

National Aeronautics and Space Administration



NASA Enterprise Applications Competency Center (NEACC) Site Visit for Enterprise Applications Service Technologies (EAST)

Office of the Chief Information Officer

Wednesday, May 20, 2009

VISION: Integrated, secure, and efficient information
technology and solutions that support NASA



NEACC Site Visit Agenda

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- 9:00 a.m.** **Welcome – Amy Stapleton**
- 9:05 a.m. Overview of NEACC Operations – Anita Webster
- 10:30 a.m. Break
- 10:45 a.m. NEACC Applications Technical Operations and Management (ATOM) Overview – Randy Sparkman
- 11:30 a.m. Lunch (On Your Own)
- 12:30 p.m. Overview of Afternoon Activities – Amy Stapleton
- 1 – 3:00 p.m. Tour of NEACC Facility
- 1:00 p.m. Review of Proposal Pricing – Steve Smartt
- 2:00 p.m. Small Business Goals – David Brock
- 2:30 p.m. Service Contract Act – Patrick Rasco
- 3:00 p.m. Wrap-up – Amy Stapleton



Order of Precedence

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- (Notice to Offerors)
 - Please be advised that with regards to any information presented herein during the NEACC Site Visit or other related briefings, that any inconsistencies between these charts/briefings and the Draft Request for Proposal (RFP), the Final RFP shall be given precedence.



NEACC Site Visit Protocol

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- Stay with assigned group
- Please be considerate of the personnel in the areas to be toured. Do not direct any questions to personnel.
- No questions will be fielded during tours in order to ensure all parties have equal access to the answers. All questions should be submitted via the I³P website at <http://i3p.nasa.gov> using the form available on the “Question/Answers tab”
 - Questions/answers will be placed on web
 - Site Visit Briefing charts will be placed on web



Site Visit and Draft RFP Comments

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- Written comments and questions concerning the Site Visit and Draft RFP shall be submitted to the Contracting Officer no later than 5:00 p.m. CST on June 10, 2009 via the I3P website at <http://i3p.nasa.gov>
- Briefing charts from today's NEACC Facility Site Visit will be posted to the I3P EAST website at: http://ec.msfc.nasa.gov/apt/portal_acqDetails.php?acqNum=2 on or before May 22, 2009



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Current NEACC Operations



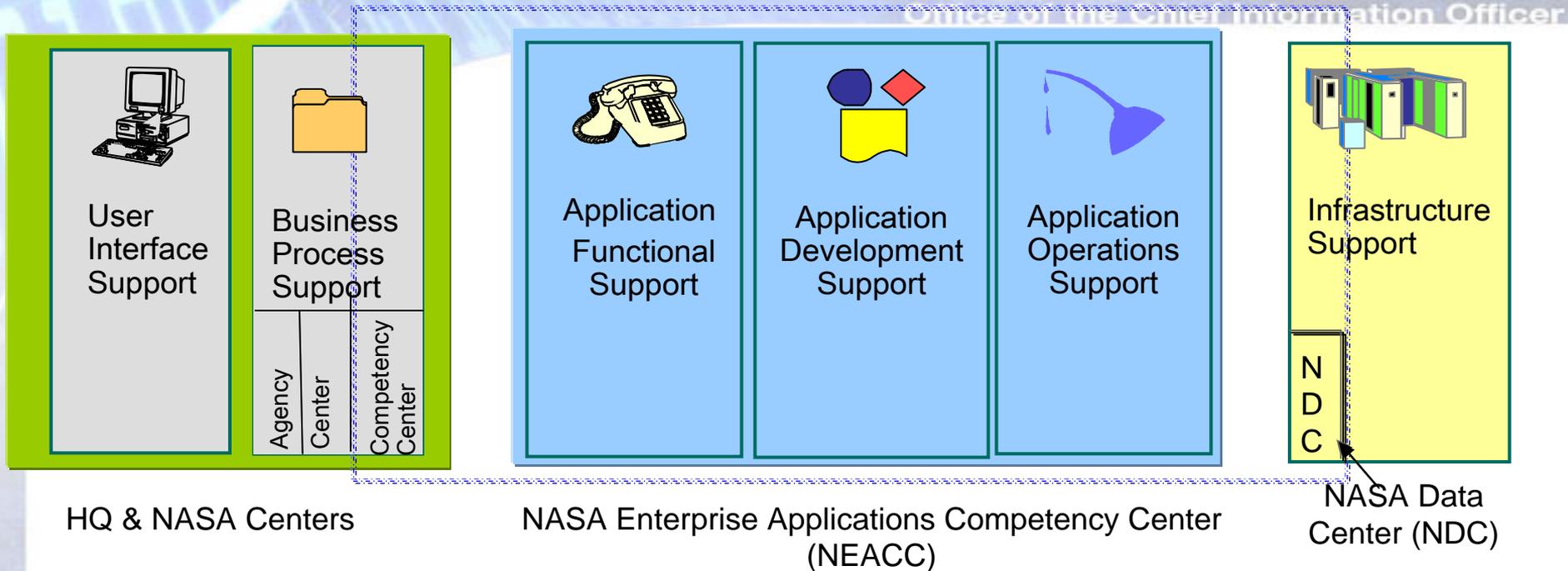
What is a Competency Center?

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- Competency Centers are a “best practice” organizational model for providing implementation and sustaining support for Enterprise Resource Planning (ERP) systems like SAP
- A Competency Center allows resources to be pooled and shared across all business functions; this is critical for ERP systems which are highly integrated
- A fundamental component of the Competency Center is the tight integration of IT professionals and business professionals into a single service-oriented unit
- The Competency Center is built with a combination of expertise in an organization’s business processes and expertise in the software that implements those processes
- These skills are developed through the implementation projects and then applied to the long term sustaining support and continuous evolution of the new processes and system



Competency Center Model



A Competency Center is a permanent center of expertise that supports the efficient implementation, enhancement, and maintenance of common business processes built around an ERP system. (source: Gartner Group)



Projects/Major Initiatives

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OPERATIONAL

- Resume Management
- Position Description Mgmt
- Travel Manager
- Core Financial / Data Warehouse*
- e-Payroll * E-GOV
- iView (IEMP Portal)*
- Recruitment OneStop* E-GOV
- Agency Labor Distribution System*
- Project Management Information Improvement (PMII)*
- SAP Version Update*
- Contract Management Module
- SOD/Approva
- Asset Mgmt (Property, Plant & Equipment)*
- Identity, Credentialing & Access Mgmt (HSPD-12)

OPERATIONAL

- SAP Archiving (partial)*

UNDERWAY

- e-Travel * E-GOV
- Human Capital Information Environment (Reporting)*
- Aircraft Management

FORMULATION

- Real Property
- Supply Management
- Tracking Project Performance/CCPMI

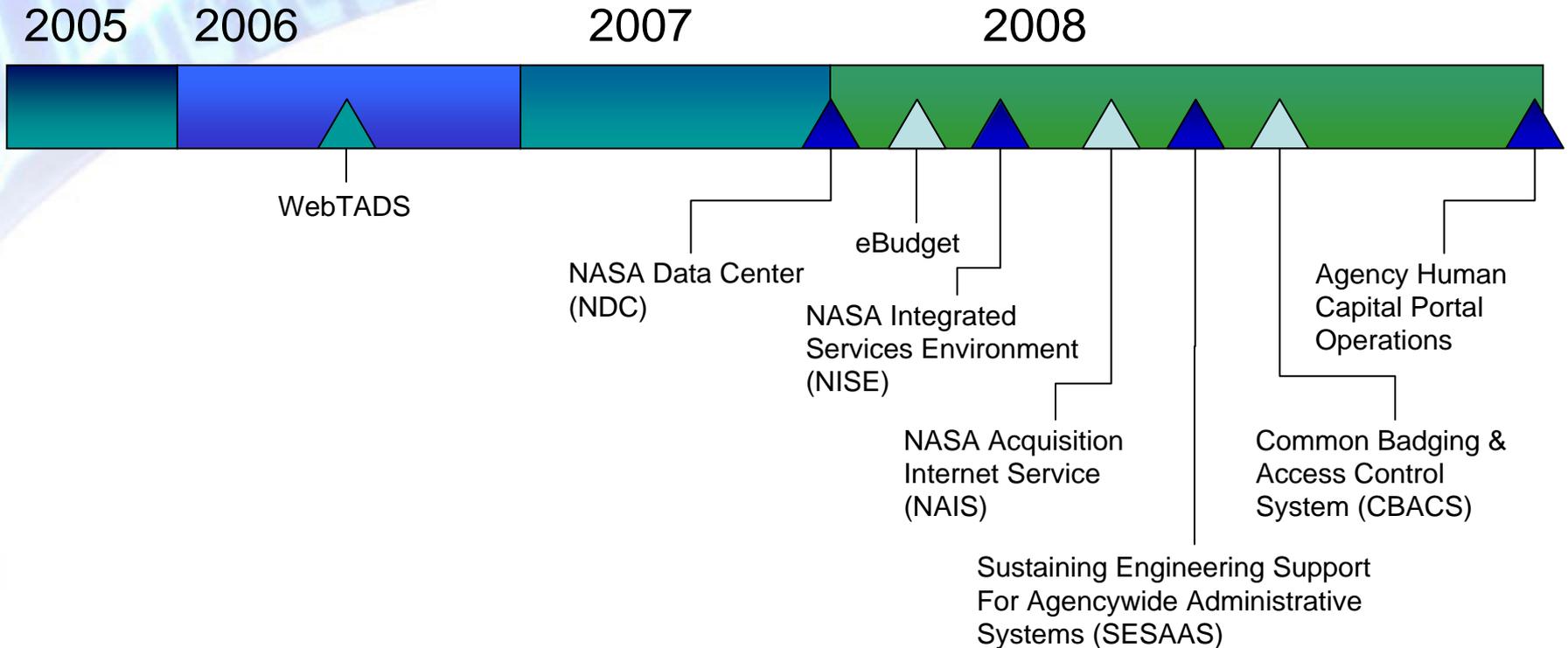
•SAP enabled capability

• Integrated Enterprise Management Program (IEMP)



NEACC Transition Activities

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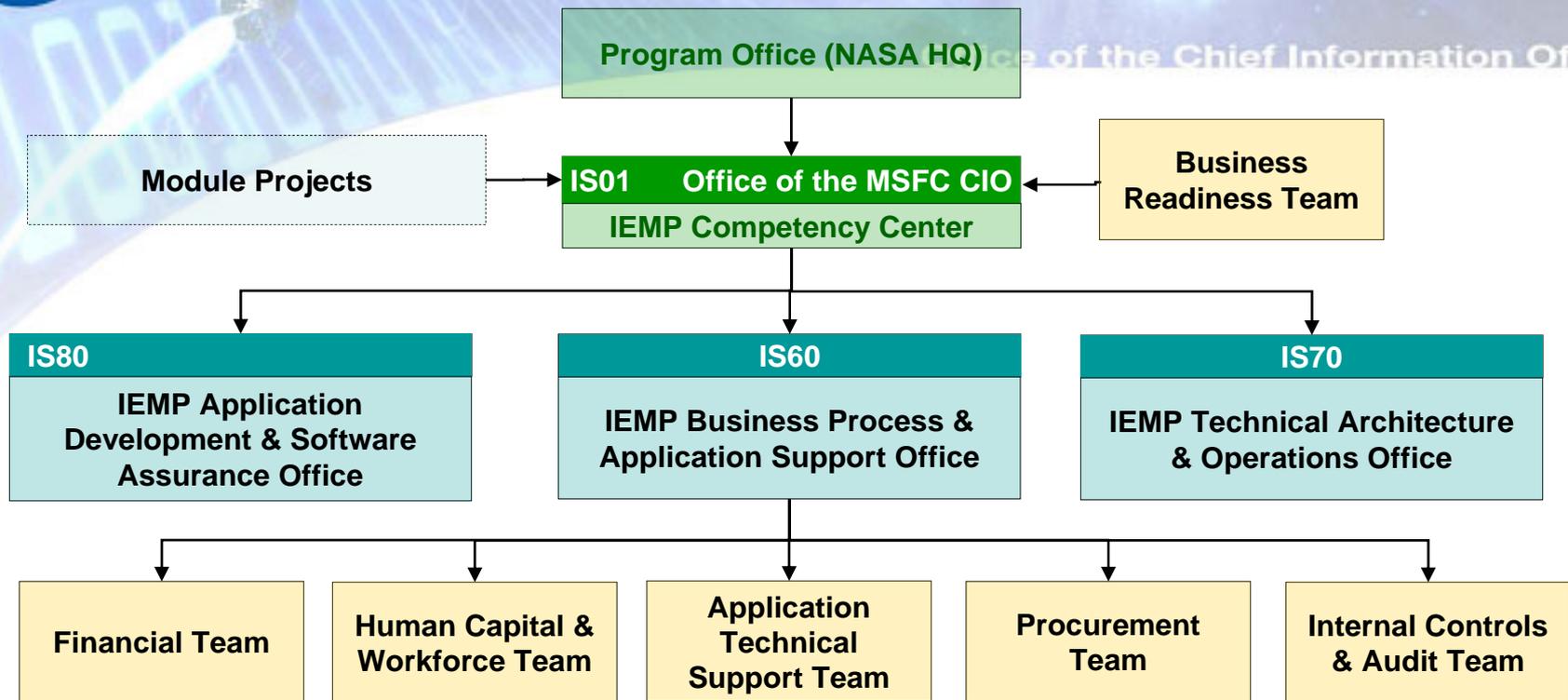
NEACC Responsibilities

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- Define and maintain the NEACC business and applications architecture
 - Facilitate resolution of issues across business processes
 - Provide metadata repository for NASA processes
 - Describe the "as-is" and "go-to" applications that automate the business processes defined within the business architecture
- Define and maintain the technical infrastructure on which the applications architecture executes
 - Work with each module project to define technical requirements
 - Acquire hardware and infrastructure software for each project
 - Deploy and operate system environments during testing and implementation
 - Work with Agency CIO to ensure the NEACC technical architecture is compliant with Agency IT standards
- Define and implement an integration backbone at all layers of the architecture
- Develop and implement a long term, program wide information delivery architecture
- Plan and implement transition of each module to operations
- Position the Agency for future e-Business collaboration with business partners and suppliers



NEACC Organization



Projects/Initiatives for FY09



Key: Integrated Enterprise Management Program (IEMP)



Current NEACC Release Management and Governance Process



What is a “Release”?

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- It is critical to ensure that all parties affected by the NEACC Enterprise Release Management Strategy understand the nature of a Release
 - NEACC considers a Release to be any migration of changes or system updates to IEMP-supported production systems
 - For example, production changes or updates will include but not be limited to:
 - Application of vendor patches
 - System upgrades
 - System enhancements
 - Break/fixes
 - Technical/configuration changes
 - Maintenance activities needing system migrations



Objectives and Scope

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- Objectives:
 - Ensure a balanced and logical approach to managing the lifecycle of software releases
 - Establish an effective, repeatable, and successful process approach
 - Align distinct functional and technical processes to improve the efficiency of releases (reduce and normalize resources)
 - Protect the production systems
 - Establish and communicate requirement priority
 - Minimize and localize change (training and communication)
- Scope:
 - Four primary components of Enterprise Release Management
 - Release Strategy
 - Business Readiness
 - Testing Strategy
 - Landscape Management
 - Focus of the Enterprise Release Management Plan is Release Strategy



Release Packaging Strategy

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- Fundamental release allocation strategy is “all approved Change Requests are assigned to next available Semi-Annual Release unless there is a specific business requirement which justifies schedule deviation.”
- Release assignments will be made based on the following ordering schema, unless sufficient business justification is made to deviate from this schedule
 - Semi-Annual Release in May and October
 - Optional Monthly Release in December or February
 - Weekly/Emergency Release ongoing
- Change Requests will be grouped, where possible, into functional packages to allow more consistent testing and to minimize business area impact of Release
- Scope will be dictated by:
 - Integration complexity of requirement
 - Resource availability
 - Business criticality



Release Schedule

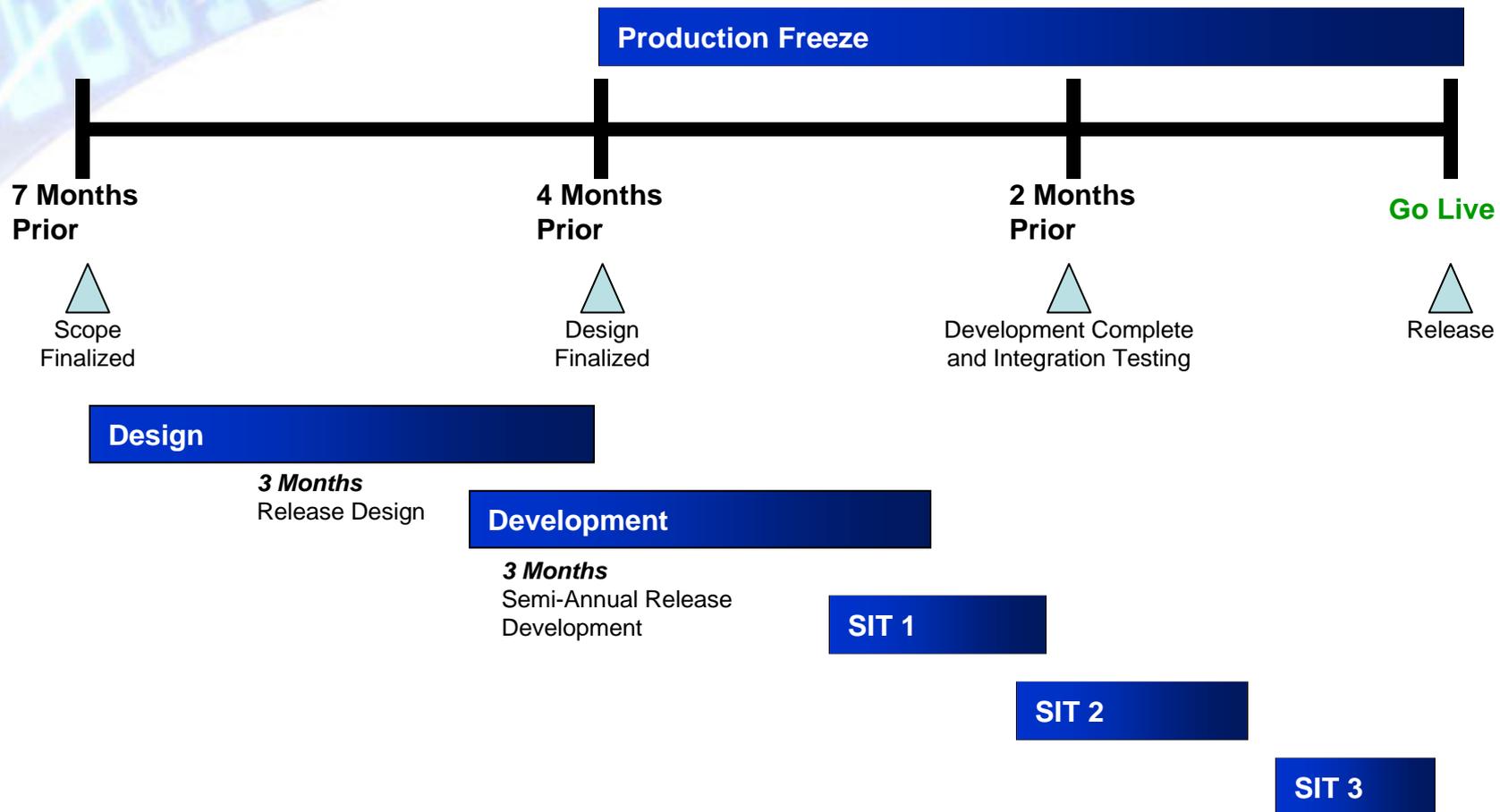
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Release Type	Description
Semi Annual	Semi-Annual Releases are targeted for major application enhancements/upgrades which will have a significant technical and/or functional impact on the production system.
Monthly	Monthly Releases are targeted for minor application enhancements/upgrades which may have a significant technical and/or functional impact on the production system.
Weekly	Weekly Releases are targeted for master data and break/fix changes which may have a technical and/or functional impact on the production system.
Emergency	Emergency Releases are scheduled on an "as needed" basis to account for critical system SRs or other mission-critical software or hardware updates which are needed.



Semi-Annual Release Timeline Model

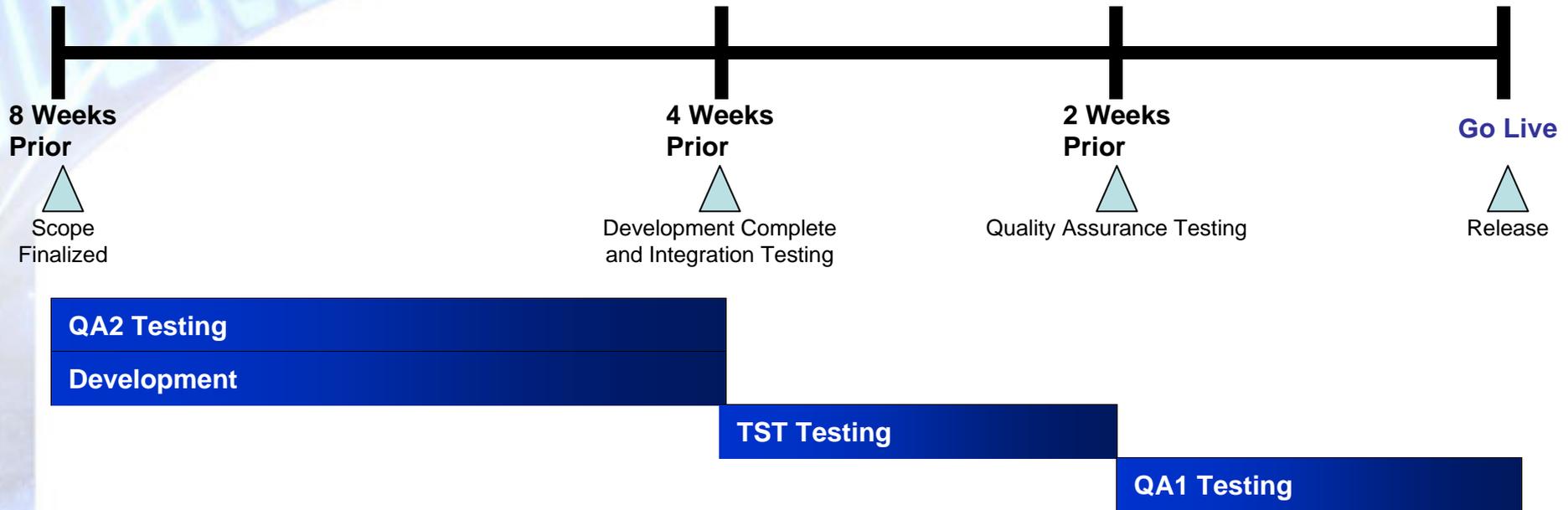
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Monthly Release Timeline Model

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Management/Business Systems Integration Group (M/BSIG)

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- Advisory group established by NASA Operations Management Council (OMC) responsible for assessing and recommending an integrated set of requirements and priorities across all Agency business applications not just those under the purview of NEACC. Includes representatives from key organizations associated with and affected by the Agency's business systems.
- The scope of M/BSIG includes requirements, priorities, and recommended actions as related to Agency-wide management and business systems, particularly where such systems cross organizational boundaries and give rise to potential conflicts in the requirements and priorities.
 - All aspects of business systems include: policy, process, data, applications/tools, and people.



Functional Control Board (FCB)

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- The business applications managed by the NEACC are dynamic and require periodic updates and enhancements to ensure that they maintain relevancy and continue to address the needs of a broad user community.
- Each FCB is responsible for managing and maintaining the full list of service (change) requests (i.e., product backlog) associated with their functional area. The FCB will then use its decisions to inform the Release Review Board (RRB) of its priorities for upcoming releases.
 - Each FCB will be chaired by the respective Agency Business Process Lead (ABPL) and have representatives from each center as well as the NEACC Functional team lead



Release Review Board (RRB)

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- The NEACC- Release Review Board (RRB) works to ensure that release scope fairly addresses the needs of functional communities, while taking into consideration business, technical, and operational priorities and constraints.
- The RRB is established to support the IEMP Release Management process and serves as a set of cross-functional Product Owner representatives that assist in the prioritization of release scope.
- The M/BSIG reviews and concurs with prioritization of major release content.
- The Associate Deputy Administrator is the decision authority in the event the M/BSIG and the RRB do not agree.



RRB Guidelines

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- All SRs (including Break / Fixes, Enhancements) that require configurable item changes and / or migrations will come through the RRB
- SRs brought before the RRB should be in Pending ERB status prior to being considered for a release
 - Assumes Level of Effort has been assigned
 - Impact Assessments are complete
- FCB has prioritized all Enhancements brought to RRB
- Requesting SR listing be provided two days prior to the RRB meeting
 - SR Listing should be prioritized 1 through ... and separated into categories of Very Important, Somewhat Important, Less Important by RRB Grouping
- RRB meetings will be held twice a month until the process has been optimized with the capacity being fully utilized for the upcoming releases



RRB Considerations

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- What's the business criticality/priority of the SR?
- Is the SR more important than an already prioritized SR?
- Does the SR require integrated testing?
 - Yes → should be part of a semi-annual release
 - No → can be part of a monthly release
- Do the impacted teams have the capacity to support the proposed release?
- Reminders:
 - SRs must be in Pending ERB for RRB consideration (SRs that are still in Impact Assessment will not be considered)
 - Level of Effort should be assigned
 - Very High ≥ 369 Hours
 - High 209 Hours – 368 Hours
 - Medium 152 Hours – 208 Hours
 - Low ≤ 151 Hours
- Can SRs be grouped into a Scrum activity
 - For example, if there are 10 SRs from one area, should those be treated more like a scrum?
- Can SRs be grouped by object
 - For example, if an SR touching a particular object has been tagged for a release, are there other SRs that touch that same object that can be added to the same release?



Relationship of FCB, RRB and M/BSIG – Prioritizing Requirements/Release Mgt

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Each FCB prioritizes their Service Request (SR) backlog including Cross Functional Integrated Working Group (CFIWG) SR(s)

RRB prioritizes from cross-organizational standpoint and assigns SR(s) to a release

M/BSIG prioritizes to Agency business requirements

Proc Backlog (SR)
----- (2)
----- (not recommended)
----- (3)
CFIWG (1)

Fin Backlog (SR)
----- (2)
----- (1)
----- (not recommended)

HCW Backlog (SR)
----- (1)
----- (3)
----- (4)
CFIWG (2)

Logistics Backlog (SR)
----- (1)
----- (3)
----- (2)

Overall Backlog (SR)
CC Run SRs – R0
Proc CFIWG (1) – R2
Proc (2) – R4
Fin (1) – R5
Fin (2) – R8
HCW (1) – R1
HCW CFIWG (2) – R7
HCW (3) (later release)
Log (1) (later release)
Log (2) – R6
Log (3) (later release)
M/BSIG (1) – R3
M/BSIG (2) (later release)
M/BSIG (3) (later release)

Integrated Major release
CC Run SRs – R0
HCW (1) – R1
Proc CFIWG (1) – R2
M/BSIG (1) – R3
Proc (2) – R4
Fin (1) – R5
Log (2) – R6
HCW CFIWG (2) – R7
Fin (2) – R8

Smaller Release
CC Run SRs – R0
HCW (3) (later release)
Log (1) (later release)
Log (3) (later release)

M/BSIG (SR)
M/BSIG (3)
M/BSIG (2)
M/BSIG (1)
M/BSIG (not recommended)

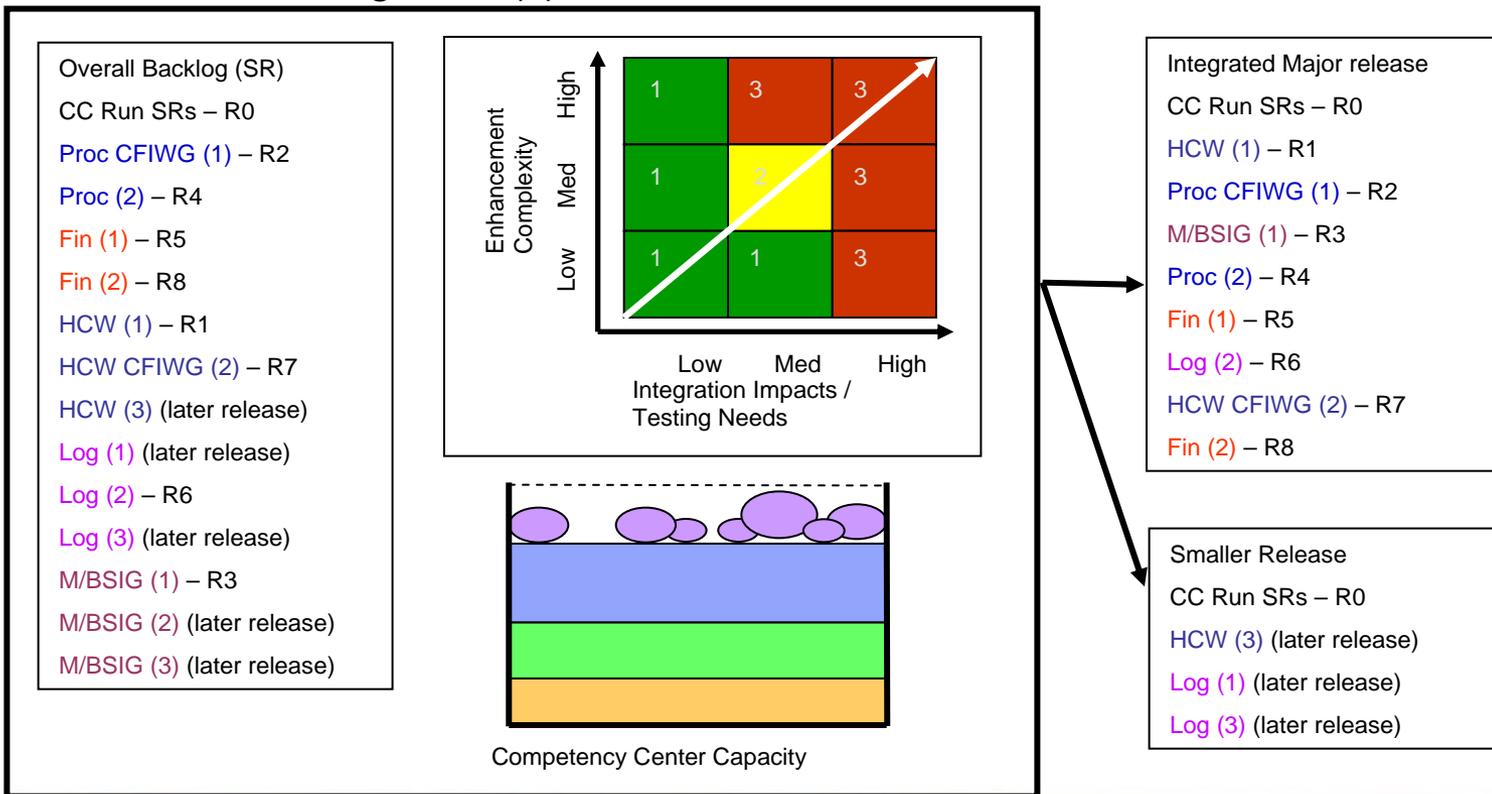
RRB takes the priorities from FCB(s) and M/BSIG as well as Run (Non-discretionary/discretionary) priorities and then considering the NEACC capacity works to establish the 'Release Content/Schedule'



RRB Prioritization and Release Assignment Process

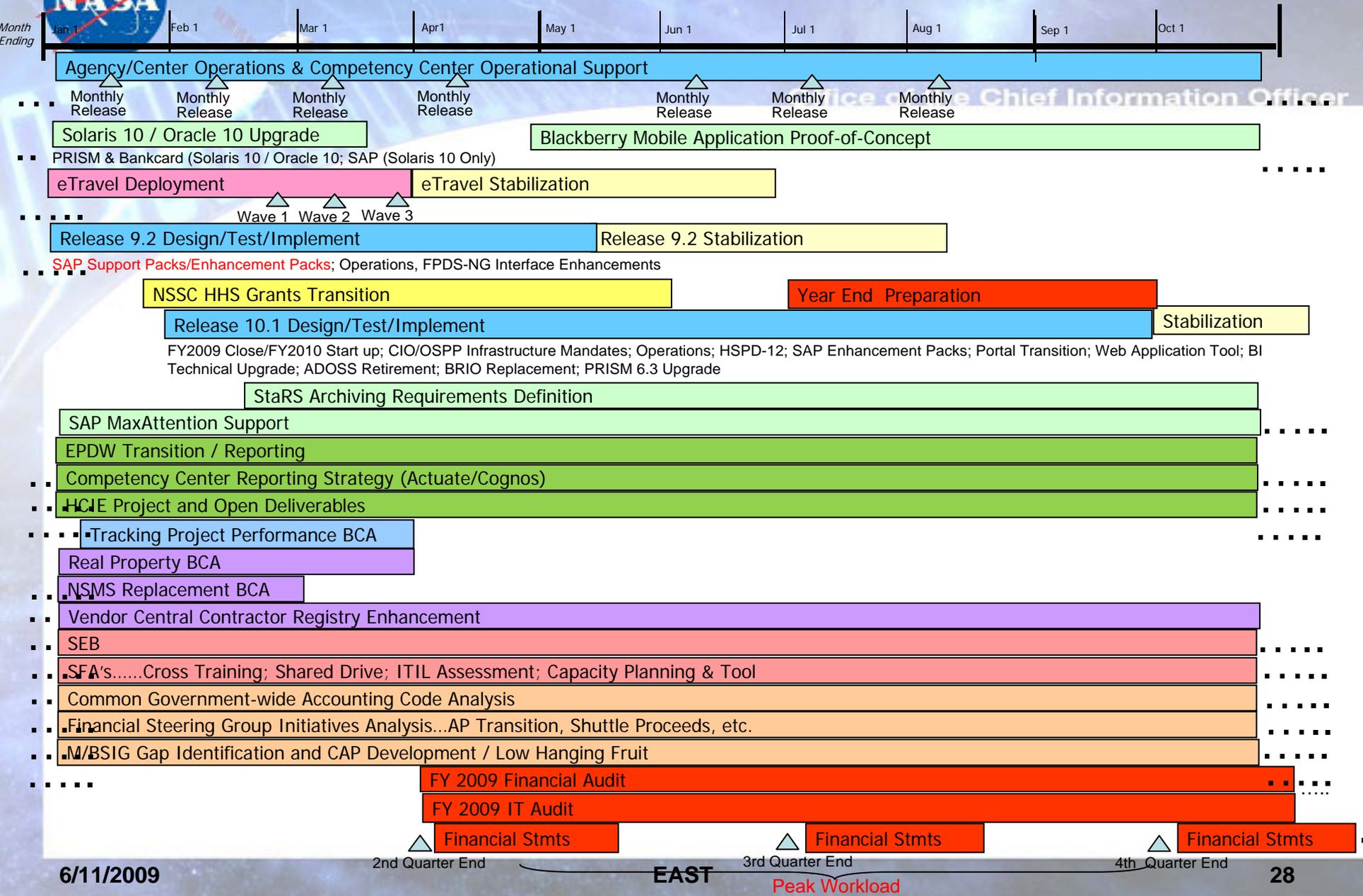
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RRB takes the priorities from FCB(s) and M/BSIG as well as Non-discretionary / discretionary priorities and then prioritizes from cross-organizational standpoint taking into consideration the complexity, integration testing requirements and the NEACC capacity to establish the 'Release Content/Schedule' and assigns SR(s) to a release.



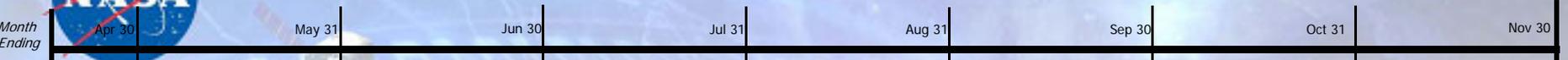


FY 2009 Activities January – October 2009

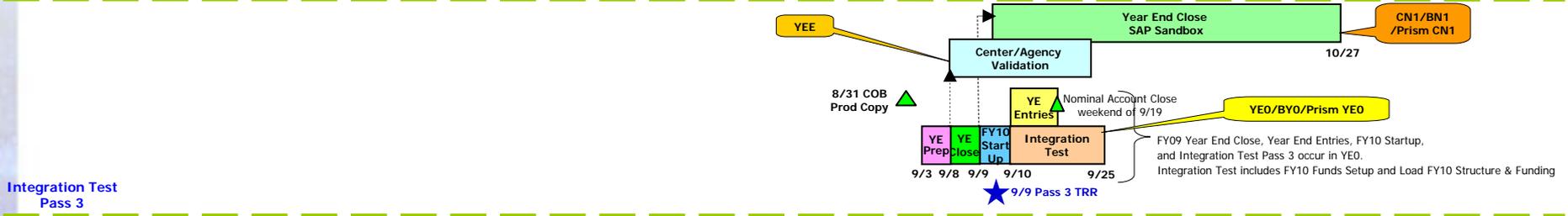
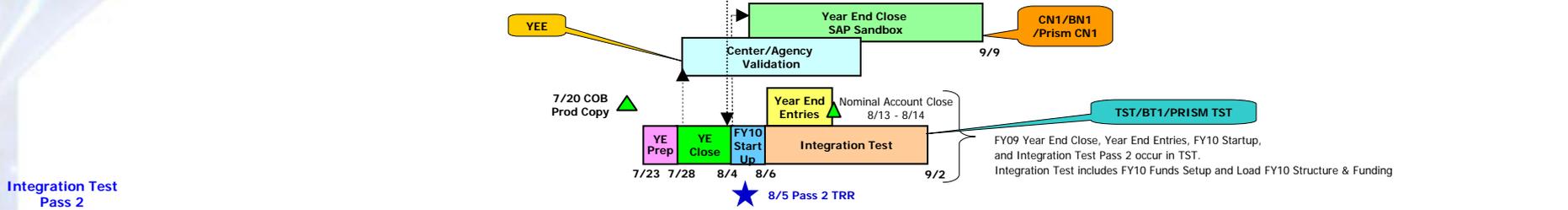
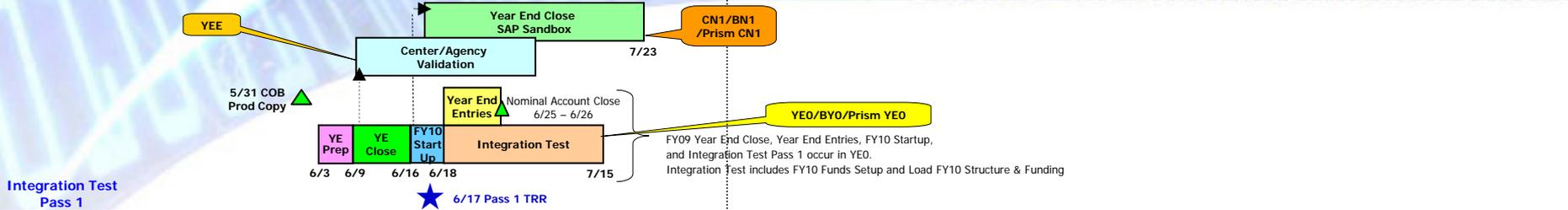




DRAFT Release X.1 Cutover Timeline



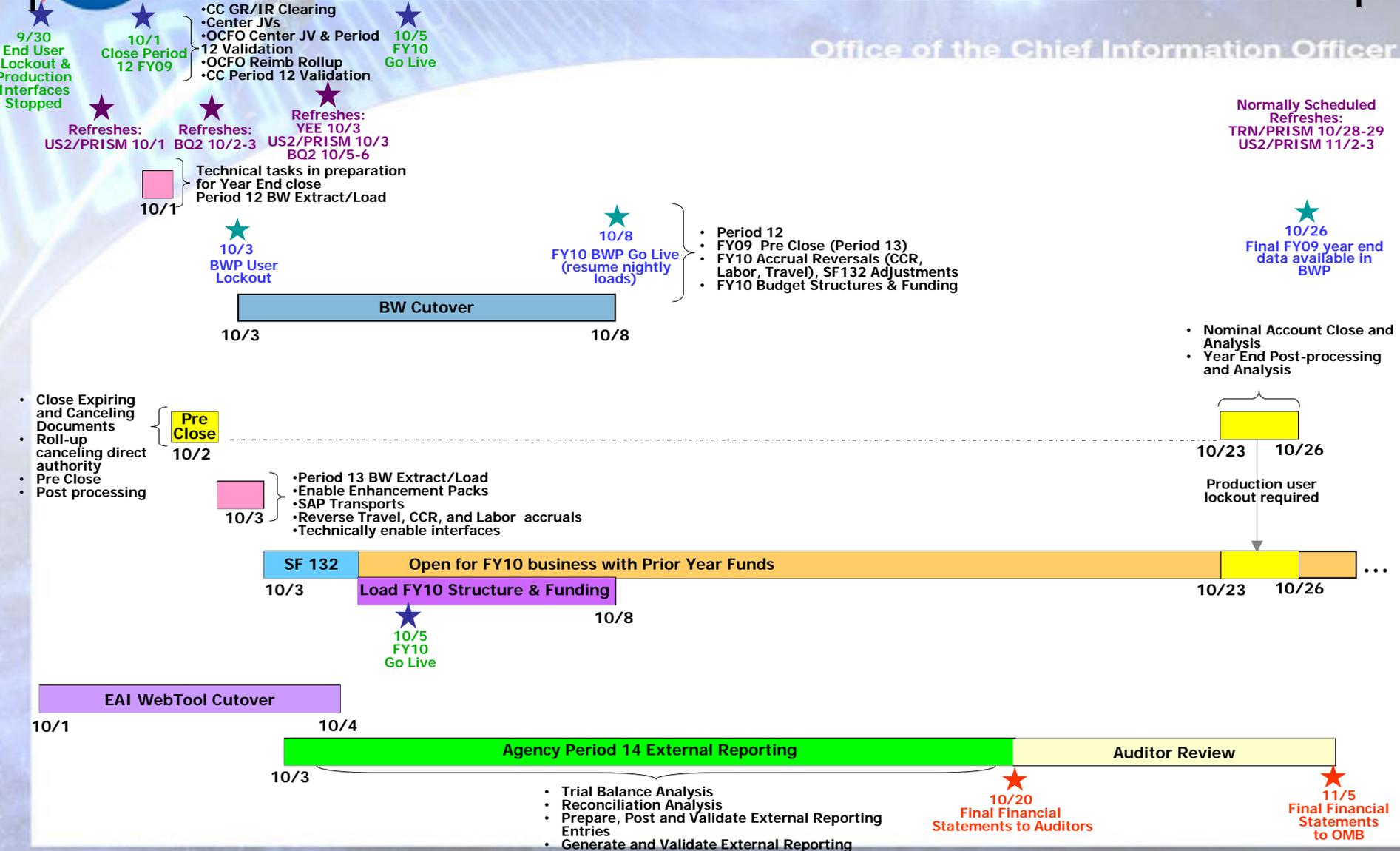
- ★ 2/18 Release 10.1 Initial Scope Baseline
- ★ 5/26 – Turn-on SAP Enh Packs in DEV Alternate Promote-to-P01 Path
- 8/4 – Freeze Patch & Service Pack Levels
- ★ 8/26 Production Freeze Release 10.1 Config/Development Complete





DRAFT Release X.1 Cutover Timeline – Production

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Potential Release 10.1 Scope

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- **Mandated**
 - FY2009 Close/FY2010 New Year Start Up
 - GSA Regulatory Changes to DSPL
 - CIO/OSPP Infrastructure Mandates
 - Jitterbit Retirement
- **Targeted**
 - Operational Service Requests
 - **Functional Break Fix and Enhancements**
 - MdM / eBudget Enhancements
 - ALDS Split-Year Pay Period Processing
 - WCF Processing
 - Additional edits in the Budget Distribution Extension *
 - Program Reporting Attributes (PRA) Attributes for MdM
 - New process for Exchange Sales (Shuttle)
 - System edit for better control of the use of budget clearing accounts
 - Elimination of anticipated accounts posting for reimbursable *
 - Better controls on the utilization of unexpired reimbursable funds in the second year
 - Process change for calculation of depreciation
 - Restrict military leave to whole hour increments for WebTADS leave allocation calculations
 - Enhance WebTADS leave allocation "As Paid" adjustment process
 - Add approving official field to WebTADS Supervisory Maintenance Tool
 - **Reporting Break Fix and Enhancements (BW and SAP)**
 - Payment History Report corrections
 - Logistic Report changes as related to LIMS disposal
 - ALDS Report corrections for Type I and II adjustments
 - Bi-weekly pay period Full Time Employment Equivalent field additions to ALDS BW reports
 - Cost structure field additions to ALDS BW reports
 - Provide enhanced capability to run ALDS BW reports
 - Correct reporting of gifts and donations
 - **BW technical correction to support FY2010 and forward**
 - HSPD12 – Steady State Card Production (tentative – Awaiting Requirements)
 - SAP Enhancement Pack Functionality Activation *
 - Three additional fields in Budget Distribution
 - Enhance transaction register
 - EAI Web Tool Retirement / Web Application Tool Rollout
 - Secure File Server Retirement
 - ADOSS Retirement
 - StaRS BRIO Replacement



Other Activities Absorbing Capacity during Release 10.1 Timeframe

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- Monthly Releases prior to 10.1
 - ADOSS Transition to Web Application Tool
 - Operational Service Requests
 - PRISM Data Corruption / Performance
 - Aqualogic Performance and Stabilization
 - Mandated Redesign of Treasury Confirmation Interface
 - Standard Operating System Patch Cycle
- Additional Items
 - Solaris 10 / Oracle 10 Upgrade
 - Blackberry Mobile Application Proof-of-Concept
 - eTravel Deployment / Stabilization
 - NSSC HHS Grants Transition
 - Year-End Preparation
 - StaRS Archiving Requirements Definition
 - SAP MaxAttention Support
 - EPDW Transition / Reporting
 - Competency Center Reporting Strategy (Actuate/Cognos)
 - HCIE Project and Open Deliverables
 - Tracking Project Performance Business Case Analysis
 - Real Property Business Case Analysis
 - NSMS Replacement Business Case Analysis
 - Vendor Central Contractor Registry (CCR) Enhancement
 - Source Evaluation Board (SEB)
 - Strategic Focus Areas (SFA's)
- Additional Items
 - Real Property Conversion into Asset Accounting
 - Common Government-wide Accounting Code (CGAC) Analysis
 - Financial Steering Group (FSG) Initiative Analysis Teams
 - M/BSIG Gap Identification and CAP Development
 - FY09 Financial Audit
 - FY09 IT Audit
 - Quarterly /Year End Financial Reporting Support
 - American Reinvestment and Recovery Act (ARRA)
 - Federal Funding Accountability and Transparency Act (FFATA) Initiative
 - Federal Business Opportunities Interface
 - CIO/OSPP Infrastructure Mandates
 - Mainframe Retirement
 - Reassess Backlog Strategy
 - SUN 15K Retirement
 - DMX3 Storage Retirement / DMX4 Implementation
 - ESB Technical Architecture Improvements
 - iView Portal Retirement / Transition to Aqualogic Portal
 - BI Technical Upgrade (Java Stack Implementation) (BW)
 - Cognos Upgrade
 - Approva Upgrade
 - Identity, Credential & Access Management (ICAM) Re-Structuring (Resources and Infrastructure)
 - eAuth Usability
 - EPACS Refresh
 - Lenel Upgrade
 - Disaster Recovery



Backlog Items Not Assigned to Work during Release 10.1 Timeframe

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- BI Functional Upgrade (Java Stack Functionality Activation) (BW)
 - Implement and deploy PDF Printing for BI 7.0
- Tracking Project Performance Implementation
- Real Property Implementation
- NSMS Replacement Implementation
- SAP Archiving
- AAO Dropping X.500 Support
- Desktop Testing – Vista / IE8



Resource Impact Analysis

SCOPE CONTENT														Competency Center Only									
	AP	AR	Cost	Proc	Bud	Log	AA	SGL	Security	Travel	ALDS	Payroll	Pers	WebTADS	ATS	ABAP	EAI	BI	QA/BA	BR	Basis	AOM	Tech
Operations	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Solaris 10/Oracle 10 Upgrade				X																	X	X	X
eTravel Deployment / Stabilization	X							X	X	X					X	X	X	X	X	X	X	X	X
Release 9.2	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
NSSC HHS Grants Transition	X			X				X							X								
Year End Preparation				X				X	X						X								
Release 10.1	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
StaRS Archiving Requirements Definition													X									X	X
Mobile Device (Blackberry) Enablement									X														X
EPDW Transition / Reporting				X					X						X	X	X	X	X	X		X	X
CC Reporting Strategy (Actuate / Cognos)				X					X			X	X		X		X	X	X			X	X
HCIE Project and Open Deliverables									X			X	X				X	X	X	X	X	X	
Tracking Project Performance	X		X	X				X							X	X	X	X	X	X		X	
Real Property				X		X	X	X	X						X								
NSMS Replacement	X		X	X		X	X	X	X						X	X	X	X	X	X			X
Vendor CCR Enhancement	X		X	X											X	X	X			X		X	
SEB																							
SFA's																							
Common Government-wide Accounting Code	X	X	X	X	X		X	X		X	X			X	X			X		X			
Financial Steering Group Initiatives	X		X	X	X	X	X	X	X						X	X		X		X			
M/BISG Gap Iden & CAP Development	X	X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
FY2009 Financial Audit	X	X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X		X	X	X
FY2009 IT Audit	X	X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X		X	X	X
Quarterly /Year End Financial Reporting								X							X								



Financial Release 9.2 SIT Pass 3 Test Set Summary

•Financial Test Sets (Total Test Execution Summary) as of 8:00 AM CST 05/05/2009

-Total SIT 3 Test Plans:	565	Percentages
.Passed:	547	96.8 % of 565 Test Plans
.Failed:	10	1.8 % of 565 Test Plans
.No Run	8	1.4 % of 565 Test Plans
.Started, but Not Completed	0	0 % of 565 Test Plans

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-Total Executed:	557
-Total Remaining:	8

-Total SIT 3 FI Verified Test Plans:	565	Percentages
.Passed	200	35.4 % of 565 passed verification
.Failed	0	0 % of 565 failed verification
.Not Started	18	3.2 % of 565 verification not started

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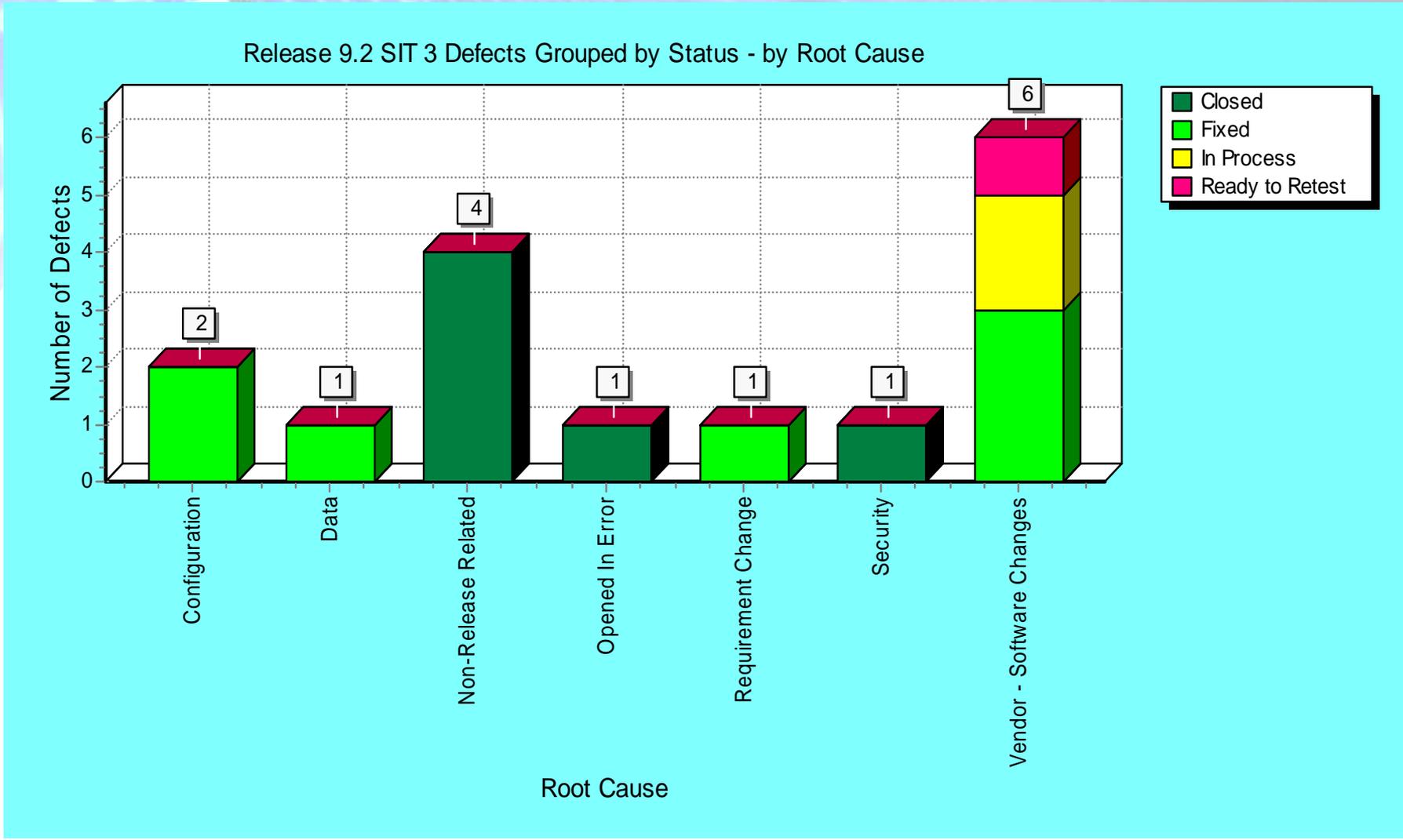
-Total Verified:	200	
-N/A	347	61.4 % of 565 not applicable to verification
-Total Not Verified (Not Started):	18	

See details in Financial Test Set Detail



Financial Release 9.2 SIT Pass 3 Test Set Metrics

Defect Summary by Status and Root Cause





Financial Release 9.2 SIT Pass 3 Test Set Metrics Defect Summary

•Financial SIT 3 Defects
Grouped by "Status" as of 05/05/09

•Financial SIT 3 Unresolved Defects:

- In Process
- Open
- New
- Ready to Retest
- Ready to Retest SIT 2
- Ready to Retest SIT 3

2
0
0
1
0
0
3

SIT 3 Unresolved Defects Total:

•Financial SIT 3 Closed/Fixed Defects:

- Closed
- Fixed

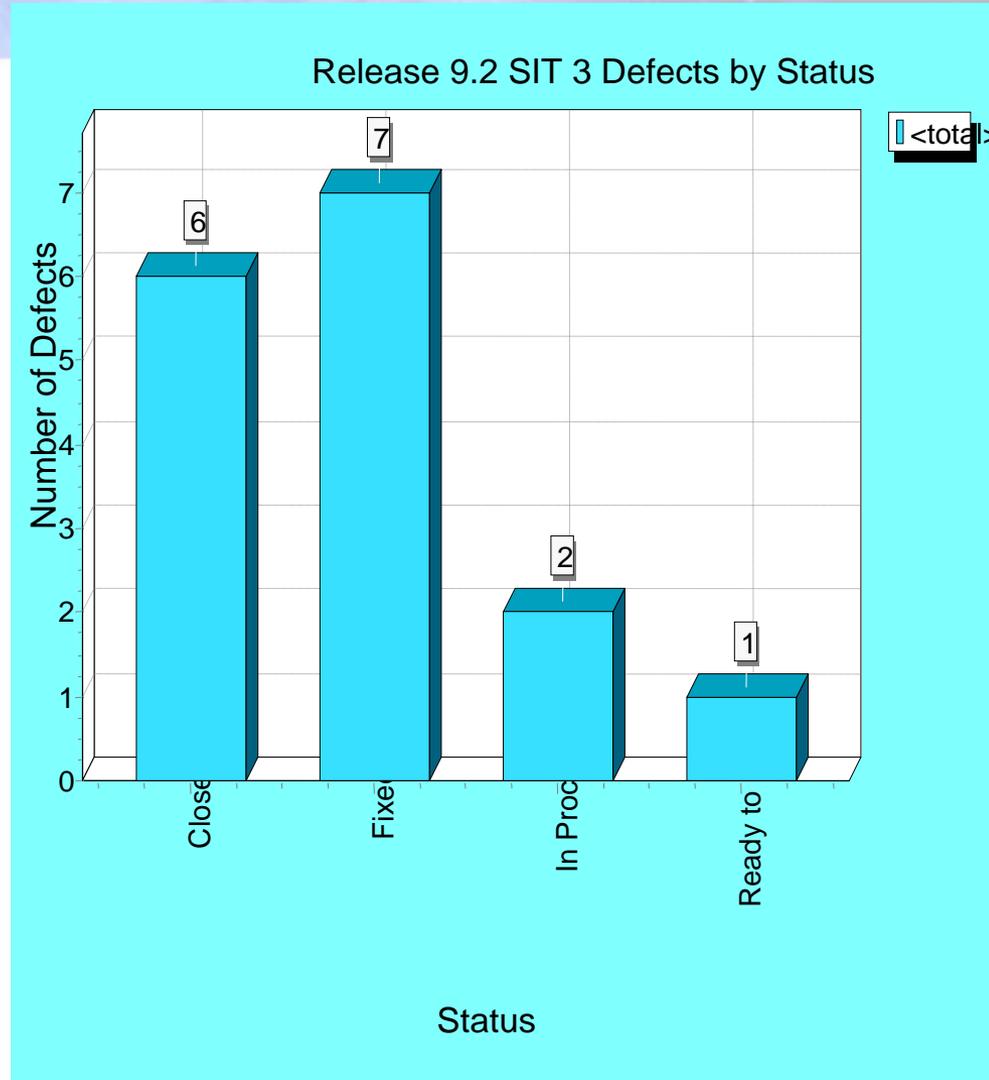
6
7

•Financial SIT 3 Total Defects with Closure:

13

Financial SIT 3 Grand Total:

16





Current NEACC Integrated Landscape Review



Mission

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- Identify owners of the NEACC landscape environments
- Develop a high-level roadmap for a holistic view of each integrated environment
- Maximize the efficiency and use of the environments by aligning cross-organizational activities
- Keep environments synced and ensure the NEACC integrated landscape maintains its consistency
- Ensure adequate testing and release plans/paths for cross-organizational activities
- Increase cross-organizational activity awareness between the teams



Environment Rules of Engagement

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- Each integrated environment will have a technical and functional owner unless specified.
- When an environment need is raised, these coordinated owners will meet to discuss the requirements to support the newly identified need.
- The owners will debate and agree on the best plan to meet the newly identified need and maximize the efficiency and use of each integrated environment.
- Each activity in an environment, outside of its normal usage, will have a single Point of Contact.
- No additional activities will take place in an environment/project without the coordinated owners and the individual activity Point of Contact(s) assessment and joint agreement.
- All cross-organizational activities in an environment will have a set timeline that will allow for development and adequate testing. This will allow for future activity planning and refresh schedules.
- Owners will meet weekly during the Integrated Landscape Review Forum unless an emergency need is identified between meetings.
- For emergencies, an AdHoc forum will be called.



Environment Selection Criteria

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- What are the activity's testing requirements?
 - Data / Config / Code Base / Integrations / Desktop Requirements
 - Is a coordinated integrated environment required (i.e., SAP, BW, PRISM, etc.) ?
 - Is pre and post validation going to be required?
- Is there a potential to break the environment?
- What is the testing schedule?
- What is the targeted release date?
 - Is it a monthly release or part of a semi annual release?
- Are remote testers expected?
- What are the performance requirements?
- What are the security requirements?
- Environment prep time?
- Are backups required?



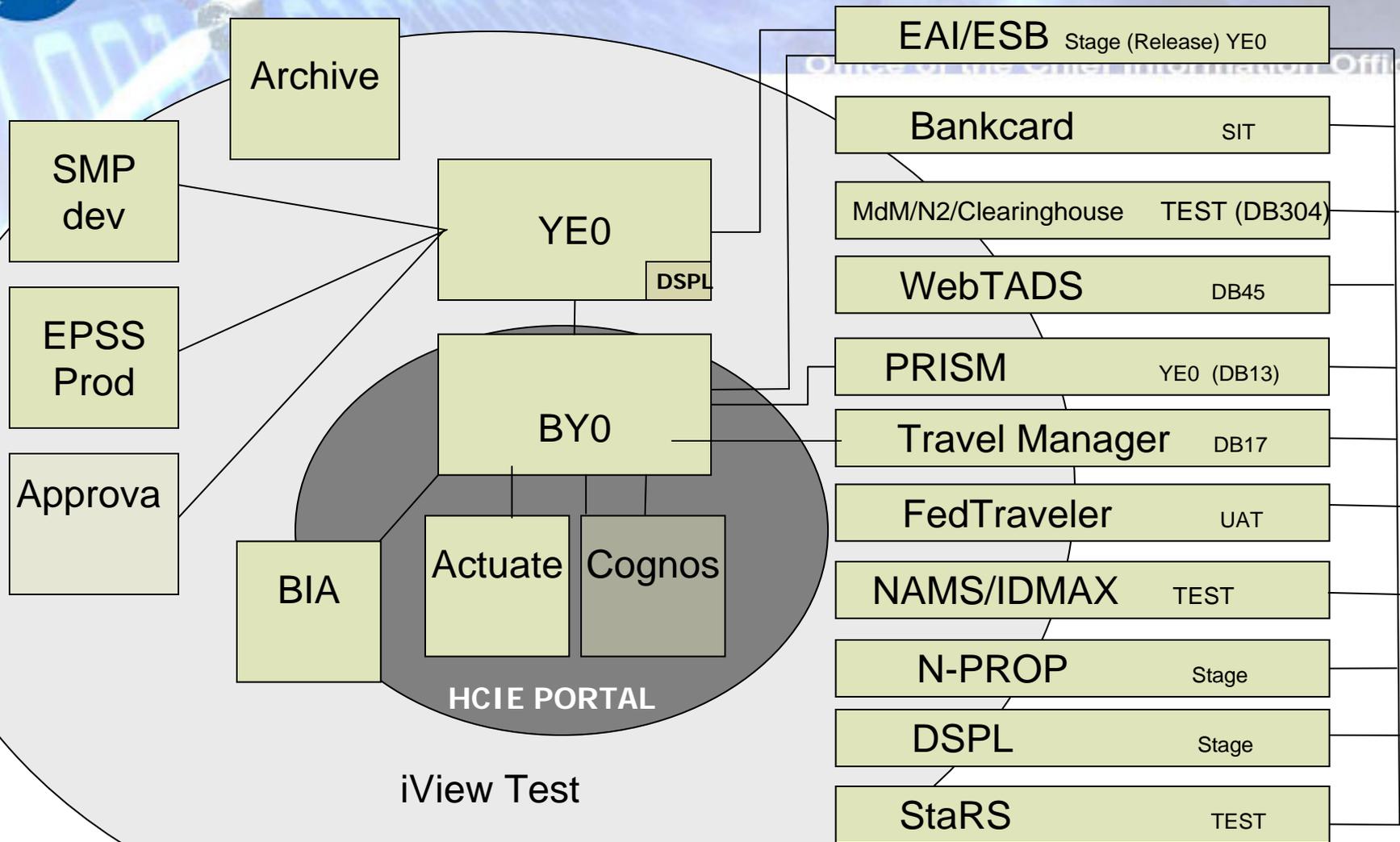
Integrated Environment Checklist

Office of the Chief Information Officer

- List of NEACC integrated environments:
 - SAP
 - BW
 - PRISM
 - EAI
 - Bankcard
 - MdM, N2, Clearinghouse
 - WebTADS
 - Travel Manager / FedTraveler
 - IdMAX - NAMS
 - N-PROP / DSPL
 - iView / HCIE Portal
 - Actuate / Cognos
 - Approva
 - Solution Manager
 - StaRS



Release 9.2 – SIT Pass 3 Test Environments





Current NEACC Technology Roadmap



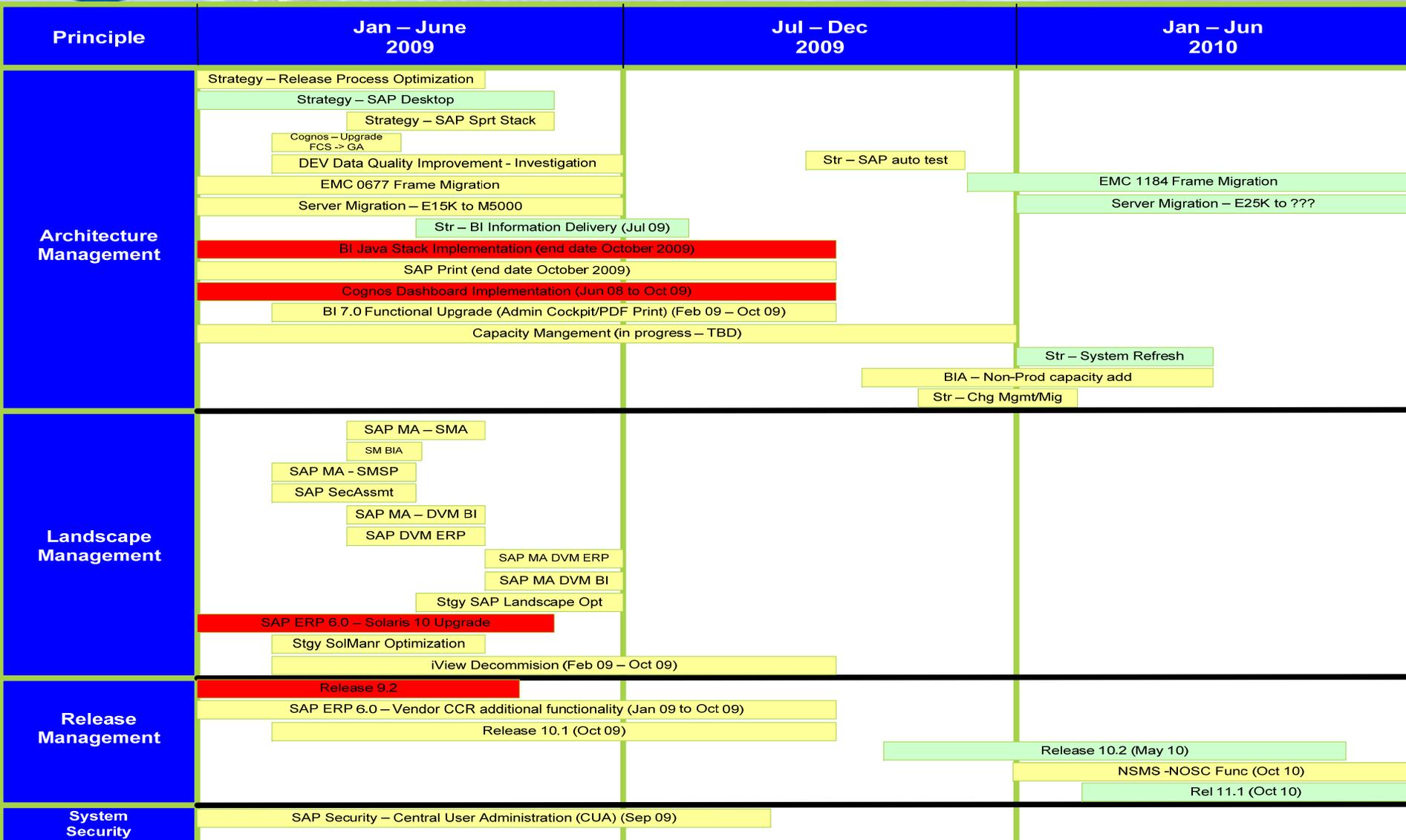
Six Month Timeline

Principle	January 2009	February 2009	March 2009	April 2009	May 2009	June 2009
Architecture Management		Strategy – Release Process Optimization				
			Strategy – SAP Desktop			
				Strategy – SAP Support Stack		
			Cognos – Upgrade from 8.4 FCS to 8.4 GA			
				DEV Data Quality Improvement - Investigation		
				EMC 0677 Frame Migration		
				Server Migration – 315K to M5000		
					Strategy – BI Information Delivery (end date July 2009)	
				BI Java Stack Implementation (end date October 2009)		
				SAP Print (end date October 2009)		
			Cognos Dashboard Implementation (Jun 08 to Oct 09)			
			BI 7.0 Functional Upgrade (Admin Cockpit/PDF Print) (Feb 09 – Oct 09)			
Landscape Management			SAP MaxAttention – Solution Management Assessment			
			SAP MA - BIA Post Go-Live Check			
			SAP MaxAttention Solution Manager Starter Pack			
				SAP MaxAttention – D/M Scoping SAP BI 7.0		
				SAP MaxAttention – D/M Scoping SAP ERP 6.0		
					SAP MaxAttention – D/M Strategy SAP ERP 6.0	
					SAP MaxAttention – D/M Strategy SAP BI 7.0	
					Strategy – SAP Landscape Optimization	
			SAP ERP 6.0 – Solaris 10 Upgrade			
			Strategy - Solution Manager Optimization			
			iView Decommission (Feb 09 – Oct 09)			
Release Management			Release 9.2			
				SAP ERP 6.0 – Vendor CCR additional functionality (Jan 09 to Oct 09)		
				Release 10.1 (Oct 09)		
System Security	SAP Security – Central User Administration (CUA)					
		SAP MaxAttention – Security Assessment				

Legend High Med Low Delta



Roadmap 18-Month Timeline





Current NEACC Business Readiness



Background

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- A select group of project implementation leaders from past and present Integrated Enterprise Management Program (IEMP) efforts convened for a workshop in January 2007 for the purpose of identifying the project attributes that become drivers for business readiness activities; to identify the business readiness activities that have been beneficial in past efforts; to target for elimination all non-value added business readiness efforts; to focus on problem-area business readiness elements with a goal of improving them; and to identify any gaps in the business readiness area.
- This group became known as BRATs, or members of the Business Readiness Approach Team. The findings and recommendations of the BRATs Workshop and follow-up sessions led to the development of this approach document
 - BRATs qualifications
 - Experience in leading an IEMP implementation at Center or Agency
 - Common sense approach
 - Willing to think “outside the box”
 - Cooperative, collaborative, creative



Purpose

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- The purpose of the NEACC's Business Readiness Approach (BR) is to document a repeatable, scalable process that identifies value-added elements for managing impacts associated with NEACC projects, activities, or releases*
 - Business Readiness is a strategic, intentional approach to readying a business unit/organization for change
 - The key to this approach is a set of tools that identify value-added elements for managing impacts associated with NEACC projects, activities, or releases*
- (*For simplicity, the term "initiatives" will be used throughout this presentation to indicate projects, activities, or releases)



Scope

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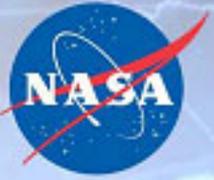
- The Business Readiness Approach for the NEACC will
 - Provide tools for identifying the appropriate business readiness elements to be executed
 - For any given level of initiative
 - For operational sustainment and support
 - Establish guidelines for executing those elements
 - Help to identify the business readiness roles and responsibilities within the Competency Center
- The approach has been designed so that it can also be utilized by NASA Centers



Benefits

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- The Business Readiness Approach will
 - Result in more effective business readiness activities for NEACC efforts by
 - Eliminating non-value added elements
 - Increasing value of currently used elements
 - Providing context for use of elements
 - Standardize the language and approach across initiatives and operations
 - Centralize Business Readiness functions within the NEACC for better consistency and efficiency



Business Readiness Tools

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- Data Dictionary
- Business Readiness Impact Analysis Matrix
- Enterprise Performance Support System (EPSS)
- System for Administration, Training, and Educational Resources for NASA (SATERN)
- iView Portal

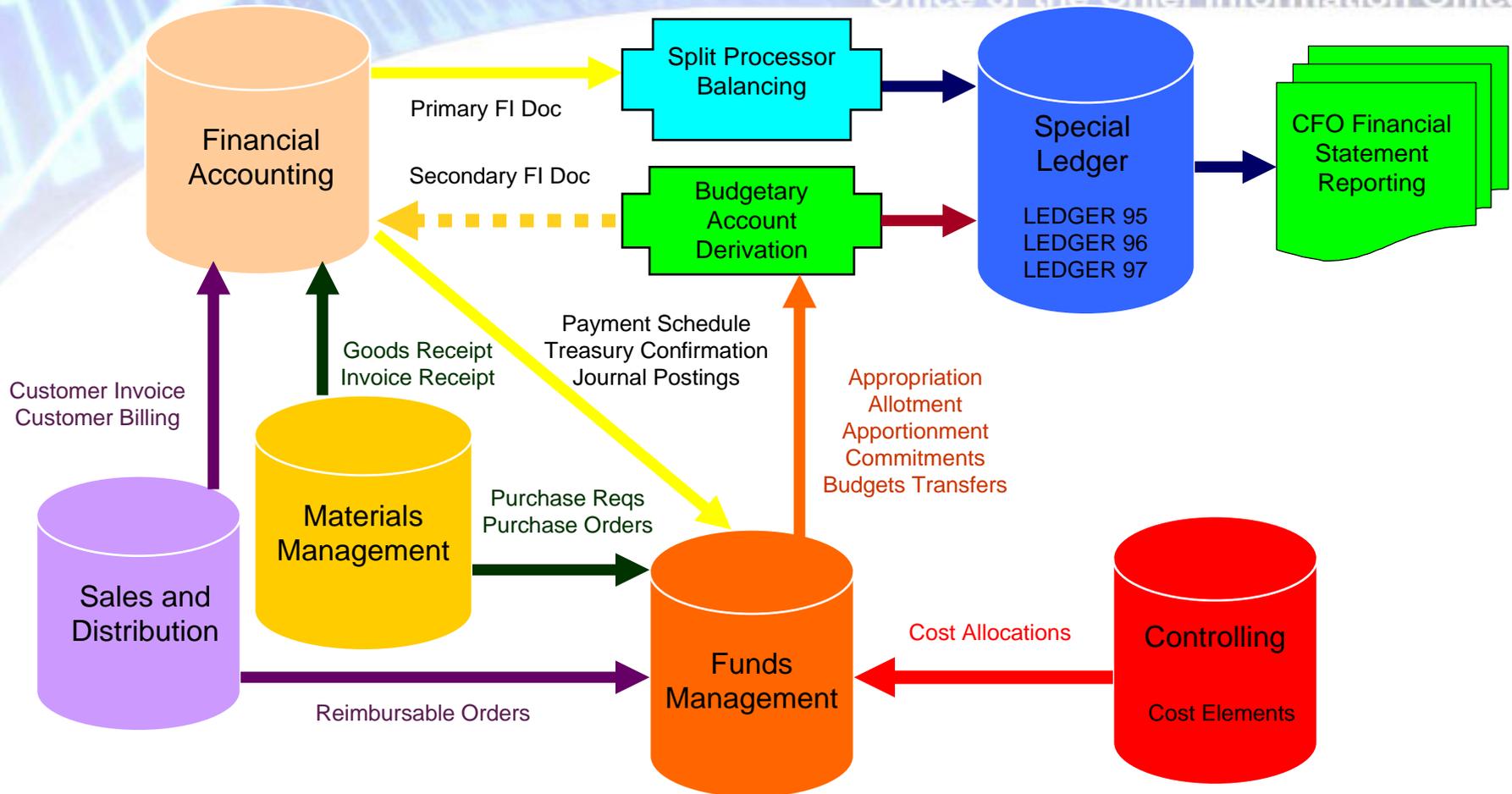


Current NEACC Lines of Business Overview



SAP Integrated Federal Solution

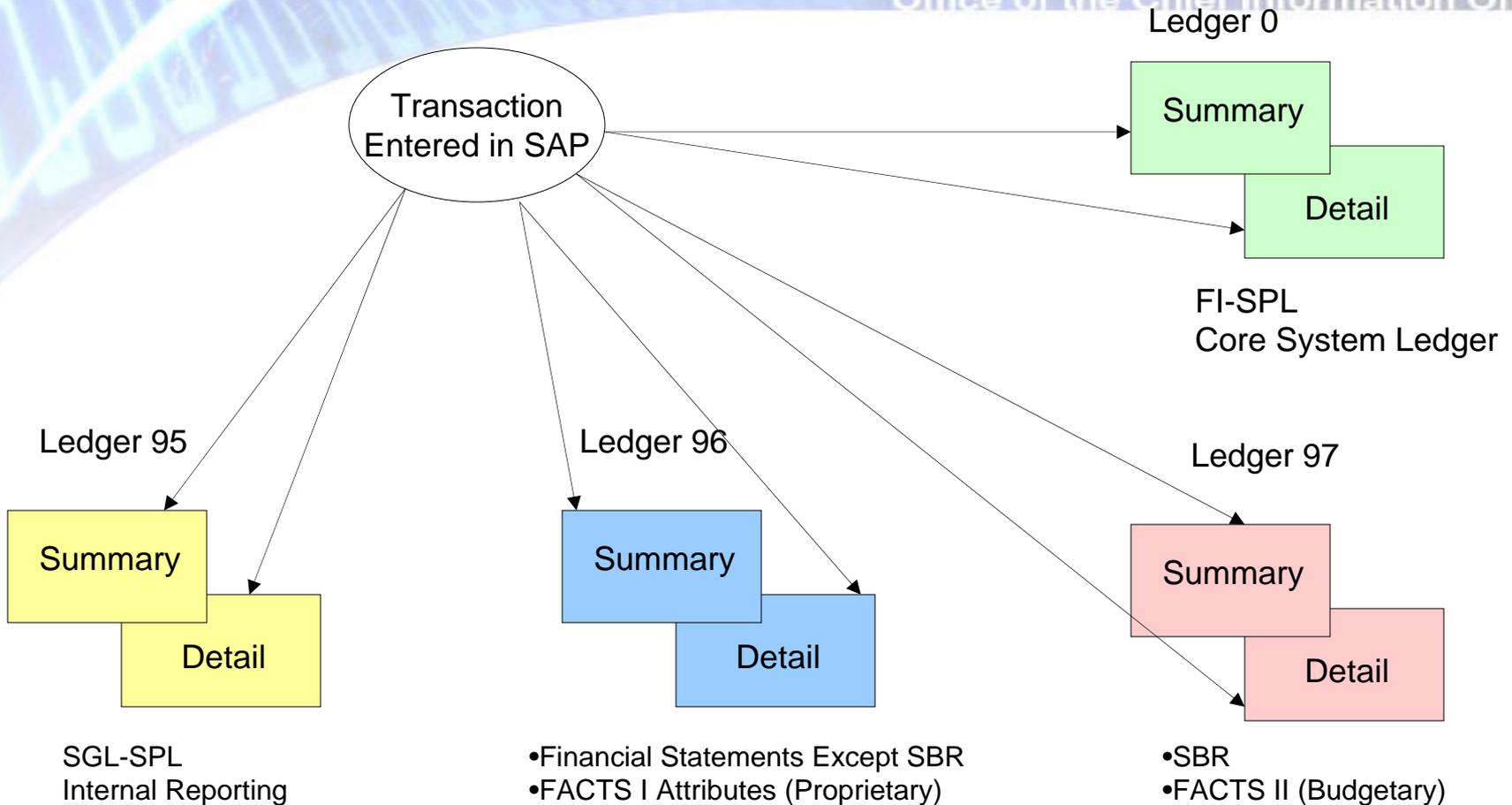
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SAP External Reporting Ledgers

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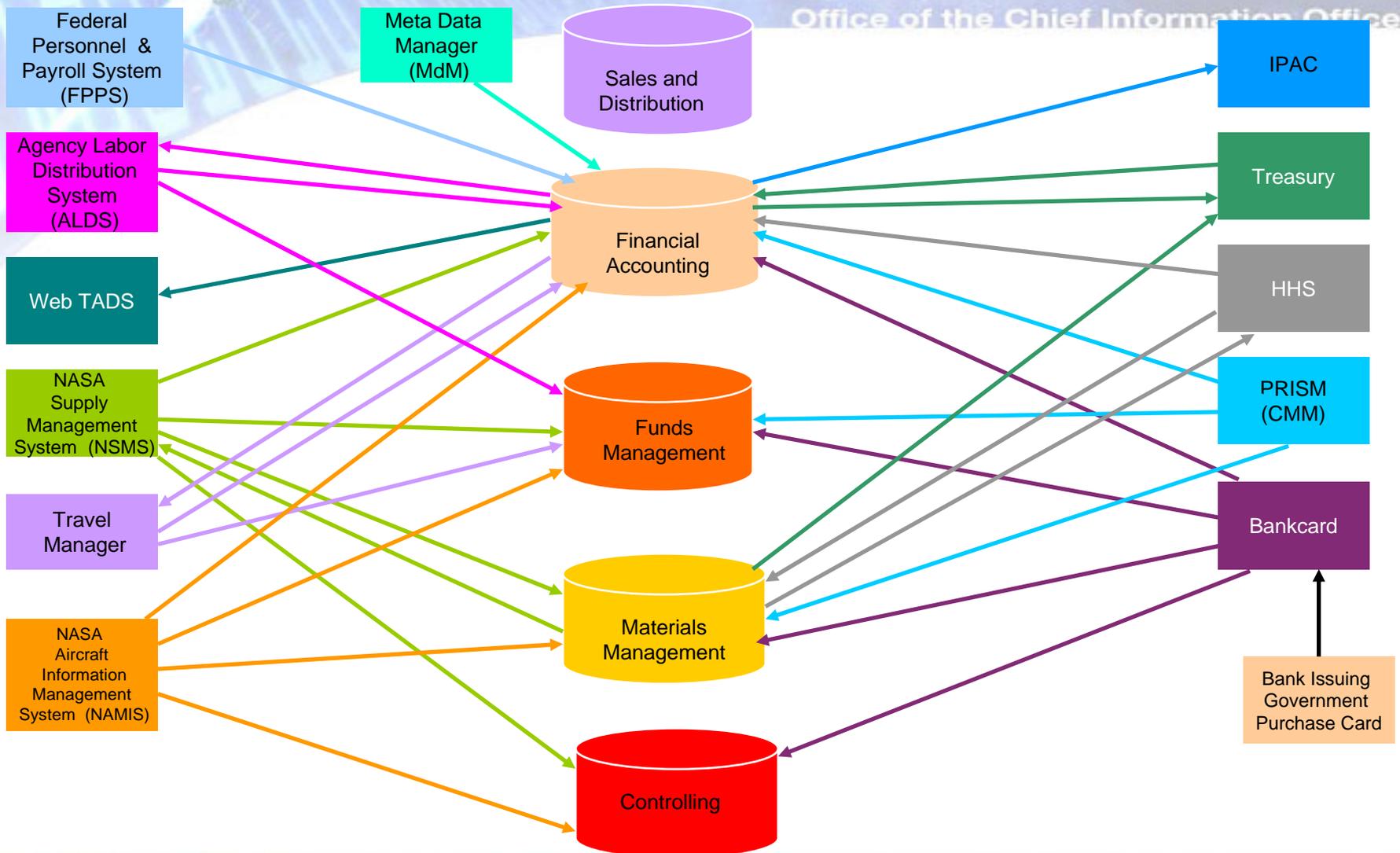


Note: Transactions Post to ALL four Ledgers



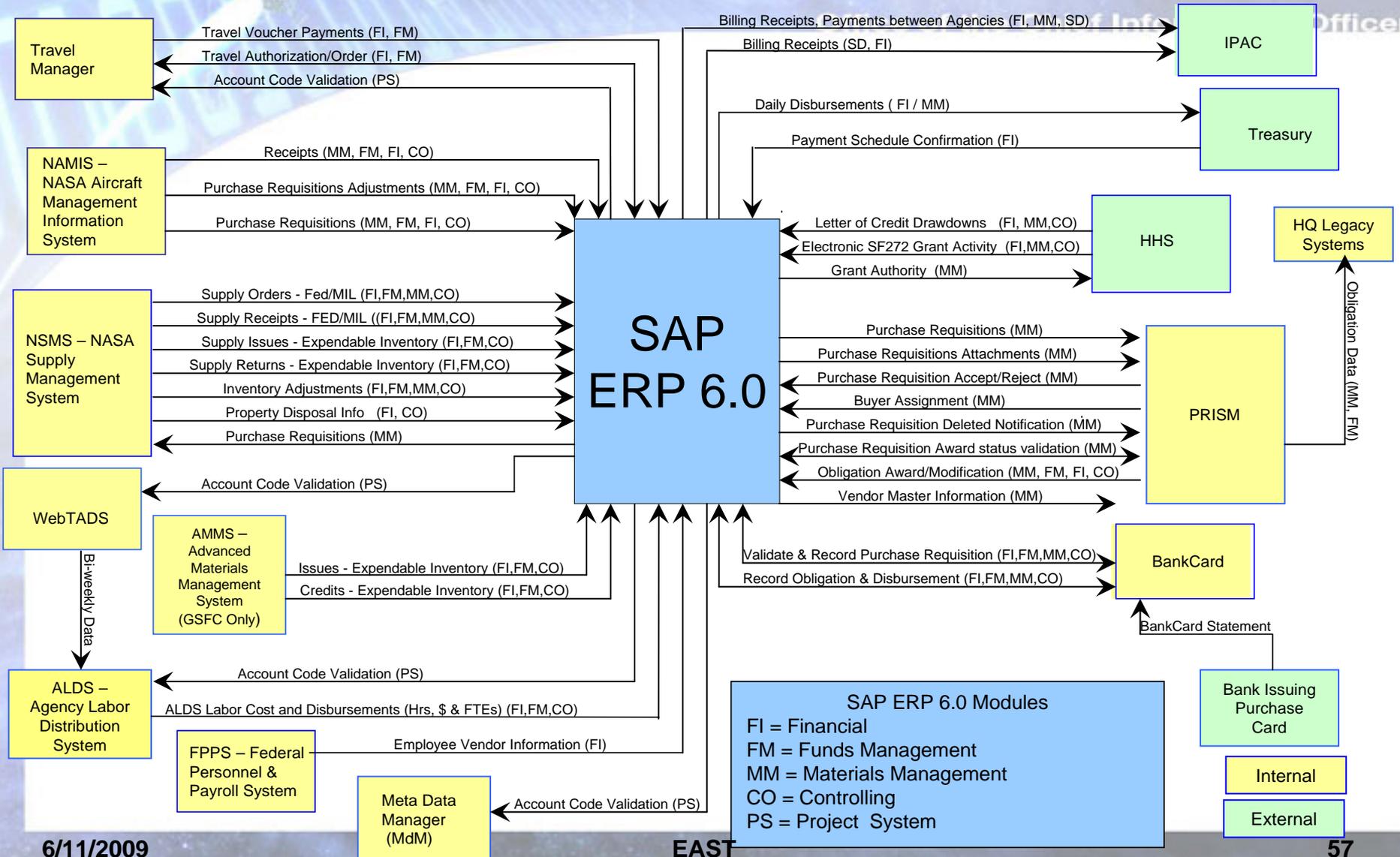
SAP Interfaces

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SAP Interface Map





SAP Interface Matrix

Interface	From	To	MM	FM	FI	PS	CO	SD
Daily Disbursements	SAP	Treasury	X	X				
Payment Schedule Confirmation	Treasury	SAP			X			
Billing Receipts, Payments between Agencies	SAP	Treasury (IPAC)	X		X			X
Billing Receipts	Treasury (IPAC)	SAP			X			X
Letter of Credit Drawdowns	HHS	SAP	X		X		X	
Electronic SF272 Grant Activity	HHS	SAP	X		X		X	
Grant Authority	SAP	HHS	X					
Receipts	NAMIS	SAP	X	X	X		X	
Purchase Requisitions Adjustments	NAMIS	SAP	X	X	X		X	
Purchase Requisitions	NAMIS	SAP	X	X	X		X	
Bi-Weekly Data	WebTADS	ALDS						
Account Code Validation	SAP	ALDS				X		
Labor Cost and Disbursements (Hrs, \$ & FTEs)	ALDS	SAP		X	X		X	
Account Code Validation	SAP	MdM				X		



SAP Interface Matrix (cont.)

Interface	From	To	MM	FM	FI	PS	CO	SD
Issues - Expendable Inventory	AMMS (GSFC Only)	SAP		X	X		X	
Credits - Expendable Inventory	AMMS (GSFC Only)	SAP		X	X		X	
Employee Vendor Information	FPPS	SAP			X			
Travel Authorization/Order	Travel Manager	SAP		X	X			
Travel Authorization/Order	SAP	Travel Manager		X				
Travel Voucher Payments	Travel Manager	SAP		X	X			
Account Code Validation	SAP	Travel Manager				X		
Validate & Record Purchase Requisition	Bankcard	SAP	X	X	X		X	
Validate & Record Purchase Requisition	SAP	Bankcard		X				
Record Obligation & Disbursement	Bankcard	SAP	X	X	X		X	
BankCard Statement	Bank Issuing Card	Bankcard						
Purchase Requisitions	SAP	NSMS	X					



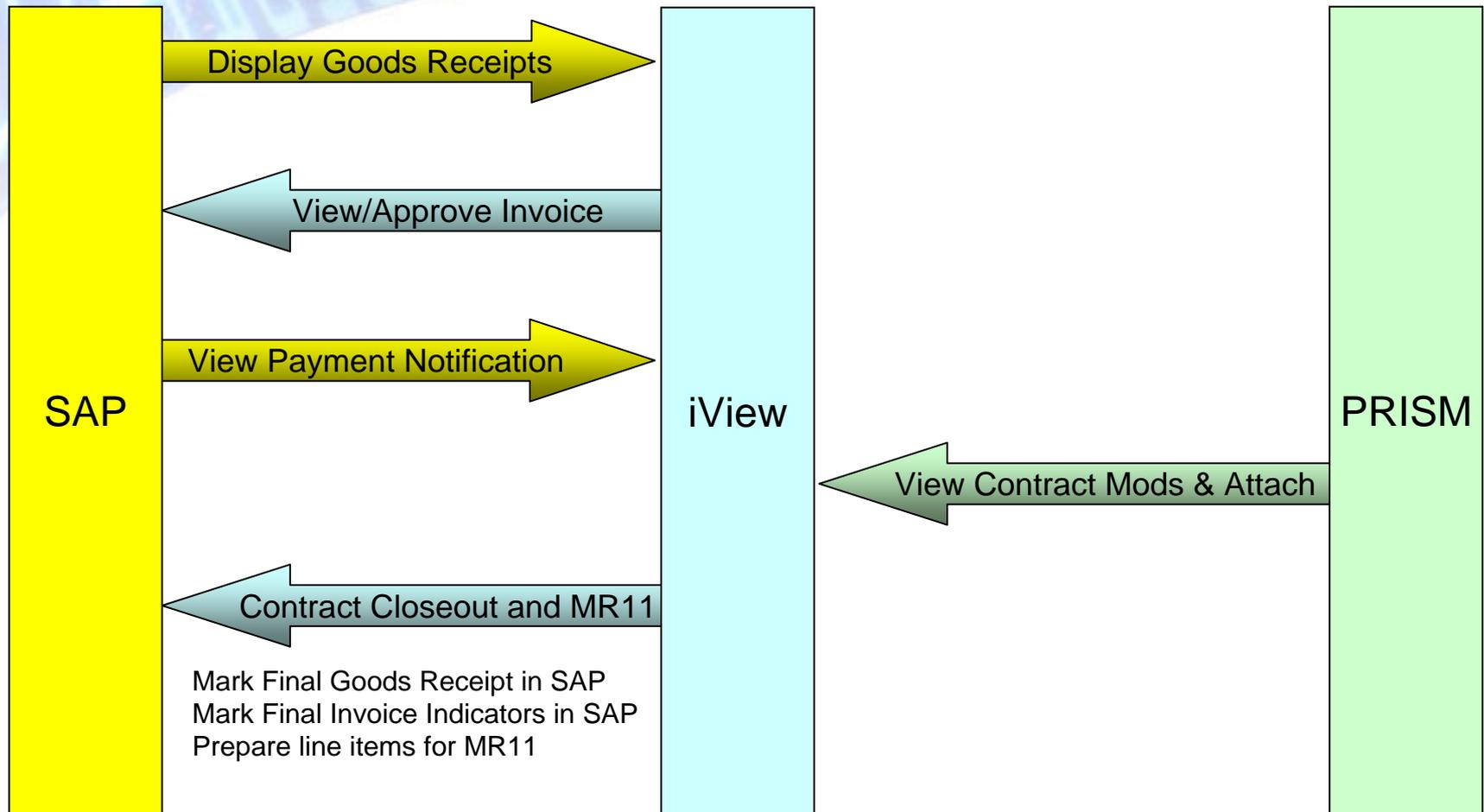
SAP Interface Matrix (cont.)

Interface	From	To	MM	FM	FI	PS	CO	SD
Supply Orders - Fed/MIL	NSMS	SAP	X	X	X		X	
Supply Receipts - FED/MIL	NSMS	SAP	X	X	X		X	
Supply Issues - Expendable Inventory	NSMS	SAP		X	X		X	
Supply Returns - Expendable Inventory	NSMS	SAP		X	X		X	
Inventory Adjustments	NSMS	SAP	X	X	X		X	
Property Disposal Info	NSMS	SAP			X		X	
Vendor Master Information	SAP	PRISM	X					
Purchase Requisitions	SAP	PRISM	X					
Purchase Requisitions Attachments	SAP	PRISM	X					
Purchase Requisition Accept/Reject	PRISM	SAP	X					
Buyer Assignment	PRISM	SAP	X					
Purchase Requisition Deleted Notification	PRISM	SAP	X					
Obligation Award/Modification	PRISM	SAP	X	X	X		X	
Purchase Requisition Award status validation	PRISM	SAP	X					
Purchase Requisition Award status validation	SAP	PRISM	X					



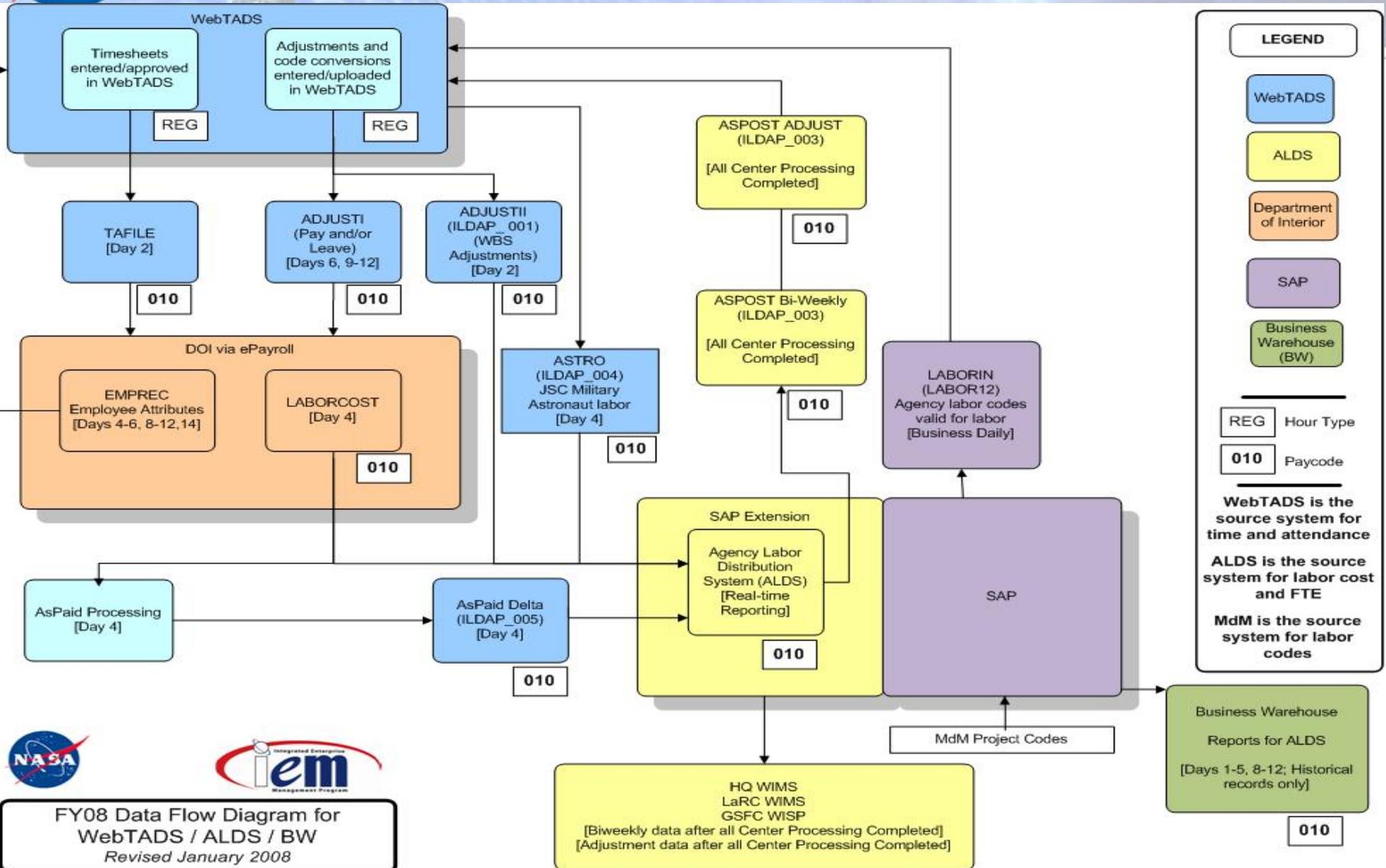
Integration with iView Portal Key Activities and Results

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Human Capital & Workforce Integrations



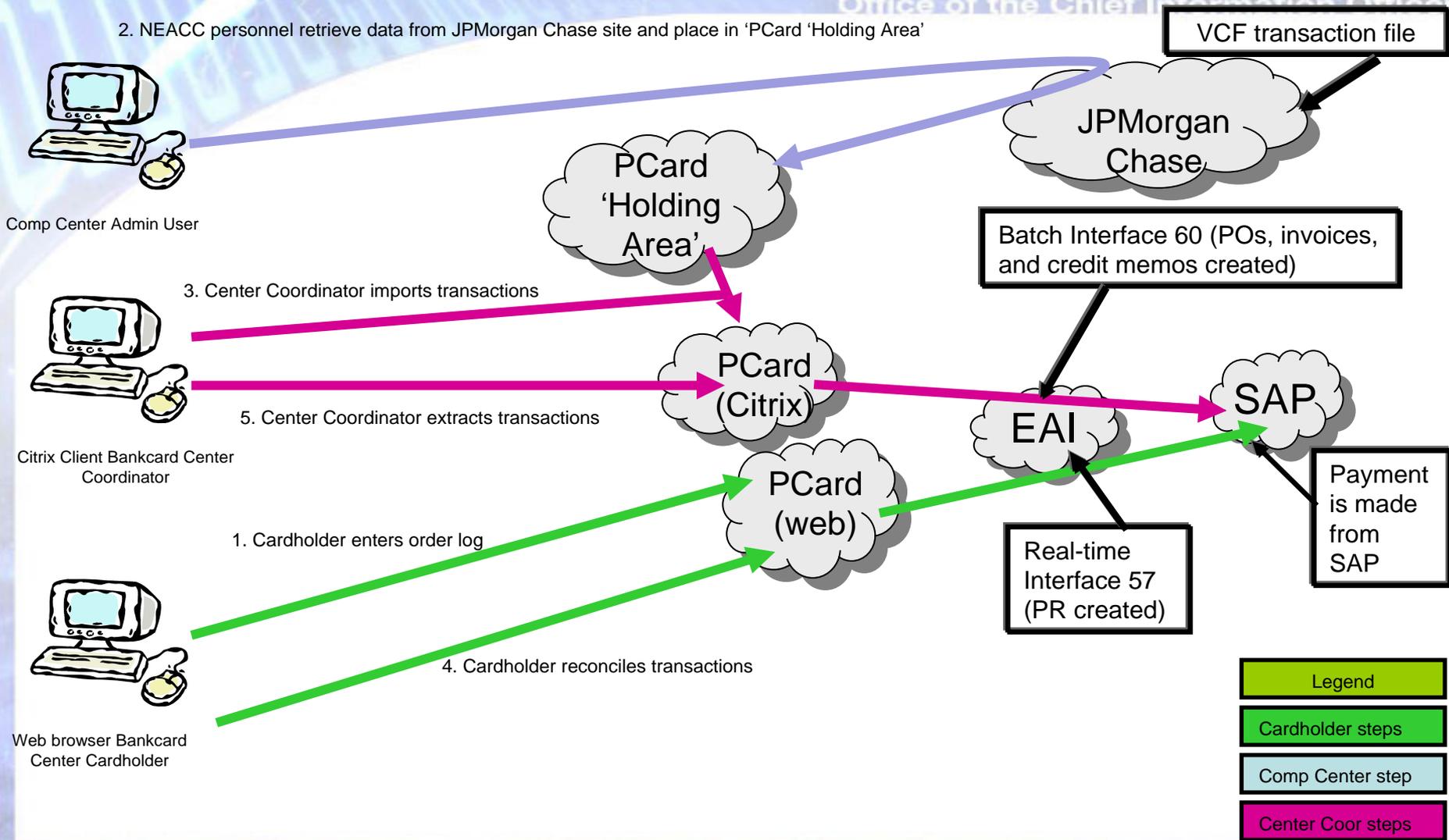
FY08 Data Flow Diagram for WebTADS / ALDS / BW
Revised January 2008



End-to-End Purchase Card Process Pictorial Depiction (JPMorgan Chase)

Office of the Chief Information Officer

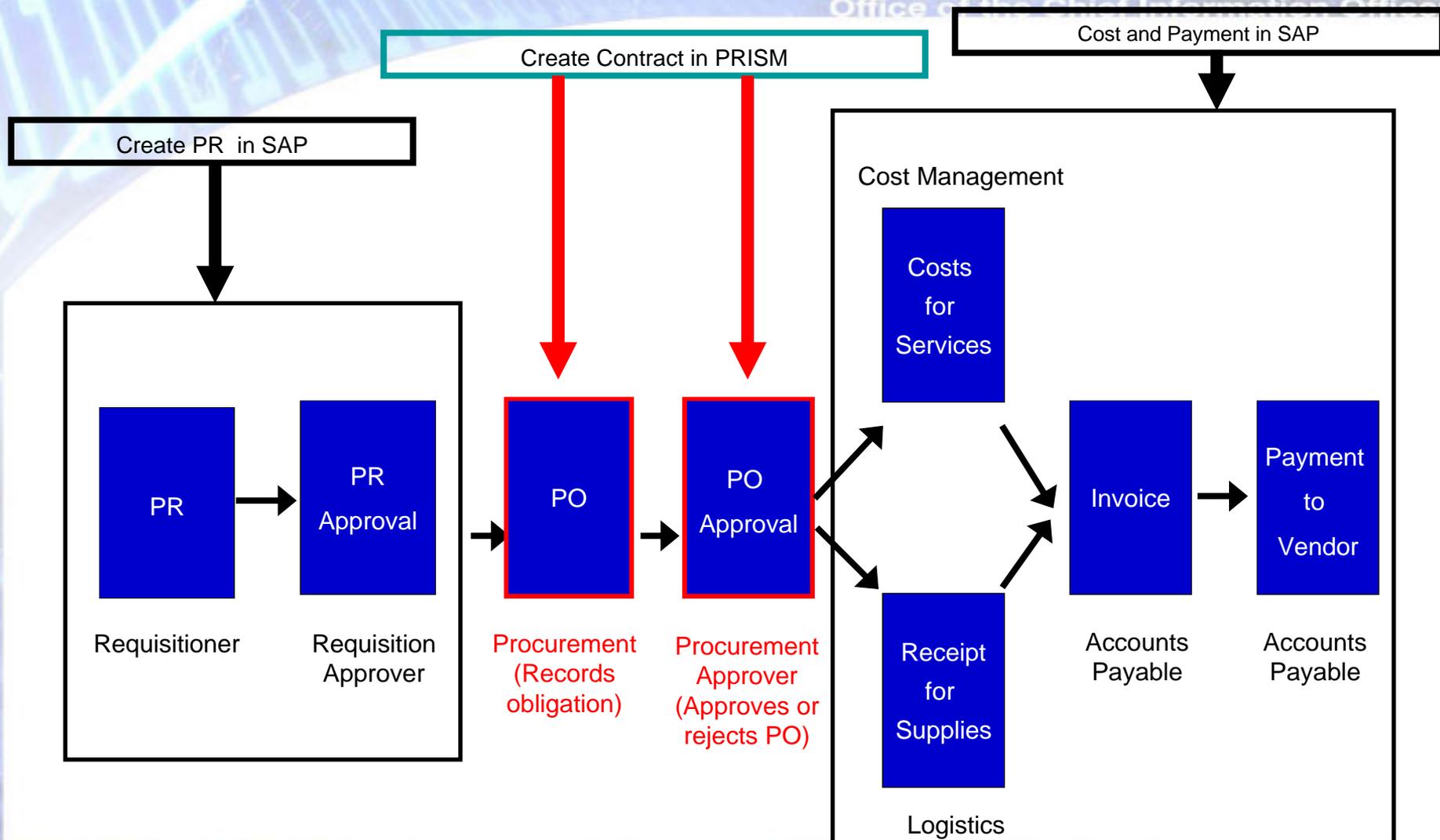
2. NEACC personnel retrieve data from JPMorgan Chase site and place in 'PCard 'Holding Area'





End-to-End Procurement Process

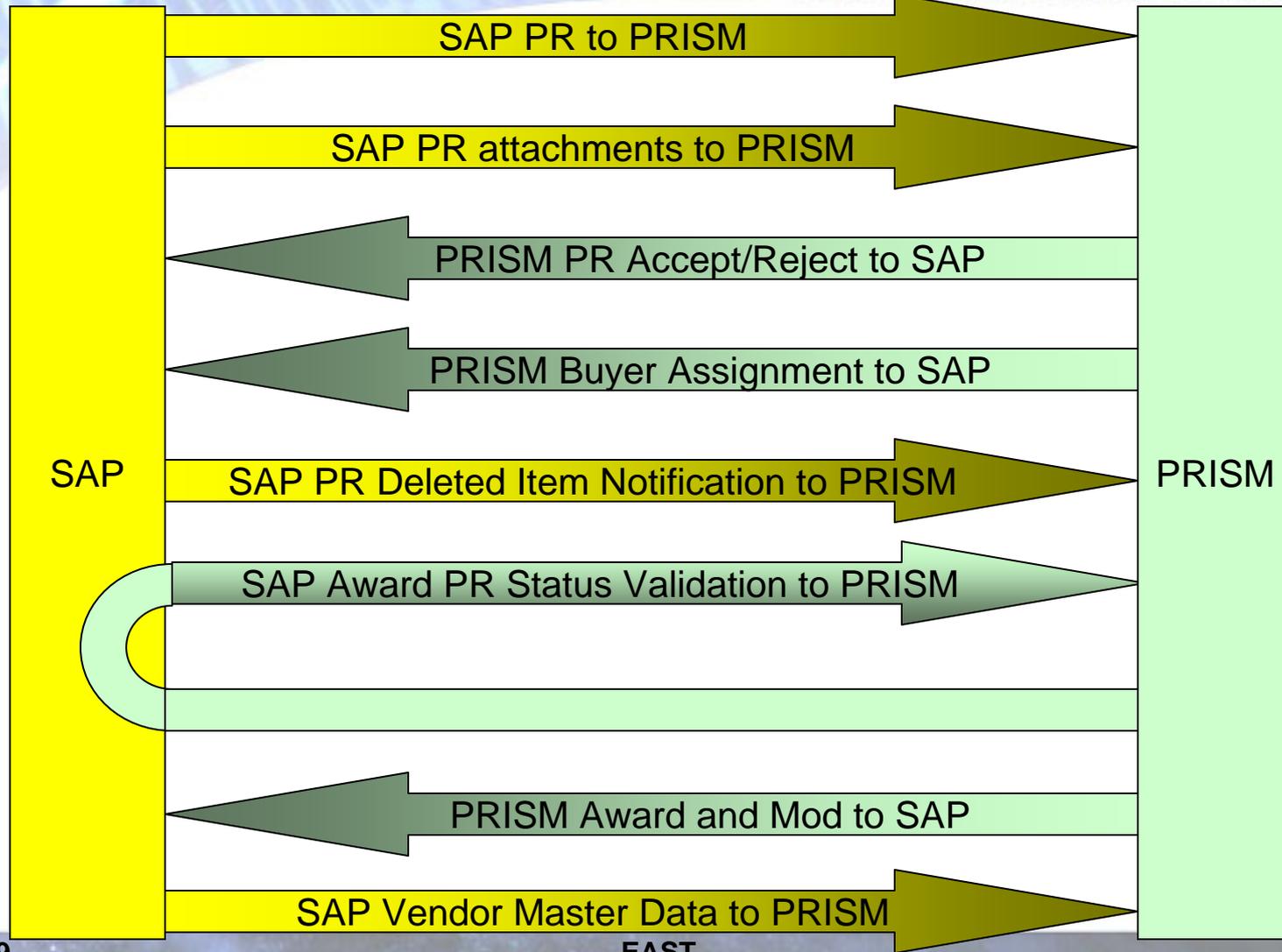
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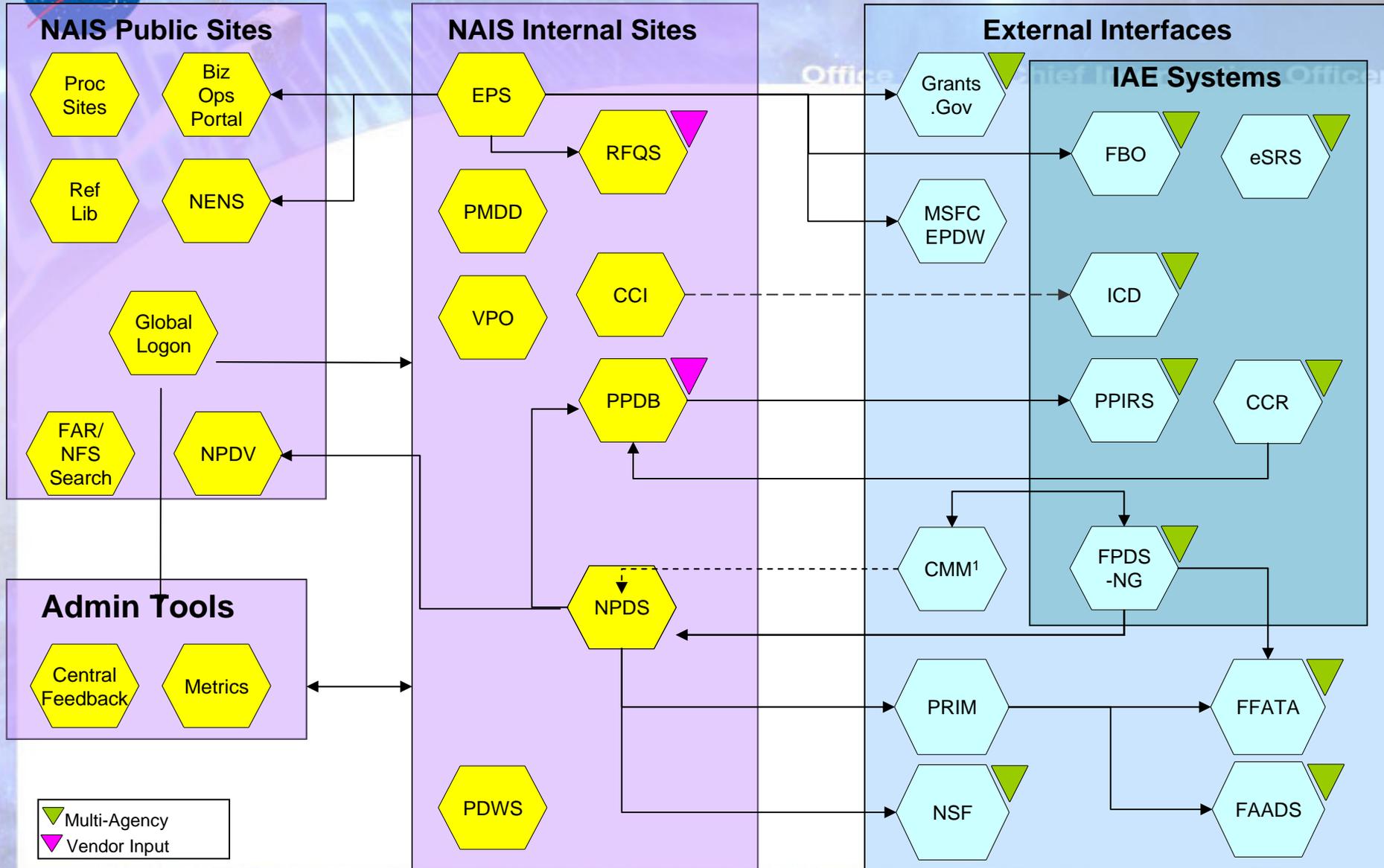
SAP and PRISM Integrations

Office of the Chief Information Officer





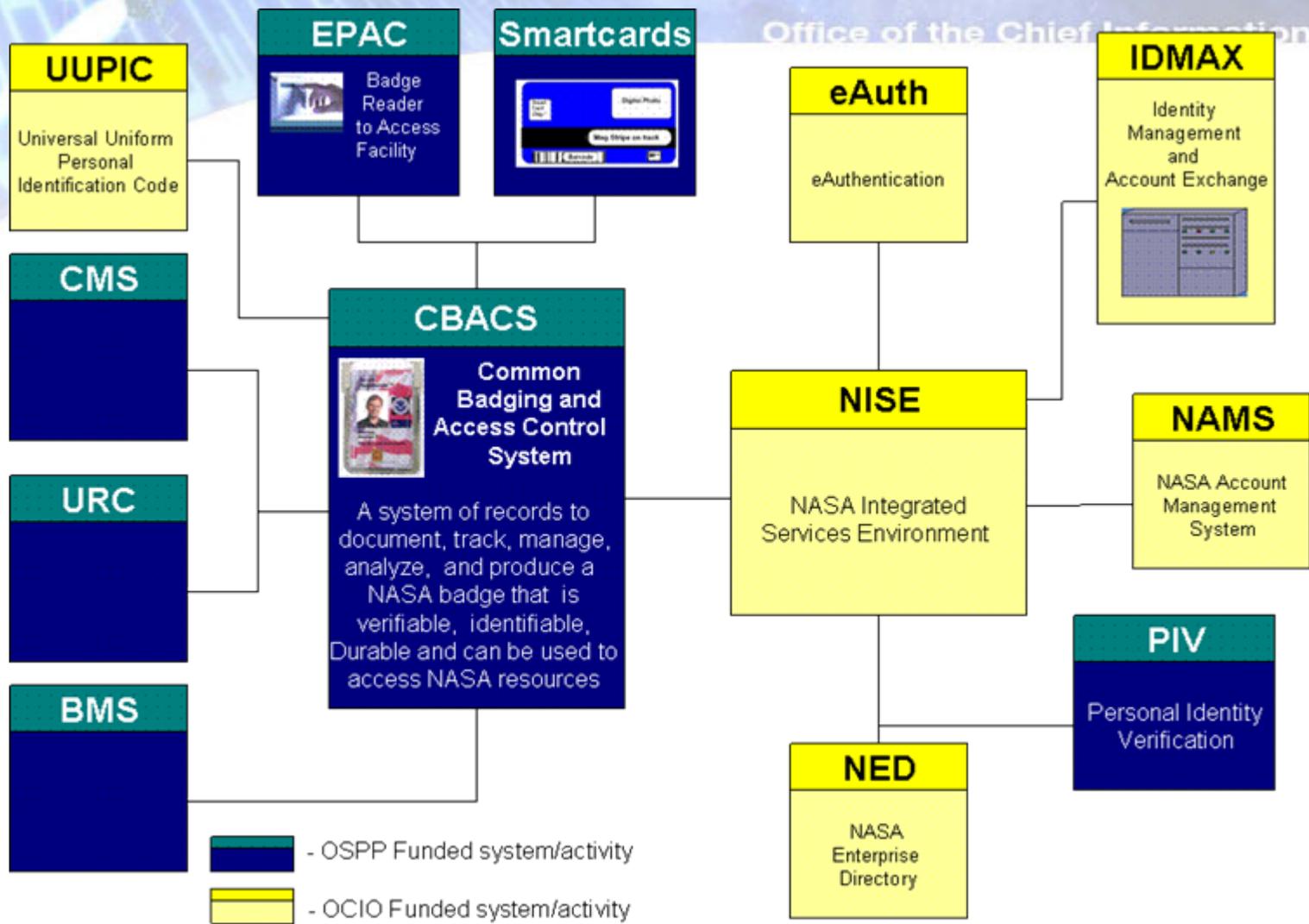
NASA Acquisition Internet Service (NAIS) Architecture





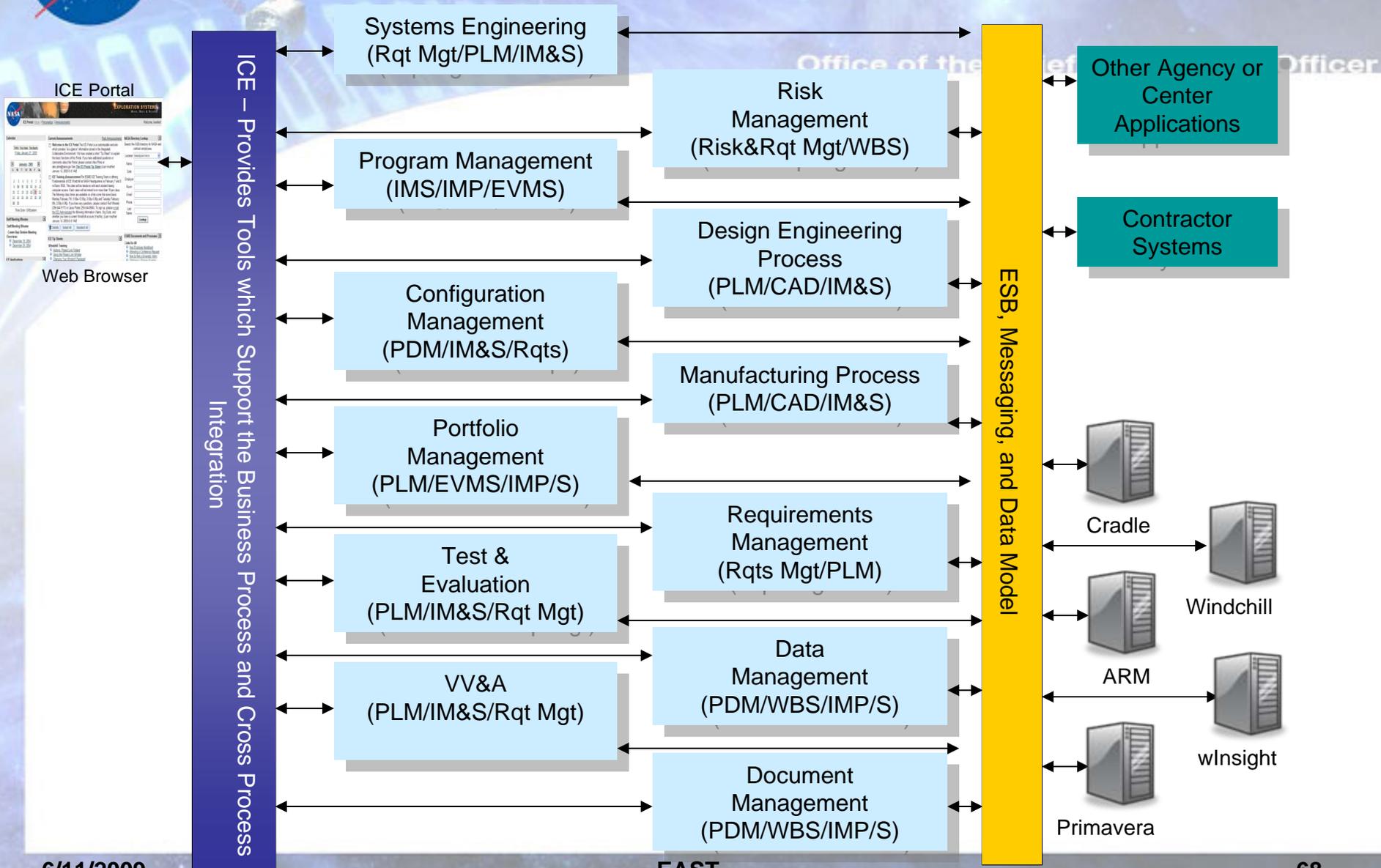
NISE and CBACS

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ICE Integrated Process View





Current NEACC Business Process Support



Business Process Support Roles

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- Ensures Adherence To, And Consistency Of, Agency Design On All New Change Requests (Regulatory, Policy, User Enhancement)
- Consultation With Functional Support Team, As Needed, Regarding Break/Fix SR's
- User Enhancement Requests and Regulatory / Policy Changes
 - Analysis Of Impact To Agency Design
 - Recommend Approach And Timeline For Implementation
 - Identify Necessary Test Scenarios And Expected Test Results
 - Sign-off Of Regression Test Results Prior To Implementation
- Audit & Reconciliation Support
 - External Audit Support
 - Internal Reconciliation Support
- Liaison For Identification Of Fiscal Year End Close/Start Up Business Processes And Identification Of New Fiscal Year Start Up Requirements
- Integration Of New Capability/Projects
- Source Of Staffing For New Projects, Including Major Upgrades



Business Process Support Roles (cont.)

Office of the Chief Information Officer

- Provide Functional Control Board (FCB) Support to Agency BPS
- BPS Lead Serves as voting member on NEACC Release Review Board (RRB)
- Continuous Process Improvement
- User Enrichment
- Communication
- Participate in annual Center Business Process Lead Summit
- Review, concur, and execute Functional area action plan identified from annual Customer Satisfaction Survey
- Requirements Mapping
- Demonstrate Functional area readiness in major release reviews
 - Test Readiness Reviews
 - Operational Readiness Review
 - Authorization to Proceed



Internal Controls and Audit Roles

Office of the Chief Information Officer

- Audit and Reconciliation Support
 - External Audit Support
 - Internal Reconciliation Support
 - Functional Impact on enhancements to Financial Statements/FACTS changes
 - SAP Configuration Relating To Policy Changes, Pro Formas, FACTS I, FACTS II, Etc.
 - Functional Impact/Analysis on Reconciliation issues crossing Functional Areas
 - Planning & Functional Assessment of the requirements for Monthly/Quarterly/Year end Closing
- Data Integrity
 - FM/FI Related Issue Corrections
 - Reconciliation Tool Workshops
- Support Financial BPS Lead on RRB
- Analyze Competency Center actions related to Center Action Plans resulting from Data Integrity or Stabilization issues



Application Technical Support

Office of the Chief Information Officer

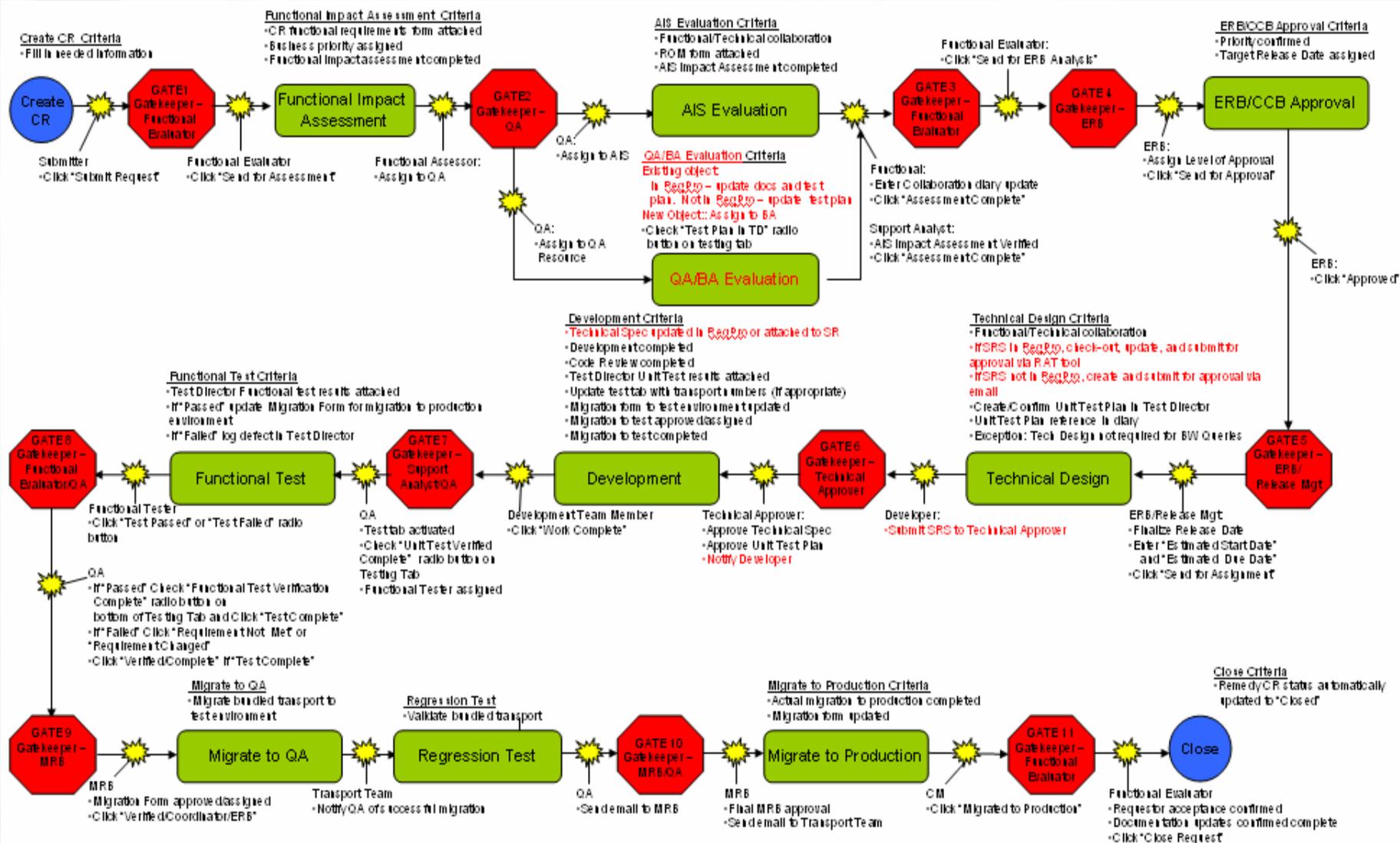
- Recording and tracking of SAP customer messages and OSS note application
- Working closely with SAP to resolve system defects and ensure the integrity of solutions in NASA's productive environment
- Responsible for large areas of SAP configuration
- Create and maintain validation and substitution rules which sustain system controls
- Executing high risk SAP programs, processes and procedures and communicating impacts of performing certain activities
- Testing and execution of SAP correction tools
 - Including document of procedures and support of workshops to roll tools out to the Centers
- Development and maintenance of reconciliation tool configuration
 - Including documentation of procedures for execution
- Support all functional teams in resolution of complex system issues from a technical perspective
- Year end testing and system execution of the financial close of the Agency's fiscal year
- Support Financial BPS Lead on RRB



Current Remedy



Generic SR Process





Reporting

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- Remedy has powerful reporting capabilities to provide nearly any information regarding Service Requests
- Macro capabilities to save frequently used searches and reports
- Report layouts can list any fields required
- Reports may be exported to Excel (and scripted to do automatically)
- Agency Stakeholder and Center personnel utilize Remedy reporting capabilities to track progress of Service Requests



Additional Information



Internal NEACC Working Sessions

Office of the Chief Information Officer

- Daily*
 - Status Review
 - Scrum stand-ups
 - ALDS Split Year Processing
 - Enterprise Procurement Data Warehouse (EPDW) / CM Reporting
 - Enterprise Business Portal (EBP) transition
 - NASA Supply Management System (NSMS) replacement feasibility study
 - Secure File Server (SFS) retirement/ADOSS/EAI WebTool
 - HCIE
 - ICAM
 - SAP Vendor – Central Contractor Registry (CCR) Integration
- Weekly*
 - Team Status Meetings
 - Team Service Request (SR) Review
 - SR Backlog Review
 - Integrated Landscape Review
 - Technology Roadmap
- Bi-Weekly*
 - Build Meeting
 - RRB

***Note: These forums are in addition to those identified in J-20**



I³P Website Material

EAST Background & Historical Reading Room

Office of the Chief Information Officer

- NEACC RunSAP Assessment Findings
- NEACC Release Management
 - Enterprise Release Management Plan
 - Sample Release Review Board
 - Release 9.2
 - Core Messages
 - Test Readiness Review (TRR) for SIT Pass 3
 - Test Metrics
 - Authorization to Proceed (ATP)
 - Sample Build List
- NEACC Skill Assessment & Application Functional Support Training Plan
- NEACC Monthly SLAs and SR Backlog
- Business Readiness
 - Approach Document
 - Data Dictionary
 - Impact Analysis Matrix
 - 2009 NEACC/Center Business Process Lead Summit Agenda
- NEACC 2008 Customer Satisfaction Survey Results
- Governance charters
 - Release Review Board (RRB)
 - Functional Control Board (FCB)
 - Cross Functional Integration Working Group (CFIWG)
- Sample Integrated Landscape
- Sample Technology Roadmap
- Sample Operational Support

http://ec.msfc.nasa.gov/apt/portal_uploads.php?acqNum=2



NEACC Site Visit Agenda

Office of the Chief Information Officer

- 9:00 a.m. Welcome – Amy Stapleton
- 9:05 a.m. Overview of NEACC Operations – Anita Webster
- 10:30 a.m. Break**
- 10:45 a.m. NEACC Applications Technical Operations and Management (ATOM) Overview – Randy Sparkman
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NEACC Application Technical Operations Maintenance (ATOM)

Office of the Chief Information Officer

The future Contractor shall design, acquire, build and operate the application technology environment to support the application set for each Line of Business and all activities associated with Attachment J-1, EAST PWS, Sections 3.0 and 4.0.

This environment shall include the logical and physical software configuration, operational processes, database and other software services and buying or building infrastructure elements such as computing, storage

- **“Design”** shall include creating system and process designs and specifications based on business and technical requirements.
- **“Acquire”** shall include evaluating solution candidates and either procuring systems or establishing service relationships with external providers.
- **“Build”** shall include the establishment of a service capability through installation and configuration of application solutions and end-to-end integration of services provisioned by external providers.
- **“Operate”** shall include monitoring and incident management to ensure availability of all internally-provisioned and externally-provisioned elements of application solutions as well as maintenance activities.



ATOM Core Competencies

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- **Solution Architect**
 - Manages all elements of solution design from an IT environment perspective
 - Includes Level 3 problem resolution
- **Application Operations**
 - Manages all hands-on build and configuration work for application components.
 - Manages all elements of application monitoring and event management
- **Database Administration**
 - Manages all hands-on database system build and configuration
 - Manages all elements of database system monitoring and event management



NEDC Relationship to NEACC

Office of the Chief Information Officer

- NEACC Design, Acquire, Build and Operate is provisioned by EAST contractor
- NEDC will assume oversight of NEACC systems
 - configuration/utilization
 - maintenance/support costs
- NEDC will provide “hosting” of all NEACC infrastructure day-one
 - Guarantee of seamless transition with zero disruption to service
 - Re-badging of incumbent resources responsible for hosting services
 - Take over of existing infrastructure ‘in place’
- Priceable units consumed by NEACC are:
 - Operating System Instance
 - Terabyte of Storage by Tier
- NEDC adheres to NEACC required Service Levels in terms of:
 - Request Fulfillment turn around times
 - Incident Response times
 - System Performance
 - Security
 - Availability and Recovery



EAST Systems Summary

Operating System Instances

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Line Of Business	Applications	Solaris	Windows	Linux	Total
Financial	SAP, eBudget, Travel Manager	33	18	0	51
Procurement	Prism, NAIS. P-card	24	15	0	39
Logistics	IAM, NOSC	2	2	1	5
Human Capital & Workforce	Position Description Mgmt, Secure Print, STARS, WebTADS	4	7	41	52
ICAM	AT Lab, BAS, BMS, CMS, eAuth, EPACS, HSM accelerator, IdMAX, MS Certs, NED, Remote Mgmt Systems	61	137	4	202
Product LifeCycle Mgmt	Active Risk Manager, Wiki, CAIT, Cradle, Primavera, TIBCO, Vignette, Windchill, WinSight	65	53	2	120
Transitional NDC "services"	ADOSS, BRIO, Citrix, MSSQL, NetIQ App Mgr, Sharepoint 2003	0	52	1	53
ESB	Apache Service Mix, Jitterbit, SOA	7	3	9	19
Business Analytics	Acute, Aqualogic (HCIE Portal), Cognos, SAP BI 7.0, SAP BIA, SAP Portal	24	52	9	85
NEACC Support Systems	Approva, BMC, EPSS, Lotus Notes, Oracle Database Servers, Primavera, ProSight, ProVision, Quality Center, What's Up Gold	15	42	2	59
Total		235	381	69	685



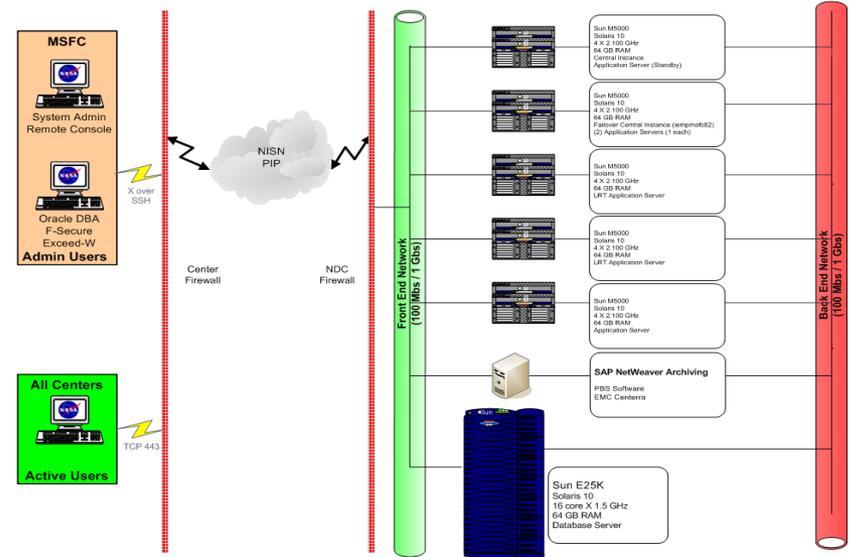
SAP ERP 6.0 Technical Architecture

Integration	NASA POC	Subsystems	Dependencies
<ul style="list-style-type: none"> •AMMS •CDW •CCR •HHS •IPAC •NAMIS •NSMS •Treasury 		<ul style="list-style-type: none"> •Archive •ORACLE 	<ul style="list-style-type: none"> •FTP Services •File Server •CITRIX •LRT •IVIEW/ Portal •ESB

Description

NASA's Agency-wide financial system provides management and technical guidance for implementing standard processes and systems needed to support NASA's financial management activities.

SAP ERP 6.0 Architecture – *Production* Environment

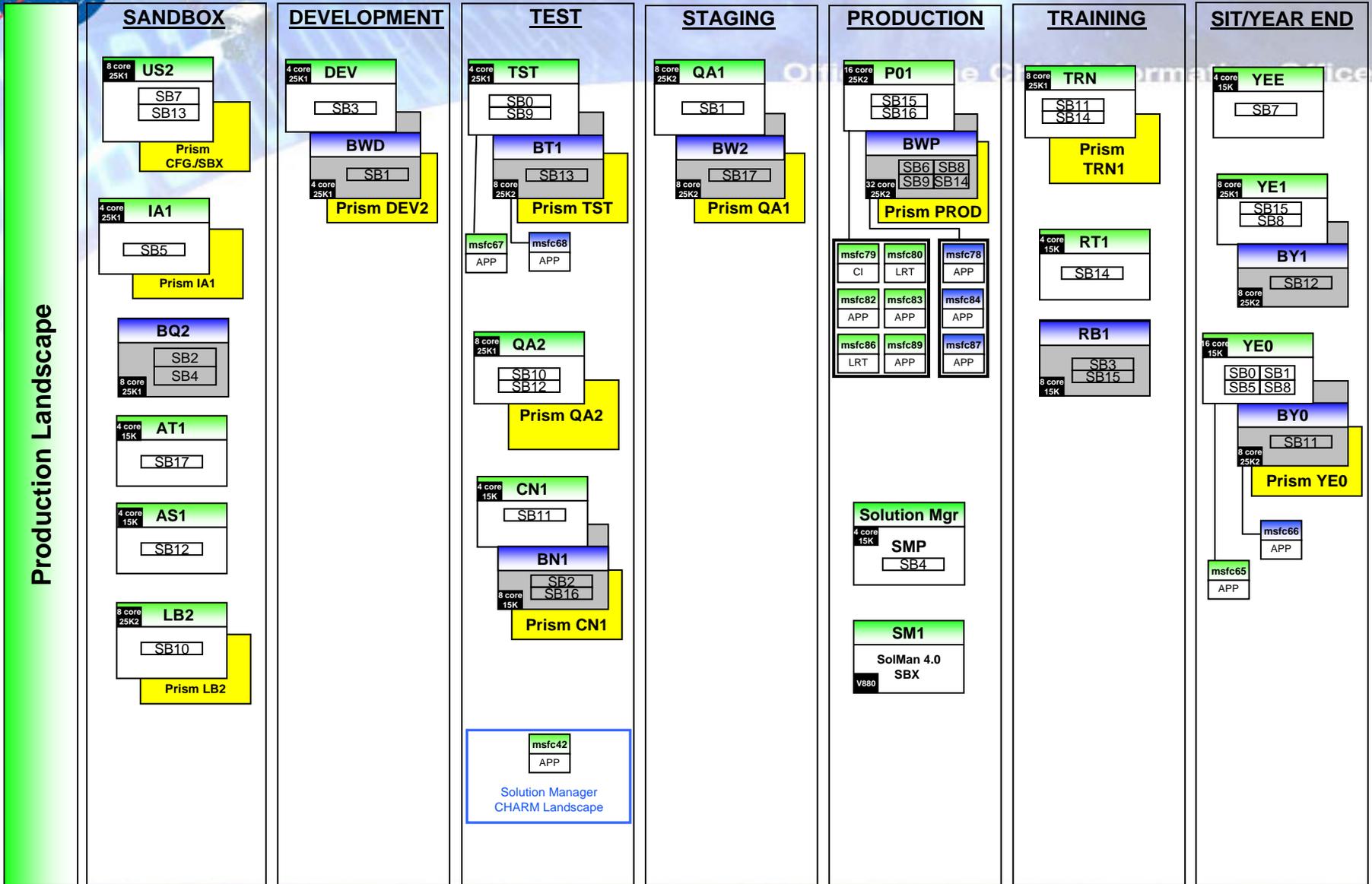


Host	Platform	OS	DB	Processor	Memory (Gb)	Storage (Gb)
	M5000	Solaris 10	NA	4 Sparc 64 VI 2.1Ghz	64GB	34GB
	M5000	Solaris 10	NA	4 Sparc 64 VI 2.1Ghz	64GB	34GB
	M5000	Solaris 10	NA	4 Sparc 64 VI 2.1Ghz	64GB	34GB
	M5000	Solaris 10	NA	4 Sparc 64 VI 2.1Ghz	64GB	34GB
	M5000	Solaris 10	NA	4 Sparc 64 VI 2.1Ghz	64GB	34GB
	SUNFIRE E25K	Solaris 9	Oracle 10	8 USIV+ 1.5Ghz	64gb	3.5TB



Production Landscape View

Application Instances





Information Assurance

Office of the Chief Information Officer

“Information Assurance comprises all activities related to ensuring the security of all NEACC platforms and applications, including User Account Management, assignment of application authorizations and roles, business resiliency and disaster recovery planning and operations, and management of the overall Security Lifecycle.” (Reference Attachment J-1, EAST PWS, Section 5.5)



Information Assurance Core Competencies

Office of the Chief Information Officer

- **Access Management**
 - Manages application authorization and access design, implementation and operations for all EAST applications
- **Policy and Audit**
 - Comprehensive governance, risk and compliance program to address evolving security guidance, proactive response to internal/external assessments, and routine security planning, as well as vulnerability assessments
 - Support internal and external audits (Reference Attachment L-B, Background & Historical)
- **Incident Management**
 - Manages all application security monitoring and incident response
- **Business Continuity**
 - Manage all disaster recovery, contingency planning and business continuity activities.



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Afternoon Site Tour Overview

Office of the Chief Information Officer

Attendees who choose to participate will:

- Attend a bi-weekly Operational Support call.
- Visit an active Scrum room.
- Visit a testing and stabilization room.
- Do a walk through of the NEACC facility.



Operational Support Teleconference

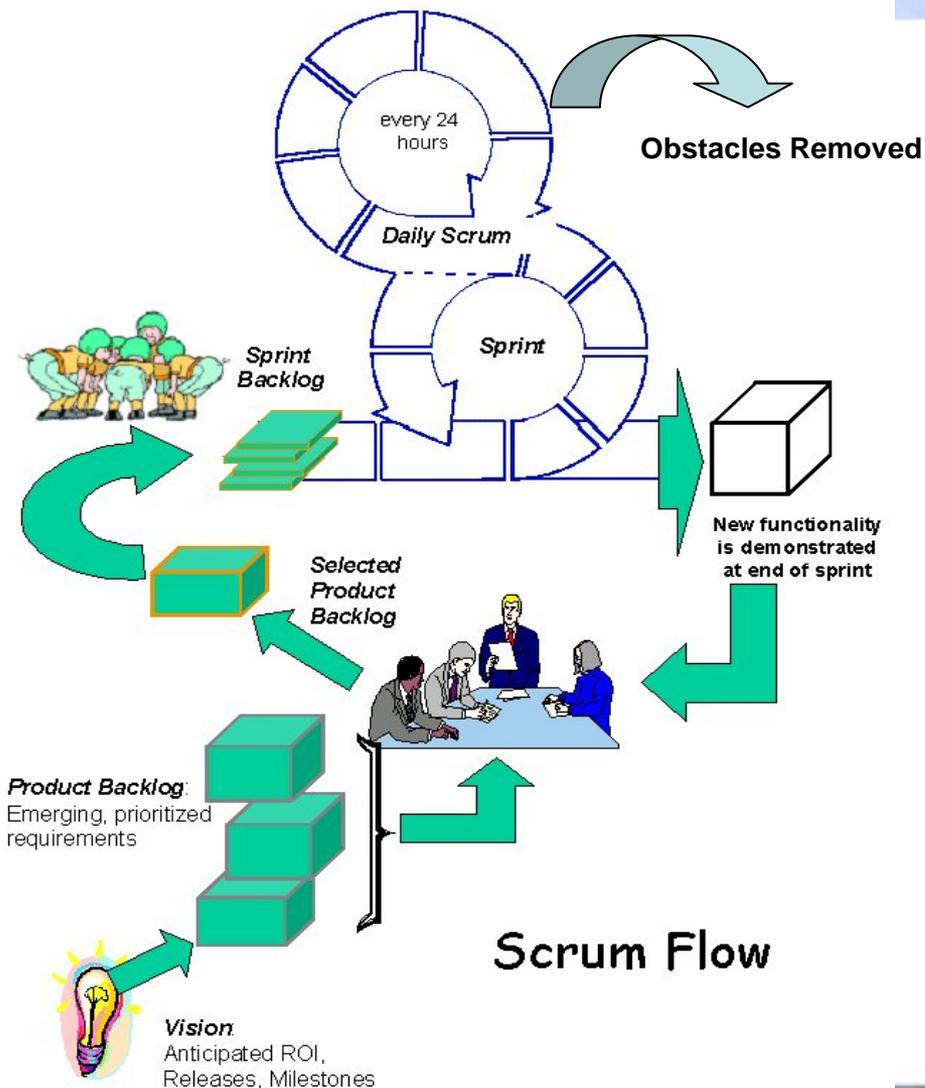
Office of the Chief Information Officer

- Announcement of upcoming activities in systems supported by NEACC
- Overview of current activities/issues and upcoming activities
 - Financial
 - Logistics
 - Procurement
 - Internal Controls & Audit
 - Application Technical Support
 - Human Capital & Workforce
 - Business Readiness
 - Security
 - Access Management
 - Policy & Audit
 - Business Intelligence
 - Release Management



Scrum Workflow

Office of the Chief Information Officer



Key Practices

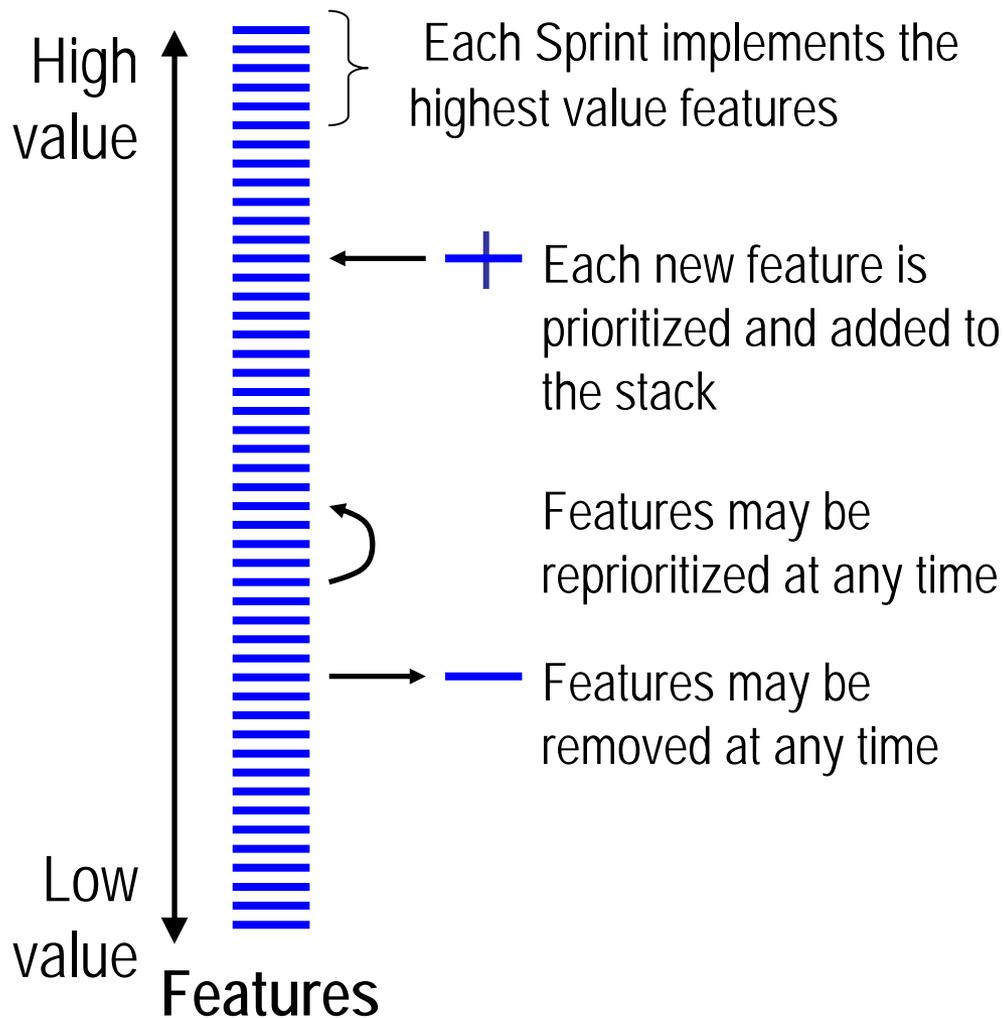
- Self-directed; self-organizing teams (preferably co-located)
- Iterative Adaptive planning
- Stakeholder/Customer Involvement
- 30-calendar day iterations
- 15 minute daily stand-up meeting
- Team measures progress daily
- Each iteration delivers tested, fully-functional software for demonstration
- Always 30-days from potential production release
- Iterative Retrospective Process
- Create a rhythm and flow



The Product Backlog

Office of the Chief Information Officer

- All possible system features are captured in a prioritized list – the Product Backlog
- New features can be added at any time to the Product Backlog by anyone
- Product Owner prioritizes the Product Backlog
- Avoid “Scope Creep” by concentrating on features with the highest value (Product Owner must make trade offs)





NEACC Site Visit Agenda

- 9:00 a.m. Welcome – Amy Stapleton Office of the Chief Information Officer
- 9:05 a.m. Overview of NEACC Operations – Anita Webster
- 10:30 a.m. Break
- 10:45 a.m. NEACC Applications Technical Operations and Management (ATOM) Overview – Randy Sparkman
- 11:30 a.m. Lunch (On Your Own)
- 12:30 p.m. Overview of Afternoon Activities – Amy Stapleton
- 1 – 3:00 p.m. Tour of NEACC Facility**
- 1:00 p.m. Review of Proposal Pricing – Steve Smartt
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NEACC Site Visit Agenda

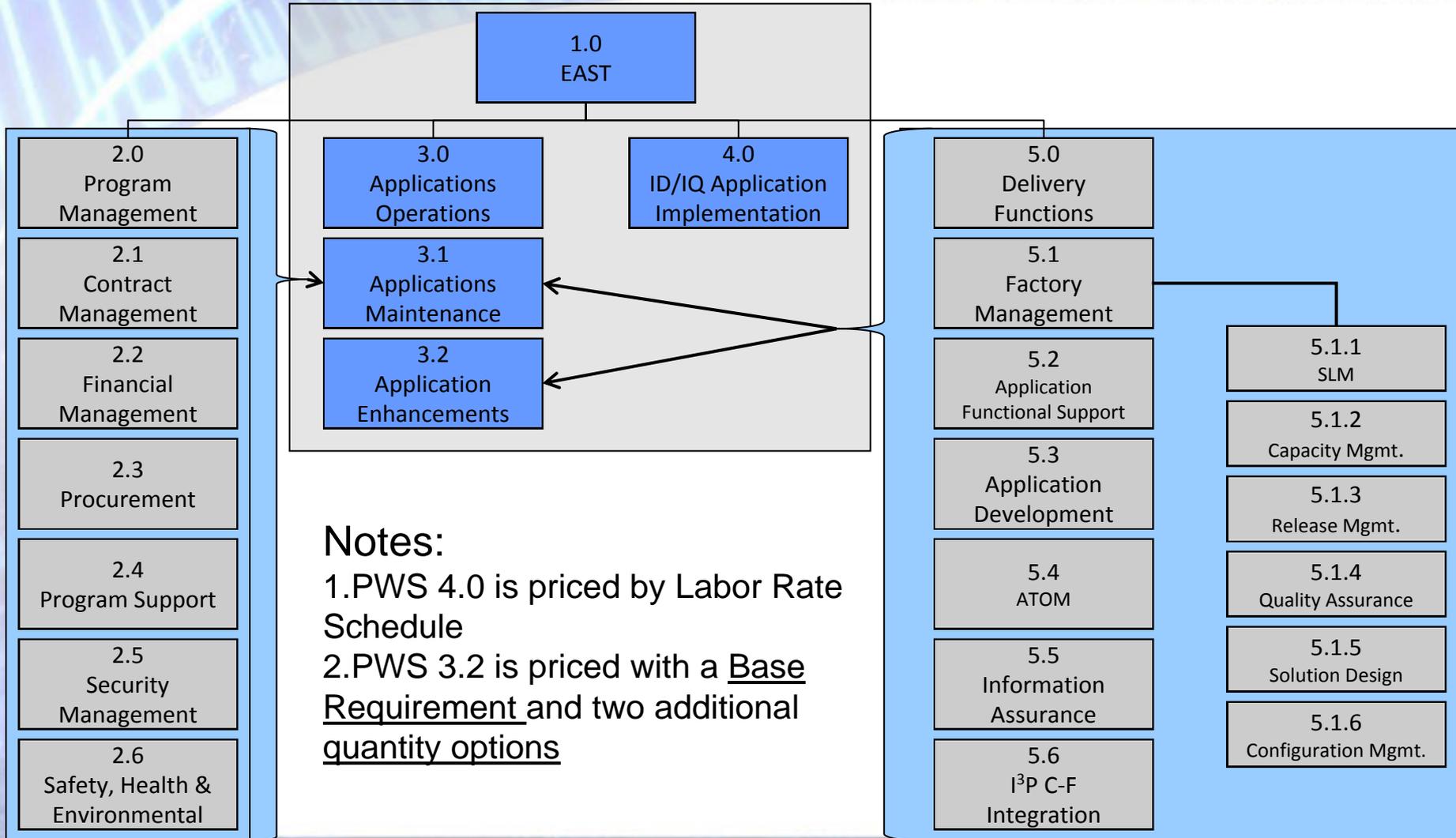
Office of the Chief Information Officer

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EAST Performance Work Statement (PWS) Pricing Overview

Office of the Chief Information Officer





EAST Draft RFP Price Proposal Overview

Office of the Chief Information Officer

As instructed in Section L.31, Part C – The Offeror must submit:

- Excel Pricing Model - EPM

The Government-provided model for submission of the price by PWS. (Draft RFP Attachments L-A5 and L-A6)

- Offeror's Pricing Model - OPM

The Offeror's pricing model generated from the Offeror's Accounting System in a format in accordance with that Offeror's customary practices.



EAST Draft RFP Price Proposal Overview

Office of the Chief Information Officer

As instructed in Section L.31 – The Offeror must submit:

- Excel Pricing Model - EPM

The Government-provided model for submission of the price by PWS. (Attachments L-A5 and L-A6)

- Offeror's Pricing Model - OPM

The Offeror's pricing model generated from the Offeror's Accounting System in a format in accordance with that Offeror's customary practices.



EAST Draft RFP Price Proposal Overview

Office of the Chief Information Officer

Prime and Major Subcontractors must submit the EPM and OPM

- The EAST solicitation has defined major subcontracts as subcontract effort in excess of \$5 Million over the life of the contract.
- If the major subcontractor chooses, they may submit their pricing proposal to NASA directly in accordance with the Final RFP instructions. (See L.31, Part B, General Instructions)



EAST Draft RFP Price Proposal Overview

Office of the Chief Information Officer

- Pricing worksheets/tabs are divided into 2 separate workbooks:
 1. EAST FFP Excel Pricing Model.xls (PWS 3.1 and 3.2)
 2. EAST IDIQ Excel Pricing Model.xls (PWS 4.0)
- L.31, Part E, Section 9 contains detailed written instructions for completing each pricing worksheet/tab
- Draft EAST Excel Pricing Models will be posted on the MSFC-Marshall Information Technology (IT) Acquisition Portal link at the following URL:
http://ec.msfc.nasa.gov/apt/portal_acqDetails.php?acqNum=2
- Draft Excel Pricing Models are intended to give Offerors an understanding of formulas, calculations, and inter-relationship between pricing worksheets. However, they are subject to change prior to the release of the Final RFP.



EAST Draft RFP

Price Proposal Overview

Office of the Chief Information Officer

- FFP Excel Pricing Model Components:
 - Tab A Summary of Total Price
 - Tab B Application Point Band Pricing
 - Tab C Average Labor Rates by Standard Labor Category
 - Tab D1 - D5 Labor Price (PWS 2.0)
 - Tab E1 – E5 Labor Price (PWS 3.1 and 3.2)
 - *Tab F Reserved for Travel and Other Direct**
 - Tab G Software Licenses
 - Tab H Payroll Additive/Fringe
 - Tab I Overhead, G&A and Other Direct
 - Tab J Productive Hours
 - Tab K Cost of Money
 - Tab L Phase-In Cost
 - *Tab M Reserved for Materials**

* Not included in Draft RFP, but will be included in final version



EAST Draft RFP Price Proposal Overview

Office of the Chief Information Officer

- FFP ID/IQ Pricing Model Components:
 - Tab N ID/IQ Fully Burdened Rates (FBR)
 - Tab O ID/IQ Prime Loaded Subcontractor FBR
 - Tab P ID/IQ Blended FBR by Team
 - Tab Q Summary of FBR by NEACC Line of Business



EAST Draft RFP

Price Proposal Overview

Office of the Chief Information Officer

- L.31, Part E, Section 9 contains specific instructions regarding the completion of Section J-5, *Pricing Tables*. Note the following:
 - EAST ID/IQ Excel Pricing Model, Tab Q will be incorporated as part of the model contract in Attachment J-5A, *EAST ID/IQ Labor Rates Schedule*
 - EAST FFP Excel Pricing Model, Tab B will be incorporated as part of the model contract in Attachment J-5B, *EAST PWS 3.2 Band Option Price Schedule* and Attachment J-5C, *EAST PWS 3.2 Base Price Schedule*. **Note: Pay close attention to the J-5B instructions regarding the entry of Tab B data into the price schedule.**



EAST Draft RFP Price Proposal Overview

Office of the Chief Information Officer

Reminders:

The EPM contains linking among the spreadsheets. However, use of external links (source data not provided to NASA) of any kind is prohibited. The EPM and all its associated workbooks/files shall not be locked/protected or secured by passwords.

It is the Offeror's responsibility to ensure that all data is properly accounted for in the price proposal in order to ensure an accurate proposal.



EAST Draft RFP Price Proposal Overview

Office of the Chief Information Officer

Warning!

The Offeror shall not revise the price forms provided with this solicitation, either in format or formulas contained therein. Failure to comply with this requirement could result in the proposal being determined non-compliant. Any areas of these forms that are of concern to the Offeror shall be brought to the attention of the Contracting Officer as part of comments and questions to the Draft RFP.



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Office of the Chief Information Officer

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Recommended Subcontracting Percentage Goals

Office of the Chief Information Officer

<u>Categories</u>	<u>% Goals</u>
Small Business	18.0%
Small Disadvantaged Business	8.0%
Women-Owned Small Business	5.0%
Historically Under-Utilized Business Zone Small Business	3.0%
Veteran-Owned Small Business	2.0%
Service-Disabled Veteran-owned Small Business	1.5%
Historically Black Colleges & Universities/Minority Institutions	1.0%

Note: Reference EAST DRFP Table L.30-1



Evaluation Focus

Office of the Chief Information Officer

- Element 1 - Small business participation approach:
 - Plan Content
 - Proposed goals against recommended goals
 - Other program commitments

- Element 2 - SDB Participation

Note: Total of 100 mission suitability points will be assigned to this Subfactor.



Plan Content

Office of the Chief Information Officer

- The offeror's subcontracting plan content will be evaluated as cited in FAR 52.219-9 and in terms of meeting the requirements of FAR 19.704, Subcontracting plan requirements.



Recommended Subcontracting Percentage Goals

Office of the Chief Information Officer

- Evaluation focus:
 - Proposed goals against recommended goals
 - Approach for achieving goals
 - Flow down requirements to first tier large business subcontractors
 - Rationale substantiating proposed goal(s) that fail to meet the recommended goals

Note: *Recommended subcontracting percentage goals apply to contract value.*



Goals Template

Office of the Chief Information Officer

Categories	\$ Proposed	% of SV	% Goals	% Proposed
Value \$	\$			
Sub.	\$			
SB	\$		18.0%	
SDB	\$		8.0%	
WOSB	\$		5.0%	
HUBZone SB	\$		3.0%	
VOSB	\$		2.0%	
SDVO SB	\$		1.5%	
HBCU/MI	\$		1.0%	

Note: If proposers wish to phase-in goals over the life of the contract, this should be noted along with their proposed phase-in approach in the subcontracting plan.



Counting Subcontracting Activity Matrix

Office of the Chief Information Officer

CLASSIFICATIONS	SB GOAL	SDB GOAL	WOSB GOAL	HZ GOAL	VOSB GOAL	SDV GOAL	HBCU GOAL
Small	X						
Disadvantaged	X	X					
Woman-Owned	X		X				
Disadvantaged Woman-Owned	X	X	X				
HUBZONE—							
Small	X			X			
Disadvantaged	X	X		X			
Woman-Owned	X		X	X			
Disadvantaged Woman-Owned	X	X	X	X			
Veteran	X			X	X		
Disadvantaged Veteran	X	X		X	X		
Woman-Owned Veteran	X		X	X	X		
Disadvantaged Woman-Owned Veteran	X	X	X	X	X		
Disabled Veteran	X			X	X	X	
Disadvantaged Disabled Veteran	X	X		X	X	X	
Woman-Owned Disabled Veteran	X		X	X	X		
Disadvantaged Woman-Owned Disabled Vet	X	X	X	X	X	X	



Counting Subcontracting Activity Matrix

Office of the Chief Information Officer

CLASSIFICATIONS	SB GOAL	SDB GOAL	WOSB GOAL	HZ GOAL	VOSB GOAL	SDV GOAL	HBCU GOAL
VETERAN—							
Small	X				X		
Disadvantaged	X	X			X		
Woman-Owned	X		X		X		
Disadvantaged Woman-Owned	X	X	X		X		
SERVICE DISABLED—							
Small	X				X	X	
Disadvantaged	X	X			X	X	
Woman-Owned	X		X		X	X	
Disadvantaged Woman-Owned	X	X	X		X	X	
HBCU/OMI	X	X					X



Other Commitments to Plan

Office of the Chief Information Officer

- Evaluation focus:
- Type work planned for subcontracting with small businesses (High tech)
- Whether planned subcontracting with small businesses is a mere pass through
- Planned small business outreach to locate qualified suppliers
- Proposed NASA Mentor Protégé Agreement
- Utilization of SBIR Phase II technologies, if applicable
- Existence of special committees, teams, groups, etc.

Note: *These commitments are not all inclusive, and Offerors may identify other enhancements to plan not listed above.*



SDB Participation

Office of the Chief Information Officer

- Targets include only subcontracts with SDB concerns in those industries designated by the Department of Commerce (DOC) as under represented areas by NAICS Industry Subsector
- After completing an independent assessment of opportunities available for subcontracting with SDB concerns, Offerors shall propose a target for SDB participation to be expressed against the total contract value

Note: For additional information on under represented areas by NAICS Industry Subsectors, Offerors may reference the following website:

<http://www.arnet.gov/References/sdbadjustments.htm>



CASE LAW

Office of the Chief Information Officer

- Although 15 U.S.C. 637(d) requires subcontracting plans to contain information about SDB concerns, case law prevents the government from giving evaluation credit to business types based on race or ethnicity unless those businesses are in underrepresented industries.
- The section M evaluation for SDB participation ensures that the government only evaluates participation of SDB's in industries that are designated by DOC as underrepresented.



Assigning North American Industry Classification System (NAICS) Codes

Office of the Chief Information Officer

- Offerors shall apply NAICS codes and corresponding size standards to each area to be subcontracted by:
 - Classifying the product or service being acquired in the industry whose definition, as found in the NAICS Manual, best describes the principal nature of the product or service being acquired
 - Identifying the corresponding size standard SBA established for that industry
 - Requiring each subcontractor to specify whether they are large or small against the size standard for the work in question



NAICS Codes Examples

Office of the Chief Information Officer

Code	Description	Size Standard
488310	Port and Harbor Operations	\$23.5M
493110	General Warehousing and Storage	\$23.5M
541350	Building Inspection Services	\$ 6.5M
561210	Facilities Support Services	\$32.5M
561622	Locksmiths	\$ 6.5M
561710	Exterminating and Pest Control Services	\$ 6.5M
561720	Janitorial Services	\$15.0M



NAICS Codes Examples (Cont.)

Office of the Chief Information Officer

Code	Description	Size Standard
561730	Landscaping Services	\$ 6.5M
236210	Industrial Building Construction	\$31.0M
238160	Roofing Contractors	\$13.0M
238210	Electrical Contractors and Other Wiring Installation Contractors	\$13.0M
238220	Plumbing, Heating, and Air Conditioning Contractors	\$13.0M
238320	Painting and Wall Coverings Contractors	\$13.0M
238910	Site Preparation Contractors	\$13.0M



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Service Contract Act of 1965

Office of the Chief Information Officer

- Federal Statute
41 United States Code 351
as amended in 1972 and 1976
- Implementing Regulation
Title 29 Code of Federal Regulation Part 4
- Contract Clause
FAR 52.222.41



Purpose and Intent of the Service Contract Act of 1965

Office of the Chief Information Officer

“To remove wages as a factor in the competition for Federal Service Contracts by requiring the payment of not less than locally prevailing wage rates and fringe benefits, or in certain cases, the wages and fringe benefits contained in the predecessor contractor’s collective bargaining agreements.”



Definition of “Service Employee”

Office of the Chief Information Officer

Service Contract Act (SCA) defines a “service employee” as any person engaged in the performance of a covered Federal services contract...

However, it excepts those employees that qualify as a **bona fide** Executive, Administrative, or Professional Employee as defined in Title 29 Code of Federal Regulations Part 541 (as amended August 23, 2004).



Things to Consider First...

Office of the Chief Information Officer

As a prospective Offeror/contractor you are liable for the proper interpretation, application, implementation, and administration of the mandatory provisions of the Service Contract Act which are a **critical** part of this solicitation.

Therefore, it is imperative that you take appropriate action when preparing your offer to **ensure** compliance with the Act and to also **make certain** that your corporate policies are **compliant** with the spirit and intent of the law.



Mandatory Requirements

Office of the Chief Information Officer

- Applies to contracts entered into by the United States or District of Columbia in excess of \$2,500 for the furnishing of services through the use of “service employees” (29 CFR 4.113) and it mandates:
 - Timely payment of wages (29 CFR 4.165)
 - Posting Requirements (29 CFR 4.184)
 - Minimum Record Keeping (29 CFR 4.185)



Mandatory Requirements (continued-2)

- Those outlined in the SCA “**Area**” Wage Determinations
 - Minimum wages based on job classification (29 CFR 4.161)
 - See the SCA Directory of Occupations to ensure the proper classification of each service employee.
 - Minimum Health and Welfare Rate (29 CFR 4.171).
 - A minimum average of \$3.24 per hour, computed on the basis of all hours worked by the “service employees” employed on the contract.
 - Minimum number of Vacation Days (29 CFR 4.173).
 - Based on years of “continuous service” in any capacity with the incumbent contractor and all predecessor contractors.
 - Minimum number of Paid Holidays (29 CFR 4.174).
 - 10 Paid Holidays per year.
 - **Does not require** a “service employee” to work the day before or the day after a holiday to receive holiday pay.
 - If any work is performed (by a service employee) in a work week in which a holiday falls, the employee is entitled to holiday pay.



Mandatory Requirements (continued-3)

Office of the Chief Information Officer

- Requires the payment of Health and Welfare, Vacation, and Holiday pay to temporary and part-time employees (29 CFR 4.176).
- SCA does not provide for premium rates of pay for overtime hours worked, **but** it does recognize other Federal laws that do require overtime pay:
 - The Fair Labor Standards Act.
 - Contract Work Hours and Safety Standards Act.
 - Premium Pay is one-and-one-half (1½) times the employee's basic hourly rate of pay for all time worked over 40 hours per week.



Mandatory Requirements (continued-4)

- Items that **can not** be counted as Health and Welfare for SCA computation purposes:
 - Federal, State, and Local Taxes, Unemployment or Workers' Compensation, Professional Insurance, Liability Insurance, etc., (29 CFR 4.171(c)).
 - The furnishing of Board and Lodging (29 CFR 4.171(d)).
 - The furnishing of "facilities" or "transportation" (29 CFR 4.171(e)).
 - Contributions to social functions (29 CFR 4.171(f)).
 - Vacation Pay (29 CFR 4.173).
 - Holiday Pay (29 CFR 4.174).



SCA Wage Determinations

Office of the Chief Information Officer

- Local “**Area**” Wage Determination
 - 2005-2008 (Rev 9), dated 05/29/2008
 - See EAST Attachment J-3 in Draft RFP for Wage Determination
 - See EAST Attachment J-3A in Draft RFP for Position Descriptions

- CBA “**4(c)**” Wage Determination
 - None



Job Description/Qualification Form

Office of the Chief Information Officer

TITLE

Contractor Job Title: _____

Solicitation Job Title: _____

SCA Wage Determination Job Title: _____

SCA Directory of Occupations Classification Number _____

TYPE

EXEMPT

NON-EXEMPT

SALARY / WAGE RANGE

ANNUAL FROM: _____ TO: _____ [Exempt]

HOURLY FROM: _____ TO: _____ [Nonexempt]

HEALTH AND WELFARE [FRINGE BENEFITS]

EXACT AVERAGE HOURLY COST OF HEALTH AND WELFARE _____

DESCRIPTION

QUALIFICATIONS

EDUCATION: _____

EXPERIENCE: _____



Instructions for Completing JD/Q (continued-2)

Office of the Chief Information Officer

- **TITLE**
- There are three Job Description/Qualification forms per page. One form is to be completed for each job title/classification.
- (**NOTICE**: This applies to all proposed subcontractor classifications as well)
 - **Contractor Job Title** - Enter your company job title if different from the SCA Wage Determination job title/classification.
 - **Solicitation Job title** – Enter the job title identified in the solicitation at Section J-3A.
 - **SCA Wage Determination Job Title/Classification** - Enter the accurate SCA job title/classification and SCA job number from the SCA Wage Determination.
- [**NOTE**: Detailed position descriptions are contained in the SCA Directory of Occupations, **Fifth Edition, dated April 2006** for each job classification listed on the wage determination.



Instructions for Completing JD/Q (continued-3)

Office of the Chief Information Officer

- **TYPE**
- Place an **X** in the Box that is applicable to the job title/classification.
 - **Exempt** - Those job classifications identified in Title 29 CFR Part 541 (Dated August 23, 2004) as exempt classifications.
 - **Nonexempt** – All job classifications other than those exempt by 29 CFR Part 541.
- **SALARY / WAGE RANGES:**
 - For the **exempt** employees, enter the minimum annual pay in the **Annual From** space and the maximum annual pay in the corresponding **To** space.
 - For the **non-exempt** employees enter the minimum hourly pay in the **Hourly From** space and the maximum hourly pay in the corresponding **To** space.
 - **NOTE:** The minimum rate can never be lower than the SCA wage determination minimum rate.
- **HEALTH AND WELFARE [FRINGE BENEFITS]:**
 - Provide the **exact average** hourly **cost** of health & welfare for the service employees covered by the SCA Wage Determination (See Title 29 CFR Part 4.175(b) for complete details).



Instructions for Completing JD/Q (continued-4)

- **NOTICE:** The exact average hourly cost of **health and welfare** for service (non-exempt) employees and **shall not include** the cost of vacation pay, holiday pay, liability insurance, state and Federal taxes, professional liability insurance, unemployment or workmen's compensation insurance, etc.
- **NOTE:** The **average hourly cost** of health and welfare must be computed separately for **exempt** (those employees not covered by the SCA) and **nonexempt** (those employees covered by the SCA) employees.
- **NOTICE:** The SCA makes **NO** distinction between full-time, part-time, and temporary "service employees" in regards to the payment of health and welfare, including vacation and holiday pay.
- **DESCRIPTION**
Briefly describe the duties performed under the specified job title/classification.
- **QUALIFICATION REQUIREMENTS**
Identify the education and experience requirements for an employee to qualify for the specified job title/classification.



Why the Emphasis on SCA?

Office of the Chief Information Officer

- Because it is a critical part of this solicitation/contract.
- ...And we want you and your Small Business teammates to be an informed offeror. **Why?**
- There are sanctions for failure to comply with mandatory SCA requirements (29 CFR 4.187 through 4.190).
 - If a contractor/subcontractor fails to comply with the mandatory SCA requirements, the Government may...
 - Withhold from payments a sum adequate to pay back wages or fringe benefits due employees;
 - Bring legal action against the contractor;
 - Terminate contract and hold contractor liable for any resulting cost to government;
 - Not award contracts to violators for 3 years.



In Closing...

Office of the Chief Information Officer

Remember



The Purpose and Intent of the Service Contract Act of 1965

Office of the Chief Information Officer

“To remove wages as a factor in the competition for Federal Service Contracts by requiring the payment of not less than locally prevailing wage rates and fringe benefits, or in certain cases, the wages and fringe benefits contained in the predecessor contractor’s collective bargaining agreements.”



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Site Visit and Draft RFP Comments

Office of the Chief Information Officer

- Written comments and questions concerning the Site Visit and Draft RFP shall be submitted to the Contracting Officer no later than 5:00 p.m. CST on June 10, 2009 via the I3P website at <http://i3p.nasa.gov>
- Briefing charts from today's NEACC Facility Site Visit will be posted to the I3P EAST website at: http://ec.msfc.nasa.gov/apt/portal_acqDetails.php?acqNum=2 on or before May 22, 2009



EAST – NEACC Facility Site Visit – Company Listing and POC

Office of the Chief Information Officer

- **Blueskin Technologies**
 - POC: Derek Sedlack, 561.523.7030
- **CAS, Incorporated**
 - POC: Richard Fernandez, 256.313.9327
- **Chi Networks, Inc.**
 - POC: Robert Stillman, 312.756.1500
- **CIBER Federal**
 - POC: Philip Ashpes, 321.258.7839
- **Compusearch Software Systems**
 - POC: Langston Hunter, 256.417.5540
- **DB Consulting Group, Inc.**
 - POC: Jim Pruitt, 256.705.3522

NOTE: This is not a complete listing of all individuals in attendance, but rather is provided to Industry as a means of facilitating teaming arrangements.



EAST – NEACC Facility Site Visit – Company Listing and POC

Office of the Chief Information Officer

- Davidson Technologies, Inc.
 - POC: Lisa Abrams, 256.461.2020
- Deloitte Services, LP
 - POC: Jacqueline Rybacki, 703.747.8072
- DKI Consulting
 - POC: Daniel Floyd, 281.480.4266
- EDS
 - POC: J. Dwight Miller, 205.664.4342
- Hitachi Data Systems
 - POC: Mark Jacobs, 540.226.3071
- IBM Corporation
 - POC: Stephen Lowe, 301.803.1989
- Intelligent Decisions
 - POC: Jeffrey Penton, 504.812.8915

NOTE: This is not a complete listing of all individuals in attendance, but rather is provided to Industry as a means of facilitating teaming arrangements.



EAST – NEACC Facility Site Visit – Company Attendee Listing (cont.)

Office of the Chief Information Officer

- Intergraph
 - POC: Phillip Jones, 256.617.3738
- Keane Federal Systems, Inc.
 - POC: Gregor Avison, 202.616.9950
- Knowledge Vortex, Inc
 - POC: Elisa Krupa, 256.541.2744
- Koniag Services, Inc.
 - POC: Jeffrey Wright, 256.799.0203
- Lockheed Martin
 - POC: Timothy Starkey, 301.640.3517
- NetApp
 - Michael Parks, 703.969.8561

NOTE: This is not a complete listing of all individuals in attendance, but rather is provided to Industry as a means of facilitating teaming arrangements.



EAST – NEACC Facility Site Visit – Company Attendee Listing (cont.)

Office of the Chief Information Officer

- Oracle Corporation
 - POC: Gerard Weismann, 703.364.4825
- Raytheon
 - POC: Adrian Ritchie, Jr., 301.495.2201
- RZ Innovative Technologies
 - POC: Jason Doherty, 521.515.6914
- SAIC
 - POC: Charles Lewis, 256.961.9679
- SPIDR Corporation
 - POC: Chuck Speaks, 256.468.5858
- SRA International, Inc.
 - POC: W. Cary Higginbothan, 256.313.9414
- Summit 7 Systems
 - POC: Scott Edwards, 952.230.6539

NOTE: This is not a complete listing of all individuals in attendance, but rather is provided to Industry as a means of facilitating teaming arrangements.