset policies and procedures, and publishing data requirement specifications.
 - Performance Measure: provide results (hard copy and electronic) within 10 working days of completion of assignment, or as specified by COR.
 - Performance Standard: 98% of deliverables are timely, complete, professionally sound and accurate.
- Performance Objective No. 5: The Contractor shall establish and maintain a data asset inventory to include a dictionary, mapping to logical models, mapping to physical models, and mapping to translations.

- Performance Measure: provide results (hard copy and electronic) within 10 working days of completion of assignment, or as specified by COR.
 - Performance Standard: 98% of deliverables are timely, complete, professionally sound and accurate.
- Performance Objective No. 6: The Contractor shall provide data asset reporting to include, but is not limited to, data change impact analysis.
 - Performance Measure: provide results (hard copy and electronic) within 10 working days of completion of assignment, or as specified by COR.
 - Performance Standard: 98% of deliverables are timely, complete, professionally sound and accurate.