

## Scope

A US military entity requires technical support services for CIO statutory oversight responsibilities, which includes IT Enterprise Architecture (EA), Portfolio Management (PfM), Governance Operations, and IM/IT Requirements Management.

The effort will encompass all aspects of CIO and IM/IT Requirements at the Echelon I level, as well as at the Echelon II/III level at BUPERS/NPC, CNRC, and NETC. The support will require direct interaction with action officers and program managers across Enterprise and Enablers to support IM/IT responsibilities. In addition, support will require the analysis and refinement of legacy IS sustainment and the sustainment of the optimized IS construct. Finally, the contractors will provide a continuum of on-site and off-site support to action officers, program managers and analysts at all echelon levels, for multiple commands, and at multiple geographic locations.

The contractor shall provide support in ten (10) core functions: (1) CIO Strategic Support, (2) Data and Information Management, (3) Engineering Support, (4) IT System Support, (5) Network Support, (6) Information Assurance (IA)/Cyber Security, (7) Enterprise Business Intelligence (BI)/Enterprise Business Analytics, (8) Software Analysis, (9) Hardware Maintenance and Development, and (10) Business Process Reengineering (BPR).

## 4. Tasks

### 4.1. CIO Strategic Support

- 4.1.1. Provide effective strategy development and deployment support, in a structured form, that is customer and capability driven, results in a clear vision, and defines a set of business objectives for managing and maintaining a technical architecture, project management support, advanced analysis support, and monitoring CIO business operations across the enterprise.
- 4.1.2. Assist the CIO in providing day-to-day project management support for HR IT system schedules and projects including coordination of initiatives, schedule management, and reporting and tasks performed in accordance with the principles established by the Project Management Institute (PMI).
- 4.1.3. Provide extensive IT research and analysis support and business case analysis of HR IM/IT/business process infrastructure
- 4.1.4. Conduct on-going reviews of current operating model and processes by functional area and provider organizations
- 4.1.5. Deliver enterprise architecture (EA) strategic support to describe and document the current and desired relationships among business and management processes and IT in order to provide a strategy to enable HR to support its current state and act as the roadmap for transition to its target environment.
- 4.1.6. Provide quick reaction programming and manpower analysis in support of external, Department of Defense (DoD), Secretary of the Department, CNO, Financial Management and Comptroller (FM&C), or other requests.
- 4.1.7. Provide portfolio management (PfM) of IT investments across the HR enterprise, furnish analysis and artifacts that will support Planning, Programming, Budgeting and Execution (PPBE), and provide analysis in support of strategic guidance and policies.
  - 4.1.7.1. Facilitate the coordination, development, and implementation of information management/information technology (IM/IT) Portfolio Management Methodology.
  - 4.1.7.2. Develop and use Architecture Products to support the day to day business process of Portfolio Management, to include:
    - 4.1.7.2.1. Enterprise IT Asset Discovery and Analysis
    - 4.1.7.2.2. Provide training to stakeholders for work products development and portfolio reduction
  - 4.1.7.3. Perform analysis of systems, applications and processes, and provide results and metrics.
  - 4.1.7.4. Develop Systems Architecture products, Process Models and views, Data Models and views.

- 4.1.7.5. Build and Validate As-Is and To-Be Models. Models will conform with the Business Process Model and Notation (BPMN)
- 4.1.7.6. Facilitate the capture of business processes through business process modeling techniques used by HR functional experts to communicate their desired business process and review models to ensure compliance with process modeling Business Process Modeling Notation (BPMN) primitives. BPMN Primitives (common vocab and design patterns) is the Defense Department Business Transformation Agency solution, which is a graphical representation for specifying business processes in a workflow. It provides architects and engineers a unified language that translates user requirements into a format that developers understand.
- 4.1.8. Plan and manage governance operations and coordinate oversight of management controls for data and information, business process reengineering, IM/IT requirements, configuration control boards, and program review boards.
  - 4.1.8.1. Establish control procedures, manage schedules and attendance for key decision boards, and monitoring alignment of activities against IT strategy and plans.
  - 4.1.8.2. Enable effective governance, informed decision-making, stakeholder management, and enable executive level change management.
  - 4.1.8.3. Provide IM/IT requirements identification, tracking, and integration support to ensure Fleet and Requirements Officer priorities and objectives are fully articulated
    - 4.1.8.3.1. Review, analyze, document and monitor consolidation, migration, development, implementation, and termination efforts, consistent with the Department, Joint, and DoD Enterprise goals and objectives and report all deviations from plan.
    - 4.1.8.3.2. Ensure requirements are aligned with departmental strategic guidance.
    - 4.1.8.3.3. Ensure requirements are synchronized with and leveraged across all HR IT programs.
  - 4.1.8.4. Conduct reviews and provide analysis of all related Joint Capability Integration Development System (JCIDS) initiatives and associated documents to ensure all JCIDS documents will meet established DoD, Joint, and the department's requirements.
- 4.1.9. Establish and maintain CIO office Plan of Action and Milestones (POA&M) for all projects.
  - 4.1.9.1. Identify key program milestones and stakeholders
  - 4.1.9.2. Validate compliance with external milestones and requirements, and facilitate program office resource management.
  - 4.1.9.3. Identify specific responsibility for all deliverable actions.
- 4.1.10. Establish and maintain a risk management program, to include a risk-tracking database. Analyze the Government's established risk criteria, identification of program risks, and tracking of risk mitigation efforts.

## 4.2. Data Management

- 4.2.1. Enable the Chief Data Steward in data management program efforts by planning, execution and oversight of policies, practices and projects that acquire, control, protect, deliver, and enhance the value of data and information assets in the areas of data governance, data modeling and design, data storage, data security, data integration and interoperability, document and content management, reference and master data, data warehousing and business intelligence, metadata, data quality, data architecture management, information management, and API lifecycle management.
- 4.2.2. Perform required functional analysis of all system data considered for inclusion in the Authoritative Data Environment (ADE).
- 4.2.3. Review assigned data transfer architectural documents coordinate with the EIM data transfer program manager as necessary to resolve problems.
- 4.2.4. Document and retain all interfaces and data element transfers in support of business processes which result from all IS functional requirements changes and system acquisition.
- 4.2.5. Work with requestors to fill out, update, review, and validate continuity between Interface Controls documents (ICDs) and the supporting compliance review checklist and System

View-6 (SV-6) “Systems Resources Flow Matrix , and escalate any problems to the EIM data transfer program manager.

- 4.2.6. Provide support to the HR CIO leadership in the authorization and control (planning, monitoring, and enforcement) over the management of data and information assets.
- 4.2.7. Design, implement, and maintain solutions to meet the data and information needs of the enterprise.
- 4.2.8. Plan, control, and support structured and unstructured data assets across the data and information lifecycle, from creation and acquisition through archival and purge.
- 4.2.9. Provide support in defining the data needs of the enterprise, and assist in designing the master blueprints to meet those needs.
- 4.2.10. Coordinate and implement data and information warehousing and business intelligence planning, implementation, and control processes to provide decision support data and support for knowledge workers engaged in reporting, query and analysis.
- 4.2.11. Plan, implement, and control activities to store, protect, and access data found within electronic files and physical records to include graphics and images (e.g. scanned service record documents); allow easy access to high quality, integrated Meta-Data; and apply quality management techniques to measure, assess, improve, and ensure the fitness of data for use.
- 4.2.12. Develop, create, support and review packages, schemas, views and other database code to ensure systems security, stability and performance requirements prior to deployment.
- 4.2.13. Maintain required API, Initial Capability Documents (ICDs), System Views, and other applicable documents for all applications and databases and ensure all data transactions meet the requirement of Enterprise Information Management.
- 4.2.14. Provide support for the analysis of data received and / or transmitted through external and internal electronic interfaces with other system.
- 4.2.15. Use DON Application Database Management System (DADMS) to track and manage applications and gather required information from applicable management systems/databases, format data for reports/presentations, and present reports
- 4.2.16. Provide Business Intelligence development and administrative support to assist programmers and end users in the proper operation and modification of subject application; develop applications and data reporting capability within subject application.
- 4.2.17. Plan, control, and support API management across the API lifecycle, from Planning and design to the retirement of an API.

#### 4.3. Engineering Support

- 4.3.1. Provide support in planning, development, and implementation of enterprise technology insertion/implementation projects across the domain.
- 4.3.2. Provide support to enterprise business owners with planning and conducting user acceptance test activities and define, acquire, and manage required resources.
- 4.3.3. Coordinate software test and evaluation activities, in accordance with DoD-STD-2167A, Defense Systems Software Development, to validate engineering and performance data at the system, subsystem, and component level.
- 4.3.4. Perform test planning, test design, test operations and support, preparing change requests on anomalies discovered, and reporting of test results.
- 4.3.5. Maintain System Engineering Plans (SEPs) for each application.
- 4.3.6. Integrate, install, and burn-in computer/network components as well as support all functions associated therewith (i.e., board swapping, performance testing, test and evaluation, and cabling).
- 4.3.7. Provide support in large-scale architecture planning, to include solutions development and deployment across geographically dispersed training sites, enterprise operational teams with staging, installation and deployment of IT resources/equipment to support the transition of an engineered solution to a resulting implementation state.

#### 4.4. IT System Support

- 4.4.1. Submit technical solutions and procedures or policies that may define one or more configuration items, associated processes, or test procedures and can include schematics, specifications, software configuration documentation, interface control documentation, and quality assurance provisions.
- 4.4.2. Ensure applications are compatible with current external commands and systems while confirming system compatibility with future interfaces in accordance with HR CIO guidance and task order specific.
- 4.4.3. Configure, install, evaluate, customize, and maintain systems common use software (i.e., operating system, data base management aids, file management/data management, storage, models, retrieval protection, data communications, and distributed database applications).
- 4.4.4. Provide development support using one or multiple productivity tools (e.g. Kofax, MS Office, Adobe pro, IBM WebSphere, etc.), and assist with the preparation and maintenance of documentation pertaining to application systems development, operation and user support.
- 4.4.5. Perform all system administrative functions such as maintaining procedures for backups/restore, documentation, system configurations, user account administration, etc.
- 4.4.6. Provide system analysis support for hosted applications by refining/clarifying requirements, coordinating development-testing activities, designing and implementing software programming changes, and documenting post deployment results to ensure performance is deemed acceptable and appropriate.
- 4.4.7. Provide system integration support for system problems, high-level system development and technical support and development of products that interface with computer operating systems and HR Defense Business Systems (DBS) for performance evaluation.
- 4.4.8. Test code changes for both functional requirement and usability prior to deployment to the test environment.
- 4.4.9. Analyze overall IT system and alternatives for functionality and identify efficiencies.
- 4.4.10. Provide support for local physical and virtual workstations, file servers and print servers.

#### 4.5. Network Support

- 4.5.1. Provide network connectivity, boundary protection, access control, and domain support to network users and HR assets that reside in both Unclassified and Classified environments to include Classified Naval Nuclear Propulsion Information (NNPI).
- 4.5.2. Identify, analyze, and resolve network problems and installation, connection of workstations as well as network testing, user documentation, and administrator and user training.
  - 4.5.2.1. Maintain and provide assistance with Video teleconferencing (VTC) hardware and software.
  - 4.5.2.2. Assist with the deployment of technology devices by coordinating with NMCI for connectivity to the Network.
  - 4.5.2.3. Provide support for the research, analysis, design, development, documentation, testing, and deployment of network modifications.
- 4.5.3. Develop and maintain configuration documentation (such as installation guides for images and application, configuration guides for servers and workstations, work breakdown structure) and provide artifacts for the development of the required certification and accreditation packages, quality assurance of compliance posture and is responsible for maintaining compliance with licensing agreements.

#### 4.6. Information Assurance/Cyber security

- 4.6.1. Maintain current operating system and application patches to include operating systems, applications, Information Assurance Vulnerability Alert (IAVA), Information Assurance Vulnerability Manager (IAVM) and other mandated DoD/DoN requirements.
- 4.6.2. Information System Security and Support Management (ISSM) Services: Develop, review, evaluate, and submit Assessment and Authorization (A&A) support packages for all eligible Information Systems, enclaves, networks and applications hosted and/or supported.

- 4.6.2.1. Design and implement all phases of Risk Management Framework to include Categorize System, Select Security Controls, Implement Security Controls, Assess Security Controls, Authorize System, and Monitor Security Controls.
- 4.6.2.2. Support Assessment and Authorization of enterprise legacy systems for NMCI, to include Information Security Support (IA/PII Policy compliance, Incident Investigation Support, Compromise).
- 4.6.2.3. Develop Cyber IT/CSWF Qualification Program (Cyber IT/CSWFQP) procedures, processes, and process improvements.
- 4.6.2.4. Provide support for the Center for Information Warfare Training (CIWT) Risk Management Framework processes, which includes a requirement to access Sensitive Compartmented Information Facilities, Controlled Access Areas and Top Secret SCI networks and provide Assessment and Authorization (A&A) support for TS SCI information systems at Corry Station, Pensacola, FL.
- 4.6.3. Provide support to establish/update/maintain measures necessary to protect the confidentiality, availability, integrity, authenticity and non-repudiation of IT enterprise assets to ensure information is protected against unauthorized access, disclosure, misuse, disruption or modification.
- 4.6.4. Provide support for administrative requirements to include formal and informal security documentation by Network Administrator, PMs, TMs and Application Owners.

#### 4.7. Enterprise Business Intelligence (BI)/Enterprise Business Analytics

- 4.7.1. Support the HR Enterprise in developing and utilizing strategies and technologies for data analysis of OPNAV business information including historical, current and predictive views of operations, reporting, online analytical processing, analytics, data and process, and predictive and prescriptive analytics.
- 4.7.2. Enable access of data from legacy applications as well as the integration of that data with future data sources.
- 4.7.3. Support implementation of BI strategies by providing expert knowledge of system and security architecture, database design, and system development.
- 4.7.4. Provide Business Objects Business Intelligence development and administrative support to assist programmers and end users in the proper operation and modification of subject applications; develop applications and data reporting capability within subject applications.
- 4.7.5. Assist the HR CIO and Deputy CIO by providing analysis that supports evaluation of proposed system changes in order for the Government to conduct various cost benefit analyses relative to business process changes, productivity gains, operational efficiencies, and other cost advantages.
- 4.7.6. Facilitate Knowledge Management.
  - 4.7.6.1. Provide support to Information Assurance (IA) personnel in keeping the IA documentation up to date; create and maintain standardized procedures for acceptance of applications into the Data Center architecture.
  - 4.7.6.2. Create and maintain data dictionaries, software release notes, and source code for each authorized system; work with external project coordinators to complete and deliver documentation per project requirements and timelines.
  - 4.7.6.3. Provide support with the development of user training and the development of users on-line frequently asked questions (FAQ) or other on-line instruction manuals
  - 4.7.6.4. Maintain System Engineering Plans (SEPs) for each application.
  - 4.7.6.5. Translate IT technical requirements and solutions into concise presentations and communicate IT technical requirements for government leadership.
  - 4.7.6.6. Maintain a broad understanding of the business units and IT tools used to effectively integrate requirements of the command to meet the mission responsibilities.
  - 4.7.6.7. Utilize the Change Management library for collecting, filing and tracking all documentation associated with Information Technology Programs of Record (POR) for legacy systems as directed.

#### 4.8. Software Analysis

- 4.8.1. Identify, analyze, and resolve software problems resulting from installation, connection and integration with workstations, and supporting software testing, and administrator and user training.
- 4.8.2. Provide system integration support for high level system software development and technical support, development of software products to interface with computer operating systems and HR Defense Business Systems (DBS), installation and maintenance of system software, system software testing/performance evaluation.
- 4.8.3. Prepare project cost estimates for government leads that assess all aspects of project completion that includes software requirement gathering, development, test plans and deployment activities.
- 4.8.4. Analyze software for efficiencies and identify improvements.

#### 4.9. Hardware Maintenance and Development

- 4.9.1. Ensure scheduled preventive maintenance is performed in compliance with equipment technical manuals and manufacturer's specifications and dependent on individual task orders.
- 4.9.2. Prepare project cost estimates for government leads that assess all aspects of project completion including requirement gathering, hardware purchases, testing and deployment activities.
- 4.9.3. Identify, analyze, and resolve hardware problems such as installing cable systems, connecting and integrating technology devices, equipment and system testing, user documentation and training.
- 4.9.4. Perform and maintain equipment inventory, track and analyze maintenance service requirements and develop a maintenance plan that incorporates cost, schedule, risk, and performance requirements.
- 4.9.5. Provide analysis support in order for the Government to perform the evaluation of current and future technology alternatives (i.e., platform, virtualization, storage, networking, etc.) against cost, schedule, risk, and performance requirements to support technology.
- 4.9.6. Communicate with cross-functional teams to engineer cost-effective, architecturally compatible solutions to meet training mission goals and objectives.

#### 4.10. Business Process Reengineering (BPR)

- 4.10.1. Ensure comprehensive program management support for strategic planning, change management, data architecture development and support services, functional data management and governance support for BPR.
- 4.10.2. Provide support to enterprise business owners with planning and conducting user acceptance test activities and define, acquire, and manage required resources.
  - 4.10.2.1. Coordinate software test and evaluation activities, in accordance with the Defense Acquisition Guidebook, Chapter 6 and 8, to validate engineering and performance data at the system, subsystem, and component level.
  - 4.10.2.2. Provide support with test planning, design, operations, and support and reporting of results.
  - 4.10.2.3. Prepare change requests on anomalies.
  - 4.10.2.4. Effectively engage at all organizational levels in order to facilitate decomposition of the "As-Is" state into the "To-Be" construct by clearly communicating the reason for change, customer value propositions, and business objectives.
  - 4.10.2.5. Perform cost capture and analysis of current "As-Is" business processes and data flows, encompassing a wide range of activities, including planning, scheduling, and coordinating events with SMEs.
  - 4.10.2.6. Conduct data analysis in support of business process mapping, architecture, and migration of data to integrated systems, applications, and databases.
  - 4.10.2.7. Support requirements gathering, documentation, and traceability verification of functional business and data requirements needed for a business system to deliver a desired capability.

- 4.10.2.8. Assess, coordinate, and construct BPR efforts, which are focused on business processes that directly drive or provide data for pay business process priorities.
- 4.10.3. Provide transitional support by providing functional system analysis to facilitate legacy migration and application rationalization efforts (e.g. implementing the “55 to 1” plan); “Subject Matter Experts” (SMEs) provide application support in areas including Accounting/Budget/Finance, Career Development, Configuration Management, Curriculum Integration Development, Education and Training, Inventory, Logistics, and Training Data and Delivery.
- 4.10.4. Develop and maintain documentation such as system specifications, programs, operational instructions, user manuals, training aids and tutorials, security procedures, and production control procedures.
- 4.10.5. Provide day-to-day project management support for projects including coordination of project initiatives, schedule management, and reporting; including project initiation, monitoring and controlling activities through schedule management and frequent status reporting during the execution of the project as well as project close activities of reviewing and documenting lessons learned.

4.11. Level of Effort—

The following estimated level of effort is provided for proposal purposes only. Level of effort will be determined at the task order level. For proposal purposes, offerors may not deviate from the below level of effort and labor mix when developing price proposals.

Labor Category	Location*	Hours per year			Total
		Years 1-4	Year 5	6 mo Option	
Program Manager	80/20	25,920	23,040	11,520	<b>138,240</b>
Project Manager	80/20	38,880	34,560	17,280	<b>207,360</b>
Analyst I	90/10	51,840	46,080	23,040	<b>276,480</b>
Analyst II	Gov't	149,040	132,480	66,240	<b>794,880</b>
Analyst III	Gov't	174,960	155,520	77,760	<b>933,120</b>
Developer/Architect I	80/20	51,840	46,080	23,040	<b>276,480</b>
Developer/Architect II	Gov't	97,200	86,400	43,200	<b>518,400</b>
Engineer I	80/20	51,840	46,080	23,040	<b>276,480</b>
Engineer II	90/10	149,040	132,480	66,240	<b>794,880</b>
Specialist I	80/20	51,840	46,080	23,040	<b>276,480</b>
Specialist II	90/10	149,040	132,480	66,240	<b>794,880</b>
Specialist III	Gov't	174,960	155,520	77,760	<b>933,120</b>
Specialist IV	Gov't	129,600	115,200	57,600	<b>691,200</b>
Technical Writer/Editor	Gov't	64,800	57,600	28,800	<b>345,600</b>
<b>Total</b>		<b>1,360,800</b>	<b>1,209,600</b>	<b>604,800</b>	<b>7,257,600</b>

\*Split places of performance are listed as percentages where the first number is the percentage of work performed at the Government site and the second number is the percentage of work performed at the Contractor site (e.g., 20/80 means 20% of the work is Government site and 80% of the work is Contractor site).

**5. List of Deliverables**

Deliverables will be defined under individual task orders.

In addition to the overall cost proposal, an offeror shall include a FFP quote for the following deliverables. If awarded a base contract, a subsequent task order may be issued and may serve as the contract’s minimum guarantee to provide the following deliverables:

<b>PWS</b>	<b>Deliverable</b>	<b>Recipient</b>	<b>Level of Inspection</b>	<b>Frequency</b>
N/A	Quality Control Plan	COR / Contracting Officer	100% by Recipients	30 days after award
N/A	Program Kick-Off Meeting	Gov't Stakeholders	100% by attendees	Within 30 days after award

The following list is representative of deliverables that may be required at the task order level:

<b>PWS</b>	<b>Deliverable</b>	<b>Recipient</b>	<b>Level of Inspection</b>	<b>Frequency</b>
All	Task Order Kick-off Meeting	Gov't Stakeholders	100% by attendees	10 days after award
All	POA&M	COR/TA	100% by Recipient	Once at Kickoff meeting and updated weekly thereafter.
4.1-3 & 10	Architecture Compliance Reviews	Gov't Stakeholders	100% by Recipient	IAWTOS
4.1	CIO Briefs and Reports	Government Stakeholders	100% by recipient	IAWTOS
4.1	Updates to HR IM/IT Strategy	Government Stakeholders	100% by Recipient	IAWTOS
4.1	Updates to HR IM/IT Investment and Monitoring Plan	Government Stakeholders	100% by Recipient	IAWTOS
4.1	Update Risk Mitigation database	Government Stakeholders	100% by Recipient	IAWTOS
4.4	System and Program Artifacts	Government Stakeholders	100% by Recipient	IAWTOS
All	Standard Operating Procedures	Government Stakeholders	100% by Recipient	IAWTOS
All	Draft Correspondence	Government Stakeholders	100% by Recipient	IAWTOS
All	Internal Control Documentation	government Stakeholders	100% by Recipient	IAWTOS
All	Status Report	COR/TA	100% by Recipient	IAWTOS
All	Trip Report	COR/TA	100% by Recipient	IAWTOS

### 5.1. Deliverable Detail—

All deliverables shall be submitted under official company letterhead signed by designated company representatives. Deliverables shall be provided by electronic submission unless otherwise noted in the subsequent task orders.

## 6. Performance Standards

<b>Performance Element</b>	<b>Performance Requirement</b>	<b>Surveillance Method</b>	<b>Frequency</b>	<b>Acceptable Quality Level</b>
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Contractor Quality Control Plan	QC activities, inspections, and corrective actions completed as required by the plan.	Inspection by the COR	Quarterly for overall QC activities;	100% Compliance with the contractor plan.
Contract Deliverables	Contract deliverables furnished as prescribed in the PWS, attachments, CDRLs, Task Orders, etc., as applicable.	Inspection by the COR	100% inspection of all contract deliverables.	>95% of deliverables submitted timely and without rework required.
Overall Contract Performance	Overall contract performance of sufficient quality to earn a Satisfactory (or higher) rating in the COR's annual report on Contractor Performance	Assessment by the COR	Annual	All performance elements rated Satisfactory (or higher)
Invoicing	Monthly invoices per contract procedures are timely and accurate.	Review & acceptance of the invoice	Monthly	100% accuracy

The following list is representative of performance standards for the maintenance of the existing Information Systems detailed in section 2 of this PWS. System downtime or outage refers to when the system (or website) is unavailable or fails to perform primary functionality (to include system reliability, availability and recovery). Actual performance standards will be established at the task order level.

Performance Element	Performance Requirement	Surveillance Method	Frequency	Acceptable Quality Level
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System Downtime Target	Corrective actions completed as required by the Task Order	Assessment by the System Owner	Daily and with monthly status report	99.9% uptime
System Recovery Time Objective	Corrective actions completed as required by the Task Order	Assessment by the System Owner	Weekly and with monthly status report	Less than 24 hours each instance
Support and Maintenance Availability	Corrective actions completed as required by the Task Order	Assessment by the System Owner	Weekly	100% (24 hours per day/7 days per week)
Severity 1 Initial Response Time	Corrective actions completed as required by the Task Order	Assessment by the System Owner	Daily and with monthly report	60 minutes or less each instance
Severity 2 Initial Response Time	Corrective actions completed as required by the Task Order	Assessment by the System Owner	Monthly	6 hours or less each instance
Severity 3 Initial Response Time	Corrective actions completed as required by the Task Order	Assessment by the System Owner	Monthly	12 hours or less each instance
Severity 4 Initial Response Time	Corrective actions completed as required by the Task Order	Assessment by the System Owner	Monthly	48 hours or less each instance
Alternate Site/Disaster Recovery	Corrective actions completed as required by the Task Order	Assessment by the System Owner	Daily assessment and with monthly report	24 hours or less each instance

### Severity 1 (Critical)

Production server or other mission critical system(s) are down and no workaround is immediately available. Such as: All or a substantial portion of mission critical data is at a significant risk of loss or corruption; a substantial loss of service; business operations have been severely disrupted.

Severity 1 support requires dedicated resources available to work on the issue on an ongoing basis.

### Severity 2 (Major)

Major functionality is severely impaired. Such as: continued operations but restricted or long-term productivity/installations adversely affected; temporary workaround is available.

### Severity 3 (Minor)

Partial, non-critical loss of functionality of the software. Such as: impaired component operations but system/software/application use can continue; minimal risk to installation milestones.

### Severity 4 (Cosmetic)

General usage questions; cosmetic issues, including documentation errors.