



U.S. Department of Commerce
National Oceanic and Atmospheric Administration

Office of the Chief Information Officer IT Service Catalog



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1. Introduction

1.1. OCIO Vision

To deliver state of the art information technology solutions to wherever they are needed to satisfy NOAA’s mission requirements into the 21st century.

1.2. OCIO Mission

The Office of the CIO through its various offices within the NOAA organization is committed to providing the best in information technology planning, management, operations, and security. This includes delivering world class service, implementing new government wide mandates, advanced computing, networking, and realizing efficiencies wherever possible and in advance of the requirement.

1.3. Purpose

Information Technology (IT) plays a critical role in NOAA’s daily operations; it has become the mission of the Office of the Chief Information Officer (OCIO) to provide support services and infrastructure that will enable the effective and secure use of IT resources to advance NOAA’s overall mission and strategic goals.

The OCIO is committed to delivering quality IT services while ensuring the availability, integrity, and confidentiality of NOAA’s resources. OCIO staff members are service-oriented professionals who strive to work effectively and are dedicated to educating the agency about the resourceful use of technology in order to achieve successful mission results.

This IT Service Catalog has been developed to make you aware of the OCIO service offerings. The services described in the document will adapt as NOAA’s missions and business environment evolve. In continuous efforts to provide improved IT services, the OCIO will interact with consumers to update the service catalog. Customer feedback and ideas for improvement are welcomed and should be addressed to ocio.ppa@noaa.gov.

1.4. OCIO Service Level Commitment

The OCIO is committed to ongoing efforts to:

- Provide quality services in the most cost effective manner
- Establish effective communications to appropriate stakeholders regarding inquiries, issue reporting, and outages or interruptions
- Respond and deliver services within defined quality of service
- Proactively adapt service offerings to support customers needs and demands



1.5. Overview of OCIO Services

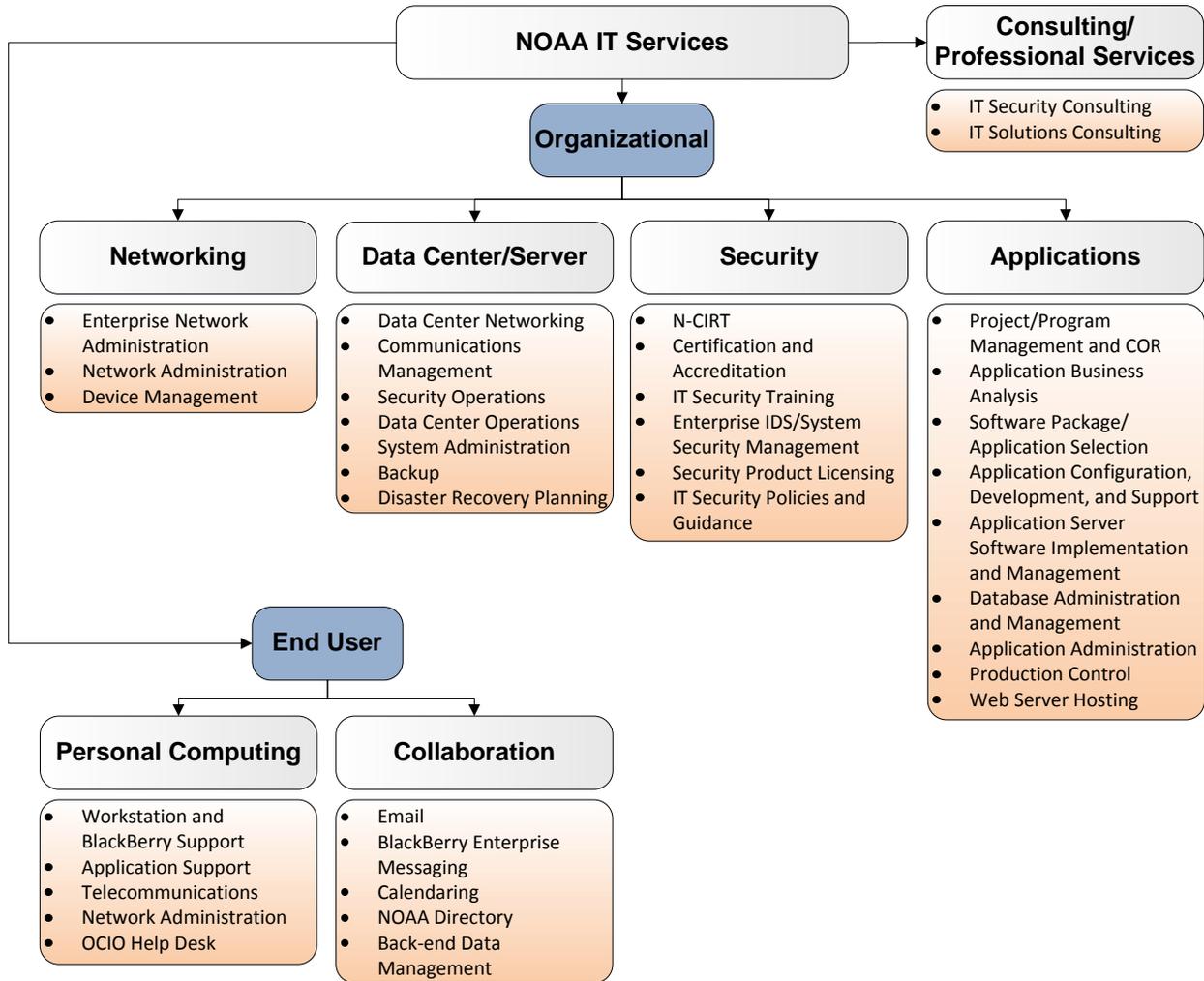
The following service category sections of this catalog, sections 2-8, describe specific services that the NOAA OCIO provides to subscribing offices. Before becoming a subscribing office, an assessment of the office’s current infrastructure must be performed. The results of this assessment may require equipment upgrades, security changes, modification of business practices, and inclusion in an every three year certification and accreditation process. Also, there may be an additional cost for the migration of any office’s existing infrastructure that may vary by geographic location. Other factors may also be considered.

Service listed in the catalog contain the following descriptions about their respective offering. In order to understand the offering, each service contains the following attributes, when applicable:

Service Attribute	Description
Service Name	Name of service
Service Features	List of key features about the service
Service Options	Identify any key options that are available
Target Customers	Identify target customer type if known (e.g., all staff, agency XYZ users, management personnel, etc.)
Service Point of Contact	Individuals who are responsible for managing service offering
Pricing Methodology/Formula	Identify charge backs for this service if known (e.g., \$450 per year per employee or \$150,000 per year to agency XYZ, etc.)
Option Pricing	Charges in addition to the basic service offering
Configuration and Turn-up Costs	Initial costs to begin receiving service
Demand Elements	Identify business factors or events that drive the use of this service (e.g., number of employees, number of weather forecasts, etc.)
Service Targets (including SLAs)	Lists service targets (e.g., all calls responded to in 2 minutes or less, etc.)
Service Sourcing	Details about the resources used to deliver service



The NOAA OCIO service categories are shown in the graphic below and described in the tables that follow:



Personal Computing Services

Provides support for workstations, BlackBerry devices, applications, network communication, and network administration, as well as Tier 1 help desk services for the Office of the Chief Information Officer (OCIO).

Service	Service Features
Workstation and BlackBerry Support	<ul style="list-style-type: none"> •Desktop Hardware and Software Support •Email and Calendaring •BlackBerry Wireless Messaging Support •IT Compliance •Managed Desktop Services •IT Security Services •User Data Management
Application Support	<ul style="list-style-type: none"> •SharePoint Services •Enterprise Microsoft Project
Telecommunications	<ul style="list-style-type: none"> •Telephone Service •Network Connectivity



Service	Service Features
Network Administration	<ul style="list-style-type: none"> •Network Security •Managed Storage Services •Windows Systems Administration •User Account Management
OCIO Help Desk	<ul style="list-style-type: none"> •Remote Access

Collaboration Services

Provides electronic communication and calendaring services as well as back-end management of related systems.

Service	Service Features
Email	<ul style="list-style-type: none"> •Email •Account Management •Production Support •Access
BlackBerry Enterprise Messaging	<ul style="list-style-type: none"> •BlackBerry Enterprise Messaging •BlackBerry Enterprise Service (BES) Management •Device Management
Calendaring	<ul style="list-style-type: none"> •Calendaring •Account Management •Production Support •Access
NOAA Directory	<ul style="list-style-type: none"> •NOAA Staff Directory •NOAA Directory Management •Extract of Directory
Back-end Data Management	<ul style="list-style-type: none"> •Data Restoration •COOP Synchronization •Data Backup

Networking Services

Provides enterprise and local networking communication services, including the support and management of network devices.

Service	Service Features
Enterprise Network Administration	<ul style="list-style-type: none"> •IP Management •Top-level DNS Management •Network Monitoring
Network Administration	<ul style="list-style-type: none"> •IP Address Provisioning •Internet Access •VPN Access •Network Monitoring
Device Management	<ul style="list-style-type: none"> •Configuration and Maintenance •Procurement •Custom Routing



Data Center/Server Services

Provides core data center and server services critical to supporting mission critical applications and infrastructure. Service areas include data center networking, communications management, security operations, data center operations, system administration, backup, and disaster recovery planning.

Service	Service Features
Data Center Networking	<ul style="list-style-type: none"> •Router and Switch Administration •Firewall Administration •Network Connectivity •DNS Zone File •DNS Server •New Domain Hosting
Communications Management	<ul style="list-style-type: none"> •Communications Establishment •Interconnect Agreements •Authenticated Access •Access Restrictions •Public Key Exchange
Security Operations	<ul style="list-style-type: none"> •Site Security •CCTV and Site Surveillance •Firewall •System Security •Patch and Test •Vulnerability Scanning •Secure Network Access •Two-Factor Authentication •F5 Big IP / F5 Firepass / RSA Secure ID Server Administration
Data Center Operations	<ul style="list-style-type: none"> •Monitoring •Badge Access and Control System Monitoring •Background Checks •Automated Site Fire Detection and Notification •Environmental Conditioning of Data Center •Power Conditioning of Data Center •Procurement of Supplies and Equipment •Capacity Planning Support
System Administration	<ul style="list-style-type: none"> •System DBAs •System Administration •Storage Administration •Data Restoration •Hardware Installation and Maintenance •System Monitoring and Optimization •Automated System Availability Notifications •Operating System Installation, Configuration, and Maintenance •Application and 3rd Party Software Compatibility Check and Configuration •Issue Response and Resolutions •User Account Management
Backup	<ul style="list-style-type: none"> •Backup •Off-site Storage
Disaster Recovery Planning	<ul style="list-style-type: none"> •Storage •Disaster Recovery



Security Services

Provides IT security-related services to ensure confidentiality, integrity, and availability of information systems. These services help the protection of information and information systems from any unauthorized activity by complying with security standards and implement preventive practices.

Service	Service Features
N-CIRT	•IT Security Incident Response
Certification and Accreditation	•Certification Agent Service •Quality Assurance Service •Management of Common Controls •Continuous Monitoring
IT Security Training	•Annual Awareness Training •Role-based Training
Enterprise IDS/Security System Management	•IDS Management
Security Product Licensing	•License Procurement
IT Security Policies and Guidance	•Policy Advisory •Security Architecture

Application Services

Provides application services including database administration and management, application server implementation and management, web server hosting, full application lifecycle services, production control, project/program management and COR services, and software package/application selection services.

Service	Service Features
Project/Program Management and COR	•Project Management •Contracting Officer Representative (COR)
Application Business Analysis	•Requirements Development •Application Documentation •End-user Documentation •Training •Testing
Software Package/Application Selection	•Technical Requirements •Product Evaluation
Application Configuration, Development, and Support	•Application Consultation •Application Configuration and Development •Application Implementation •Software Development Lifecycle Documentation Support •Application Maintenance and Support •Web-based Application Development •Custom Report Development
Application Server Software Implementation and Management	•Application Server Software Administration •Application Server Software Lifecycle •Patch Support



Service	Service Features
Database Administration and Management	<ul style="list-style-type: none"> •Database Implementation •Lifetime Database Support •Backup and Recovery •Database Monitoring and Administration Support •RDBMS Support •Data Modeling and Optimization •SQL Support •Performance and Tuning •Capacity Management •Patching
Application Administration	<ul style="list-style-type: none"> •Configuration and Management •Training •Help Desk Support •Documentation
Production Control	<ul style="list-style-type: none"> •Report Generation •NOAA Staff Directory Production Support
Web Server Hosting	<ul style="list-style-type: none"> •Web Server Monitoring •Webmaster Consultation

Consulting and Professional Services

Consulting and professional services provide specialty services that require service offerings that support unique business requirements for IT.

Service	Service Features
IT Security Consulting	<ul style="list-style-type: none"> •Security Analysis
IT Solutions Consulting	<ul style="list-style-type: none"> •IT Solutions Consulting •Network Design and Architecture

1.6. OCIO Core Common Practices for all Service Areas

Definition of Service Target Objectives

Service target objectives are defined for each service. These service targets are negotiated exclusively between the OCIO and each supported organization. Service Level Agreements (SLAs) are negotiated with customers for specific mission critical services.

Enforcement of Security Standards and Policies

IT services must and shall adhere to NOAA and Department of Commerce Security Standards and Policies which are defined in Certification and Accreditation packages for each support system.

IT Changes

OCIO strives to minimize the impact of changes on our customers and to maximize the stability of our environment by following a clearly defined process and by complying with policies. We will notify customers of upcoming change events that impact OCIO-supported IT services. ISMO will have a representative on the newly formed OCIO Operations Management Committee. This is a sub-committee of the CIO council and acts as an enterprise change governance body.

Emergency IT Change Notification

Events occur that result in impacts to the IT systems. Such events may require Emergency Changes. An Emergency Change could be related to an IT component failure, regulatory event, or an event driven by an emergency, such as critical security vulnerability. In all cases, an unforeseen event is considered an emergency event and will be handled in as timely manner as possible.



Planned Service Outages

Planned outages are normally announced one week in advance and no less than five days in advance, unless there is an emergency situation, such as hardware failure, that would warrant shorter notice. Routine maintenance outages are normally scheduled on a bi-weekly basis on Friday evenings. Outage announcements are made via email. The nature of the outage is included in each announcement. Some outages are sent to an outage list of email, directory, and system administrators and helpdesks. Users are then notified by the recipients on the outage list via local outage notification systems. Unplanned outages are announced by email to various distribution lists depending on which application are impacted.

Business Continuity Plans

OCIO utilizes Continuity of Operations Plans (COOPs) in each service area to ensure the continuity of critical business functions. The OCIO's plan is aligned with the NOAA Continuity of Operations Plan.

1.7. OCIO Facilities

The NOAA OCIO operates a number of facilities in order to deliver and support its IT services.

Network Operations Center

The NOAA Network Operations Center (NOC) is located in Silver Spring, MD and provides secure, high-speed access to NOAA Headquarters internal networks and the Internet. The Network Operations Center is a Tier 3 service and therefore requests are limited to Help Desk and authorized personnel only. A NOAA office must first establish a Service Level Agreement between their Help Desk and the NOC for the appropriate escalation of issues. The NOC has established working relationships with all of the NOAA Line Offices.

The NOC offers access to a variety of computing and information services through a secure, reliable, high-speed network infrastructure, as well as reliable and secure remote access from multiple types of platforms to NOAA internal networks and systems.

- External and Metro area connectivity
- Interoperability with NOAA Local Area Networks (LAN) and NOAA Wide Area Networks (WAN)
- Firewall protection to prevent unauthorized access
- Alerts LAN administrators of security-related issues
- Domain Name Service requests
- IP address requests
- Real-time performance statistics to address performance-related issues
- Recommendations for performance improvement

Messaging Operations Center

The NOAA Messaging Operations Center (MOC) is located in Silver Spring, MD and provides management of NOAA's email, calendaring, and supporting directory infrastructure. The MOC also provides standard and customized services related to infrastructure and acts as a help-desk for the system; supporting LAN system and systems administrators, including other helpdesks who support related enterprise services.

The MOC does not provide direct user support. The MOC works with existing Help Desks to provide higher level support. An office may choose to use their Help Desk or may acquire OCIO Personal Computing and Collaboration Services. As a general rule, the MOC provides Tier 3 support and manages relating back-end, back-office servers commonly used in NOAA. MOC customers are typically the Line Offices, Staff Offices or large organizational units within Line and Staff Offices. Occasionally, external entities may be customers.



Web Network Operations Center

The Web Network Operations Center (WOC) is a clustered environment with locations in Silver Spring, MD; Landover, MD; and Seattle, WA and is a unified web service used by all organizational units in NOAA. WOC acts as a data repository for the NOAA Organization, allowing any office to post public information securely to the WOC content server. WOC provides this content in a secure and scalable fashion.

Information Technology Center

The NOAA Information Technology Center (ITC) is located in Largo, MD, with support services provided by several OCIO offices with staff located in Largo, MD; Germantown, MD; and Silver Spring, MD.

The ITC is managed and operated by knowledgeable staff that utilize standard procedures that follow prudent business practices that any data center should implement to adequately protect and secure critical financial systems from interruptions and unauthorized access. The current environmentally conditioned raised floor data center space and facility support elements are sufficiently sized to handle fluctuations and additional business growth requirements.

Security Office

The IT Security office ensures that the confidentiality, integrity, and availability of NOAA's information resources are protected. The NOAA Computer Incident Response Team (N-CIRT) coordinates incident responses and acts as a source of expertise and information regarding vulnerabilities and responses as it pertains to the NOAA environment.

1.8. Pricing

The pricing models for the majority of IT services in the catalog represent the current state. The pricing information that is documented was as understood from Staff Office interviews. However, the OCIO is currently normalizing cost recovery methods. The current OCIO pricing model has evolved from legacy environments, but aims to move to a full bill (fee for service) model.

Until a full fee for service model is implemented, offices joining the infrastructure become included in the direct bill process. This process is administered by the CFO Council. Payment for services from the OCIO are paid at the beginning of each fiscal year based on mutually agreed upon fees. The fees are calculated based on formula's that directly cover the actual cost of the operation. During any year, new services and features may be added to the operation, typically via the CIO Council and the CFOs. These new costs will be "fully billed" to the customers of the service.

The current IT cost recovery methods are as follows:

- **Activation/ Configuration Fee** – One-time fee for the delivery of service for large, enterprise users. This includes equipment, procurement, licensing fees, security accreditation, etc.
- **Full Bill (Fee for Service) (All Offices)** – Standard fee for service where charges are defined by individual service (based on current OCIO service definitions) and are agreed to and billed as the service is consumed
- **Direct Bill (Subsidized) (Former OFA Offices)** – Charge for service that is not covered or is above and beyond the service agreed to in the budgeting process. This is based on current defined OCIO IT services in addition to any custom services that are delivered over the course of the fiscal year
- **Base Budget (Former OFA Offices)** – Budget for annual IT spend across former Office of Finance Administration (i.e. Workforce Management, AGO, CAO, CIO) that covers most and in some cases all IT services
- **eGov Tax (All Offices)** – Fee per person for IT initiatives as a result of Federal eGov mandate which is spread across multiple services



2. Personal Computing Services

2.1. Workstation and BlackBerry Support

Service Description

The Staff Office Workstation and BlackBerry Support Services provide support for workstations, BlackBerry devices, email, and calendaring. The services also maintain a standard framework for managing, tracking, and keeping the components of workstations secure.

Service Features

Feature	Description
Desktop Hardware and Software Support	Installation and setup of purchased machines, COTS software and hardware configuration, standard workstation applications (e.g., Microsoft Word, Adobe, etc.), data recovery efforts, hardware upgrades and repairs, system and media sanitization, and data migration. Includes desktop security management, desktop security support, and encryption of OCIO owned laptop computers
Email and Calendaring	Provides configuration and management of electronic mail messaging and calendaring user accounts, as well as installation, configuration, and management of email software (e.g., Microsoft Outlook). Users can access email and calendar via desktop and remotely via the Internet. Other email and calendar features supported include multiple email aliases, email lists for quick distribution of email to groups of people, automatic "out-of-office" reply messaging, email forwarding, and spam and virus email filtering services
BlackBerry Wireless Messaging Support	Aid in the management of BlackBerry devices; includes device provisioning, setup, wipe, etc.
IT Compliance	Enforce and ensure compliance with the Federal Desktop Core Configuration (FDCC) and with IT security policies (office, Agency, DoC, and Federal)
Managed Desktop Services	Provides a standard framework for managing and tracking the components of each workstation in compliance with the Federal Desktop Core Configuration (FDCC). Includes asset inventory data collection and reporting services
IT Security Services	First tier to security-related support. Performs installation and management of anti-virus software. Also can act as a liaison with Security Services to access Tier 3 support and services depicted in "Security Services"
User Data Management	Support for server-level backup and data restoration of server-based user data files

Service Options

- One standard service level. See "Service Targets"

Target Customers

- Administrative and corporate offices within NOAA; does not include Line Offices



Service Point of Contact

Contact Name	Contact Information
Trena Simon (Primary)	Tel: 301-713-0541 x168 Email: Trena.A.Simon@noaa.gov Office: 1315 East-West Highway (SSMC3) Silver Spring, MD 20910
Tonya Banks (Secondary)	Tel: 301-713-0541 x170 Email: Tonya.B.Banks@noaa.gov Office: 1315 East-West Highway (SSMC3) Silver Spring, MD 20910

Pricing Methodology/Formula

- Charge to Staff Office is determined, on an annual basis, by number of nodes (computers and devices) within each office

Option Pricing

- Not applicable for this catalog release

Configuration and Turn-up Costs

- Not applicable for this catalog release

Demand Elements

- Number of employees supported
- Number of workstations
- Number of BlackBerry devices
- New applications and new releases of existing applications
- Introduction of new technology (e.g., a new laptop model is distributed to new employees, causing an increase in help desk calls related to the new laptop model)
- IT security/application updates and critical patches

Service Targets (including SLAs)

Severity 1 and Severity 2 apply to unplanned outages only and, therefore, are not assigned to service requests. Severity 3 and 4 priorities are described below:

Priority	Target Resolution Time	% On-time Resolution
Severity 3 Includes service requests related to a desktop/server security need	Three (3) business days or less	95%
Severity 4 Includes all other service requests	Three (3) business days or less	95%

Service Sourcing

Location	Sourcing
Washington Metro Area	Federal Employees and Contractors
NOAA Field Offices	Federal Employees



2.2. Application Support

Service Description

The Application Support service is delivered by the System Support Division (SSD) and provides support and maintenance for SharePoint, Enterprise Project, and other related applications.

Service Features

Feature	Description
SharePoint Services	Setup, configuration, and maintenance of SharePoint servers, as well as creation, configuration, and maintenance of SharePoint sites
Enterprise Microsoft Project	Setup, configuration, and maintenance of Microsoft Project servers, as well as creation, configuration, and maintenance of Microsoft Project sites

Service Options

- One standard service level. See "Service Targets"

Target Customers

- Administrative and corporate offices within NOAA
- Line Offices within NOAA

Service Point of Contact

Contact Name	Contact Information
Trena Simon (Primary)	Tel: 301-713-0541 x168 Email: Trena.A.Simon@noaa.gov Office: 1315 East-West Highway (SSMC3) Silver Spring, MD 20910
Tonya Banks (Secondary)	Tel: 301-713-0541 x170 Email: Tonya.B.Banks@noaa.gov Office: 1315 East-West Highway (SSMC3) Silver Spring, MD 20910

Pricing Methodology/Formula

- Annual workstation and BlackBerry device support fee
Covers all costs associated with the service

Option Pricing

- Costs incurred from additional hardware that may be required such as servers, licensing, setup costs, etc.

Configuration and Turn-up Costs

- The customer absorbs the cost of any hardware or contract support provided beyond the normal level of services offered

Demand Elements

- Number of employees supported
- New applications and new releases of existing applications
- Complexity of site administration



Service Targets (including SLAs)

Severity 1 and Severity 2 apply to unplanned outages only and are therefore not assigned to service requests. Severity 3 and 4 priorities are described below:

Priority	Target Resolution Time	% On-time Resolution
Severity 3 Includes service requests related to a desktop/server security need	Three (3) business days or less	95%
Severity 4 Includes all other service requests	Three (3) business days or less	95%

Service Sourcing

Location	Sourcing
Washington Metro Area	Federal Employees and Contractors
NOAA Field Offices	Federal Employees

2.3. Telecommunications

Service Description

The Telecommunication Service provides users with data lines, Telephone, and related support services.

Service Features

Feature	Description
Telephone Service	Management and support for individual desk telephones in the SSMC complex
Network Connectivity	Support for network connectivity at NOAA facilities and remotely for VPN users. This also includes support to conference rooms at NOAA facilities

Service Options

- One standard service level. See "Service Targets"

Target Customers

- Administrative and corporate offices within NOAA
- Line Offices within NOAA

Service Point of Contact

Contact Name	Contact Information
Clifford Schoenberger (Primary)	Tel: 301-713-3333 x217 Email: Cliff.Schoenberger@noaa.gov Office: 1315 East-West Highway (SSMC3) Silver Spring, MD 20910
Shirley Kick (Secondary)	Tel: 301-713-3333 x214 Email: Shirley.A.Kick@noaa.gov Office: 1315 East-West Highway (SSMC3) Silver Spring, MD 20910

Pricing Methodology/Formula

- Base funding
- Collection fee for phones
- Charges for installation
- Long distance charges



Configuration and Turn-up Costs

- The customer absorbs the cost of hardware or contract support provided beyond the normal level of service

Demand Elements

- Telephone (dial tone)
- Phone bill management

Service Targets (including SLAs)

Severity 1 and Severity 2 apply to unplanned outages only and are therefore not assigned to service requests. Severity 3 and 4 priorities are described below:

Priority	Target Resolution Time	% On-time Resolution
Severity 3 Includes service requests related to a desktop/server security need	Three (3) business days or less	95%
Severity 4 Includes all other service requests	Three (3) business days or less	95%

Service Sourcing

Location	Sourcing
Washington Metro Area	Federal Employees and Contractors
NOAA Field Offices	Federal Employees

2.4. Network Administration

Service Description

The Network Administration Services provide users with network security, managed storage, Windows system administration, and user account management services that enable easy configuration of network-related personal computing resources.

Service Features

Feature	Description
Network Security	Remote access to the SSD protected network via Citrix or VPN; VPN account management; vulnerability scanning; etc. The NOC manages and operates the firewalls, while SSD manages the accounts
Managed Storage Services	Management of file and backup servers
Windows Systems Administration	Support for servers, Windows Active Directory (AD), DHCP, and other networking components associated with Windows
User Account Management	Addition, removal, and modification of network accounts

Service Options

- One standard service level. See "Service Targets"

Target Customers

- Administrative and corporate offices within NOAA, does not include Line Offices



Service Point of Contact

Contact Name	Contact Information
Trena Simon (Primary)	Tel: 301-713-0541 x168 Email: Trena.A.Simon@noaa.gov Office: 1315 East-West Highway (SSMC3) Silver Spring, MD 20910
Tonya Banks (Secondary)	Tel: 301-713-0541 x170 Email: Tonya.B.Banks@noaa.gov Office: 1315 East-West Highway (SSMC3) Silver Spring, MD 20910

Pricing Methodology/Formula

- Annual workstation and BlackBerry device support fee. Includes all costs associated with Network Administration

Option Pricing

- Costs incurred from additional hardware that may be required such as servers, licensing, setup costs, etc.

Configuration and Turn-up Costs

- The customer absorbs the cost of hardware or contract support provided beyond the normal level of service

Demand Elements

- Number of employees supported
- Size of individual data stores
- Hardware refresh cycle and age of hardware
- New applications and new releases of existing applications
- Introduction of new technology (e.g., a new laptop model is distributed to new employees, causing an increase in help desk calls related to the new laptop model)
- Compliance requirements

Service Targets (including SLAs)

Severity 1 and Severity 2 apply to unplanned outages only and are therefore not assigned to service requests. Severity 3 and 4 priorities are described below:

Priority	Target Resolution Time	% On-time Resolution
Severity 3 Includes service requests related to a desktop/server security need	Three (3) business days or less	95%
Severity 4 Includes all other service requests	Three (3) business days or less	95%

Service Sourcing

Location	Sourcing
Washington Metro Area	Federal Employees and Contractors
NOAA Field Offices	Federal Employees



2.5. OCIO Help Desk

Service Description

The OCIO Help Desk Services serves as the single point of contact for all personal computing needs by connecting the users to the core Personal Computing Services (Staff Office Workstation and BlackBerry device Support, Application Support, Telecommunications, and Network Administration). Available via phone and email, the OCIO Help Desk performs triage (troubleshooting and issue resolution) for users' technical issues related to desktops, BlackBerry devices, standard workstation software, network connectivity, printers, and other network resources.

Service Features

Feature	Description
Remote Access	Initial access to end-user (Tiers 1-2) and organizational (Tier 3) services offered by the OCIO. Includes remote access and control capabilities that allow IT support staff to perform remote diagnostics, resulting in quicker resolution of incidents and questions

Service Options

- One standard service level. See "Service Targets"

Target Customers

- Administrative and corporate offices within NOAA; does not include Line Offices

Service Point of Contact

Contact Name	Contact Information
Trena Simon (Primary)	Tel: 301-713-0541 x168 Email: Trena.A.Simon@noaa.gov Office: 1315 East-West Highway (SSMC3) Silver Spring, MD 20910
Tonya Banks (Secondary)	Tel: 301-713-0541 x170 Email: Tonya.B.Banks@noaa.gov Office: 1315 East-West Highway (SSMC3) Silver Spring, MD 20910

Pricing Methodology/Formula

- Annual workstation and BlackBerry device support fee. Includes all costs associated with OCIO Help Desk

Option Pricing

- Not applicable for this catalog release

Configuration and Turn-up Costs

- Not applicable for this catalog release

Demand Elements

- Number of employees supported
- Impact of security/software patches and upgrades
- Service outages
- Number of workstations
- Number of BlackBerry devices
- New applications and new releases of existing applications
- Introduction of new technology (e.g., a new laptop model is distributed to new employees, causing an increase in help desk calls related to the new laptop model)



- Network traffic
- Volume of network security incidents
- Size of individual data stores
- Hardware refresh cycle and age of hardware
- Compliance requirements

Service Targets (including SLAs)

Severity 1 and Severity 2 apply to unplanned outages only and are therefore not assigned to service requests. Severity 3 and 4 priorities are described below:

Priority	Target Resolution Time	% On-time Resolution
Severity 3 Includes service requests related to a desktop/server security need	Three (3) business days or less	95%
Severity 4 Includes all other service requests	Three (3) business days or less	95%

Service Sourcing

Location	Sourcing
Washington Metro Area	Federal Employees and Contractors
NOAA Field Offices	Federal Employees



3. Collaboration Services

3.1. Email

Service Description

The Email Service provides advance support for email accounts, features, management, and accessibility.

Service Features

Feature	Description
Email	Provides secure, reliable, electronic mail messaging service to NOAA staff and associates who have a user account and the necessary NOAA-configured email software. Features of email include automatic "out-of-office" reply messaging, ability to access and send email while off-site, email access via the Web, spam, and virus email filtering service
Account Management	Add, remove, modify user accounts and configuration thereof
Production Support	Server management and configuration
Access	Authenticated access to user email accounts

Service Options

- Customized email processing (e.g., relay hosting for NOAA ships that redirects emails)
- Specialized implementation
- Training

Target Customers

- Personal Computing (Help Desk)
- System Administrators

Service Point of Contact

Contact Name	Contact Information
Reza Latifzadeh (Primary)	Tel: 301-713-3370 x200 Email: Reza.Latifzadeh@noaa.gov Office: 1315 East-West Highway (SSMC3) Silver Spring, MD 20910
Joe Smith (Secondary)	Tel: 301-763-6300 x141 Email: Joseph.C.Smith.III@noaa.gov Office: 1221-D Caraway Court Largo, MD 20774

Pricing Methodology/Formula

- Direct bill
- Negotiable price
- Currently have cumulative charge across NOAA and divided by Line Offices (LOs) by number of staff

Option Pricing

- Associated email relaying costs (e.g., relay hosting for NOAA ships that redirects emails)

Configuration and Turn-up Costs

- Costs based on number of mailboxes created and managed



Demand Elements

- Number of employees
- Volume of incidents

Service Targets (including SLAs)

Service Measurement	Metric
System Availability	98% availability of Email excepting scheduled outages

Service Sourcing

Location	Sourcing
All NOAA Locations	Federal Employees and Contractors

3.2. BlackBerry Enterprise Messaging

Service Description

The BlackBerry Enterprise Messaging Service provides advance support to both device and back-end components involved with BlackBerry usage. Systems Support Division (SSD) configures devices for staff offices.

Service Features

Feature	Description
BlackBerry Enterprise Messaging	Support encryption of email messages sent to the mailbox on the OCIO central email server to be forwarded to BlackBerry devices
BlackBerry Enterprise Server (BES) Management	Ongoing management of activity to user mailbox, operated by the MOC
Device Management	Provide device compliance and policy enforcement

Target Customers

- Personal Computing (Help Desk)
- System Administrators

Service Point of Contact

Contact Name	Contact Information
John Unekis (Primary)	Tel: 301-713-0600 Email: John.Unekis@noaa.gov Office: 1315 East-West Highway (SSMC3) Silver Spring, MD 20910
Joe Smith (Secondary)	Tel: 301-763-6300 x141 Email: Joseph.C.Smith.III@noaa.gov Office: 1221-D Caraway Court Largo, MD 20774

Pricing Methodology/Formula

- Direct bill
- Price changed for additional service above base offering
- Currently have cumulative charge across NOAA and divided by Line Offices (LOs) by number of staff

Demand Elements

- Number of employees,
- Volume of incidents



Service Targets (including SLAs)

Service Measurement	Metric
System Availability	98% availability excepting scheduled outages

Service Sourcing

Location	Sourcing
All NOAA Locations	Federal Employees and Contractors

3.3. Calendaring

Service Description

The Calendaring Service provides advance support for calendar accounts, features, management, and accessibility.

Service Features

Feature	Description
Calendaring	Provides a secure, online calendaring and scheduling application that is available through a central NOAA server. This tool enables the scheduling of meetings or events for individuals or groups. It also compares the schedules and show availability of other users and resources. It allows the capability to synchronize meetings, daily notes, contacts, and other calendar data to a mobile device
Account Management	Add, remove, modify user accounts and configuration thereof
Production Support	Server management and configuration
Access	Authenticated access to calendar via client and web

Service Options

- Training

Target Customers

- Personal Computing (Help Desk)
- System Administrators

Service Point of Contact

Contact Name	Contact Information
John Unekis (Primary)	Tel: 301-713-0600 Email: John.Unekis@noaa.gov Office: 1315 East-West Highway (SSMC3) Silver Spring, MD 20910
Joe Smith (Secondary)	Tel: 301-763-6300 x141 Email: Joseph.C.Smith.III@noaa.gov Office: 1221-D Caraway Court, Largo, MD 20774

Pricing Methodology/Formula

- Direct bill
- Price increases for additional service above base offering
- Currently have cumulative charge across NOAA and divided by Line Offices (LOs) by number of staff



Option Pricing

- Not applicable for this catalog release

Demand Elements

- Number of employees
- Volume of incidents

Service Targets (including SLAs)

Service Measurement	Metric
System Availability	98% availability excepting scheduled outages

Service Sourcing

Location	Sourcing
All NOAA Locations	Federal Employees and Contractors

3.4. NOAA Directory

Service Description

The NOAA Directory Service supports the NOAA Staff Directory and its management. This single source contains non-sensitive information related to the NOAA staff including name, internal NOAA title, organization, location, contact information, staff managers, and other staff information used to identify and locate staff within NOAA.

Service Features

Feature	Description
NOAA Staff Directory	The NOAA Staff Directory (NSD) serves as a single source for obtaining accurate and current information on the entire NOAA population. The NSD also provides a facility for the reporting of NOAA organizations and the managers of those organizations
NOAA Directory Management	Ensure availability and replication to regional directory servers
Extract of Directory	Input into DoC directory; input into NOAA Staff Directory (NSD)

Service Options

- Specialized implementation

Target Customers

- Personal Computing (Help Desk)
- System Administrators

Service Point of Contact

Contact Name	Contact Information
Larry Sparks (Primary)	Tel: 301-444-2706 Email: Larry.S.Sparks@noaa.gov Office: 20020 Century Boulevard Germantown, MD 20874

Pricing Methodology/Formula

- Basic service is included in base budget
- Price increases for additional service above base offering

Option Pricing



- Not applicable for this catalog release

Demand Elements

- Number of employees
- Volume of incidents

Service Targets (including SLAs)

Service Measurement	Metric
System Availability	98% availability excepting scheduled outages

Service Sourcing

Location	Sourcing
All NOAA Locations	Federal Employees and Contractors

3.5. Back-end Data Management

Service Description

The Back-end Data Management Service supports data within NOAA collaboration and ensures its availability and accessibility to contingency sources.

Service Features

Feature	Description
Data Restoration	Restoration of individual mailboxes or servers from tape
COOP Synchronization	Maintenance of a synchronized copy of select mailboxes at COOP sites
Data Backup	Backup of all mailboxes and servers to tape

Service Options

- Specialized storage/backup of collaboration data
- Selected backup of mailboxes or groups to tape or other media
- Specialized reports
- Expedited data restoration/recovery
- Mail system and mailbox forensics
- Specialized eDiscovery: FOIA mining, Congressional requests, etc.

Target Customers

- Personal Computing (Help Desk)
- System Administrators

Service Point of Contact

Contact Name	Contact Information
John Unekis (Primary)	Tel: 301-713-0600 Email: John.Unekis@noaa.gov Office: 1315 East-West Highway (SSMC3) Silver Spring, MD 20910

Pricing Methodology/Formula

- Basic service is included in base budget
- Price increases for additional service above base offering
- Currently have cumulative charge across NOAA and divided by Line Offices (LOs) by number of staff



Option Pricing

- Not applicable for this catalog release

Demand Elements

- Number of employees
- Volume of incidents

Service Targets (including SLAs)

Service Measurement	Metric
System Availability	98% availability excepting scheduled outages

Service Sourcing

Location	Sourcing
All NOAA Locations	Federal Employees and Contractors



4. Networking Services

4.1. Enterprise Network Administration

Service Description

The OCIO supports the enterprise network within NOAA. The Enterprise Networking Administration Service includes network management and maintenance.

Service Features

Feature	Description
IP Management	Allocate and manage IP address blocks for NOAA offices
Top-level DNS Management	Manage the NOAA.gov domain and support sub-level domains owned by individual offices
Network Monitoring	Monitor and develop statistics of the enterprise network

Target Customers

- Personal Computing (Help Desk)
- System Administrators

Service Point of Contact

Contact Name	Contact Information
John Unekis (Primary)	Tel: 301-713-0600 Email: John.Unekis@noaa.gov Office: 1315 East-West Highway (SSMC3) Silver Spring, MD 20910
Joe Smith (Secondary)	Tel: 301-763-6300 x141 Email: Joseph.C.Smith.III@noaa.gov Office: 1221-D Caraway Court Largo, MD 20774

Pricing Methodology/Formula

- Base funded
- NCR ISP direct billed by bandwidth
- Price increases for additional service above base offering
- Determined by LOs and by the number of employees within

Configuration and Turn-up Costs

- Costs determined on case-by-case basis

Demand Elements

- Number of employees
- Volume of incidents

Service Targets (including SLAs)

Service Measurement	Metric
System Availability	98%, except scheduled outages

Service Sourcing

Location	Sourcing
All NOAA Locations	Federal Employees and Contractors



4.2. Network Administration

Service Description

The Network Administration Service provides support related to Internet and VPN access, including the monitoring of these network mediums.

Service Features

Feature	Description
IP Address Provisioning	Management of the IP blocks (subnets) assigned by the Enterprise Network Administration service
Internet Access	Provides access and management of Internet, Internet2, and WAN access to local site/campus (except HCHB)
VPN Access	Setup and configure VPN access for individual users
Network Monitoring	Monitor and develop statistics for the local network

Target Customers

- Personal Computing (Help Desk)
- System Administrators

Service Point of Contact

Contact Name	Contact Information
John Unekis (Primary)	Tel: 301-713-0600 Email: John.Unekis@noaa.gov Office: 1315 East-West Highway (SSMC3) Silver Spring, MD 20910

Pricing Methodology/Formula

- Price increases for additional service above base offering
- Utilization of bandwidth

Configuration and Turn-up Costs

- Costs determined on case-by-case basis

Demand Elements

- Number of employees
- Volume of incidents

Service Targets (including SLAs)

Service Measurement	Metric
System Availability	98%, except scheduled outages

Service Sourcing

Location	Sourcing
All NOAA Locations	Federal Employees and Contractors



4.3. Device Management

Service Description

The Device Management Service provides management and staff office support for network devices such as firewalls, switches, and routers for staff offices. This is a standard NOC service for enterprise hardware.

Service Features

Feature	Description
Configuration and Maintenance	Configuration and maintenance of the local firewalls, routers, switches, and other network devices. This also includes securing and managing access control to the devices
Procurement	Provides assistance with procurement of the best-fit network devices to implement
Custom Routing	Configure and maintain customized routing tables for routers

Target Customers

- Personal Computing (Help Desk)
- System Administrators

Service Point of Contact

Contact Name	Contact Information
John Unekis (Primary)	Tel: 301-713-0600 Email: John.Unekis@noaa.gov Office: 1315 East-West Highway (SSMC3) Silver Spring, MD 20910
Joe Smith (Secondary)	Tel: 301-763-6300 x141 Email: Joseph.C.Smith.III@noaa.gov Office: 1221-D Caraway Court Largo, MD 20774

Pricing Methodology/Formula

- Price changed for additional service above base offering
- Currently priced by LOs and the number of employees within

Configuration and Turn-up Costs

- Costs determined on case-by-case basis

Demand Elements

- Number of employees
- Volume of incidents

Service Targets (including SLAs)

Service Measurement	Metric
System Availability	98%, except scheduled outages

Service Sourcing

Location	Sourcing
All NOAA Locations	Federal Employees and Contractors



5. Data Center/Server Services

5.1. Data Center Networking

Service Description

The Data Center Networking Service offering provides support and management network components that support servers hosted at the ITC.

Service Features

Feature	Description
Router and Switch Administration	Cisco routers and switches
Firewall Administration	Administration of Lucent firewalls
Network Connectivity	Assignment of IP addresses and connection of equipment to appropriate network
DNS Zone File	Assures advertising of IP addresses for user access
DNS Server	Domain Name Service for mapping names to IP addresses
New Domain Hosting	Registration and hosting of new noaa.gov domains

Service Options

- Public IP Addresses (Internet)
- NOAA-only IP Addresses
- Private IP Addresses (limited routing or non-routable)
- Inclusion in ITC domain for DNS
- Creation and registration of new customer domains

Target Customers

- NOAA and non-NOAA customers (e.g., USDA/National Finance Center, JPMorgan-Chase, etc.)

Service Point of Contact

Contact Name	Contact Information
John Unekis (Primary)	Tel: 301-713-0600 Email: John.Unekis@noaa.gov Office: 1315 East-West Highway (SSMC3) Silver Spring, MD 20910
Joseph Smith III (Secondary)	Tel: 301-763-6300 x141 Email: Joseph.C.Smith.III@noaa.gov Office: 1221-D Caraway Court Largo, MD 20774

Pricing Methodology/Formula

- Determined on a case-by-case basis

Configuration and Turn-up Costs

- Acquisition of hardware
- Installation cost for unique communications
- Expert support required for implementation (increased labor/hours)

Demand Elements

- Number of servers
- Bandwidth utilization



Service Targets (including SLAs)

Service Measurement	Metric
Availability	98% availability, except scheduled outages

Service Sourcing

Location	Sourcing
All NOAA Locations	Federal Employees and Contractors (contract workers are under the ITC Support contract as part of the support team, not working directly for customer)

5.2. Communications Management

Service Description

The Communications Management Service provides co-located server management.

Service Features

Feature	Description
Communications Establishment	Establishes communications specific to application requirements; includes establishment of the ISA
Interconnect Agreements	ISAs (Interconnection Security Agreements) establish and document a secure connection between the data center (ITC) and customer premise. The ITC support group provides initial templates
Authenticated Access	Provides two-factor authentication using tokens and a RSA server
Access Restrictions	Controlled access to system/environment following least access approach
Public Key Exchange	Provides an exchange to maintain copies of public encryption keys for links between sites

Service Options

- May require establishment of VPNs between sites for transport
- Acquisition of additional hardware as necessary

Target Customers

- NOAA and non-NOAA customers (e.g., USDA/NFC (National Finance Center), JPMorgan-Chase, etc.)

Contact Name	Contact Information
Joseph Smith III (Primary)	Tel: 301-763-6300 x141 Email: Joseph.C.Smith.III@noaa.gov Office: 1221-D Caraway Court Largo, MD 20774
Reza Latifzadeh (Secondary)	Tel: 301-713-3370 x200 Email: Reza.Latifzadeh@noaa.gov Office: 1315 East-West Highway (SSMC3) Silver Spring, MD 20910

Pricing Methodology/Formula

- Determined on a case-by-case basis



Configuration and Turn-up Costs

- Acquisition of hardware
- Installation cost for unique communications
- Expert support required for implementation (increased labor/hours)

Demand Elements

- Number of servers
- Bandwidth utilization

Service Targets (including SLAs)

Service Measurement	Metric
Availability	98% availability, except scheduled outages

Service Sourcing

Location	Sourcing
All NOAA Locations	Federal Employees and Contractors (contract workers are under the ITC Support contract as part of the support team, not working directly for customer)

5.3. Security Operations

Service Description

The Security Operations Service, through the Financial and Administrative Computing Division (FACD), provides physical security attributes and facility infrastructure capabilities, as well as software/firewall security. Systems hosted at the ITC are protected by limited system access through comprehensive firewall rules. Applications are hosted on separate networks to further protect systems.

Service Features

Feature	Description
Site Security	Physical security of the data center / server hardware
CCTV and Site Surveillance	Closed circuit TV monitoring with archived video image recording and human surveillance of facility (24 x 7 x 365 days per year)
Firewall	Layered firewall security
System Security	Configuration of systems/servers to provide least access per the owner's requirements
Patch and Test	Patching and testing; patches are not applied to any system until the patches have been tested in/on a pre-production environment
Vulnerability Scanning	Vulnerability scanning using tools such as NESSUS and Patchlink
Secure Network Access	VPN, Firewalls, and two-factor authentication
Two-Factor Authentication	RSA Secure ID access to meet two-factor authentication requirements for applications that contain Personal and Identifiable Information (PII) data
F5 Big IP / F5 Firepass / RSA Secure ID Server Administration	Load balancing, SSL support, SSL VPNs, and two-factor authentication

Service Options

- Certification and Accreditation (C&A) package development and submission (costs approximately \$300,000 to complete a C&A package)
- There are three different C&A options (increasing price with increasing security)



Target Customers

- All of Department of Commerce (DoC) and NOAA

Service Point of Contact

Contact Name	Contact Information
Joseph Smith III (Primary)	Tel: 301-763-6300 x141 Email: Joseph.C.Smith.III@noaa.gov Office: 1221-D Caraway Court Largo, MD 20774-5381
John Villemarette (Secondary)	Tel: 301-713-3373 x103 Email: John.E.Villemarette@noaa.gov Office: 1315 East West Highway Silver Spring, MD 20910

Pricing Methodology/Formula

- Determined on a case-by-case basis

Configuration and Turn-up Costs

- C&A package development and submission
- Incremental costs associated with updating the NOAA ITC Core C&A package for each additional application

Demand Elements

- Number of servers
- Amount of network equipment (firewalls, routers, etc. (configurable network elements))
- Amount of storage

Service Targets (including SLAs)

Service Measurement	Metric
Availability	98% availability, except scheduled outages

Service Sourcing

Location	Sourcing
All NOAA Locations	Federal Employees and Contractors (contract workers are under the ITC Support contract as part of the support team, not working directly for customer)

5.4. Data Center Operations

Service Description

The Data Center Operations Service, through the Financial and Administrative Computing Division (FACD), provides services to operate the data center and its servers.

Service Features

Feature	Description
Monitoring	Automated system monitoring
Badge Access and Control System Monitoring	Limited area badge access and control system monitored by NOAA security office
Background Checks	Background checks performed on all personnel with badge access to equipment and data
Automated Site Fire Detection and Notification	Automated smoke detection and fire suppression system that notify local fire departments



Feature	Description
Environmental Conditioning of Data Center	Environmental conditioning of raised floor data center space with redundant Computer Room Air Conditioning systems
Power Conditioning of Data Center	Power conditioning including uninterruptible power systems, emergency generator with automated transfer switches that provide contiguous power during utility outages
Procurement of Supplies and Equipment	Coordinating the purchase of and/or reviewing requests for supplies and equipment
Capacity Planning Support	Provide capacity planning support to proactively plan and manage IT needs to effectively balance systems needs, services, and resource costs within the environment

Service Options

- Price increase for additional service above base offering

Target Customers

- All of Department of Commerce (DoC) and NOAA

Service Point of Contact

Contact Name	Contact Information
Joseph Smith III (Primary)	Tel: 301-763-6300 x141 Email: Joseph.C.Smith.III@noaa.gov Office: 1221-D Caraway Court Largo, MD 20774
John Villemarette (Secondary)	Tel: 301-713-3373 x103 Email: John.E.Villemarette@noaa.gov Office: 1315 East West Highway Silver Spring, MD 20910

Pricing Methodology/Formula

- Determined on a case-by-case basis

Configuration and Turn-up Costs

- Determined on a case-by-case basis

Demand Elements

- Number of servers
- Amount of network equipment (firewalls, routers, and other configurable network elements)
- Amount of storage

Service Targets (including SLAs)

Service Measurement	Metric
Availability	98% availability, except scheduled outages

Service Sourcing

Location	Sourcing
All NOAA Locations	Federal Employees and Contractors (contract workers are under the ITC Support contract, not working directly for customer but instead as part of the support team)



5.5. System Administration

Service Description

The System Administration Service provides administration support for servicing the various systems needed to host application development and production environments at the ITC. Services include typical system administration support duties.

Service Features

Feature	Description
System DBAs	Provides database administration for supported platforms
System Administration	System administration tasks for UNIX operating systems that include Sun Solaris, HP Tru64 and Linux; Microsoft Windows operating systems; and Citrix operating systems
Storage Administration	Archive, RAID, and Storage Area Network (SAN) systems
Data Restoration	Restore system and application configurations from backup media application as requested or as required to correct system related failure
Hardware Installation and Maintenance	Installation, configuration, and maintenance of hardware components and firmware
System Monitoring and Optimization	Provides automated monitoring of customer application environment for automated event notification, availability, and status. This includes the adjustment of system parameters to optimize resources
Automated System Availability Notifications	Utilizes automated system availability and anomaly monitoring tools/mechanisms for round the clock alert notification to speed up response and recovery capabilities
Operating System Installation, Configuration, and Maintenance	Installation, configuration, and maintenance of operating system software; coordinate testing of upgrades and patches with application support teams to ensure compatibility with applications
Application and 3 rd Party Software Compatibility Check and Configuration	Install and/or assist with applications and third party software to ensure compatibility and correct configuration with the environment
Issue Response and Resolutions	Communication of issues, failures, or abnormalities to the application project support team and coordination of corrective actions
User Account Management	User management for ITS-hosted applications. Includes the creation, modification, disabling, and deletion of user accounts for customer platforms or applications. Types of users include: server, application, and remote

Target Customers

- All of DoC and NOAA

Service Point of Contact

Contact Name	Contact Information
Joseph Smith III (Primary)	Tel: 301-763-6300 x141 Email: Joseph.C.Smith.III@noaa.gov Office: 1221-D Caraway Court Largo, MD 20774
John Villemarette (Secondary)	Tel: 301-713-3373 x103 Email: John.E.Villemarette@noaa.gov Office: 1315 East West Highway Silver Spring, MD 20910



Pricing Methodology/Formula

- Determined on a case-by-case basis

Demand Elements

- Number of servers
- Number of users
- Amount of network equipment (firewalls, routers, and any configurable network elements)
- Cost of maintenance/software licensing contracts

Service Targets (including SLAs)

Service Measurement	Metric
Availability	98% availability, except scheduled outages

Service Sourcing

Location	Sourcing
All NOAA Locations	Federal Employees and Contractors (contract workers are under the ITC Support contract as part of the support team, not working directly for customer)

5.6. Backup

Service Description

The Backup Service provides storage of backup media for other IT operations.

Service Features

Feature	Description
Backup	Routine backup of systems and applications based on schedules; should not impact application availability
Off-site Storage	Secure offsite storage of backup media. Transportation and storage of backup data on media at a remote location

Service Options

- Replication of information to the ITC for backup to other media

Target Customers

- All of DoC and NOAA

Service Point of Contact

Contact Name	Contact Information
Joseph Smith III (Primary)	Tel: 301-763-6300 x141 Email: Joseph.C.Smith.III@noaa.gov Office: 1221-D Caraway Court Largo, MD 20774
John Villemarette (Secondary)	Tel: 301-713-3373 x103 Email: John.E.Villemarette@noaa.gov Office: 1315 East West Highway Silver Spring, MD 20910

Pricing Methodology/Formula

- Determined on a case-by-case basis



Option Pricing

- Negotiable

Configuration and Turn-up Costs

- Acquisition of cabinets for secure storage of media
- Build-out costs as required

Demand Elements

- Number of servers
- Amount of network equipment (firewalls, routers, and other configurable network elements)
- Access security requirements

Service Targets (including SLAs)

Service Measurement	Metric
Availability	100% availability of media 24x7x365

Service Sourcing

Location	Sourcing
All NOAA Locations	Federal Employees and Contractors (contract workers are under the ITC Support contract as part of the support team, not working directly for customer)

5.7. Disaster Recovery

Service Description

The Disaster Recovery Service assists NOAA customers by providing contingency storage and create disaster recovery plans.

Service Features

Feature	Description
Storage	Off-site/remote storage
Disaster Recovery	Creation and authoring of disaster recovery plans

Service Options

- Hosting of Disaster Recovery systems
- Hosting of Disaster Recovery storage
- Backup to ITC-based storage and/or removable media

Target Customers

- All of DoC and NOAA

Service Point of Contact

Contact Name	Contact Information
Joseph Smith III (Primary)	Tel: 301-763-6300 x141 Email: Joseph.C.Smith.III@noaa.gov Office: 1221-D Caraway Court Largo, MD 20774
John Villemarette (Secondary)	Tel: 301-713-3373 x103 Email: John.E.Villemarette@noaa.gov Office: 1315 East West Highway Silver Spring, MD 20910



Pricing Methodology/Formula

- Determined on a case-by-case basis

Option Pricing

- Negotiable

Configuration and Turn-up Costs

- Acquisition of servers, storage, and media

Demand Elements

- Number of servers
- Amount of network equipment (firewalls, routers, and other configurable network elements)

Service Targets (including SLAs)

Service Measurement	Metric
Availability	98% availability, except scheduled outages

Service Sourcing

Location	Sourcing
All NOAA Locations	Federal Employees and Contractors (contract workers are under the ITC Support contract as part of the support team, not working directly for customer)



6. Security Services

6.1. N-CIRT

Service Description

The N-CIRT Service provides a centralized service to respond to IT security-related incidents.

Service Features

Feature	Description
IT Security Incident Response	Provides a centralized service to respond to IT security-related incidents

Target Customers

- All of NOAA

Service Point of Contact

Contact Name	Contact Information
Larry Reed (Primary)	Tel: 301-713-0042 x218 Email: Lawrence.Reed@noaa.gov Office: 1315 East-West Highway (SSMC3) Silver Spring, MD 20910
Diane Davidowicz (Secondary)	Tel: 301-713-3535 x220 Email: Diane.Davidowicz@noaa.gov Office: 1315 East-West Highway (SSMC3) Silver Spring, MD 20910

Pricing Methodology/Formula

- Funded by Security budget

Demand Elements

- Volume of incidents
- IT management, security controls, etc.
- External reporting requirements (US-CERT [DHS], Law Enforcement, etc.)
- FISMA
- DoC and NOAA IT policies

Service Targets (including SLAs)

Service Measurement	Metric
Response (NOAA)	Immediate response
Response (External entities)	Varies (Refer to US-CERT Concept of Operations)

Service Sourcing

Location	Sourcing
All NOAA Locations	Federal Employees and Contractors



6.2. Certification and Accreditation (C&A)

Service Description

The Certification and Accreditation service provides certification agent and quality assurance services.

Service Features

Feature	Description
Certification Agent Service	Provides certification agent services including testing, documentation, and reporting
Quality Assurance Service	Provides document reviews, quality assurance checklists, templates and processes, etc.
Management of Common Controls	Management of the NOAA common control documentation and processes; including annual updates and testing
Continuous Monitoring	Performance of annual controls assessment and execution of Plans of Actions and Milestones (POAMs)

Target Customers

- All of NOAA

Service Point of Contact

Contact Name	Contact Information
Larry Reed (Primary)	Tel: 301-713-0042 x218 Email: Lawrence.Reed@noaa.gov Office: 1315 East-West Highway (SSMC3) Silver Spring, MD 20910
Renee Waters (Secondary)	Tel: 301-713-0042 x121 Email: Renee.Waters@noaa.gov Office: 1315 East-West Highway (SSMC3) Silver Spring, MD 20910

Pricing Methodology/Formula

- Price estimated up front using time and materials method
- Customer is charged for additional resources on an as needed basis
- Standard staff levels are included in the initial estimate

Demand Elements

- Number systems implemented
- Changes within current systems
- Impact Level of system
- FISMA
- DoC and NOAA IT policies

Service Targets (including SLAs)

Service Measurement	Metric
Deliverables for Certification Agent and Quality Assurance	Negotiated per system

Service Sourcing

Location	Sourcing
All NOAA Locations	Federal Employees and Contractors



6.3. IT Security Training

Service Description

The IT Security Training Service provides related training to comply with IT security policies.

Service Features

Feature	Description
Annual Awareness Training	Completion of end-user training requirement to comply with FISMA requirements
Role-based Training	Role-specific IT security training (for system administrators, coders, etc.)

Service Options

- On-site training
- Third-party training

Target Customers

- All of NOAA

Service Point of Contact

Contact Name	Contact Information
Larry Reed (Primary)	Tel: 301-713-0042 x218 Email: Lawrence.Reed@noaa.gov Office: 1315 East-West Highway (SSMC3) Silver Spring, MD 20910
Robert Brunner (Secondary)	Tel: 301-713-3333 x207 Email: Robert.Brunner@noaa.gov Office: 1315 East-West Highway (SSMC3) Silver Spring, MD 20910

Pricing Methodology/Formula

- Price estimated up front using time and materials method, per user and role
- Customer is charged for additional resources on an as needed basis
- Standard staff levels are included in the initial estimate

Option Pricing

- Not applicable for this catalog release

Demand Elements

- Number of users
- Amount of required training
- FISMA
- DoC and NOAA IT policies

Service Targets (including SLAs)

Service Measurement	Metric
Training Delivered	As needed basis

Service Sourcing

Location	Sourcing
All NOAA Locations	Federal Employees and Third-party Vendor



6.4. Enterprise IDS/System Security Management

Service Description

The Enterprise IDS/System Security Management Service provides intrusion detection for the enterprise and manages relating devices.

Service Features

Feature	Description
IDS Management	Intrusion detection system device management

Target Customers

- All of NOAA

Service Point of Contact

Contact Name	Contact Information
Larry Reed (Primary)	Tel: 301-713-0042 x218 Email: Lawrence.Reed@noaa.gov Office: 1315 East-West Highway (SSMC3) Silver Spring, MD 20910
Diane Davidowicz (Secondary)	Tel: 301-713-3535 x220 Email: Diane.Davidowicz@noaa.gov Office: 1315 East-West Highway (SSMC3) Silver Spring, MD 20910

Pricing Methodology/Formula

- Funded by Security budget

Configuration and Turn-up Costs

- Hardware and software for each site

Demand Elements

- Size and number of internet connections
- FISMA
- DoC and NOAA IT Policies

Service Targets (including SLAs)

Service Measurement	Metric
Implementation Time (initial setup)	Negotiated

Service Sourcing

Location	Sourcing
All NOAA Locations	Federal Employees and Contractors

6.5. Security Product Licensing

Service Description

The Security Product Licensing Service provides enterprise licensing management for security software.

Service Features

Feature	Description
License Procurement	Requirements analysis and procurement of enterprise security software licenses such as McAfee anti-virus, Lumension Vulnerability Scanner, etc.



Target Customers

- All of NOAA

Service Point of Contact

Contact Name	Contact Information
Larry Reed (Primary)	Tel: 301-713-0042 x218 Email: Lawrence.Reed@noaa.gov Office: 1315 East-West Highway (SSMC3) Silver Spring, MD 20910
Vacant (Secondary)	Vacant

Pricing Methodology/Formula

- Per license, directly charged to line or staff office

Demand Elements

- Number of licenses
- Security controls
- FISMA
- DoC and NOAA IT Policies

Service Targets (including SLAs)

Service Measurement	Metric
Delivery of License	Uninterrupted licensing agreements

Service Sourcing

Location	Sourcing
All NOAA Locations	Federal Employees and Contractors

6.6. IT Security Policies and Guidance

Service Description

The IT Security Policies and Guidance Service provides advisory services relating to NOAA-specific IT security policies and architecture.

Service Features

Feature	Description
Policy Advisory	Write bi-annual security policies. Enhance policies to fit organizational requirements
Security Architecture	Provide guidance on implementing security to new technology. Write and maintain the security architecture

Target Customers

- All of NOAA

Service Point of Contact

Contact Name	Contact Information
Larry Reed (Primary)	Tel: 301-713-0042 x218 Email: Lawrence.Reed@noaa.gov Office: 1315 East-West Highway (SSMC3) Silver Spring, MD 20910
Vacant (Secondary)	Vacant



Pricing Methodology/Formula

- Not applicable for this catalog release

Demand Elements

- Bi-annual, ad-hoc demand by line and staff offices
- FISMA
- DoC and NOAA IT policies

Service Targets (including SLAs)

Service Measurement	Metric
Deliverables	Negotiable

Service Sourcing

Location	Sourcing
All NOAA Locations	Federal Employees and Contractors



7. Application Services

7.1. Project/Program Management and COR Services

Service Description

Project/Program Management and COR Services provide personnel to manage application implementation projects and to serve as CORs (Contracting Officer Representatives) as needed.

Service Features

Feature	Description
Project Management	Provides project management and oversight throughout the full lifecycle of an application/system to provide end to end operational application systems
Contracting Officer Representative (COR)	Provides qualified specialists as project/program CORs

Target Customers

- NOAA Corporate, Staff, and Administrative Support Offices
- Available for LO and DoC entities

Service Point of Contact

Contact Name	Contact Information
Larry Sparks (Primary)	Tel: 301-444-2706 Email: Larry.S.Sparks@noaa.gov Office: 20020 Century Boulevard Germantown, MD 20874
Marc Tolson (Secondary)	Tel: 301-763-6300 x127 Email: Marc.A.Tolson@noaa.gov Office: 1221-D Caraway Court Largo, MD 20774
Chris Suzich (Secondary)	Tel: 301-444-2718 Email: Chris.P.Suzich@noaa.gov Office: 20020 Century Boulevard Germantown, MD 20874

Pricing Methodology/Formula

- Price estimated up front using time and materials method; payment is received before service is delivered
- Standard staff levels are included in the initial estimate

Demand Elements

- Number of projects, project size, and project complexity

Service Targets (including SLAs)

Service Measurement	Metric
Delivery	80% of agreed on-time delivery within 10% of allotted workdays (Project Plan)

Service Sourcing

Location	Sourcing
All NOAA Locations	Federal Employees and Contractors



7.2. Application Business Analysis

Service Description

Provides functional analysis and support throughout the application lifecycle, including requirements development; application selection; business analysis; and development of user manuals, reference guides, and training materials.

Service Features

Feature	Description
Requirements Development	Collection and development of business requirements to be met by the application
Application Documentation	Provides functional documentation for related systems and/or processes for the application under development
End-user Documentation	Development of end-user guides for the developed application
Training	Provides end-user training for the developed application
Testing	Development of business test cases for technical testing

Target Customers

- NOAA Corporate, Staff, and Administrative Support Offices
- Available for Line Offices and DoC entities

Service Point of Contact

Contact Name	Contact Information
Larry Sparks (Primary)	Tel: 301-444-2706 Email: Larry.S.Sparks@noaa.gov Office: 20020 Century Boulevard Germantown, MD 20874
Chris Suzich (Secondary)	Tel: 301-444-2718 Email: Chris.P.Suzich@noaa.gov Office: 20020 Century Boulevard Germantown, MD 20874

Pricing Methodology/Formula

- Price estimated up front using time and materials method; payment is received before service is delivered
- Customer is charged for additional resources on an as needed basis
- Standard staff levels are included in the initial estimate

Option Pricing

- Price of options are estimated up front using time and materials method; payment is received before service is delivered
- Increased staffing levels are included in the options price estimate

Demand Elements

- Services requested
- Level of service: detail of documentation required, number of users trained, etc.
- Complexity of system function

Service Targets (including SLAs)

Service Measurement	Metric
Delivery	80% of agreed on-time delivery within 10% of allotted workdays (Project Plan)



Service Sourcing

Location	Sourcing
Support for all NOAA Locations Staffing located in Landover, MD and Germantown, MD	Federal Employees and Contractors

7.3. Software Package/Application Selection

Service Description

The Software Package/Application Selection service provides services to analyze and advise various applications available for best fit to business requirements. This service also advises on build-and-buy options.

Service Features

Feature	Description
Technical Requirements	Technical requirement analysis
Product Evaluation	Compare products based on requirements and technical environments; perform gap analysis

Target Customers

- NOAA Corporate, Staff, and Administrative Support Offices
- Available for Line Offices and Department of Commerce (DoC) entities

Service Point of Contact

Contact Name	Contact Information
Larry Sparks (Primary)	Tel: 301-444-2706 Email: Larry.S.Sparks@noaa.gov Office: 20020 Century Boulevard Germantown, MD 20874
Chris Suzich (Secondary)	Tel: 301-444-2718 Email: Chris.P.Suzich@noaa.gov Office: 20020 Century Boulevard Germantown, MD 20874

Pricing Methodology/Formula

- Price estimated up front using time and materials method; payment is received before service is delivered
- Standard staff levels are included in the initial estimate

Option Pricing

- Price estimated up front using time and materials method; payment is received before service is delivered
- Increased staffing levels are included in the options price estimate

Configuration and Turn-up Costs

- Not applicable; included in pricing estimate

Demand Elements

- Complexity of requirements
- Complexity of technical options
- Number of software packages/applications analyzed



Service Targets (including SLAs)

Service Measurement	Metric
Delivery	80% of agreed on-time delivery within 10% of allotted workdays (Project Plan)

Service Sourcing

Location	Sourcing
All NOAA Locations	Federal Employees and Contractors

7.4. Application Configuration, Development, and Support

Service Description

The Application Configuration, Development, and Support Service supports the full development lifecycle for system applications. These applications can either be commercial off-the-shelf (COTS) or custom developed in-house. This is a technical service performed both prior to implementation and throughout the software lifecycle. Specific functions include technical development, design, testing, and support.

Service Features

Feature	Description
Application Consultation	Provides consulting services for defining and developing technology concepts, strategies, and requirements
Application Configuration and Development	Technical requirements, planning, design, development, and testing performed prior to implementation and throughout the software lifecycle. Includes establishment of a service level agreement (SLA) that specifies the services to be provided, service levels, and costs
Application Implementation	Implementation of the application at NOAA’s data center
Software Development Lifecycle Documentation Support	Software development lifecycle (SDLC) technical documentation support
Application Maintenance and Support	Provides application maintenance and support
Web-based Application Development	Provides web-based application development in J2EE, Oracle Web, and .Net framework operating on software such as WebLogic, Oracle Application Server, Microsoft IIS .Net, etc. Legacy client server applications are also supported
Custom Report Development	Development of reporting mechanisms for applications that are currently supported (e.g. Crystal Reports, etc.)

Service Options

- After-hours service/maintenance and problem resolution, other than standard offering (currently does not have the staff to offer this)
- Problem resolution with application development and support (e.g., next business day; within 24 hours; within 4 hours)

Target Customers

- NOAA Corporate, Staff, and Administrative Support Offices
- Available for Line Offices and DoC entities



Service Point of Contact

Contact Name	Contact Information
Larry Sparks (Primary)	Tel: 301-444-2706 Email: Larry.S.Sparks@noaa.gov Office: 20020 Century Boulevard Germantown, MD 20874
Chris Suzich (Secondary)	Tel: 301-444-2718 Email: Chris.P.Suzich@noaa.gov Office: 20020 Century Boulevard Germantown, MD 20874
Marc Tolson (Secondary)	Tel: 301-763-6300 x127 Email: Marc.A.Tolson@noaa.gov Office: 1221-D Caraway Court Largo, MD 20774

Pricing Methodology/Formula

- Price estimated up front using time and materials method; payment is received before service is delivered
- Standard staff levels are included in the initial estimate

Option Pricing

- Price estimated up front using time and materials method; payment is received before service is delivered
- Increased staffing levels are included in the options price estimate

Demand Elements

- Complexity of the software to be developed and/or supported
- Strength of requirements provided by business analysis
- Number of users supported

Service Targets (including SLAs)

Service Measurement	Metric
Delivery (Development)	80% of agreed on-time delivery within 10% of allotted workdays
Availability	95% during core business hours
Issue Response (Support)	Acknowledgement notification within 4 hours during business hours, or within agreed upon service target By next business day during after hours (best effort is 6 hours), or within agreed upon service target

Service Sourcing

Location	Sourcing
Support for all NOAA Locations Staff located in Germantown, MD	Federal Employees and Contractors



7.5. Application Server Software Implementation and Management

Service Description

The Application Server Software Implementation and Management Service provides customers assistance with specifications and maintenance of middle-tier system software. Application server software is implemented to seamlessly connect the user to the application and to communicate with the database.

Service Features

Feature	Description
Application Server Software Administration	Application server administrator support services for WebLogic, Oracle Application Server, and Microsoft IIS .Net
Application Server Software Lifecycle	Implementation, design, monitoring, maintenance of the application layer support software and connectivity to the database in n-tier application environments
Patch Support	Patching after business hours on Fridays or other agreed upon times

Service Options

- Does not have the staff to provide options (Current State)
- Service, maintenance, and problem resolution beyond standard offering (Future State)
- Problem resolution time (e.g., acknowledgement within 4 hours after standard work hours, or agree service target)

Target Customers

- NOAA Corporate, Staff, and Administrative Support Offices
- Available for Line Offices and DoC entities

Service Point of Contact

Contact Name	Contact Information
Larry Sparks (Primary)	Tel: 301-444-2706 Email: Larry.S.Sparks@noaa.gov Office: 20020 Century Boulevard Germantown, MD 20874
Marc Tolson (Secondary)	Tel: 301-763-6300 x127 Email: Marc.A.Tolson@noaa.gov Office: 1221-D Caraway Court Largo, MD 20774

Pricing Methodology/Formula

- Price estimated up front using time and materials method; payment is received before service is delivered
- Standard staff levels are included in the initial estimate
- Charged for additional resources, if necessary

Option Pricing

- Price estimated up front using time and materials method; payment is received before service is delivered
- Increased staffing levels are included in the options price estimate

Demand Elements

- Number of installations and the particular type of software. Some application software requires a greater level of effort (LOE) compared to others (e.g., Internet Information Service, WebLogic, Oracle Internet Application Services, etc.)



- Dependent upon existing expertise and ability of existing staff to fulfill the customer’s service needs

Service Targets (including SLAs)

Service Measurement	Metric
Availability	95% during core business hours; 8:00 AM – 4:30 PM Eastern Time
Issue Response (Support)	Acknowledgement notification within 4 hours during business hours, or within agreed upon service target; by next business day during after hours (best effort is 6 hours), or within agreed upon service target

Service Sourcing

Location	Sourcing
Support for all NOAA Locations Staff located in Landover, MD and Germantown, MD	Federal Employees and Contractors

7.6. Database Administration and Management

Service Description

This service includes support for relational database management systems, performance monitoring and optimization, data modeling, data model integration, and management of software for data retrieval and analysis. Most NOAA databases are implemented using Oracle Relational Database Management System on HP Alpha Tru64 and Sun Solaris Unix platforms and Microsoft SQL Server on Intel based platforms. This service is available during development, test, and production phases of implementation.

Service Features

Feature	Description
Database Implementation	Database implementation
Lifetime Database Support	Database planning, design, development, testing, implementation, maintenance, and support services
Backup and Recovery	Backup and recovery services using industry standard methodologies
Database Monitoring and Administration Support	Proactive monitoring of databases for optimum performance and within capacity constraints utilizing specialized management packages custom designed by DBA staff and third party management packages from Quest Software and Oracle Corporation. [Oracle Grid Control, Fog Light, etc.]
RDBMS Support	Monitoring and administering RDBMS security configurations
Data Modeling and Optimization	Data modeling and database optimization
SQL Support	Interacting with and providing technical assistance to developers using SQL script
Performance and Tuning	Performance analysis and tuning at the database and operating system layer
Capacity Management	Management and monitoring of disk space and database capacity planning
Patching	Patching after business hours on Fridays or other agreed upon times
Issue Acknowledgement SLAs	Acknowledgement of issues after core hours: best effort is 6 hours after initial notification. Otherwise, acknowledgement by next business day



Service Options

- After-hours service/maintenance and problem resolution, other than standard offering (currently do not have the staff to offer this option)
- Problem resolution time (e.g., by next business day; within 24 hours; within 4 hours)

Target Customers

- NOAA Corporate, Staff, and Administrative Support Offices
- Available for Line Offices and DoC entities

Service Point of Contact

Contact Name	Contact Information
Larry Sparks (Primary)	Tel: 301-444-2706 Email: Larry.S.Sparks@noaa.gov Office: 20020 Century Boulevard Germantown, MD 20874
Marc Tolson (Secondary)	Tel: 301-763-6300 x127 Email: Marc.A.Tolson@noaa.gov Office: 1221-D Caraway Court Largo, MD 20774

Pricing Methodology/Formula

- Price estimated up front using time and materials method; payment is received before service is delivered
- Customer is charged for additional resources on an as needed basis
- Standard staff levels are included in the initial estimate

Option Pricing

- Price of options is estimated up front using time and materials method; payment is received before service is delivered
- Increased staffing levels are included in the options price estimate

Demand Elements

- Number of databases, tables, and size of data stores
- Dependent on existing expertise and ability of existing staff to fulfill the customer’s service needs

Service Targets (including SLAs)

Service Measurement	Metric
Availability	95% during core business hours; 8:00 AM – 4:30 PM Eastern Time
Issue Response (Support)	Acknowledgement notification within 4 hours during business hours, or within agreed upon service target; by next business day during after hours (best effort is 6 hours), or within agreed upon service target



Service Sourcing

Location	Sourcing
Support for all NOAA Locations Staffing located in Landover, MD and Germantown, MD	Federal Employees and Contractors

7.7. Application Administration

Service Description

This service provides support for the administration of applications for various production applications used within the corporate and administrative functions of NOAA.

Service Features

Feature	Description
Configuration and Management	Provides setup and application configuration and management upon system implementation including user profile management
Training	Provides user training for developed and implemented applications through the Applications service category
Help Desk Support	Provides support for developed and implemented applications through the Applications service category
Documentation	Development of user documentation

Service Options

- After-hours service/maintenance problems, other than standard offering (currently do not have the staff to offer this option)
- Problem resolution with production control services (e.g., next business day; within 24 hours; within 4 hours)

Target Customers

- All of NOAA

Service Point of Contact

Contact Name	Contact Information
Larry Sparks (Primary)	Tel: 301-444-2706 Email: Larry.S.Sparks@noaa.gov Office: 20020 Century Boulevard Germantown, MD 20874
Chris Suzich (Secondary)	Tel: 301-444-2718 Email: Chris.P.Suzich@noaa.gov Office: 20020 Century Boulevard Germantown, MD 20874

Pricing Methodology/Formula

- Price estimated up front using time and materials method; payment is received before service is delivered
- Standard staff levels are included in the initial estimate

Option Pricing

- Price estimated up front using time and materials method; payment is received before service is delivered
- Increased staffing levels are included in the options price estimate

Demand Elements



- Number of users per application
- Complexity of the application/system

Service Targets (including SLAs)

Service Measurement	Metric
Response	90% of requests completed on-time within 10% of agreed time

Service Sourcing

Location	Sourcing
Support for all NOAA Locations Staff located in Germantown, MD	Federal Employees and Contractors

7.8. Production Control

Service Description

The Production Control Service provides support to user and application processes such as reporting requirements from current systems that require manual intervention/special attention.

Service Features

Feature	Description
Report Generation	Performs manual operations required to support data loads, running reports, crystal reports, and data request fulfillment
NOAA Staff Directory Production Support	Provides management, administration, and user support

Target Customers

- All of NOAA

Service Point of Contact

Contact Name	Contact Information
Larry Sparks (Primary)	Tel: 301-444-2706 Email: Larry.S.Sparks@noaa.gov Office: 20020 Century Boulevard Germantown, MD 20874
Chris Suzich (Secondary)	Tel: 301-444-2718 Email: Chris.P.Suzich@noaa.gov Office: 20020 Century Boulevard Germantown, MD 20874

Pricing Methodology/Formula

- Price estimated up front using time and materials method; payment is received before service is delivered
- Standard staff levels are included in the initial estimate

Option Pricing

- Price estimated up front using time and materials method; payment is received before service is delivered
- Increased staffing levels are included in the options price estimate

Demand Elements

- Number of user requests/requirements and by number of intervals (weekly, monthly, quarterly, etc.) and ad-hoc



- Staff directory: Number of staff directory users

Service Targets (including SLAs)

Service Measurement	Metric
Delivery (Scheduled Processes)	95% of scheduled deliverables on-time
Delivery (Ad-hoc requests)	80% of agreed on-time delivery within 10% of allotted work hours/days
Response	90% of requests completed within 8 hours

Service Sourcing

Location	Sourcing
Support for all NOAA Locations Staff located in Germantown, MD	Federal Employees and Contractors

7.9. Web Server Hosting and Support

Service Description

The Web Server Hosting and Support Service provides hosting and website support to the Corporate Offices of NOAA to ensure standardization of the interface and the system's sustainability. This service is provided to establish an efficient web environment for the operation of web sites and their pages.

Service Features

Feature	Description
Web Server Monitoring	Provides web server monitoring using tools to provide web server statistics
Webmaster Consultation	Provides expertise and support to webmasters in NOAA's corporate and staff offices. Website hosting to provide maximum availability

Service Options

- Do not have the staff to provide options (Current State)
- Service, maintenance, and problem resolution beyond standard offering (Future State)
- Problem resolution time (e.g., within 4 hours after standard work hours or agree-upon window)

Target Customers

- NOAA Corporate, Staff, and Administrative Support Offices

Service Point of Contact

Contact Name	Contact Information
Larry Sparks (Primary)	Tel: 301-444-2706 Email: Larry.S.Sparks@noaa.gov Office: 20020 Century Boulevard Germantown, MD 20874
Marc Tolson (Secondary)	Tel: 301-763-6300 x127 Email: Marc.A.Tolson@noaa.gov Office: 1221-D Caraway Court Largo, MD 20774

Pricing Methodology/Formula

- Price estimated up front using time and materials method; payment is received before service is delivered
- Standard staff levels are included in the initial estimate
- Charged for additional resources, if necessary



Option Pricing

- Price estimated up front using time and materials method; payment is received before service is delivered
- Increased staffing levels are included in the options price estimate

Demand Elements

- Number of webmasters supported
- Number of websites hosted

Service Targets (including SLAs)

Service Measurement	Metric
Availability	95% during core business hours
User Support	80% of agreed on-time delivery within 10% of allotted work hours/days
Issue Response (Support)	Acknowledgement notification within 4 hours during business hours, or within agreed upon service target; by next business day during after hours (best effort is 6 hours), or within agreed upon service target

Service Sourcing

Location	Sourcing
Support for all NOAA Locations Staffing located in Landover, MD	Federal Employees and Contractors



8. Consulting and Professional Services

8.1. IT Security Consulting

Service Description

IT Security Consulting Services provide analyses and recommendations regarding IT security issues with respect to infrastructure design, development, planning, new technology deployment, IT engineering work, etc.

Service Features

Feature	Description
Security Analysis	Provided variety of security analyses for any IT implementation

Target Customers

- All of NOAA

Service Point of Contact

Contact Name	Contact Information
Larry Reed (Primary)	Tel: 301-713-0042 x218 Email: Lawrence.Reed@noaa.gov Office: 1315 East-West Highway (SSMC3) Silver Spring, MD 20910
Diane Davidowicz (Secondary)	Tel: 301-713-3535 x220 Email: Diane.Davidowicz@noaa.gov Office: 1315 East-West Highway (SSMC3) Silver Spring, MD 20910

Pricing Methodology/Formula

- Price estimated up front using time and materials method
- Customer is charged for additional resources on an as needed basis
- Standard staff levels are included in the initial estimate

Configuration and Turn-up Costs

- Skilled expertise, depending on complexity and available qualified resources
- Additional tools required

Demand Elements

- Number of new systems implemented
- Mission requirements
- FISMA
- DoC and NOAA IT policies

Service Targets (including SLAs)

Service Measurement	Metric
Scope of Service	Negotiated

Service Sourcing

Location	Sourcing
All NOAA Locations	Federal Employees and Contractors



8.2. IT Solutions Consulting

Service Description

IT Solutions Consulting Services provide consultation regarding IT infrastructure design, development, and planning.

Service Features

Feature	Description
IT Solutions Consulting	Provides consultation regarding IT infrastructure design, development, and planning; design recommendations and load-balancing; and security optimization planning
Network Design and Architecture	Advises offices and site who plan to implement network architecture and how to integrate with the current Agency layout

Target Customers

- All of DoC and NOAA

Service Point of Contact

Contact Name	Contact Information
Joseph Smith III (Primary)	Tel: 301-763-6300 x141 Email: Joseph.C.Smith.III@noaa.gov Office: 1221-D Caraway Court Largo, MD 20774-5381
John Villemarette (Secondary)	Tel: 301-713-3373 x103 Email: John.E.Villemarette@noaa.gov Office: 1315 East West Highway Silver Spring, MD 20910

Pricing Methodology/Formula

- Determined on a case-by-case basis

Demand Elements

- Scope of project (local, metro, enterprise)
- Project duration

Service Targets (including SLAs)

Service Measurement	Metric
Availability	Availability negotiated on a case-by-case basis

Service Sourcing

Location	Sourcing
All NOAA Locations	Federal Employees and Contractors (contract workers are under the ITC Support contract, not working directly for customer but instead as part of the support team)