



Instructions for Completing the Work Initiation, Scope & Highlights (WISH)

This form is to be completed by the Task Manager for the purposes of initiating a Task Order through NOAALink. Please complete all fields to the best of your knowledge. For questions on this form or for other NOAALink information, please visit <http://www.cio.noaa.gov/noaalink.html>, or email us at: NOAALinkQA@noaa.gov.

Please submit your completed WISH form to: NOAALink.Request@noaa.gov. When submitting the form, you must have your budget representative's approval, either by copying the budget representative on your submission, or forwarding an email with your budget representative's approval to the NOAALink Office at the above email address.

Section 1. Customer Information

Complete customer information is required and should include names, telephone numbers and email addresses where indicated.

Block 1.a Customer Line Office.

Provide the full name of the line office.

Block 1.b Customer Division/Branch Office.

Provide the full name of the Division or Branch Office.

Blocks 1.c, 1.d, 1.e Customer Task Manager

Provide complete contact information for the Customer Task Manager including name, telephone number and email address.

Blocks 1.f, 1.g, 1.h Alternate Task Manager

Provide complete contact information for an Alternate Task Manager including name, telephone number and email address. The Alternate Task Manager will be responsible for the Task Manager's duties during his or her absence (such as leave) or other time away from the office. It is essential to designate an alternate to ensure timely responses and decision making.

Blocks 1.i, 1.j, 1.k Customer Budget POC

Provide complete contact information for the Customer Budget POC, including name, telephone number and email address.

Section 2. Requirement Information

Provide as much information as practicable on your requirements.

Block 2.a Requirement Title

Enter a title that describes the requirement.

Block 2.b Requirement Description

Briefly describe the requirements, including the type of IT products and services required and mission applicability.

Block 2.c Is Your Line Office CIO aware of this requirement?

Check the box next to "yes" or "no" to indicate whether or not the LO CIO is aware of the requirement.

Block 2.d FAAPs No.

Provide the FAAPs number for this requirement.

Block 2.e Is this product/service currently being used by another division in your Line Office?

Check the box next to "yes" or "no" to indicate whether, to your knowledge, the product and/or service you require is currently in use by another division within your Line Office.

Block 2.f If you answered Yes to question 2.d, please elaborate

Provide the name of the division and a brief description of the product or service currently in use.

Block 2.g Is this product/service currently being used by other Line Offices?

Check the box next to "yes" or "no" to indicate, to your knowledge, whether the product and/or service you require is currently in use by other Line Offices.

Block 2.h If you answered Yes to question 2.f, please elaborate

Provide the name of the Line Office, any contact information you may have, and a brief description of the product or service currently in use.

Block 2.i Time Constraints

Provide any time constraints relevant to this requirement, along with a brief justification for the time frame.

Block 2.j Performance Constraints

Provide information on any performance constraints relevant to this requirement, along with a brief justification for the constraint, if applicable.

Block 2.k Period of Performance

Indicate the dates for the period of performance of the requirement.

Block 2.l Place of Performance

Provide the place of performance for the requirement, including the office name, city and state where the contract must be performed.

Block 2.m Estimated Ceiling Cost

Indicate the estimated ceiling cost in dollars for the requirement.



Block 2.n Budgeted Amount

Indicate the budgeted amount in dollars for the requirement.

Block 2.o Accounting Code

Indicate the accounting code for the requirement.

Block 2.p Service Area (select one)

Select the appropriate service area(s) from the drop-down menu. If your requirement covers multiple service areas, select additional options by pressing CTRL+CLICK. For a full listing of Service Areas and their descriptions, see below. (If you are completing this form in MSWord instead of .pdf format, fill in your selection from the listing below).

Block 2.q IT Security Checklist

Check the box next to “yes” or “no” to indicate whether the IT Security Checklist has been completed for this requirement. The IT Security Checklist must be completed for IT services acquisitions in order to determine whether the product or service to be acquired will require additional considerations for security requirements. Note: In order to successfully complete the checklist, each question should be addressed in coordination with all members of the Acquisition Team including: the Procurement Requester (Task Manager), from the program office, NOAALink PMO, staff from the Division/Bureau IT Security Office (ITSO), and the Contracting Official from the Division/Bureau’s servicing Acquisition office.

Block 2.r ITSO Signature

If Block 2.p was answered “yes,” you must indicate if your Line Office IT Security Officer is aware of this requirement. Check the box next to “yes” or “no.”

Block 2.s Section 508 Accessibility

Check the box next to “yes” or “no” to indicate whether the Section 508 Compliance Checklist applies to this requirement.

Block 2.t Section 508 Standards

If Block 2.r was answered “yes,” indicate which of the Section 508 standards are applicable to this requirement.

Section 3. Historical Information

Historical Information applies if this requirement is related to a prior requirement. Please complete the information for the prior requirement.

Block 3.a Description of Prior Requirement

Describe the previous requirement as it relates to the current requirement (2.b).

Block 3.b Prior Award Amount

Indicate the award amount of the prior requirement, in dollars.

Block 3.c Is this a Change in Scope?

Check the box next to “increase,” “decrease,” or “same.”

Service Area Selection

The following table outlines the appropriate service areas and their descriptions for section 2.o of the WISH.

Management Component	Service Areas
<p>Strategic Management</p> <p>Refers to the system – processes, programs, tools, and behavioral norms – NOAA seeks to put in place and develop its IT strategy, translate its operational actions, and ensure its management for continuous improvement and innovation. Three service areas support Strategic Management:</p>	<p>Decision Support</p> <ul style="list-style-type: none"> ▪ Decision Support Systems ▪ Technical and consulting expertise ▪ Research and assessment of emerging technologies. ▪ High-Level Solution Designs ▪ E-Gov Support ▪ Hardware and Software Refreshes <p>Enterprise Architecture Services</p> <ul style="list-style-type: none"> ▪ Business Architecture ▪ Information Architecture ▪ Technology Architecture <p>Project Management Services</p> <ul style="list-style-type: none"> ▪ On-Site Project Management ▪ Development and Implementation of a Project Management Office ▪ Project Value Measurement ▪ Project Portfolio Management ▪ Methodology Development ▪ Quality and Performance Measurements ▪ Risk Management ▪ Resource Management
<p>Customer Care</p> <p>Refers to IT functions directly supporting the customer and which enhance customer</p>	<p>End-User Service Center Services</p> <ul style="list-style-type: none"> ▪ Consolidation of NOAA Help Desks ▪ Provision of Tier 0/1 Service Desk Operations, Single Point of Contact (SPOC) ▪ Incident Management





Management Component	Service Areas
<p>productivity and achievement in support of NOAA's mission, vision, and goals.</p>	<ul style="list-style-type: none"> ▪ Remote Device and Software Management and Planning ▪ Analysis and Reporting. <p>Desktop Management Services</p> <ul style="list-style-type: none"> ▪ Desktop End User Computing services ▪ Operations and Administration services ▪ Data Backup, Storage and Recovery Services ▪ Levels 2 & 3 Hardware and software support ▪ Desktop Application Services ▪ Asset Management for desktops and end user devices ▪ On-Site break/fix services ▪ Single point of Contact configuration and support <p>Collaboration Services</p> <ul style="list-style-type: none"> ▪ Video and Voice conferencing ▪ Web Conferencing ▪ Webcasting
<p>Infrastructure Management</p> <p>Refers to IT capabilities that support the customer-facing functions.</p>	<p>Data and Voice Network Services</p> <ul style="list-style-type: none"> ▪ Enterprise Data Network (LAN/WAN) ▪ Network Operations Center ▪ Remote Access ▪ Voice/PBX/VoIP and Installs, Move, Add, or Changes (IMACs) <p>Data Center Services</p> <ul style="list-style-type: none"> ▪ Business Continuity and Disaster Recovery ▪ Configuration Management ▪ Database Management ▪ Facilities Management ▪ Performance Management ▪ Task Management – Output Management and Job Scheduling ▪ Hosting operations and administration ▪ System Development Life Cycle Support ▪ Monitoring <p>Application Management Services</p> <ul style="list-style-type: none"> ▪ Application and Web Development ▪ Application and Web Maintenance ▪ Web Design and Content Management ▪ Life Cycle Application Development
<p>Business Management</p> <p>Refers to cross-cutting capabilities in support of strategic, customer, and infrastructure management.</p>	<p>Procurement/Service Catalog Services</p> <p>Training/Professional/Consulting Services</p> <ul style="list-style-type: none"> ▪ IT/Professional Training ▪ Technical Services and consulting <p>Special Projects</p> <ul style="list-style-type: none"> ▪ Document / Records Management ▪ Email Consolidation
<p>Information Security and Risk Management</p> <p>Refers to requirements in support of continuity of operations/disaster recovery (COOP/DR) operations and security planning.</p>	<p>Security Services</p> <ul style="list-style-type: none"> ▪ Security Infrastructure ▪ Security Firewall ▪ Security Intrusion/detection/penetration ▪ C&A ▪ Security Administration ▪ Security Risk, Organization, Policies and Architecture <p>Continuity of Operations/Disaster Recovery</p> <ul style="list-style-type: none"> ▪ Risk Management ▪ Information Assurance