

## 2.10 Title: An IM/IT Unique Requirement Supported

### IDENTIFY ALL UNIQUE PROJECTS (IF ANY) FOR ALL DISCIPLINES - LRC

<b>2.10 Automation Services and Systems Support Unique Projects Supported</b>	2.10.1 Application Support and Services	Projectwise Support and implementation
	2.10.2 Web Support and Services	Web Video Cameras for Project sites
		Regulatory Information Exchange
	2.10.3 Database Support and Services	Create/support local databases to track cong. Correspondence Create/Support local databases to track CADD charges with CEFMS
		Create/Support local databases to track IM helpdesk Calls Create/Support local databases to track contract violations for Counsel
		Create/Support local databases to track contract/solicitation actions/amendments Support Time Sheet database to maintain cost code funding for projects
	2.10.4 Office Automation Support and Services	Maintain Conf Rooms with customized Audio/Visual Equipment
	2.10.5 Server Support and Services	Maintain DNS server on Unix Box Maintain RAMS System on Unix Box
		Maintain District Remote Dialin Server
	2.10.6 End-User Support and Services	Support Home/TDY users through dialup and VPN software
2.10.7 Electronic Message Support and Services	Support Blackberrys to access corps email network Support VPN connections for home users	
2.10.8 Classified Computing Support and Services	RASP	
2.10.9 IM/IT Facility Support and Services	Leased non-gov't space, Digital/Analog Phones with independent PBX and Voicemail setups. T1 connections to project sites, support offsite COOP location	
2.10.10 Partnerships and/or Other	Northwestern University Argonne National Laboratory	
	USGS Genesis (Informal for Printer/Fax Repair)	
	We have a building access control system. IM is responsible for the computer system connected to the building access control system and maintaining the database. We are not responsible for the day-to-day operations of the system.	

**IDENTIFY ALL UNIQUE PROJECTS (IF ANY) FOR ALL DISCIPLINES - LRD**

<b>2.10 Automation Services and Systems Support Unique Projects Supported</b>	2.10.1 Application Support and Services	Update Expert for pushing out MS patches and applications.
		Sprint Dial-Up Client (laptops) PCTEL Roaming Client WiFi (laptops) Zone Alarm Pro (laptops)
	2.10.2 Web Support and Services	Web Outlook, Intranet (Knowledge Dispatch, Cold Fusion), Oracle Portal, Oracle Application Server, Collaboration Tools-Groove, Tomoye
	2.10.3 Database Support and Services	Oracle, Microsoft Access, Microsoft SQL, MySQL
	2.10.4 Office Automation Support and Services	
	2.10.5 Server Support and Services	
	2.10.6 End-User Support and Services	Regional Service Level Agreement (SLA) based Help Desk Contract with Daston Inc.
		All IM personnel responsible for Automation and Communication personnel, including Help Desk personnel, have Cell Phones, Pagers, Blackberry's or a combination thereof so that they may be contacted when on a call or after hours for emergency support.
	2.10.7 Electronic Message Support and Services	
	2.10.8 Classified Computing Support and Services	Support Field Force Engineering
2.10.9 IM/IT Facility Support and Services		
2.10.10 Partnerships and/or Other	Regional Web, Application, and Knowledge Management Contract with Strictly Business, Huntington WV	
<i>* All IT/IM contracts awarded are written to allow non competitive use by other district's with LRD.</i>		Regional Service Level Agreement (SLA) based Help Desk Contract with Daston Inc.
		Regional Internet-based Backup Contract with Severn, Inc.
		Establish and maintain 2-way NT trusts with LRD sister Districts, and HQ. MVD Coordination of access for nationalized employees in LRD.

**IDENTIFY ALL UNIQUE PROJECTS (IF ANY) FOR ALL DISCIPLINES - LRE**

<b>2.10 Automation Services and Systems Support Unique Projects Supported</b>	2.10.1 Application Support and Services	Altiris Client Management Suite on order for deployment in FY 05 for use in software delivery, patch management and hardware/software inventory management.
	2.10.2 Web Support and Services	Microsoft Sharepoint based Intranet site. Will provide tight Intranet integration with Active Directory once AD is fully implemented.
	2.10.3 Database Support and Services	
	2.10.4 Office Automation Support and Services	“Other” devices from 2.4.1: 2 – CD/DVD duplicators (one with built in printer); 1 – CD duplicator; 1 – CD tower; 3 – digitizer tablets; 16 external CD-ROM devices; 6 – external hard drives (for PC backup)
	2.10.5 Server Support and Services	Three streaming media servers setup. Used for broadcasting various events including Town Halls, A-76 announcement to the workforce and most recent Change of Command over the network.
	2.10.6 End-User Support and Services	Home PC security course given to users. CD with video footage of course, Army provided software (anti-virus, firewall), links to web sites for security patch updates (Windowsupdate/Office Update), spyware scanner software vendors and instructions for installation/use of the above is under development as a follow-up.
	2.10.7 Electronic Message Support and Services	OWA implemented
	2.10.8 Classified Computing Support and Services	
	2.10.9 IM/IT Facility Support and Services	Monitor system installed in hallways of District HQ building connected to head end with PC, Satellite TV and Stereo receiver. Connectivity to this system is also available for devices such as DVD player, VCR, camcorder, etc. The purpose of the system is to promote communication with the workforce.
		Plasma TV system installed in Commander’s office. The system currently connects a PC, DVD/VCR combo, stereo receiver, VTC and satellite TV to the plasma screen.
Multimedia upgrades to the Soo Locks Visitor Center including LCD monitors connected to Soo Locks Tower Web Cams and PC for displaying multimedia presentations produced by IM. Upgrades also include a touch screen interface connected to a head end PC.		
A contract to implement Voice Over IP technology within the District has been awarded and will be carried out early FY 05.  New EOC built complete with in house training facility. Also included plasma screen and dual projectors/screens connected to control center station with PC, satellite TV, stereo receiver, and DVD/VCR player.		
2.10.10 Partnerships and/or Other	“Great Lakes” web site under development as a collaborative effort between the Detroit, Chicago and Buffalo districts.	
	Several video and multimedia products produced for communication with the public, partners and Corps workforce including a CD handed out to the public at the 2004 Detroit Boat Show, videos created for the Soo Locks Visitor Center (seen by up to 500,000 visitors per year) and a self running presentation on a business card CD used by District Commander to introduce customers, partners and new employees to the District and its missions.	

**IDENTIFY ALL UNIQUE PROJECTS (IF ANY) FOR ALL DISCIPLINES - LRH**

<p><b>2.10 Automation Services and Systems Support Unique Projects Supported</b></p>	<p>2.10.1 Application Support and Services</p>	<p>TCQRunAs for encrypting admin passwords during software push process. AutoIt for scripting software push process. System Update Utility (Written by Strictly Business) for managing the software push process for Microsoft and Non-Microsoft software. Microsoft SUS for pushing out MS patches and updates. Sprint Dial-Up Client (laptops) PCTEL Roaming Client WiFi (laptops) Zone Alarm Pro (laptops) PC Backup Software (Storactive)</p>
		<p>LRH CWMS Office hosts a server with StormWatch 2.51 software, a Flood Warning System software package interfaced to the Ohio Emergency Management Agency.</p>
		<p>LRH CWMS Office supports ArcView and ArcGIS, Geographic Information systems software by ESRI for data visualization and analysis.</p>
		<p>ABS – Budget System used to compile district budgets and submit them to HQ There are approximately 5 users of ABS during peek usage and 2 users during normal operation mode. RAMS – Permits Document Management System used by the Permits Office. There are approximately 25 users of this database system during normal operation mode. HDMTS – Huntington District Maintenance Tracking System used to track maintenance records for all equipment that requires maintenance in the field. This system is under development and is in the Beta Test Phase and will be fully implemented 31 Dec 2004. There will be approximately 150 to 200 users of this system when it is fully implemented and operational. OMNI – Lock Performance Data (Lockage Data for Nav Center and LPMS There are approximately 150 users in the Huntington District as well as other districts that use OMNI to enter Lock Data and Stream Gage Data Real Time into the system. This system is a mission critical system. VERS – Field Project visitation data recording and uploading to OMBIL tool. There are approximately 55 users of this system during normal operation of the visitation system.</p>
	<p>2.10.2 Web Support and Services</p>	<p>RIMA, DS-DAMS (Oracle, ASP) Elron Web Inspector, Groove, Tomoye</p>
		<p>Web Outlook, Intranet (Knowledge Dispatch, Cold Fusion), ImagePortal (Image Database website, XML)</p>
		<p>Oracle Portal, Oracle Application Server. LRH CWMS Office supports Apache Web server on both a Solaris 9 and SuSe Linux 8 system for external and internal customers.</p>
	<p>2.10.3 Database Support and Services</p>	<p>Oracle, Microsoft Access, Microsoft SQL, MySQL</p>
		<p>LRH CWMS Office hosts Oracle 9i, a part of CWMS Enterprise software, providing DBA support. The current database posts and retrieves data 24/7 in real-time operation (see database section).</p>
	<p>2.10.4 Office Automation Support and Services</p>	<p>Displaymaker XII Plotter from Colorspan</p>
	<p>2.10.5 Server Support and Services</p>	<p>DNS-One Linux Appliances, HP Print Server Linux Appliances, Eshield Virus Appliance, SAN Symphony Storage Area Network, Compaq and Dell Server systems.</p>
		<p>What's Up Gold and Denika for Monitoring Services, Servers, Routers, Frame Relay Circuits, select Web Sites. <i>Alerts are emailed to select personnel on a 24x7 basis.</i></p>
		<p>Hyena for administrating User Accounts and Servers. Scriptlogic for managing login script files and pushing out registry changes. <i>Note: Alarm service monitors Air Conditioner, and floor water detectors and will call a list of personnel 24X7 when an alarm is signaled.</i></p>

		The LRH CWMS office supports both Solaris 8/9 (7 servers) and Linux (2 servers) in real-time 24/7 data collection/processing environment.
2.10.6 End-User Support and Services		Regional Service Level Agreement (SLA) based Help Desk Contract with Daston Inc.
		LRH CWMS Office supports the CWMS Enterprise software and hardware for the local LRH site including 24/7 data collection, processing, and dissemination.
		All IM personnel responsible for Automation and Communication personnel, including Help Desk personnel, have Cell Phones, Pagers, Blackberry's or a combination thereof so that they may be contacted when on a call or after hours for emergency support.
2.10.7 Electronic Message Support and Services		LRH CWMS office supports NCAR's LDM networking software to transfer millions of pieces of hydrometeorological data between LRH/LRD and the National Weather Service, and internally.
2.10.8 Classified Computing Support and Services		
2.10.9 IM/IT Facility Support and Services		A COOP site office is maintained at RC Byrd Lock & Dam, Applegrove, WV.
		LRH (CADD/GIS) office hosts a computer room on the 7 <sup>th</sup> floor of the Federal Building, 502 8 <sup>th</sup> Street, Huntington, WV
		LRH (IMO) office hosts a computer room on the basement of the Federal Building, 502 8 <sup>th</sup> Street, Huntington, WV
2.10.10 Partnerships and/or Other  <i>* All IT/IM contracts awarded are written to allow non competitive use by other district's with LRD.</i>		Regional Web, Application, and Knowledge Management Contract with Strictly Business, Huntington WV
		Regional Service Level Agreement (SLA) based Help Desk Contract with Daston Inc.
		Regional Internet-based Backup Contract with Severn, Inc. Regional Voice/Data contracts with FiberNet, Ntelos, and AT&T
		LRH CWMS Office is a data cooperator with LRH Operations Division offices, lake & lock/dam projects offices, National Weather Service, US Geological Survey, and state/county/local government offices. These include Kentucky, North Carolina, Ohio, Virginia, and West Virginia Dept of Natural Resources and Emergency Management agencies.

**IDENTIFY ALL UNIQUE PROJECTS (IF ANY) FOR ALL DISCIPLINES - LRL**

<b>2.10 Automation Services and Systems Support Unique Projects Supported</b>	2.10.1 Application Support and Services	
	2.10.2 Web Support and Services	
	2.10.3 Database Support and Services	Our RMS database is stored on a local server. The Citrix server which is used to access the RMS database is local. We administer, backup, patch, etc. Most district RMS databases and Citrix servers are at the processing centers.
	2.10.4 Office Automation Support and Services	“Other Devices” include, Data Collection Platforms used by Water Quality Offices, Port replicators, and several hundred memory sticks
	2.10.5 Server Support and Services	
	2.10.6 End-User Support and Services	
	2.10.7 Electronic Message Support and Services	
	2.10.8 Classified Computing Support and Services	
	2.10.9 IM/IT Facility Support and Services	

**IDENTIFY ALL UNIQUE PROJECTS (IF ANY) FOR ALL DISCIPLINES - LRP**

<p><b>2.10 Automation Services and Systems Support Unique Projects Supported</b></p>	2.10.1 Application Support and Services	<p>Spectrum Management, Spectrum XXI Software, Perform unique frequency nominations, intermod studies, co-site analysis for all districts and divisions.</p>
		<p>Form Support</p>
		<p>Digital Collection Platform (DCPs) – quantity=250</p>
		<p>Centralized agency review (All new, 5 Year review, modification change reviews) to ensure compliance prior to transferring to Army. Army requests that USACE provide a single agency coordination POC.</p> <p>Data transfer duties between the Corps (unclassified) server and DoD (classified) server. Verification of database synchronization to ensure that the USACE data is correct. Administration of USACE Spectrum server including issuance of Oracle ID/passwords. Also, must perform Spectrum XXI software upgrades, patches, etc..</p> <p>Review all Army/DoD/NTIA/FCC regulatory requirements and changes to ensure USACE compliance with regards to Spectrum Management issues. Develop, disburse, and manage the Spectrum program and report critical issues to highest command (including CMR reporting criteria).</p> <p>Attend Army, OSD, NTIA, USCG, NOAA and other pertinent inter/intra-agency meetings relating to Spectrum Management where USACE agency technical representation is requested.</p> <p>USACE annually receives a block of numbers to be managed and utilized for new frequency requests. The agency is responsible for assigning, tracking and coordinating these requests with their subordinate elements.</p> <p>NOAA sends requests from many state, local, federal agencies for adding additional hydrologic stations. Each agency that may be affected must review the request and perform an interference audit and report their findings back to NOAA.</p> <p>Assignments are often tabled by NTIA for various technical/regulatory reasons. Central POC/coordination is required to resolve these issues.</p> <p>When district frequency managers need a new frequency, they only know a general band that the frequency must be in (ex: 162 - 174 MHz). A study/review must be performed to determine the most feasible specific frequency to use for a new request. This requires a comprehensive review of the Government Master File and review of the NTIA channeling plan. Army will not accept new requests that have not been through this process.</p>
2.10.2 Web Support and Services	<p>Spectrum Management</p> <p>Web Blogs,</p> <p>Groove, Tomoye, WebTrends,</p>	
2.10.3 Database Support and Services	<p>Spectrum Management</p>	
2.10.4 Office Automation Support and Services	<p>CD/DVD Duplication, 3-D animation and modeling, Close and open captioning for video productions.</p> <p>Non-linear digital video editing capabilities. Large Format graphical printing services,</p>	

		Dual Video Conferencing at one site at one time,
	2.10.5 Server Support and Services	EC, Network Support, Domain, Lead and Backup
	2.10.6 End-User Support and Services	
	2.10.7 Electronic Message Support and Services	Exchange, Blackberry Enterprise Server,
	2.10.8 Classified Computing Support and Services	
	2.10.9 IM/IT Facility Support and Services	
	2.10.10 Partnerships and/or Other	FEB, FBI, Coast Guard, NOAA,

**IDENTIFY ALL UNIQUE PROJECTS (IF ANY) FOR ALL DISCIPLINES - MVK**

<b>2.10 Automation Services and Systems Support Unique Projects Supported</b>	2.10.1 Application Support and Services	Collaboration Software (Groove, Live Meeting)																																																																																													
	2.10.2 Web Support and Services	Web casting to District web sites. Includes server maintenance, user creation, security, and backup. Video streaming to the desktop. Regulatory information. Contracting solicitation and information																																																																																													
	2.10.3 Database Support and Services	Create/support local databases to track congressional correspondence. Oracle software support to MVK, MVD, and ATMP.																																																																																													
	2.10.4 Office Automation Support and Services	Maintain conference rooms with customized audio/visual equipment. User training (office suite)																																																																																													
	2.10.5 Server Support and Services	New Orleans District (MVN) has emergency servers located at the Vicksburg District (MVK) that are maintained with critical information. In case of an emergency, servers contain web and CADD information for EOC operations! . These servers are maintained daily.																																																																																													
	2.10.6 End-User Support and Services	<table border="0"> <thead> <tr> <th><b>Field Site Users</b></th> <th><b>Teleworkers</b></th> <th><b>Overseas</b></th> </tr> </thead> <tbody> <tr><td>Jadwin = 42</td><td>Jadwin = 0</td><td>Jadwin = 0</td></tr> <tr><td>MSU = 95</td><td>MSU = 0</td><td>MSU = 0</td></tr> <tr><td>Enid = 43</td><td>Enid = 2</td><td>Enid = 0</td></tr> <tr><td>Grenada = 54</td><td>Grenada = 0</td><td>Grenada = 0</td></tr> <tr><td>Greenwood = 19</td><td>Greenwood = 0</td><td>Greenwood = 6</td></tr> <tr><td>Batesville = 4</td><td>Batesville = 0</td><td>Batesville = 0</td></tr> <tr><td>Ouachita = 68</td><td>Ouchita = 0</td><td>Ouchita = 0</td></tr> <tr><td>Degray = 43</td><td>Degray = 0</td><td>Degray = 0</td></tr> <tr><td>Greeson = 38</td><td>Greeson = 0</td><td>Greeson = 0</td></tr> <tr><td>Monroe = 30</td><td>Monroe = 0</td><td>Monroe = 0</td></tr> <tr><td>Thatcher = 6</td><td>Thatcher = 0</td><td>Thatcher = 0</td></tr> <tr><td>Felsenthal = 6</td><td>Felsenthal = 0</td><td>Felsenthal = 0</td></tr> <tr><td>Columbia = 6</td><td>Columbia = 0</td><td>Columbia = 0</td></tr> <tr><td>Jonesville = 6</td><td>Jonesville = 0</td><td>Jonesville = 0</td></tr> <tr><td>Boggs = 6</td><td>Boggs = 0</td><td>Boggs = 0</td></tr> <tr><td>Overton = 6</td><td>Overton = 0</td><td>Overton = 0</td></tr> <tr><td>Lock 3 = 6</td><td>Lock 3 = 0</td><td>Lock 3 = 0</td></tr> <tr><td>Lock 4 = 6</td><td>Lock 4 = 0</td><td>Lock 4 = 0</td></tr> <tr><td>Bodcau = 8</td><td>Bodcau = 0</td><td>Bodcau = 0</td></tr> <tr><td>Waggonner = 6</td><td>Waggonner = 0</td><td>Waggonner = 0</td></tr> <tr><td>Grand Ecore = 3</td><td>Grand Ecore = 0</td><td>Grand Ecore = 0</td></tr> <tr><td>Arkabutla = 40</td><td>Arkabutla = 0</td><td>Arkabutla = 0</td></tr> <tr><td>Sardis = 47</td><td>Sardis = 1</td><td>Sardis = 1</td></tr> <tr><td>Harbor = 24</td><td>Harbor = 0</td><td>Harbor = 0</td></tr> <tr><td>Vidalia = 16</td><td>Vidalia = 0</td><td>Vidalia = 0</td></tr> <tr><td>BC/Shreveport = 12</td><td>BC/Shreveport = 0</td><td>BC/Shreveport = 1</td></tr> <tr><td>Alexandria = 2</td><td>Alexandria = 0</td><td>Alexandria = 0</td></tr> <tr><td>Texarkana = 2</td><td>Texarkana = 0</td><td>Texarkana = 0</td></tr> <tr><td>Chicot = 20</td><td>Chicot = 0</td><td>Chicot = 0</td></tr> <tr><td>Tallulah = 3</td><td>Tallulah = 0</td><td>Tallulah = 0</td></tr> </tbody> </table>	<b>Field Site Users</b>	<b>Teleworkers</b>	<b>Overseas</b>	Jadwin = 42	Jadwin = 0	Jadwin = 0	MSU = 95	MSU = 0	MSU = 0	Enid = 43	Enid = 2	Enid = 0	Grenada = 54	Grenada = 0	Grenada = 0	Greenwood = 19	Greenwood = 0	Greenwood = 6	Batesville = 4	Batesville = 0	Batesville = 0	Ouachita = 68	Ouchita = 0	Ouchita = 0	Degray = 43	Degray = 0	Degray = 0	Greeson = 38	Greeson = 0	Greeson = 0	Monroe = 30	Monroe = 0	Monroe = 0	Thatcher = 6	Thatcher = 0	Thatcher = 0	Felsenthal = 6	Felsenthal = 0	Felsenthal = 0	Columbia = 6	Columbia = 0	Columbia = 0	Jonesville = 6	Jonesville = 0	Jonesville = 0	Boggs = 6	Boggs = 0	Boggs = 0	Overton = 6	Overton = 0	Overton = 0	Lock 3 = 6	Lock 3 = 0	Lock 3 = 0	Lock 4 = 6	Lock 4 = 0	Lock 4 = 0	Bodcau = 8	Bodcau = 0	Bodcau = 0	Waggonner = 6	Waggonner = 0	Waggonner = 0	Grand Ecore = 3	Grand Ecore = 0	Grand Ecore = 0	Arkabutla = 40	Arkabutla = 0	Arkabutla = 0	Sardis = 47	Sardis = 1	Sardis = 1	Harbor = 24	Harbor = 0	Harbor = 0	Vidalia = 16	Vidalia = 0	Vidalia = 0	BC/Shreveport = 12	BC/Shreveport = 0	BC/Shreveport = 1	Alexandria = 2	Alexandria = 0	Alexandria = 0	Texarkana = 2	Texarkana = 0	Texarkana = 0	Chicot = 20	Chicot = 0	Chicot = 0	Tallulah = 3	Tallulah = 0	Tallulah = 0
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2.10.7 Electronic Message Support and Services	Support Blackberrys to access corps email network																																																																																														
2.10.8 Classified Computing Support and Services	DMS, LCMS, EOC Laptop (3) DTD(2) Printers DMS, LCMS, EOC (3); STU-III(12); STE(1);KIV-7(1) SECUREFAX(3) SIPRNET, Secure VTC at HQMVD, COMSEC support to ERDC and 3 other districts –MVN, MVP and MVM																																																																																														
2.10.9 IM/IT Facility Support and Services																																																																																															
2.10.10 Partnerships and/or Other	ARMY CPAC/CPOC																																																																																														

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<b>2.10 Automation Services and Systems Support Unique Projects Supported</b>	2.10.1 Application Support and Services	NA
	2.10.2 Web Support and Services	NA
	2.10.3 Database Support and Services	NA
	2.10.4 Office Automation Support and Services	MRC Trip - Audio/Video, automation, & communications support aboard Motor Vessel Mississippi
		Louisiana ERRO Plan - Emergency response in support of New Orleans district in case of disaster
	2.10.5 Server Support and Services	NA
	2.10.6 End-User Support and Services	MRC Trip
		Louisiana ERRO Plan
	2.10.7 Electronic Message Support and Services	NA
	2.10.8 Classified Computing Support and Services	MRC Trip – STUIII
2.10.9 IM/IT Facility Support and Services	NA	
2.10.10 Partnerships and/or Other	NA	

**IDENTIFY ALL UNIQUE PROJECTS (IF ANY) FOR ALL DISCIPLINES - MVN**

<b>2.10 Automation Services and Systems Support Unique Projects Supported</b>	2.10.1 Application Support and Services	Engineering Division has a section called Systems and Programming that provides automated IT solutions for Engineering problems, Civil Engineers performing IT functions support H&H branch also has Civil Engineers and Engineering Technicians performing IT functions support. Also, Operations Div, Electronics Lab has Engineers and Technicians performing IT support functions.
	2.10.2 Web Support and Services	
	2.10.3 Database Support and Services	
	2.10.4 Office Automation Support and Services	
	2.10.5 Server Support and Services	IM provides 234-7 on call coverage with after hours checks daily to ensure servers, routers switches and backups are operating normally to provide a proactive approach to ensure network availability. On call IM person is responsible for responding to any outages and ensuring that equipment is operational.
		IM provides personnel to man an emergency bunker during an emergency condition on a 24/7 timeframe for the duration of the emergency. This person is responsible for all IT support. The emergency bunker is a hardened facility located at the New Orleans District that can survive a Category 5 hurricane with living quarters and office space and emergency communication facilities.
		New Orleans has emergency servers located in Vicksburg that are maintained with critical information in case of an emergency or disaster. These servers contain web and CADD information for EOC operations. These servers are maintained daily.
	2.10.6 End-User Support and Services	Two field sites (Catfish Point and Schooner Bayou) are only accessible by boat. BellSouth provides telephone and network connectivity via Microwave analog radios. This provides two telephone lines and 64kb guaranteed rate with 1.5 mb burst network.
	2.10.7 Electronic Message Support and Services	Visual Information Network (VIN) – About 100 TV monitors in buildings with connectivity to CNN, CNN Headline news, Weather Channel (via satellite), local TV stations via external antenna, District information and updates, VCR recording and playback capability, live audio and video feed capability.
	2.10.8 Classified Computing Support and Services	
2.10.9 IM/IT Facility Support and Services		
2.10.10 Partnerships and/or Other	Waterborne Commerce Statistical Center is located in the New Orleans District building. They have their own IT departments. New Orleans District IM provides network connectivity, telephone support and email services.	
	Dredge WHEELER is a dredge that has 128 kb satellite communication to the New Orleans District. This provides for two telephone lines and network connectivity. There is a server and 27 workstations on board. The WHEELER docks at the New Orleans District when it is not dredging. There are communication lines that the WHEELER connects to when it is docked at the District.	
	Air Monitoring System located at Calcasieu Lock is a system that does not log on to our network although we provide network connectivity. There is a PIX firewall between the computer and out network.	
	Programmable Logic Controller (PLC) is a computer automated lock gate control that is located at Leland Bowman, Freshwater, Port Allen and Calcasieu Lock. The PLC is not on our AD Domain although we provide network connectivity. There is a PIX firewall between the PLC and our network.	

**IDENTIFY ALL UNIQUE PROJECTS (IF ANY) FOR ALL DISCIPLINES - MVP**

<b>2.10 Automation Services and Systems Support Unique Projects Supported</b>	2.10.1 Application Support and Services	<ol style="list-style-type: none"> <li>1. CEBIS – Bridge Inventory System (CORPS wide)</li> <li>2. ATMP – Automated Training Mgt Program (regional)</li> <li>3. MMD – Master Manning Document (local)</li> <li>4. DashBoard – District performance measures (local)</li> <li>5. Safety – (local)</li> <li>6. Licenses – track district issued licenses (local)</li> </ol>
	2.10.2 Web Support and Services	<ol style="list-style-type: none"> <li>1. CEBIS – Bridge Inventory System (CORPS wide)</li> <li>2. ATMP – Automated Training Mgt Program (regional)</li> <li>3. MMD – Master Manning Document (local)</li> <li>4. DashBoard – District performance measures (local)</li> <li>5. Safety – (local)</li> <li>6. Licenses – track district issued licenses (local)</li> <li>7. D2D – Data to the Desktop – (local)</li> </ol>
	2.10.3 Database Support and Services	<ol style="list-style-type: none"> <li>1. CEBIS – Bridge Inventory System (CORPS wide)</li> <li>2. ATMP – Automated Training Mgt Program (regional)</li> <li>3. MMD – Master Manning Document (local)</li> <li>4. DashBoard – District performance measures (local)</li> <li>5. Safety – (local)</li> <li>6. Licenses – track district issued licenses (local)</li> <li>7. SDE – GIS database</li> <li>8. WWW – database for internet web pages</li> </ol>
	2.10.4 Office Automation Support and Services	
	2.10.5 Server Support and Services	
	2.10.6 End-User Support and Services	
	2.10.7 Electronic Message Support and Services	
	2.10.8 Classified Computing Support and Services	
	2.10.9 IM/IT Facility Support and Services	
	2.10.10 Partnerships and/or Other	<ol style="list-style-type: none"> <li>1. ATMP support is partnered with MVK and SAM</li> <li>2. CEBIS <u>will be</u> partnered with ERDC</li> </ol>

**IDENTIFY ALL UNIQUE PROJECTS (IF ANY) FOR ALL DISCIPLINES - MVR**

<b>2.10 Automation Services and Systems Support Unique Projects Supported</b>	2.10.1 Application Support and Services	Military projects, OMNI, interpretive reporting system
	2.10.2 Web Support and Services	address system, ask a librarian, bridge clearance calculator, district brochures, EBS, flow frequency study, Illinois river ecosystem, more info, nav study, navigation charts, news releases, NIC, OMNI reports, permits, PIRS, project fact sheets, engineering recruitment, retirees, rivergages, vessel locator, AST, brownbag for commander, calendar for staff, CFC, comment card, construction reports, COP, annual security training, DVL, ED vault, EM vault, FAE, FIRS, flood briefing, flu log, forms locator, FTE, HREP, hydrographic surveys, ITIPS, LDP, mailing list, MET stations, MRWO, PRB presentation, QMP, RMS, SAEDA, SIGACTS, SIS, various surveys (7), visitor log sheet, work orders
	2.10.3 Database Support and Services	
	2.10.4 Office Automation Support and Services	Field incident reporting system, shelter reservation, volunteers at rec sites
	2.10.5 Server Support and Services	
	2.10.6 End-User Support and Services	
	2.10.7 Electronic Message Support and Services	
	2.10.8 Classified Computing Support and Services	
	2.10.9 IM/IT Facility Support and Services	
	2.10.10 Partnerships and/or Other	

**IDENTIFY ALL UNIQUE PROJECTS (IF ANY) FOR ALL DISCIPLINES - MVS**

<b>2.10 Automation Services and Systems Support Unique Projects Supported</b>	2.10.1 Application Support and Services	AIS/Custom software – SPS/PD2 – Database located at CEEIS-CPC. Software maintained by AMS/CACI
		Helpdesk for functionality of PD2 – Etta Shuchardt & Nancy Conner, SA’s Problems resolved within 24 hours. 0% deviation
	2.10.2 Web Support and Services	CT’s web page for advertising solicitations is maintained by Etta Schuchardt. Software used is Frontpage 2000, Acrobuilt, and MaxView which is installed on Ms. Schuchardt’s PC.
		Web projects maintained: EBS, ASFI, FedBizOps, Non-Facnet, PPIMS, DD350, IDIQ bulletin board, FedteDs, ACBIS.
		Solicitations are placed on Web page within 1 business day.
		MCX-CMAC web site.
	2.10.3 Database Support and Services	
	2.10.4 Office Automation Support and Services	Automated Device must perform according to product specifications and DoD policies, regulations, and guidelines with full system integration/implementation with customer satisfaction.
	2.10.5 Server Support and Services	
	2.10.6 End-User Support and Services	
2.10.7 Electronic Message Support and Services		
2.10.8 Classified Computing Support and Services		
2.10.9 IM/IT Facility Support and Services		
2.10.10 Partnerships and/or Other		

**IDENTIFY ALL UNIQUE PROJECTS (IF ANY) FOR ALL DISCIPLINES - NAD**

<b>2.10 Automation Services and Systems Support Unique Projects Supported</b>	2.10.1 Application Support and Services	Virtual Team – As part of 2012 activities, establish method for Division team to communicate with all District entities in a virtual fashion form desktop.
		CAC-PKI Capabilities using CAC Sleds
		Collaboration Software (Groove, Live Meeting)
	2.10.2 Web Support and Services	Assist in the development of web-based Geographic Information System utilizing current software (ESRI-ArcGIS) that Division has.
		Implement OWA – Web-based Email
		Implement Web-based collaboration
	2.10.3 Database Support and Services	
	2.10.4 Office Automation Support and Services	User training (office Suite)
		Other Devices: CD/DVD REPLICATOR, CD LABELOR, DSL MODEM, DATE STAMP MACHINE (ELECTRONIC), TYPEWRITERS, EXTERNAL CD-DRIVE, EXTERNAL MODEM, EXTERNAL SIGNET BOXES, HP JETDIRECT, USB DRIVE, WIRELESS NIC BLACKBERRY DEVICES (MODEL 6710/6710), DLP PROJECTOR, VIDEO EDITING STATION
	2.10.5 Server Support and Services	
2.10.6 End-User Support and Services	User training (applications)	
2.10.7 Electronic Message Support and Services		
2.10.8 Classified Computing Support and Services		
2.10.9 IM/IT Facility Support and Services		
2.10.10 Partnerships and/or Other		

**IDENTIFY ALL UNIQUE PROJECTS (IF ANY) FOR ALL DISCIPLINES - NAE**

<b>2.10 Automation Services and Systems Support Unique Projects Supported</b>	2.10.1 Application Support and Services	
	2.10.2 Web Support and Services	
	2.10.3 Database Support and Services	
	2.10.4 Office Automation Support and Services	Dam Safety Geotechnical Instrumentation Monitoring Program (Please see below) Other devices referenced in 2.4.1.18 NAS, SAN, CD duplicator
	2.10.5 Server Support and Services	
	2.10.6 End-User Support and Services	
	2.10.7 Electronic Message Support and Services	
	2.10.8 Classified Computing Support and Services	
	2.10.9 IM/IT Facility Support and Services	
	2.10.10 Partnerships and/or Other	

**\*Dam Safety Geotechnical Instrumentation Monitoring Program**

HTRW/Geotech Branch is implementing a satellite-based, real-time data collection network for dam safety monitoring at 31 Corps flood control projects. Twenty of the 31 projects will be fully operational by the end of FY05, with the remaining 11 complete in FY06. Automated Dam Safety Monitoring consists of pressure measurements in earth dam embankments as well as monitoring of ground vibrations due to seismic events.

The network consists of 166 field stations (130 for water pressure measurement and 36 for seismic monitoring) with automated data collection equipment, 900 Mhz wireless radios, and a total of 442 sensors (406 for pressure measurements and 36 for seismic monitoring) at the 31 flood control projects. It is likely that these numbers will be increased by around 10% over the next few years as additional instruments are installed.

The field stations are solar powered with full battery backup. Typically data is gathered four times a day and sent, via wireless radio, to a master station at each dam, which in turn transmits the data to the Corps' headquarters in Concord, Massachusetts. Equipment in the field stations for pressure measurement consists of Sutron 9210 Xlite data recorders, Maxstream 900 Mhz radios, and General Electric pressure transducers. Equipment in the seismic monitoring stations consists of Kinometrics Eatna digital earthquake recorders with freewave wireless radio.

The automated data collected is stored, checked, analyzed and plotted for WEB use via an Oracle relational database with scripts generating automated visual, graphical and tabular reports.

The automated Dam Safety Monitoring data is used primarily for making engineering and safety evaluations with regard to the operating limits of the dams. Timely collection and interpretation of the data is critical in evaluating the stability of the dams under flood conditions, and in the decision making process regarding the operation of gates and control of reservoir levels under such conditions.

**IDENTIFY ALL UNIQUE PROJECTS (IF ANY) FOR ALL DISCIPLINES - NAN**

2.10 Automation Services and Systems Support Unique Projects Supported	2.10.1 Application Support and Services	
	2.10.2 Web Support and Services	<ol style="list-style-type: none"> <li>1. Web hosting of District web sites (NAU, NAP, NAD). Hosting include server maintenance, user creation, security, and content backup. New York District also provides web guidance &amp; assistance on scripting, design layout, etc. New York District generates web analysis report, perform web content management and development of web pages based on request.</li> <li>2. Congressional District Web Site</li> </ol>
	2.10.3 Database Support and Services	Phone Directory, CorpsPath, Index of Publications, Survey, Environmental Operating Principles, Communications Cost Distribution Management System, COATS, FUDS Archiving System, ISDS, SIMS, DARTS, AERMP, AE Procurement Suspense, CCS, DISTTDA, Cisco Call Manager, Enter and Exit Questionnaire, Referral and Loss Reports
	2.10.4 Office Automation Support and Services	
	2.10.5 Server Support and Services	
	2.10.6 End-User Support and Services	
	2.10.7 Electronic Message Support and Services	
	2.10.8 Classified Computing Support and Services	
	2.10.9 IM/IT Facility Support and Services	There are 30+ temporary small field sites (trailers) in New York, New Jersey and Vermont. Most of the time, the person in charge of the project, have to provide driving direction to IMO. IT specialist would be able to locate the trailer and provide IT/IM support (e.g. setup computers and data communication) to them.
	2.10.10 Partnerships and/or Other	

**IDENTIFY ALL UNIQUE PROJECTS (IF ANY) FOR ALL DISCIPLINES - NAO**

<b>2.10 Automation Services and Systems Support Unique Projects Supported</b>	2.10.1 Application Support and Services	Support army residential
		Communities initiative(RCI) program
		Document management system
	2.10.2 Web Support and Services	Support army residential communities (RCI)
		Website
		2 hours per month
	2.10.3 Database Support and Services	Administrative database for army residential communities initiative
	2.10.4 Office Automation Support and Services	0
	2.10.5 Server Support and Services	Maintain and backup 3 individual servers in support of the RCI program
	2.10.6 End-User Support and Services	Install Documentum,webtop and troubleshoot connection problems and assist in RCI only scanning projects.
2.10.7 Electronic Message Support and Services	0	
2.10.8 Classified Computing Support and Services	0	
2.10.9 IM/IT Facility Support and Services	Proposed- initiating a real time data acquisition system for hydrographic surveying. Data collected would consist of tide gauge readings acquired via a wireless cell phone telework and a server to facilitate said network. Timeframe= FY05. Projected ramp-up = 4 months.	
2.10.10 Partnerships and/or Other	0	

**IDENTIFY ALL UNIQUE PROJECTS (IF ANY) FOR ALL DISCIPLINES - NAP**

<b>2.10 Automation Services and Systems Support Unique Projects Supported</b>	2.10.1 Application Support and Services	C&D canal traffic management program RAMS2 - support of UNIX based server and application for Regulatory CEERIS support of optical disk based document storage system (includes HP WORM device, database and server interfaces). Virtual Reference Station (VRS). This consists of a series of GPS stations connected to District network to feed correction data to field (hydrographic and terrestrial surveying) through a server and wireless communications
	2.10.2 Web Support and Services	C&D canal traffic monitor web site. Near real time reporting of vessels transiting the canal.
	2.10.3 Database Support and Services	
	2.10.4 Office Automation Support and Services	
	2.10.5 Server Support and Services	
	2.10.6 End-User Support and Services	
	2.10.7 Electronic Message Support and Services	
	2.10.8 Classified Computing Support and Services	
	2.10.9 IM/IT Facility Support and Services	
	2.10.10 Partnerships and/or Other	

## **IDENTIFY ALL UNIQUE PROJECTS (IF ANY) FOR ALL DISCIPLINES – NWDGDACS**

**Introduction:** The **Generic Data Acquisition and Control System (GDACS)** is a control system designed and built especially for **Corps of Engineers Hydroelectric Power Projects**. The design and installation was funded by the **Bonneville Power Administration (BPA)** under an interagency agreement with the **Corps of Engineers** for the purpose of improving the reliability of **Corps Power Plants** in the Pacific Northwest.

The GDACS is a dedicated “real-time” power plant control system and is an important part of the **Federal Columbia River Power System** control process. While some of its elements are commercially available computers, the GDACS is not a typical IT system or application. It controls the large synchronous hydroelectric turbine generators installed at Corps projects, starting and stopping them as needed to meet generation requirements, both for real power and reactive power. Reactive power generation control is especially critical in assuring the safe and stable operation of the Bonneville Power Administration bulk power distribution grid.

Design and construction of the GDACS was done under the direction of a Committee composed of Engineers from Portland, Seattle, and Walla Walla Districts, and the Bonneville Power Administration. That Committee is now the GDACS Maintenance Committee (GMC), which supervises the GDACS Maintenance Team (GMT) to ensure that GDACS design intent and system integrity is maintained.

Design goals for the GDACS were influenced by the Corps’ experience with proprietary control systems. Proprietary systems usually were maintainable for eight to ten years before replacement parts became unavailable requiring a total replacement of the system. Total replacement resulted in a complete loss of the software investment, and a period of interruption in project control availability to BPA, not to mention disruption of Project operation while the obsolete system was removed and a new system installed.

To avoid such obsolescence problems, the Design Team chose system elements that conformed to industry standards covering their external interface characteristics and operational characteristics, and were commonly available from a variety of sources. Personal computers (PCs) with Windows operating systems met the requirements for Operator workstations and master station server elements. Programmable Logic Controllers (PLCs) were chosen as real-time critical components because of their reliability and readily available industrial process control interface provisions.

Windows is not a real-time operating system. However, by using the PCs with the best speed available and keeping them as lightly loaded as possible, we have been able to approximate real-time capability in the operator interface portions of the GDACS, and the Project database servers.

The GMC also governs the GDACS functionality in accordance with Interagency agreements with BPA. The GDACS furnishes real-time powerhouse operation data to the BPA Control Centers, and receives generation control requirements and water use direction from the BPA Control Centers. Data requirements and control needs change from time to time, and the GMT is charged with making the software changes necessary to meet the operational requirements.

Presently, each GDACS receives control direction from BPA via redundant data paths and data modems owned by BPA; real-time powerhouse data is sent to them via these links. The message protocol in use is proprietary, the design having been done by Corps and BPA Engineers. This protocol has reached its limit of data capacity, and the GMT is in the process of implementing the Inter Control center Communication Protocol (ICCP) to meet BPA’s increased data needs. The ICCP protocol is an electric utility industry standard.

A dedicated Programmable Logic Controller (PLC) at each unit does turbine-generator (main unit) control at the Projects. Generation control requirements include maintaining turbine-generator output at its most efficient point, while keeping power and reactive levels within the generator capability curves. A dedicated PLC also provides control of spillway gates. PLC software is written in Ladder Logic and is part of the GDACS software package owned by the Corps and maintained by the GMT.

Control requirements are passed to each PLC from the GDACS Master station via the isolated GDACS data system. The PLCs send unit status information to the Master station for use by Plant Operators; certain plant data is used to compose the data messages sent to the BPA.

PLCs acquire main unit operating data, including power generation levels (MegaWatts), reactive generation (Megavars), and generator voltage, from transducers that are a part of the GDACS. Powerhouse data is acquired via process input/output (I/O) modules connected to the PLCs and wired to powerhouse equipment. Generator winding temperatures, and turbine and generator bearing temperatures are also monitored by the GDACS with operating information acquired via the process I/O subsystem.

GDACS is currently installed in ten major **North Pacific Region Corps** power plants, with two more installations planned for FY05. These GDACS-controlled power plants furnish most of the energy generated by hydroelectric power plants to the Federal Columbia River Power System. Loss of the GDACS function at a power plant results in loss of generation, and a reduction in the efficiency of power and reactive generation production.

Specialized engineering knowledge of **Hydroelectric Power Project** control and operation are critical to the successful support, and life cycle maintenance of the GDACS system.

Each GDACS is an enclave at its Hydropower Project, with no connection to any external network essential to Project operation.

<b>2.10 Automation Services and Systems Support Unique Projects Supported</b>	2.10.1 Application Support and Services	Primary hardware maintenance support is provided locally at each GDACS site by specially trained Electronic Control System Craftsmen (A Trades and Crafts Position.)
		Staff Engineers (where available) may assist ECS Craftsmen in defining or isolating any problems that may occur.
		The GDACS Maintenance Team (GMT) provides support as required. The GMT is made up of graduate Engineers skilled in powerplant design and operation.
	2.10.2 Web Support and Services	The GDACS has no Web connections; no support services are required.
	2.10.3 Database Support and Services	GDACS Project database support is not a normal function. Database work is required only when new equipment is added or existing equipment modified.
	2.10.4 Office Automation Support and Services	GDACS has no office automation functions.
	2.10.5 Server Support and Services	GDACS does not provide any server support or services external to itself.
	2.10.6 End-User Support and Services	See 2.10.1.
	2.10.7 Electronic Message Support and Services	The GDACS does not support Electronic Messaging, or include it as a function.
	2.10.8 Classified Computing Support and Services	The GDACS has no classified computing functions.
2.10.9 IM/IT Facility Support and Services	TestTrack support could be provided by IM facilities. This is a web-based feature not connected to GDACS but useful for communication with users.	
2.10.10 Partnerships and/or Other	The GDACS was funded by the Bonneville Power Administration (BPA), and designed and built in a partnership endeavor with them. GDACS operation is carefully coordinated with BPA to enhance Federal Columbia Power System reliability.	

**IDENTIFY ALL UNIQUE PROJECTS (IF ANY) FOR ALL DISCIPLINES - NWK**

<b>2.10 Automation Services and Systems Support Unique Projects Supported</b>	2.10.1 Application Support and Services	
	2.10.2 Web Support and Services	
	2.10.3 Database Support and Services	
	2.10.4 Office Automation Support and Services	
	2.10.5 Server Support and Services	Double-take mirroring software Computer Associates TNG
	2.10.6 End-User Support and Services	Computer Associates Asset Management, Software Delivery, & Remote Control Computer Associates Service Desk.
		Handicapped user support
	2.10.7 Electronic Message Support and Services	Outlook Web Access
	2.10.8 Classified Computing Support and Services	
2.10.9 IM/IT Facility Support and Services	Mirrored servers located at NWO for COOP purposes	

**IDENTIFY ALL UNIQUE PROJECTS (IF ANY) FOR ALL DISCIPLINES - NWO**

<b>2.10 Automation Services and Systems Support Unique Projects Supported</b>	2.10.1 Application Support and Services	Autocad & Sitemenu customization for matching standards in both Autocad & Microstation V8.
		Microstation V8 customization to assist end user with site and customer standards
		Plotting assistance to achieve industry & customer standards for Autocad & Microstation
		Set policy for use of CADD software in the Omaha District. Provide consistent standards for CADD files where the national CADD standards & A/E/C standards fall short
	2.10.2 Web Support and Services	Internet & Intranet CADD standards with Idrop & Sitemenu browser support for details and symbols
		Create and maintain custom training and classes for the Omaha District using Axiom Learning Center software.
	2.10.3 Database Support and Services	Maintain Project database for the Omaha District UPES (local; includes info for EAC voting, paper request, vehicle request) RMS (local database, not on a processing center machine like most districts) CMS (local application for construction) STORET (local; water quality supported by Sacramento) HTRW (local) JAR (local) JOBS (local) TADDS (local) HEAT
	2.10.4 Office Automation Support and Services	From the JAR system. "Other" devices (2.4.1.18) include RAIDs, CD/DVD drives, CD/DVD duplicators, external firewire drives, flash and jump drives, print servers, disk arrays, digitizers, tape libraries, Pix boxes.
	2.10.5 Server Support and Services	IA System administration of Servers. Hardware and software Maintenance of servers.
		Management of CADD Projects to include CADD software, Specsintact and discipline specific design software.
		System planning for hardware and software.
	2.10.6 End-User Support and Services	Provide technical support for users, AE's and customers on Autocad, Microstation J, Microstation V8 and plotting issues
	2.10.7 Electronic Message Support and Services	106 Building 1446 users, 1293 mailboxes, and 54.3 GB Information Store MRR Building 157 users, 120 mailboxes, and 14.2 GB Information Store
2.10.8 Classified Computing Support and Services		
2.10.9 IM/IT Facility Support and Services		
2.10.10 Partnerships and/or Other	Coordination with PDT on creation and maintenance of CADD Projects. Coordination with other District Divisions on CADD needs and usage.	

**IDENTIFY ALL UNIQUE PROJECTS (IF ANY) FOR ALL DISCIPLINES - NWS**

<b>2.10 Automation Services and Systems Support Unique Projects Supported</b>	2.10.1 Application Support and Services	Help Desk Web tracking system with interface to APPMS and Exchange  DAIS – Dredge Analysis Information System BIOSTAT – Bio-statistical Bio- assays to test dredge material./  Budget Analysis – Custom Budget Report; CEFMS Report; PDMT Report Engineering Time Keeping Program (Oracle and Cold Fusion)
		 AISCcustom.xls
	2.10.2 Web Support and Services	Telephone Bill Web Interface Communication Express, Tech tips page  P2 Prep Report Web Page eNeWs ;
	2.10.3 Database Support and Services	RIMS (Records Management System);FORCON, SEAWORKS, MAXIMO, EAGLES
	2.10.4 Office Automation Support and Services	Bulk Buy of PC's; Laptop Check out System
	2.10.5 Server Support and Services	EPO (E Policy Orchestrator – enterprise virus protection); SMS , remote control, hardware and software inventory, patch distribution. Howard Hanson Dam Instrumentation system, Libby Dam monument monitoring system
	2.10.6 End-User Support and Services	RAS; teleworking support
	2.10.7 Electronic Message Support and Services	Outlook Web Access Blackberry System
	2.10.8 Classified Computing Support and Services	SIPRNET access for BDT; Strong Room; Secure VTC.
	2.10.9 IM/IT Facility Support and Services	3 users in single office working from home – network access  Emergency Power Generator for Network Operations, Radio Room, EM and Reservoir Control
2.10.10 Partnerships and/or Other	IT Support for Patsy Hathaway works in NWS for NWD Van Wood – works in NWS for CERL Jim Dahlen – works in NWS for HQ USACE	

**IDENTIFY ALL UNIQUE PROJECTS (IF ANY) FOR ALL DISCIPLINES - NWW**

<b>2.10 Automation Services and Systems Support Unique Projects Supported</b>	2.10.1 Application Support and Services	a. ProWatch Facility security system b. Flow Data and Data Warehouse for Snake River dams c. Dam Safety Instrumentation for Snake River dams d. IM Distribution using ACCESS e. YE BPA \$ Verifications f. Fish Barging on the Snake River g. Lower Snake River Management Comments(Public) h. Dredging Comments(Public) i. District Helpdesk (Maximo) j. Central Test/NERC/WECC Data Warehouse k. NWW Visitor Badging System and Security Personnel Tracking Database l. Operations Division Communications support - microwave/radio/wireless system design, fiber optics, satellite systems, radio systems support, interagency MOAs m. Defense Automated Printing Service - provide DAPS interface and billing service to District customers
	2.10.2 Web Support and Services	
	2.10.3 Database Support and Services	a. ProWatch Facility security system b. Flow Data and Data Warehouse for Snake River dams c. Dam Safety Instrumentation for Snake River dams d. IM Distribution using ACCESS e. YE BPA \$ Verifications f. Fish Barging on the Snake River g. Lower Snake River Management Comments (Public) h. Dredging Comments (Public) i. District Helpdesk (Maximo) j. NERC Data Warehouse k. NWW Visitor Badging System and Security Personnel Tracking Database m. Defense Automated Printing Service - provide DAPS interface and billing service to District customers

2.10.4 Office Automation Support and Services	Description	Qty	Unit Cost	Acq Date
	JETFLASH, PORTABLE DATA STORAGE, TRANSCEND, USB, 256MB;	20	\$80	2/17/2004
	JETFLASH, PORTABLE DATA STORAGE, TRANSCEND, USB, 512MB;	15	\$155	4/17/2003
	DVD/CD WRITER, PIONEER, EXTERNAL; DVR-S606	2	\$280	11/14/2003
	DVD+-RW/+-R/CD, SONY; DVD+RW4X, DVD-RW2X, DVD+R4X, DVD-R4X,	2	\$270	10/28/2003
	DVD+-R/RW, PLEXTOR, DVD+R8X, DVD+RW4X, DVD-R4X, DVD-RW2X, DVD-ROM12X	2	\$318	11/3/2003
	TAPE BACKUP, LIBRARY TAPE BACKUP SYSTEM, MDL. P1000	1	\$23,873	10/17/2000
	TAPE DRIVE, EXABYTE, ELIANT 820, 8MM	1	\$1,350	6/27/2001
	TAPE DRIVE, EXB-8505ST	2	\$2,078	3/1/1995
	TAPE DRIVE, ZIP 100	1	\$149	9/1/1997
	CD-RW, EXTERNAL, CRWP-740, DUAL PORT	3	\$242	7/27/2000
	EXTERNAL HARD DRIVE, WOLVERINE 3080, 80GB	7	\$150	4/15/2003
	Storage Chassis PowerVault 220S, 3U,14 x 146HDD, 600W redundant P/S	2	\$9,351	5/13/2004
	INTERRAID, 8E DUAL CHANNEL	1	\$4,875	9/1/1998
	CHASSIS, INTERRAID 12-FF FIBER STORAGE SUBSYSTEM, FDSK70400	2	\$1,956	8/13/2001
	DESKTOP CEDAR CD DUPLICATOR	2	\$7,500	5/4/1999
	CHASSIS, SCSI HARD DRIVE STORAGE, MDL. #AMP01	2	\$12,298	7/16/2002
	PRIMERA SIGNATURE/SIGNATURE III CD PRINTER	3	\$900	10/18/2000
	JUKEBOX 8MMXL	1	\$5,791	12/4/1997
	JUKEBOX FMTP159KA	1	\$3,867	7/14/1998
2.10.5 Server Support and Services	<ul style="list-style-type: none"> <li>a. ProWatch Facility security system</li> <li>b. Flow Data and Data Warehouse (Local Oracle)</li> <li>c. 1148 ACCESS databases serving specific functional requests</li> <li>d. IM Distribution using ACCESS</li> <li>e. YE BPA \$ Verifications (Local Oracle and G4CEFMSP1)</li> <li>f. Fish Barging on the Snake River (Local Oracle)</li> <li>g. Lower Snake River Management Comments (Public) (Local Oracle)</li> <li>h. Dredging Comments (Public) (Local Oracle)</li> <li>i. District Helpdesk (Maximo)(Local Oracle)</li> <li>j. NERC Data Warehouse (Local Oracle)</li> <li>k. NWW Visitor Badging System and Security Personnel Tracking Database (Local Oracle)</li> <li>m. Defense Automated Printing Service - provide DAPS interface and billing service to District customers (Local Oracle)</li> </ul>			

	2.10.6 End-User Support and Services	<ul style="list-style-type: none"> <li>a. Data Manipulation and analysis tools</li> <li>b. Operations Division Communications support - microwave/radio/wireless system design, fiber optics, satellite systems, radio systems support, interagency MOAs</li> <li>c. Pro-active data integration of AIS and Local data</li> <li>d. Requirement Definitions and analysis</li> <li>e. Data acquisition hardware and software consulting and analysis</li> </ul>
	2.10.7 Electronic Message Support and Services	
	2.10.8 Classified Computing Support and Services	
	2.10.9 IM/IT Facility Support and Services	
	2.10.10 Partnerships and/or Other	

**IDENTIFY ALL UNIQUE PROJECTS (IF ANY) FOR ALL DISCIPLINES - POA**

<b>2.10 Automation Services and Systems Support Unique Projects Supported</b>	2.10.1 Application Support and Services	Blackberries, ADEPT, eCopy
		Electronic Timekeeping System (ETS)
		Heat
		Altiris
	2.10.2 Web Support and Services	FTS, EBS, GIS (ArcIMS), Apache, OWS, SNMP
		Alaska District Reports System – for Resource Management
		Web inspector
	2.10.3 Database Support and Services	IT Acquisitions, Regdis (Oracle/Optical), ATRS (Regulatory), SQL, MSAccess
		Crystal Reports
		Email Database
	2.10.4 Office Automation Support and Services	Alaska District Phonebook
	2.10.5 Server Support and Services	Blackberry Server, HP warranty renewals, AD administration and infrastructure support.
		Installation and Maintenance of Mail server. Install updates
	2.10.6 End-User Support and Services	Altiris, SUS, Symantec Enterprise, Kixtart scripting of configurations and updates, AD policies and scripts.
		Email training
	2.10.7 Electronic Message Support and Services	Electronic Bulletin Board (General Interest), Exchange, Outlook, SNMP
		On-line resources, equipment, and room scheduling
		We use AF for our SIPRNET Provider
		New email boxes and changes to existing email boxes and laptop setups
	2.10.8 Classified Computing Support and Services	Emergency management – FEST – secret, EOC SIPRNET – file and e-mail
4-11 PC's and laptops		
FFE Field Force Engineering – a very robust Program		
2.10.9 IM/IT Facility Support and Services	A sharing of JRTEC and the Elmendorf Education Center	
	Air conditioning, power/generators, fire suppression	
	Resource Scheduling	
2.10.10 Partnerships and/or Other	Support CRREL Both in Fairbanks and Ft. Richardson - Connection to ADES for District EOC Team.	
	Partnership with CEEIS, 59 <sup>th</sup> and 3 <sup>rd</sup> Comm.	

**IDENTIFY ALL UNIQUE PROJECTS (IF ANY) FOR ALL DISCIPLINES - POD**

<b>2.10 Automation Services and Systems Support Unique Projects Supported</b>	2.10.1 Application Support and Services	
	2.10.2 Web Support and Services	
	2.10.3 Database Support and Services	
	2.10.4 Office Automation Support and Services	Other Devices – CD ROM; external modem; projector; Blackberry and similar two way PDAs; telephones; cell phones; facsimile machines; VTC systems; cameras; and zip drives, wireless technologies, digital radios, sat phones, GPS, etc. Establish, setup and support Emergency Recovery Offices and Satellite Offices based upon the Category and Severity of the disaster. Support is required 24 hours x 7 days during the recovery effort.
	2.10.5 Server Support and Services	
	2.10.6 End-User Support and Services	
	2.10.7 Electronic Message Support and Services	
	2.10.8 Classified Computing Support and Services	POD EOC has a requirement to support contingency operations in PACOM and USFK Area of Operations. Classified computing will be required. POD also participates in JCS exercises (e.g., Cobra Gold <Thailand>, UFL <Korea>, Sakura <Japan>etc).
	2.10.9 IM/IT Facility Support and Services	POD will need to support an EOC (e.g., ERROC) forward under the USACE CDRP (Catastrophic Disaster Response Plan) for an Alaska Earthquake.
	2.10.10 Partnerships and/or Other	HQPOD anticipates that it will be <b>ISO 9001-2000</b> certified (o/a Nov 04). This certification includes IM. A surveillance audit occurs every 6 months. All districts will also be ISO certified.

**POD** - Special or unique IT/IM support for natural disaster recovery efforts:

US Army Corps of Engineers' Mission Assignments during disaster recovery operations consist of the following activities:

1. Emergency Water Supply
2. Emergency Ice
3. Emergency Power
4. Temporary Roofing
5. Temporary Housing
6. Debris Removal
7. Damage Assessment
8. Technical Assistance

IM provides direct and indirect support to the above mission assignments at both the disaster location(s) and Headquarters area.

**Response-** A natural disaster such as a hurricane (typhoon or cyclone), flood/coastal flood, earthquake, fire, or major water drought that requires Emergency Assistance from the Army Corps of Engineers. Multiple “Responses” can occur from a single Disaster. Example: A single Hurricane can cross many State and Regional Boundaries causing many response requirements from multiple locations.

**IM Major Mission:** Establish, setup and support Emergency Recovery Offices and Satellite Offices based upon the Category and Severity of the disaster. Support is required 24 hours x 7 days during the recovery effort.

### **IT / IM Major Functions in Support of Disaster Recoveries**

1. Communications
  - a. Voice (radio)
  - b. Voice (wired/wireless)
  - c. IVR Services (Interactive Voice Response)
  - d. Voice (satellite)
  - e. Data (satellite)
  - f. Data (wired/wireless)
  - g. Voice (cell phones)
2. Automation
  - a. Help Desk and End User Support
  - b. Network (LAN and WAN)
  - c. Database (CEFMS, ENGLINK,etc.)
  - d. Web Support
  - e. Email
  - f. Security
3. Audio Visual
  - a. VTC (Video Teleconferencing)
  - b. Presentation Graphics
  - c. Photography (film and digital)
  - d. Videography
4. Reproduction
  - a. Office Copiers
  - b. Printing
5. GIS
  - a. Mapping
  - b. Mission Support
6. IT Management
  - a. Procurement Support
  - b. Customer / User Support Interface
  - c. Records Management
  - d. Requirements Management
  - e. Other Resource Support

## **Initial ERRO Setup to Include Field Sites**

1. Must be established and 100% Operational within 24 hours of Notification to proceed
2. Support Requires 24 x 7 During all phases of the recovery operation
3. Initial Setup includes:
  - a. Installation & Configuration of Workstations & Support Peripherals
  - b. Establishment of Local Area Network amongst all workstations. Includes local Wiring
  - c. Establish permanent Data Communication Link with Responsible District (Usually T1 or equal)
  - d. Establish Voice Communications as per Hurricane Category
  - e. Setup IM Admin Support Functions as per Hurricane Category i.e., VTC, Printing, Copiers, GIS, etc.

## **Other support can include:**

1. Support to FEMA in deploying communications packages DTOC/CTOC (Containerized Tactical Operational Center) kits
2. Support to ESF #3
3. Support for modeling (damage predictions, simulations, damage assessments, etc).
4. Support is also not only for Hurricanes (Typhoons, Cyclones in Western and Southern Hemispheres) but for tsunamis, earthquakes and other major catastrophic scenarios under the USACE National Readiness Preparedness program
5. Support to Earthquakes (similar to Hurricanes but usually with NO notice or minimum response time)
6. Support to USACE Catastrophic Disaster Response Plans (for Earthquake in Alaska, Catastrophic Hurricane in New Orleans, Catastrophic Hurricane in Miami, Long Beach Earthquake, Cascadia earthquake, New Madrid Earthquake). FEMA is developing a similar plan for National emergencies.
7. Support in special (hazardous) conditions- Sub-zero weather for Alaska. Self-sufficiency under extreme weather conditions for 1-2 weeks may be required.

**IDENTIFY ALL UNIQUE PROJECTS (IF ANY) FOR ALL DISCIPLINES - POH**

<p><b>2.10 Automation Services and Systems Support Unique Projects Supported</b></p>	<p>2.10.1 Application Support and Services</p>	<p>Provide application support and services to remote field sites throughout the Pacific, spread across seven time zones, and on both sides of the international dateline. Technical support staff must be available during remote site business hours to resolve application support issues, which often requires overtime and/or on-call support due to the time differences. While most service calls can be resolved through phone support, on-site visits may be required and are scheduled at least once a year. Due to the varying communications services available to each field office, limited remote/terminal services may be available to resolve Helpdesk/service calls. Acceptable quality level: 100% of service requests completed on time, and meet customer requirements. Service requests must be acknowledged within 30 minutes of receipt and resolved within 1 business day. No more than 2 customer complaints per year will be accepted.</p>
		<p>Provide application support and services for EM disaster response missions. Deployment to disaster sites within 24 hours of notification, for a minimum duration of 30 days is required. Work includes the support of all IM/IT areas (communication, office automation, Corps AIS, VTC, CTOC, DTOS, VI, etc.) while deployed to disaster areas. Must work with local service providers and/or other agencies to acquire services and equipment (i.e. communications services, IM/IT devices, etc.) and support varying software and hardware configurations from other Corps districts and other support agencies. Coordinate with “home District” for deployed personnel to resolve connectivity and application support issues (email, CEFMS, ENGLINK, etc). Work schedules often include 12 – 14 hour work days, and weekend work. Acceptable quality level: 100% of service requests completed on time, and meet customer requirements. Service requests must be acknowledged within 15 minutes of receipt and resolved within 4 hours.</p>
		<p>Provide application support and services for EM exercises and training missions. Work includes 24/7 support to Corps and non-Corps personnel participating in local, state, and Federal exercises for operational readiness (hurricane exercises, Ulchi-Focus Lens, Cobra Gold, etc.). Exercises generally occur 3 – 5 times a year and range from 1 – 3 weeks in duration. Acceptable quality level: 100% of service requests completed on time, and meet customer requirements. Service requests must be acknowledged within 15 minutes of receipt and resolved within 4 hours.</p>
		<p>Provide application support for the SPAWAR badge entry system which includes a server, workstation, specialized hardware and card entry devices. Acceptable quality level: 100% of service requests completed on time, and meet customer requirements. Service requests must be acknowledged within 30 minutes of receipt and resolved within 1 business day. No more than 2 customer complaints per year will be accepted.</p>
		<p>Provide application support and services during fiscal year-end to POH staff. 24/7 on-call support is required from 1 September through mid-October of each year. Acceptable quality level: 100% of service requests completed on time, and meet customer requirements. Service requests must be acknowledged within 15 minutes of receipt and resolved within 4 hours.</p>
		<p>2.10.2 Web Support and Services</p> <p>Provide web support and services to the Programs and Project Management office to design and publish an on-line registration website for the semi-annual Pacific Partnering Conference. The on-line registration system must collect registrant’s contact information, attendance selections for available breakout sessions, and miscellaneous comments/concerns. Acceptable quality level: 100% of projects completed on-time and meet customer requirements.</p>
	<p>2.10.3 Database Support and Services</p> <p>Provide database support and services during fiscal year-end to POH staff. 24/7 on-call support is required from 1 September through mid-October of each year. Acceptable quality level: 100% of service requests completed on time, and meet customer requirements. Service requests must be acknowledged within 15 minutes of receipt and resolved within 4 hours.</p>	

<p>2.10.4 Office Automation Support and Services</p>	<p>Provide office automation support and services to remote field sites throughout the Pacific, spread across seven time zones, and on both sides of the international dateline. Technical support staff must be available during remote site business hours to resolve office automation, software, and hardware support issues, which often requires overtime and/or on-call support due to the time differences. While most service calls can be resolved through phone support, on-site visits may be required and are scheduled at least once a year. Due to the varying communications services available to each field office, limited remote/terminal services may be available to resolve Helpdesk/service calls.</p> <p>Acceptable quality level: 100% of service requests completed on time, and meet customer requirements. Service requests must be acknowledged within 30 minutes of receipt and resolved within 1 business day. No more than 2 customer complaints per year will be accepted.</p>
	<p>Provide office automation support and services for EM disaster response missions. Deployment to disaster sites within 24 hours of notification, for a minimum duration of 30 days is required. Work includes the support of all IM/IT areas (communication, office automation, Corps AIS, VTC, CTOC, DTOS, VI, etc.) while deployed to disaster areas. Must work with local service providers and/or other agencies to acquire services and equipment (i.e. communications services, IM/IT devices, etc.) and support varying software and hardware configurations from other Corps districts and other support agencies. Coordinate with “home District” for deployed personnel to resolve connectivity and application support issues (email, CEFMS, ENGLINK, etc). Work schedules often include 12 – 14 hour work days, and weekend work.</p> <p>Acceptable quality level: 100% of service requests completed on time, and meet customer requirements. Service requests must be acknowledged within 15 minutes of receipt and resolved within 4 hours.</p>
	<p>Provide office automation support and services during fiscal year-end to POH staff. 24/7 on-call support is required from 1 September through mid-October of each year.</p> <p>Acceptable quality level: 100% of service requests completed on time, and meet customer requirements. Service requests must be acknowledged within 15 minutes of receipt and resolved within 4 hours.</p>
<p>2.10.5 Server Support and Services</p>	<p>Provide server support and services to remote field sites throughout the Pacific, spread across seven time zones, and on both sides of the international dateline. Technical support staff must be available during remote site business hours to resolve server support issues, which often requires overtime and/or on-call support due to the time differences. Downtime for system maintenance must be scheduled during non-business hours to include overseas field sites and must not affect field office operations. While most service calls can be resolved through phone support, on-site visits may be required and are scheduled at least once a year. Due to the varying communications services available to each field office, limited remote/terminal services may be available to resolve server service calls.</p> <p>Acceptable quality level: 100% of service requests completed on time, and meet customer requirements. Service requests must be acknowledged within 30 minutes of receipt and resolved within 1 business day. No more than 2 customer complaints per year will be accepted.</p>
	<p>Provide server support and services during fiscal year-end to POH staff. 24/7 on-call support is required from 1 September through mid-October of each year.</p> <p>Acceptable quality level: 100% of service requests completed on time, and meet customer requirements. Service requests must be acknowledged within 15 minutes of receipt and resolved within 4 hours.</p>
<p>2.10.6 End-User Support and Services</p>	<p>Provide end-user support and services to remote field sites throughout the Pacific, spread across seven time zones, and on both sides of the international dateline. Technical support staff must be available during remote site business hours to resolve end-user support issues, which often requires overtime and/or on-call support due to the time differences. While most service calls can be resolved through phone support, on-site visits may be required and are scheduled at least once a year. Due to the varying communications services available to each field office, limited remote/terminal services may be available to resolve end-user service calls.</p> <p>Acceptable quality level: 100% of service requests completed on time, and meet customer requirements. Service requests must be acknowledged within 30 minutes of receipt and resolved within 1 business day. No more than 2 customer complaints per year will be accepted.</p>

		<p>Provide end-user support and services for EM disaster response missions. Deployment to disaster sites within 24 hours of notification, for a minimum duration of 30 days is required. Work includes the support of all IM/IT areas (communication, office automation, Corps AIS, VTC, CTOC, DTOS, VI, etc.) while deployed to disaster areas. Must work with local service providers and/or other agencies to acquire end-user services and equipment (i.e. communications services, IM/IT devices, etc.) and support varying software and hardware configurations from other Corps districts and other support agencies. Coordinate with “home District” for deployed personnel to resolve connectivity and application support issues (email, CEFMS, ENGLINK, etc). Work schedules often include 12 – 14 hour work days, and weekend work.</p> <p>Acceptable quality level: 100% of service requests completed on time, and meet customer requirements. Service requests must be acknowledged within 15 minutes of receipt and resolved within 4 hours.</p> <p>Provide end-user support and services during fiscal year-end to POH staff. 24/7 on-call support is required from 1 September through mid-October of each year.</p> <p>Acceptable quality level: 100% of service requests completed on time, and meet customer requirements. Service requests must be acknowledged within 15 minutes of receipt and resolved within 4 hours.</p> <p>Provide end-user support and services to Far East District personnel stationed in Hawaii. End-user support includes, but is not limited to troubleshooting connectivity, hardware, and software support issues.</p> <p>Acceptable quality level: 100% of service requests completed on time, and meet customer requirements. Service requests must be acknowledged within 30 minutes of receipt and resolved within 1 business day. No more than 2 customer complaints per year will be accepted.</p> <p>Provide end-user and operational support for the SPAWAR Badge Entry System. IM personnel must operate all computer hardware and software associated with this system. Operator is responsible for verifying employee’s identification, taking photos of new POH employees, entering personnel information into the Badge Entry database, and issuing a badge to the employee for entry to the building.</p> <p>Acceptable quality level: 100% of service requests completed on time, and meet customer requirements. Service requests must be acknowledged within 30 minutes of receipt and resolved within 1 business day. No more than 2 customer complaints per year will be accepted.</p> <p>Manage the IM notebook loaner pool. Responsibility includes maintaining a complete inventory of approximately 15 notebooks and all related accessories (CD/DVD drives, zip drives, phone cords, LAN cables, power cords, spare battery, mouse, etc.), scheduling loan requests from end-users, configure and verify operation of login and dial-up connections, prepare sub-hand receipt for property accountability, and conduct an orientation with the end-user if required. All notebooks must be wiped clean and reconfigured upon return to the loaner pool and all accessories must be checked and verified upon return.</p> <p>Acceptable quality level: 100% of service requests completed on time, and meet customer requirements. Service requests must be acknowledged within 30 minutes of receipt and completed by negotiated delivery date. No more than 2 customer complaints per year will be accepted. 100% property accountability must be maintained.</p> <p>Provide end-user support and services for EM exercises and training missions. Work includes 24/7 support to Corps and non-Corps personnel participating in local, state, and Federal exercises for operational readiness (hurricane exercises, Ulchi-Focus Lens, Cobra Gold, etc.). Exercises generally occur 3 – 5 times a year and range from 1 – 3 weeks in duration.</p> <p>Acceptable quality level: 100% of service requests completed on time, and meet customer requirements. Service requests must be acknowledged within 15 minutes of receipt and resolved within 4 hours.</p>
	2.10.7 Electronic Message Support and Services	<p>Provide electronic message support and services to remote field sites throughout the Pacific, spread across seven time zones, and on both sides of the international dateline. Technical support staff must be available during remote site business hours to resolve email support issues, which often requires overtime and/or on-call support due to the time differences. Downtime for system maintenance must be scheduled during non-business hours to include overseas field sites and must not affect field office operations. While most service calls can be resolved through phone support, on-site visits may be required and are scheduled at least once a year. Due to the varying communications services available to each field office, limited remote/terminal services may be available to resolve email service calls.</p> <p>Acceptable quality level: 100% of service requests completed on time, and meet customer requirements. Service requests must be acknowledged within 30 minutes of receipt and resolved within 1 business day. No more than 2 customer complaints per year will be accepted.</p>

		<p>Provide electronic message support and services for EM disaster response missions. Deployment to disaster sites within 24 hours of notification, for a minimum duration of 30 days is required. Work includes the support of all IM/IT areas (communication, office automation, Corps AIS, VTC, CTOC, DTOS, VI, etc.) while deployed to disaster areas. Must work with local service providers and/or other agencies to acquire services and equipment (i.e. communications services, IM/IT devices, etc.) and support varying software and hardware configurations from other Corps districts and other support agencies. Coordinate with “home District” for deployed personnel to resolve connectivity and application support issues (email, CEFMS, ENGLINK, etc). Work schedules often include 12 – 14 hour work days, and weekend work.</p> <p>Acceptable quality level: 100% of service requests completed on time, and meet customer requirements. Service requests must be acknowledged within 15 minutes of receipt and resolved within 4 hours.</p>
		<p>Provide electronic message support and services during fiscal year-end to POH staff. 24/7 on-call support is required from 1 September through mid-October of each year.</p> <p>Acceptable quality level: 100% of service requests completed on time, and meet customer requirements. Service requests must be acknowledged within 15 minutes of receipt and resolved within 4 hours.</p>
2.10.8 Classified Computing Support and Services		<p>Provide classified communications support for EM disaster response missions. Deployment to disaster sites within 24 hours of notification, for a minimum duration of 30 days is required. Work includes the support of all IM/IT areas (communication, office automation, Corps AIS, VTC, CTOC, DTOS, VI, etc.) while deployed to disaster areas. Must work with Corps-issued Tele-engineering communications equipment to provide classified VTC services for deployed personnel. Work schedules often include 12 – 14 hour work days, and weekend work. IM/IT support personnel must hold security clearance at or above required security level.</p> <p>Acceptable quality level: 100% of service requests completed on time, and meet customer requirements. Service requests must be acknowledged within 15 minutes of receipt and resolved within 4 hours or negotiated delivery date.</p>
2.10.9 IM/IT Facility Support and Services		<p>Provide IM/IT facility support and services to remote field sites throughout the Pacific, spread across seven time zones, and on both sides of the international dateline. Technical support staff must be available during remote site business hours to address IM/IT facility support issues, which often requires overtime and/or on-call support due to the time differences. While most service calls can be resolved through phone support, on-site visits may be required and are scheduled at least once a year.</p> <p>Acceptable quality level: 100% of service requests completed on time, and meet customer requirements. Service requests must be acknowledged within 1 business day and completed by the negotiated completion date.</p> <p>Provide IM/IT facility support and services for EM exercises and training missions. Work includes 24/7 support to Corps and non-Corps personnel participating in local, state, and Federal exercises for operational readiness (hurricane exercises, Ulchi-Focus Lens, Cobra Gold, etc.). Exercises generally occur 3 – 5 times a year and range from 1 – 3 weeks in duration.</p> <p>Acceptable quality level: 100% of service requests completed on time, and meet customer requirements. Service requests must be acknowledged within 1 business day and completed by the negotiated completion date.</p>
2.10.10 Partnerships and/or Other		<p>Coordinate with the installation DOIM offices on all IM/IT issues and initiatives. POH HQ and the remote sites are currently located on eight (8) Army, Air Force, and Navy bases throughout the Pacific. IM staff must coordinate with each installation DOIM to acquire telephone and communications services, photography, video and A/V services, and classified computing services. Coordination is also required for server, firewall access, hardware, software, and other IM/IT issues.</p>

**IDENTIFY ALL UNIQUE PROJECTS (IF ANY) FOR ALL DISCIPLINES - SAJ**

<b>2.10 Automation Services and Systems Support Unique Projects Supported</b>	2.10.1 Application Support and Services	Provide DOCUMENTUM services and support to CERP. Provide services and support to CorpsConnect Provide services and support to Robot tool Provide services and support for local P3e system
	2.10.2 Web Support and Services	Provide WEB, FTP services and support to SFRestore.
		Provide DOCUMENTUM WEB services and support to CERP.
	2.10.3 Database Support and Services	Provide SQL Services and support to SFRestore.
	2.10.4 Office Automation Support and Services	
	2.10.5 Server Support and Services	Provide DOCUMENTUM, DOCUMENTUM WEB servers and server support to CERP.
		Provide HTTP, FTP, SQL, LIST, GIS MAP, Windows Media Streaming, and FILE servers and server support to SFRestore.
		Provide LIST, GIS MQP, Windows Media Streaming, and FILE services and support to SFRestore.
	2.10.6 End-User Support and Services	Data Storage support for District using SAN technology. Also, provide data storage for Exchange using RAID devices.
	2.10.7 Electronic Message Support and Services	Provide Microsoft Exchange 2000 Email servers and Email support to SFRestore. Provide Blackberry services and support to SFRestore.
2.10.8 Classified Computing Support and Services		
2.10.9 IM/IT Facility Support and Services		
2.10.10 Partnerships and/or Other	South Florida Water Management District	

## IDENTIFY ALL UNIQUE PROJECTS (IF ANY) FOR ALL DISCIPLINES – SAJ-CERP

The **CERPZone** is a independent network of servers that was established as a comprehensive framework for coordinating, prioritizing and performing the projects required to produce the information management and technology deliverables required by the CERP Program/Project Managers, other participating organizations, the public and oversight agencies. This network is not trusted by any of the Agency networks that collaborate in the CERPZone (see Agency List, 2.10.10). This network, the Internet and intranet web sites and the applications that reside on this network provide a means for these dispersed and diverse agencies to access and collaborate on their projects.

<b>2.10 Automation Services and Systems Support Unique Projects Supported</b>	2.10.1 Application Support and Services	As equal partners, CERP Technology Board requires the concurrence of both SFWMD and USACE, Jacksonville for all CERP IT expenditures, including hardware, software and personnel support.
		USACE, Jacksonville utilizes the services of GSA who has contracted with the Chickasaw Nation Industries Technology Division to provide dedicated support for the CERPZone application support and development. Employees of SFWMD and USACE provide additional support.
		Major applications: GIS P3e Documentum
	2.10.2 Web Support and Services	As equal partners, CERP Technology Board requires approval from both agencies for all CERP IT expenditures, including hardware, software and personnel support.
		USACE, Jacksonville utilizes the services of GSA who has contracted with the Chickasaw Nation Industries Technology Division to provide dedicated support for the CERPZone Web Sites and all application development. Employees of SFWMD and USACE provide additional support.
	2.10.3 Database Support and Services	The CERPZone data warehouse utilizes data from the financial systems of both the SFWMD and Jacksonville District
		As equal partners, CERP including hardware, software and personnel support.
		USACE, Jacksonville utilizes the services of GSA who has contracted with the Chickasaw Nation Industries Technology Division to provide dedicated database support for the CERPZone. Employees of SFWMD and USACE provide additional support.
	2.10.4 Office Automation Support and Services	NONE
	2.10.5 Server Support and Services	As equal partners, CERP Technology Board requires approval from both agencies for all CERP IT expenditures, including hardware, software and personnel support.
The majority of the servers that comprise the CERPZone have been purchased by the State of Florida, South Florida Water Management District and are housed in the computer center of the South Florida Water Management District. The remainder of the servers were purchased by USACE, Jacksonville District with CERP project funds and primarily reside in the computer center of the Jacksonville District.		
USACE, Jacksonville utilizes the services of GSA who has contracted with the Chickasaw Nation Industries Technology Division to provide dedicated support for the CERPZone Network Servers, Communications and Security. Employees of SFWMD and USACE provide additional support.		
2.10.6 End-User Support and Services	There are no workstations in the CERPZone network. The end users receive support from the two major partners when they request and are granted access to the CERPZone Network and approved applications. Their workstation support is the responsibility of their respective agencies.	
2.10.7 Electronic Message Support and Services	Provide list servers and electronic messaging for internal application notifications and public notification of CERP activities.	

<b>2.10 Automation Services and Systems Support Unique Projects Supported</b>	2.10.8 Classified Computing Support and Services	NONE
	2.10.9 IM/IT Facility Support and Services	The CERPZone Network is located in three geographic locations. The U.S. Corps of Engineers, Jacksonville District is housing a portion of the servers that support the CERP effort. The South Florida Water Management District, is housing the remainder of the servers being used in this effort. The USACE Central Processing Center is provides connectivity from a USACE desktop to reach the network.
	2.10.10 Partnerships and/or Other	CERP was created by an agreement between the U.S. Congress and the Florida Legislature to “establish a full and equal partnership between the state and the Federal governments for the implementation of the Comprehensive plan.
		Federal Agencies: Department of Army - U.S. Army Corps of Engineers Department of Interior Department of Commerce Department of Justice Department of Transportation Department of Agriculture Environmental Protection Agency
Tribal Representatives: Seminole Tribe Miccosukee Tribe		
	State Agencies: South Florida Water Management District Office of the Governor Florida Department of Environmental Protection	

### **ADDITIONAL UNIQUE REQUIREMENTS FOR CERP**

The Service Provider shall provide support for the unique IM/IT mission requirements for two information management technology initiatives undertaken for the Comprehensive Everglades Restoration Plan (CERP):

- CERPZone shared information network
- Interagency Modeling Center (IMC).

It is essential that the SP preserves our 50/50 partnership with the State of Florida to achieve our CERP goals as mandated by Congress, and to support the execution of the most ambitious ecosystem restoration plan ever undertaken in the United States. This project bears much political sensitivity and has the attention of numerous special interest groups.

### **Background Information**

The south Florida ecosystem is a nationally and internationally unique and important natural resource. It is also a resource in peril, having been severely impacted by human activities for over a hundred years. The “Central and Southern Florida Project Comprehensive Review Study Final Integrated Feasibility Report and Programmatic Environmental Impact Statement” (April 1999 Final Feasibility Report) recommended a comprehensive plan for the restoration, protection and preservation of the water resources of central and southern Florida. This plan is known as the Comprehensive Everglades Restoration Plan (CERP). The primary goal of this Comprehensive Plan is the restoration, preservation and protection of the south Florida ecosystem while providing for other water-related needs of the region such as flood protection and water supply. The plan contains 68 major components that involve creation of approximately 217,000 acres of reservoirs and wetland-based water treatment areas. Implementation of the Comprehensive Plan requires integration of many related projects and activities.

### **History**

Since their initial collaboration on the Central and Southern Florida Project, the USACE Jacksonville District, Corps of Engineers and the SFWMD have been working together to implement and operate the Central and Southern Florida Project. However, implementation of the Comprehensive Plan under this agreement will take the USACE and the SFWMD to a higher level of partnering. For the first time in the Central and Southern Florida Project history, the Corps

and the SFWMD will be sharing the responsibility for designing and constructing projects. Under the Design Agreement, the SFWMD will have the authority to develop Project Management Plans, conduct studies, write Project Implementation Reports, prepare Design Documentation Reports and develop plans and specifications. While these products will still be required to meet the Corps' requirements and undergo the same review and approval processes, this new method of sharing project development will require new and innovative business practices to ensure that the Comprehensive Plan is implemented in accordance with all applicable laws and regulations. These new business practices are described in Section 2 of this document. Further, to facilitate implementation of the Comprehensive Plan, the Corps has co-located personnel at the SFWMD Headquarters in West Palm Beach. This satellite office will serve as a key liaison hub for activities related to the Comprehensive Plan.

Master Program Management Plan, Vol. I – Management Processes Comprehensive Everglades Restoration Plan specified: “A separate network will be established to facilitate electronic document storage and retrieval as well as information management and collaboration for the Comprehensive Plan implementation. This shared data and information network is to be equally accessible to both the SFWMD and the Corps. It will consist of a web site and servers that will allow for sharing of draft and final documents, schedules, financial, scientific and geospatial data, and other program-related information between the Corps, SFWMD and other authorized users. The infrastructure and software is designed to eliminate the potential for security and firewall breaches that could threaten the integrity of the system and the information it contains. The web site is also used to post information and data for review by other agencies, stakeholder groups and the public. A data management plan was developed to ensure that all geospatial data needed for the Comprehensive Plan implementation could be easily accessed, retrieved and used by all authorized users. Geospatial data includes but is not limited to surveys, maps, aerial photography, aerial imagery, and biological, ecological, and hydrological modeling coverages. The Corps and SFWMD collect, store, disseminate and use geospatial data from multiple sources. To effectively manage this data, the Corps and SFWMD have established standards and procedures to facilitate electronic storage, retrieval and transfer of data. The standards and procedures address such topics as geospatial metadata, data projections, horizontal/vertical datums, file formats, compression techniques, file coding and file naming conventions for all geospatial data to be stored on the shared data and information network.”

## **Governance**

- a. Design Agreement between The Department of the Army and South Florida Water Management District, dated 12 May 2000
- b. CERP Master Program Management Plan, dated 24 August 2000
- c. CERP Executive Steering Committee Charter, dated 8 April 2003
- d. CERP Technology Management Board Charter, dated 8 April 2003
- e. CERP Data Management Plan, dated 26 February 2002
- f. IMC Concept Agreement, 29 April 2003
- g. IMC Program Management Plan, CERP, dated January 2004
- h. Memorandum of Understanding (MOU), IMC, Draft dated 1 October 2004, IT Support and Services
- i. MOU, Draft dated 3 February 2004, Network Structure

The CERP IT resources are managed under the established IM/IT Program Governance. This governance was established with the Executive Steering Committee (ESC) Charter and the Technology Management Board Charter (TMB). As equal partners, the CERP Technology Board requires approval from both agencies for all CERP IT expenditures, including hardware, software and personnel support. The ESC exists to manage information and investments on an enterprise-wide level. The ESC is co-chaired by the Restoration Program managers of the partner organizations. Beyond the co-chairs, the membership includes the CIO's of the partner organizations and the Managers of the Restoration Program Management Office with CERP-wide budget and expenditure responsibility. The TMB is the accountable operations and project management body for IM/IT investments and projects that support CERP. The TMB body is co-chaired by the CERP IM/IT Project Managers of the partner organizations. Beyond the co-chairs, the membership rotates based on the current User Engagement or interaction with the ESC. On a project level the TMB manages IT investments, ensures compliance with the CERP Enterprise Architecture and guarantees that the CERP IM/IT program is helping to manage CERP knowledge. In addition to work with the ESC, the TMB also works as a

part of the Solutions Development Center (SDC) on individual User Engagements. The SDC includes the creation of policies, procedures, meta-organizations, and control structures based on a government-approved capability maturity model to promote quality assurance/control, coordination and accountability into the development and deployment process. This partnership includes the cost sharing of their resources.

### **Locations**

The CERPZone Network is sited in two geographic locations. The U.S. Army Corps of Engineers, Jacksonville District, Jacksonville, FL is housing a portion of the CERPZone servers that support the CERP effort. The South Florida Water Management District, West Palm Beach, FL is housing the remainder of the CERPZone servers being used in this effort along with the IMC network.

### **Other Partners**

Our participating Federal agencies include:

- Department of Army - U.S. Army Corps of Engineers
- Department of Interior
- Department of Commerce
- Department of Justice
- Department of Transportation
- Department of Agriculture
- Environmental Protection Agency

Tribal Representatives:

- Seminole Tribe
- Miccosukee Tribe

State Agencies:

- South Florida Water Management District
- Office of the Governor, State of Florida
- Florida Department of Environmental Protection

### **Scope of Work**

The CERP Projects consist of two independent networks, the CERPZone Network and the IMC Network. The CERP IT resources are managed under the established IM/IT Program Governances. The IM/IT equipment, services and institutional expertise for this high profile work is co-located, inextricably linked, and inseparable as partnering agencies in their IM/IT functions. The SP will provide dedicated support for existing and future CERP automation, communications, information assurance, web sites, application development, database support, office automation, server support, records management, end-user support, electronic messaging, geographic information systems, and the IM/IT facilities. Employees of SFWMD and USACE and contractors of the SFWMD provide additional support and services and well as professional engineering services.

All current and future IM/IT endeavors must preserve the 50/50 partnership mandated by Congress. This support must preserve the current and future IM/IT CERP Organization and Structure. The service provider will work within the framework of the existing agreements included in the Technical Exhibits. The SP is not empowered to negotiate with the State or any of our other CERP partners. The appointed IT staff identified within the Jacksonville District: an IM/IT CERP Project Manager (Jacksonville, FL), A CERP Geographical Information System (GIS) Program Manager (Jacksonville, FL), and a CERP Interagency Modeling Center (IMC) Project Manager (West Palm Beach, FL) are critical for the project's overall success, and will provide for the continued effective Government oversight required in the partnership with the SFWMD.

References to the USACE network, should include the support of the CERP networks, reporting to the appropriate CERP authority.

### **C.1.3.2 Automation**

In addition to the services indicated in C.1.3.2. Automation and all other appropriate references, the SP shall participate in and support the change control process of the two CERP configuration control boards.

### **C.1.4 Work Environment**

In order to support the unique CERP requirements, certain SP employees will be housed and working in the USACE Facility and certain SP employees will be housed and working in the SFWMD facility. The SFWMD located employees will be required to comply with the appropriate security requirements of the State facility, in addition to complying with appropriate USACE security requirements,

### **C.1.10 Interference with Government Operation**

In addition to the services indicated in C.1.10 Interference with Government Operation, planned disruptions to networks and communications services should be scheduled via the CERP Change Control processes.

### **C.1.17.3 Freedom of Information Act**

In addition to the services indicated in C.1.17.3 Freedom of Information Act, the SP will not release proprietary State of Florida information.

### **C.1.25.2 Office Space & Equipment**

The SFWMD provides the building facilities, computer room including electrical power and rated for a Category 5 hurricane, hardware, software and peripherals, data storage, CERP data, televideo conferencing equipment; telephone system, IP Telephony, PBX and voicemail; email and calendaring service; publications; USACE Contractor space, supplies and equipment for the portion of the network that resides in West Palm Beach, FL. USACE provides the COOP site, the support and services of USACE GSA contractors responsible for the Geospatial, Web, Infrastructure, Data Management, Program Management, Program Controls and Modeling development and maintenance in support of the Evergladesplan.org, CERPZone.org web sites, hardware, software and peripherals, televideo conferencing and camera equipment, and data storage space.

### **C.5.12.2 End-User Support**

In addition to providing IMIT technical support for USACE end-users, the SP will support the needs of the CERP end-users as it relates to the CERP networks. These end-users can be from any of the participating partners and their approved contractors.

**IDENTIFY ALL UNIQUE PROJECTS (IF ANY) FOR ALL DISCIPLINES – SAJ-IMC**

<b>2.10 Automation Services and Systems Support Unique Projects Supported</b>	2.10.1 Application Support and Services	The IMC provides modeling support and services for CERP modeling in support of RECOVER and PDTs.
	2.10.2 Web Support and Services	The PM Viewer Application housed on the SFWMD network, at the present time, will be duplicated in the IMC for posting modeling results in the Inter and Intra net of the CERPZone in FY05. This application is in the process of development by the SFWMD as a web based application, consisting of Oracle DB's and accesses the GIS DB on the SFWMD network to "map" graphics of modeling results as well as display performance measurement graphics. The web based application will be accessible by PM's, PDT's and RECOVER as well as modelers for modeling results and performance measures.
	2.10.3 Database Support and Services	The PM Viewer Application housed on the SFWMD network, at the present time, will be duplicated in the IMC for posting modeling results in the Inter and Intra net of the CERPZone in FY05. This application is in the process of development by the SFWMD as a web based application, consisting of Oracle DB's and accesses the GIS DB on the SFWMD network to "map" graphics of modeling results as well as display performance measurement graphics. The web based application will be accessible by PM's, PDT's and RECOVER as well as modelers for modeling results and performance measures.
	2.10.4 Office Automation Support and Services	Within the IMC, there are four networks: 1. IMC Network to support modelers to run models by SFWMD and Corps; 2. Jacksonville Network to support Corps employees; 3. SFWMD Network providing SFWMD and Corps modelers email, calendaring and sharing file capabilities; and 4. Access from IMC to CERPZone for access to Documentum, P3e, Request Tracking System, access to Intranet, and future publishing of modeling results to the internal CERPZone network and external CERPZone network. A Draft MOU exists on this subject.  2.4.1.18. Other Devices are: File Server, RAID Array, Tape Library/Server/Console, Router & SAN.
	2.10.5 Server Support and Services	This is a 50/50 share between SFWMD and Corps for purchase of equipment and shared services to support CERP Modeling. These shares are negotiated between both agencies.
	2.10.6 End-User Support and Services	This is a 50/50 share between SFWMD and Corps, and negotiated between both agencies, for support and services for modelers who support the PDT's and RECOVER, and for our DOI participants, currently F&W and in the next FY05, NPS and USGS.
	2.10.7 Electronic Message Support and Services	Within the IMC, there are four networks: 1. IMC Network to support modelers to run models by SFWMD and Corps; 2. Jacksonville Network to support Corps employees; 3. SFWMD Network providing SFWMD and Corps modelers email, calendaring and sharing file capabilities; and 4. Access from IMC to CERPZone for access to Documentum, P3e, Request Tracking System, access to Intranet, and future publishing of modeling results to the internal CERPZone network and external CERPZone network. A Draft MOU exists on this subject and has been submitted as backup documentation.
	2.10.8 Classified Computing Support and Services	N/A.
	2.10.9 IM/IT Facility Support and Services	At the present time the IMC is located in the SFWMD building consisting of Corps employees and their contractors. The IMC equipment is located in the computer room of the SFWMD building. MOUs exist on this subject to include other shared services and support and has been attached as backup documentation.  The IMC Site Selection Committee is a 50/50 partnership with SFWMD for the selection of a site for the IMC. The SFWMD is a temporary facility for housing the IMC until the Committee reaches a decision in FY 05. If the IMC remains in the SFWMD building, they may be moved to the second floor space to share with the SFWMD modelers instead of being housed in three different areas of the building. The IMC may move off site with or without the equipment for the IMC network.  Attached MOU's are: MOU IMC IT Support and Services, and Building Facilities; and MOU IMC Network Structure.

	2.10.10 Partnerships and/or Other	The IMC is a 50/50 Partnership with the South Florida Water Management District (SFWMD) with participation from F&W currently, and NPS and USGS (DOI) in FY05. The USACE and SFWMD share the purchases, and negotiated between both agencies for the purchases of equipment, software and services; support modeling staff, management, review modeling SOW's for contracting services, model development, facilities, equipment, modeling, and support PDT's and RECOVER for modeling services.
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**IDENTIFY ALL UNIQUE PROJECTS (IF ANY) FOR ALL DISCIPLINES - SAM**

<b>2.10 Automation Services and Systems Support Unique Projects Supported</b>	2.10.1 Application Support and Services	Develop and maintain the Automated Training Management Program (ATMP) Database and corresponding DITSCAP certification
		Maintain and host the Programs and Projects Delivery System (PPDS), including the CMR reporting module
		Develop and maintain the P2 Portal, develop the CMI and CMR modules of P2
		Provide maintenance for the Housing Assistance Program Management Information System (HAPMIS), one of the Corps-wide Real Estate systems managed by HQ Real Estate Systems National Center (RESNC)
		Develop and maintain GIS applications in support of SHOALS, CHARTS, JALBTCX, EI2RC, emergency response initiatives, and District offices.
		Develop, maintain and host customer surveys for HQ USACE and Army Space and Building Management Program
	2.10.2 Web Support and Services	Develop, maintain and host Ft McClellan’s web site, to include automating the Administrative Record.
		Maintain and host the Programs and Projects Delivery System (PPDS), including the CMR reporting module
		Develop and Maintain the P2 Portal, develop the CMI and CMR modules of P2
		Develop and maintain GIS web applications/sites in support of SHOALS, CHARTS, JALBTCX, EI2RC, emergency response initiatives, and District offices.
		Develop and maintain HQ Real Estate Systems National Center (RESNC) websites.
		Develop, maintain and host customer surveys for HQ USACE and Army Space and Building Management Program
	2.10.3 Database Support and Services	Develop and maintain Automated Training Management Program (ATMP) database.
		Programs and Projects Delivery System (PPDS) databases and connectivity.
		Local RMS and CWMS Oracle databases.
		Support GIS databases in support of SHOALS, CHARTS, JALBTCX, EI2RC, emergency response initiatives, and District field offices.
		Provide database support for the Housing Assistance Program Management Information System (HAPMIS), one of the Corps-wide Real Estate systems managed by HQ Real Estate Systems National Center (RESNC).
	2.10.4 Office Automation Support and Services	Provide office automation support to include anti virus and CAC reader support to DTOS laptops. Provide master ghost image distributed to DTOS sites nationwide.
		Provide office automation support to include anti virus and CADD support to HQ Engineering Infrastructure and Intelligence Reachback Center (EI2RC), formerly the Infrastructure Assessment Team (IAT).
		2.4.1.18. “Other” devices include Blackberries, RAIDs, CD/DVD drives, external devices, projectors, cameras, satellite phones, cell phones, SMRs, wireless technologies, VOIP technologies, zip drives, jump drives, disk arrays, televisions, plasma screens, LCD displays, etc.
		Provide office automation support for the HQ Readiness Support Center.
		Provide office automation support for the HQ Real Estate Systems National Center (RESNC).
	2.10.5 Server Support and Services	Maintain, support and secure servers for PPDS (development and production), and RESNC (development only).
		Maintain, support and secure HQ Engineering Infrastructure and Intelligence Reachback Center (EI2RC) server/web server.
Maintain, support and secure GIS applications server in support of SHOALS, CHARTS, JALBTCX, EI2RC, emergency response initiatives, and District field offices.		
Maintain, support and secure servers in support for the HQ Readiness Support Center and DTOS National Center.		
Maintain, support and secure local RMS and CWMS servers.		

2.10.6 End-User Support and Services	Provide IT support for the HQ Deployable Tactical Operation System (DTOS), during emergency and non-emergency periods. Accompany first response team following disaster or emergency.
	Provide IT support for the HQ Engineering Infrastructure and Intelligence Reachback Center (EI2RC), formerly the Infrastructure Assessment Team (IAT).
	Provide IT support and technical contract review for the HQ Real Estate Systems National Center (RESNC).
	Provide end-user support for the HQ Readiness Support Center.
	Provide end-user support for the Programs and Projects Delivery System (PPDS).
	Provide IT support for the HQ Readiness Support Center.
2.10.7 Electronic Message Support and Services	DMS
	Blackberry server and devices
2.10.8 Classified Computing Support and Services	Provide SIPRNET connectivity, office automation, e-mail capability, end-user and server support for EI2RC.
	COMSEC facility
2.10.9 IM/IT Facility Support and Services	Secure EI2RC facility
	Secure COMSEC facility
	District training facility, HQ Readiness Support Center training facility
2.10.10 Partnerships and/or Other	MOU's with other Corps Divisions for deployment and maintenance of ATMP.
	Hosting Ft McClellan's website
	MOU with HQ for IT support for HQ RESNC staff and mission.
	MOU with 711 <sup>th</sup> Signal Battalion to provide Mobile District with COMSEC Account support
	MOU with CESAD to provide IT support for Division Office.
	Partnership with HQ and ITL P2 PM for CESAM to provide development efforts for the P2 portal and portions of the CMR and CMI.

## IDENTIFY ALL UNIQUE PROJECTS (IF ANY) FOR ALL DISCIPLINES - SAS

<p><b>2.10 Automation Services and Systems Support Unique Projects Supported</b></p>	<p>2.10.1 Application Support and Services</p>	<p>Applications are developed where possible on the web. Business Points of Contact supply requirements and assist in the development of the functional specifications. Design methodology includes use cases, database design, development, testing, implementation and support. All phases are documented. Applications are approved by the functional organization, PAO and IM before work proceeds. A schedule is developed and if possible maintained by the Business POC. Skills utilized are asp.net, asp, sqlserver, msaccess, visual basic services, GIS using Arcserve and ArcInfo, MS Office Programming, vb.net, Oracle, javascript, java, lotus notes scripting and command language, visual basic with Microstation and Sharepoint Team Services. All applications are developed with security in mind, passwords are utilized when necessary and programmers utilize techniques to deny mobile code. Engineering Division is supported with an emphasis on GIS programming. All systems are backed up nightly with restore procedures documented. Applications developed off-site are also supported(asp.net and sqlserver). Applications are tracked and documented through all phases with an in-house web application.</p>
	<p>2.10.2 Web Support and Services</p>	<p>Support and services are provided for internet, intranet and extranet sites locally and at a remote site. All web pages are developed internally as are most web applications. The District internet and intranet sites are located at CRREL in New Hampshire and are supported via ftp. In addition to the development and maintenance of these sites IM/IT checks for broken links, timeliness of information, compliance with Section 508 and compliance with Department of Defense and Corps of Engineers regulations concerning the web. IM/IT supports PAO and all District Pagemasters in the maintenance of all pagesets. Applications reside on inhouse servers; one for development and one for production. There is a local public access server with internet and extranet applications. The Engineering Web Server and GIS web are supported. IM/IT also supports the PAO media server where all video is accessible through the web. Web Reports are provided to Web Team Members(PAO, IM and Pagemasters) using AccVerify and Web Trends Software. All customer inquiries through the web are responded to immediately and answered if possible within three business days. All web sites are backed up nightly with restore procedures documented. Web design and page production is provided by PAO. Skill requirements utilized web work done in PAO include Acrobat, Macromedia Fireworks, HTML, Indesign, Adobe Photoshop, Adobe Illustrator, Dreamweaver, Frontpage, Macromedia Flash, Quarkexpress, Adobe Pagemaker, Powerpoint, Adobe Premier and 3D Studio Max.</p>
	<p>2.10.3 Database Support and Services</p>	<p>Database design is performed utilizing use case scenarios, business process diagrams, E/R Models and all databases are in third normal form. Microsoft Word and Microsoft Visio are used to produce the documentation. SQL Server is used in most cases and the web team performs database administration. Some MSAccess and Oracle databases are also supported. Sharepoint sites are supported which utilize sqlserver databases. Most application interfaces with the databases are written in visual basic using asp.net. The script is usually in the aspx.vb files. Database information is protected with password security when necessary. All databases are backed up nightly with restore procedures documented.</p>
	<p>2.10.4 Office Automation Support and Services</p>	<p>Support is provided for all Microsoft Office products including macro programming and MS Access systems development. Most Office support is provided by the Help Desk and Business POCs. All other Office Automation software including Formflow, Adobe, Lotus Notes are supported by the Helpdesk. Local Support for CEFMS, PROMIS and other legacy systems is also provided by IM/IT.</p>

2.10.5 Server Support and Services		IM/IT analyzes needs, plans and implements solutions and operates and maintains systems. Required coverage hours are 0500-1730 and on call all weekend. Normal system maintenance hours are 1900-2400 Thursdays. Administrators are required to have specific security training and annual refresher information. Administrators are also required to have and maintain a secret security clearance. Systems include email, SAN, NAS, Enterprise Backup System, Web Servers, Oracle and MS RDBMS Systems, DNS, NT/2003 NOS, File and Print Servers, Cisco Switches, Routers, VPN, Wireless, Radius, Vulnerability Scanning, Patch Maintenance, IDS such as Tripwire, Blackberry, SUS and Patch Control.
2.10.6 End-User Support and Services		IM/IT provides quality end-user support and services to district users in providing information and assistance. IM/IT provides on-site training for various software used in the District such as Microsoft Office and Adobe, updated information on Information Assurance and support to users for systems used in the District such as CEFMS, RMS, SPS, Dial-In access and VPN. IM/IT assists with the sending, receiving and archiving of electronic mail. IM/IT provides quality DSO(District Security Officer) assistance with CEFMS and timely assistance with UPASS issues such as creating passwords and updating user information. IM/IT also assists users with accessing various websites that require user login accounts such as AKO(Army Knowledge Online).
2.10.7 Electronic Message Support and Services		Email(Microsoft Exchange) and Blackberry are supported.
2.10.8 Classified Computing Support and Services		IM/IT assisted in installing SIPRNet at a CESAS facility. IM/IT provides ongoing support through user management, patch management and antivirus managers.
2.10.9 IM/IT Facility Support and Services		IM/IT determines space requirements for locations in the District and prepares designs which are forwarded to Logistics Management.
2.10.10 Partnerships and/or Other		Memorandums of Understanding(MOUs) are developed for partnerships within the government. Statements of Work(SOWs) are developed for partnerships with contractors. Email and LAN Support for DAPS.

**IDENTIFY ALL UNIQUE PROJECTS (IF ANY) FOR ALL DISCIPLINES - SAW**

<b>2.10 Automation Services and Systems Support Unique Projects Supported</b>	2.10.1 Application Support and Services	ArcView GIS Terrain Navigator QPDS
	2.10.2 Web Support and Services	
	2.10.3 Database Support and Services	RMS for SAW and SAC CEERIS RAMS
		NCDOT Mitigation Photo DB
	2.10.4 Office Automation Support and Services	CD Duplicator with robotic loader HP Surestore Optical 300mx Rolm PBX/CBX
		Polycom Viewstation VTC System Cable and DSL Modems
	2.10.5 Server Support and Services	Windows 2000, 2003, Active Directory Oracle 9i
	2.10.6 End-User Support and Services	Excel Mitigation Spreadsheets Scanner Support
	2.10.7 Electronic Message Support and Services	
	2.10.8 Classified Computing Support and Services	
	2.10.9 IM/IT Facility Support and Services	
2.10.10 Partnerships and/or Other	Partner with Coast Guard during storms via MOA.	

**IDENTIFY ALL UNIQUE PROJECTS (IF ANY) FOR ALL DISCIPLINES - SPA**

<b>2.10 Automation Services and Systems Support Unique Projects Supported</b>	2.10.1 Application Support and Services	P2 GUI interfaces for SPA, PLCM, LCM, PM, SME, P2 Administrator, P2 PDT member, Primavera, PRAC, WI support.
		WI hierarchy support, J initiator for prism support, Prism, CEFMS interactions, P2 interactions as necessary, VTC, PRB coordinator.
		Local, and congressional coordinator, Forcon supporter, and SQL enterprise manager.
	2.10.2 Web Support and Services	PPMD web design, maintenance, dynamic web page design, planning online registration workshop, P2 incense management, PPMD computer software and other controller.
		Online dynamic SPA PPMD customer survey designer, design and implement congressional CD, PPMD software accreditation.
		P2 help desk locally and regionally, Intranet review & implement design as necessary.
		Support 1500+ web pages for our Help desk system (Unicenter Service Desk Plus) Support 100 web pages for our knowledge base system.
	2.10.3 Database Support and Services	P2 oracle 11i, 9i, 8i, Forcon, Prism, SPA survey, Evaluation survey, Funding distribution reports, CEFMS, Prism monthly obligations and expenditures coordinator.
		Numerous queries that from CEFMS, Prisms, P2, other.
	2.10.4 Office Automation Support and Services	PDA coordinator for PPMD, using Visual basic 6, .net to set-up run miscellaneous queries, PM scheduling in P2.
Matching of data input in numerous interfaces within P2.		
2.10.5 Server Support and Services	Checks and coordinates Oracle 11i P2 database interfaces as necessary.	
2.10.6 End-User Support and Services	Local P2 help desk coordinator, and regionally. P2 interface troubleshooting and repair.	
2.10.7 Electronic Message Support and Services	N/A	
2.10.8 Classified Computing Support and Services	N/A	
2.10.9 IM/IT Facility Support and Services	Plans logistics for all computers within PPMD. Plan and distribution of IT equipment on day to day basis.	
2.10.10 Partnerships and/or Other	Coordinates & works with PDT for P2 including working with other agencies such as Navy, Marines, Air Force, and other.	

**IDENTIFY ALL UNIQUE PROJECTS (IF ANY) FOR ALL DISCIPLINES - SPK**

<b>2.10 Automation Services and Systems Support Unique Projects Supported</b>	2.10.1 Application Support and Services	Stand alone programs, script for data collection																																			
		Collage-CMS System CCC- Call Center																																			
	2.10.2 Web Support and Services	Data and documentation																																			
		SPK Videos.																																			
	2.10.3 Database Support and Services	Perform maintenance and support on 32 Oracle databases. Includes: health checks, performance monitoring, tuning, troubleshooting, installations, configuring, upgrades, capacity planning, performing backups, adding/modifying/deleting objects, adding/modifying/deleting users, running/checking scheduled/adhoc jobs																																			
	2.10.4 Office Automation Support and Services	See GFE																																			
	2.10.5 Server Support and Services																																				
	2.10.6 End-User Support and Services	<table border="1"> <thead> <tr> <th>SERVICE</th> <th>DAILY</th> <th>FY 2003</th> <th>FY2004</th> <th>FY2005</th> </tr> </thead> <tbody> <tr> <td>CEFMS</td> <td></td> <td>8</td> <td>8</td> <td>8</td> </tr> <tr> <td>UPASS</td> <td></td> <td>5</td> <td>15</td> <td>10</td> </tr> <tr> <td>ATMP</td> <td></td> <td>12</td> <td>6</td> <td>6</td> </tr> <tr> <td>SIGNATURE CARDS</td> <td></td> <td>3</td> <td>2</td> <td>2</td> </tr> <tr> <td>OTHER MISC HELP</td> <td></td> <td>2</td> <td>2</td> <td>2</td> </tr> <tr> <td><b>DAILY TOTAL</b></td> <td></td> <td><b>30</b></td> <td><b>33</b></td> <td><b>28</b></td> </tr> </tbody> </table>	SERVICE	DAILY	FY 2003	FY2004	FY2005	CEFMS		8	8	8	UPASS		5	15	10	ATMP		12	6	6	SIGNATURE CARDS		3	2	2	OTHER MISC HELP		2	2	2	<b>DAILY TOTAL</b>		<b>30</b>	<b>33</b>	<b>28</b>
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2.10.10 Partnerships	Unofficial DWR, USGS, 4CWA, SEWD, SCWA, BUREL																																				

	and/or Other	MOA with POA for Collage usage, Understanding with SPD/SPN for Internet web hosting and support, MOA in works with CEERL for Collage usage
		Undocumented agreement with SPN to support their EBS at SPK.
		Undocumented agreement with all USACE Districts to support them when they acquire the SPK-RM PBAC Database Application. From 2.4.1.18 Projected 50 CAC Sleds, see attached sheet for examples of equipment under other.

**IDENTIFY ALL UNIQUE PROJECTS (IF ANY) FOR ALL DISCIPLINES – SPL**

<b>2.10 Automation Services and Systems Support Unique Projects Supported</b>	2.10.1 Application Support and Services	Two Water Control Data Systems (WCDS), one COOP WCDS, and one Corps Water Management System (CWMS) requiring 24/7 supports particularly during critical operating periods. One additional CWMS system to be added late 2004.
		Two local telemetry data collectors, two Local Readout Ground Station (LRGS) GOES data collectors, and one Domestic Satellite (DomSat) GOES data collector all requiring 24/7 support particularly during critical operating periods.
		One Los Angeles Telemetry System (LATS) Central computer that supports radio communications with remote transmitter units (RTUs) requires 24/7 support particularly during critical operating periods.
		Evaluates, develops software using appropriate programming language for web application, server, or database support – Fortran, C/C++, script languages such as Jython, Python, TCL/TKL/Expect, Unix shell scripting, Visual Basic, JAVA, etc
		One subscription-based meteorological data collector/display system utilized during flood control operations requires 24/7 supports
		Support proprietary data acquisition/decoding, communications, and network software on all data collection platforms
		Map source, arc view, sure maps raster, MCACES II, SAP2000, CASE, SPS, PD2
		Managing of upgrades for the EBS system, REMIS (Real Estate Information System requirements met 100%. RFMIS – Recruiting Facility Management Info System) req met 100%, ESRI – ARCVIEW, ARCPRESS, ARCINFO, (GIS APPS), need GIS Technical Assistance Staff.
		HEC applications
		Special provisions for overtime work during the months of September and October to ensure network access and database/AIS application support for fiscal year end processing/close out and the start of the new fiscal year.
2.10.2 Web Support and Services	One Windows 2000/IIS web server providing static project information requires 24/7 supports during critical operating periods.	
	Two Solaris/Apache-based web servers providing real-time data require 24/7 supports particularly during critical operating periods.	
	24/7 supports required for real-time data dissemination of water control information from the District Internet web server. Data is of utmost importance to cooperating agencies during critical operating periods	
	Vistacom, Net Term, ReQ met 100%, Secure shell, telnet and FTP applications	
	Regulatory, Water Control, Navigation Section, and Ed maintain their own Web sites, Internal and/or external. Overall Website maintenance is done externally by PAO, Internally by IM.	
	EBS, Dr. Check, ENGLINK	
	Probably hosting of SPK EBS data on SPL EBS server this year.	
2.10.3 Database Support and Services	Support for Oracle utilized by the CWMS system and support for DSS utilized by the WCDS systems is required on a 24/7 basis during critical operating periods.	
	Maintain personnel notification database application.	
	ENGLINK, Form Flow, Lotus Notes, CISN, RAMS, DB4, MS Access, P2, OMBIL, PD2, SPS, IDIS	
2.10.4 Office Automation Support		
2.10.5 Server Support and Services	1 Dell SAN Fiber Channel Devices with SCSI bridge to SCSI DLT Tape library unit, Dual chassis 20 drive capacity	
	1 Dell SAN Fiber Channel Device with LTO Fiber Channel library unit, Dual chassis 20 drive capacity	
	1 Dell LTO SCSI tape library	
	1 Floppy Disk duplicator, CD duplicator, Terminal	
	ED, PD, and CO share CADD, GIS servers, which are maintained by the end users.	
	District Support local RAMS server, which is scheduled for incorporation to a CORPS-side, consolidated RAMS server at the WPC.	
	Currently four Sun-Solaris systems, two Linux-based systems, three SCO Unix-based systems, one Windows 2000 Server/IIS system, three Windows 2000 systems, two Windows NT-based systems – as components of WCDS and CWMS systems – require 24/7 support.	
	Provide support and manage offset located Sun-Solaris WCDS server providing 24/7 availability/support for COOP at El Monte facility.	

<b>2.10 Automation Services and Systems Support Unique Projects Supported</b>	2.10.5 Server Support and Services	Provide support for additional components of the WCDS/CWMS systems: including but not limited to: 2 ALERT (Automated Local Evaluation in Real-Time) data receivers/decoders, 2 IP-based serial port servers, leased line data modem, 3 leased-line statistical multiplexes, 17 UPS, 2 digital broadcast receivers, 8 private line radio modems, 5 LPD printers, 2 IP printers, 4 scanners, 1 DecTalk system running proprietary software for automated phone-based alarm notifications.
		Other equipment not listed above are: 1 Dell SAN Filter Channel Devices with SCSI bridge to SCSI DLT Tape library unit, Dual chassis 20 drive capacity 1 Dell SAN Filter Channel Device with LTO Filter Channel library unit, Dual chassis 20 drive capacity 1 Dell LTO SCSI Tape Library 1 Floppy Disk duplicator, PC used as a dumb terminal console for routers and switches in Computer room.
		Printer servers and other network interfaces for devices such as copiers. Network analyzers and network appliances such as Sitara units. Serial switches similar to KVM switches for routers, switches and other devices. KVM switch for SUN servers.
		End user support required for approximately 20 water control users. Support to cover specialized water control software such as CWMS client software, reservoir calculation software, special Hydrologic Engineering Center (HEC) provided software, x-window software, and other productivity software utilized during normal water control operations. During flood control operations and other critical operating periods, support must be provided on a 24/7 basis with a maximum of one-hour allowed to address end-user problems.
		2.10.6 End-User Support and Services
	Need GIS Technician to support installs and maintenance in PD Desktop support	
	Data interchange between various outside partnering agencies (e.g. multiple National Weather Service offices, Los Angeles County Department of Public Works, Orange County Public Facilities and Resources Department) must be maintained. A variety of data interchange methods including but not limited to ftp, email, leased-line data transmission/reception, web dissemination, fax, phone and radio are all utilized and must be maintained. During critical operating periods these data interchanges must be maintained on a 24/7 basis.	
	Ensure that backup tapes are available for restoration of data and that a 2-week tape rotation schedule for off-site storage is followed. A centralized backup system with remote backup units has been established. Maintain a catalog of tapes stored offsite and track the tapes being rotated off-site.	
	Unlock switch ports for adding, moving PCs to network. Re-enabling switch ports after periods of non-use when switch is disabled.	
	Provide support to Water Control personnel for network infrastructure. Water Control has been assigned a block of static address for their use. All other uses must use DHCP for IP addressing.	
	2.10.7 Electronic Message Support and Services	Hand held radios, cell phone Palm products, Skytel paging, blackberries Secure VTC (EOC) Provide Blackberry service to SPK on an SPL Blackberry server.
	2.10.8 Classified Computing Support and Services	Networking – CEFMS and e-mail access for Apple valley – Center of Excellence – Resident Mgt Systems (RMS)
		Provide Secure VTC support for Emergency Operation.
Conduct security audits and inspections for the purpose of DITSCAP evaluation.		
Support COMSEC and analyze IA requirements.		
Secure VTC (EOC)		
2.10.9 IM/IT Facility Support and Services	CALTECH, FEMA, Calif Dept of Water Resources, the Disaster center, News media, GOES satellite, national weather service, national oceanic atmospheric administration (NOAA)	
	A naming convention for labeling all patch panels and drop locations in the District has been implemented. All infrastructures at new locations and offices to be renovated or otherwise modified shall use this naming convention to ensure that each drop location is uniquely identified.	
	Networking – CEFMS and e-mail access for Apple valley – Center of Excellence – Resident Mgt Systems (RMS)	
	All patch cords in the District are labeled uniquely at each end with a database established to track the used and available numbers for use in labeling.	
	All switches, routers, UPS, etc which support SNMP will have SNMP enabled for monitoring and the gathering of statistics.	

<b>2.10 Automation Services and Systems Support Unique Projects Supported</b>		At all locations, 4 pair cabling will be used consistently in the infrastructure (568A). Splitting pairs in cabling is not done.
		Access to all switch ports is limited to 1 MAC address to prevent unauthorized access and addition of equipment to the network.
		All switch ports are monitored and ports with no observed traffic is disabled on a monthly schedule.
		All modifications to cabling at patch panels and switch ports are reflected in a spreadsheet/database. A cable inventory for all devices requiring data/voice/vtc/modem service is maintained which includes locations cable path, type of service, outlet numbers, and cable numbers.
		Where infrastructure has been put in place according to District specifications, extension of data services from the service provider demarcation point will be done using the District provided infrastructure. Service providers are not to install biscuits or pull additional cabling.
		Manage IP addressing. All servers whether managed by IM or not must use specified IP static address given by IM.
	2.10.10 Partnerships and/or Other	ASCI, PARCI
		EPA use of LA District LAN/WAN with EPA VPN Client to access EPA applications
		CALTECH, FEMA, Calif Dept of Water Resources, the Disaster center, News media, GOES satellite, national weather service, national oceanic atmospheric administration (NOAA)
		ASCI, PARCI
		Data interchange between various outside partnering agencies (e.g. multiple National Weather Service offices, Los Angeles County Department of Public Works, Orange County Public Facilities and Resources Department) must be maintained. A variety of data interchange methods including but not limited to ftp, email, leased-line data transmission/reception, web dissemination, fax, phone and radio are all utilized and must be maintained. During critical operating periods these data interchanges must be maintained on a 24/7 basis.
		Orange County use at Prado Field Office of LA District DSL connectivity and communications closet

**IDENTIFY ALL UNIQUE PROJECTS (IF ANY) FOR ALL DISCIPLINES – SPN**

<b>2.10 Automation Services and Systems Support Unique Projects Supported</b>	2.10.1 Application Support and Services	Supporting SPD is unique to our district
	2.10.2 Web Support and Services	Congressional CD, Hazard Removal Program, District History
		Bay Model Visitors Center, Dredge Material Management Office (DMMO), Long Term Management Strategy (LTMS)
	2.10.3 Database Support and Services	
	2.10.4 Office Automation Support and Services	
	2.10.5 Server Support and Services	
	2.10.6 End-User Support and Services	SPD Support
	2.10.7 Electronic Message Support and Services	HQ RIT, HR, IR and deployed employees (GRD), special requirements for SPD employees located at other sites
	2.10.8 Classified Computing Support and Services	SPD/SPN requires 2 IBM ThinkPad Laptops for use on the SIPERNET located in room 912.
		These laptops should have windows 2000f or a minimum and MS Office 97 or later.
Networking support is required for the CISCO router and other network devices.		
2.10.9 IM/IT Facility Support and Services	Regional “fully meshed” network	
2.10.10 Partnerships and/or Other	Dedicated T-1 between SPD & SPK, operational support for SPD HQ, DMMO AIS development multi-agency.	

**IDENTIFY ALL UNIQUE PROJECTS (IF ANY) FOR ALL DISCIPLINES - SWD**

<b>2.10 Automation Services and Systems Support Unique Projects Supported</b>	2.10.1 Application Support and Services	Records Management
		Printing and publishing
		COMSEC
		VI support services
	2.10.2 Web Support and Services	Intranet
	2.10.3 Database Support and Services	USACE Database for Financial System
		P2
	2.10.4 Office Automation Support and Services	Network Communications
		DNS
		Telecommunications
2.10.5 Server Support and Services		
2.10.6 End-User Support and Services	Helpdesk	
2.10.7 Electronic Message Support and Services	SIPRNET	
2.10.8 Classified Computing Support and Services	SIPRNET	
2.10.9 IM/IT Facility Support and Services	Logistics	
2.10.10 Partnerships and/or Other	ARMY CPAC/CPOC	

**IDENTIFY ALL UNIQUE PROJECTS (IF ANY) FOR ALL DISCIPLINES - SWG**

<p><b>2.10 Automation Services and Systems Support Unique Projects Supported</b></p>	<p>2.10.1 Application Support and Services</p>	<p>GIS standards revolve around completeness and accuracy of each data set, the adherence to spatial data standards, and the preparation of metadata for each new data set developed in accordance with established regulations. GIS projects are not always directly related to a study or specific action. A significant amount of work is required to maintain and periodically update various base data sets for the entire District. This typically includes political boundaries (cities, counties, states), roads (Federal, state, local), hydrology (bays, lakes, river, streams), census, NRCS soils, FEMA floodplains, existing Federal projects, natural resources (wetlands, wildlife management areas, etc), DRG's, digital aerial photography, and others.</p> <p>Many unique actions are necessary for each aspect of the GIS project that includes basically all of the items listed in Definitions. Initially, GIS applications for a specific project are designed that include the development of technical specifications and cost estimates. This identifies what type of data is needed. Next, the data sets are created from a variety of sources including existing base data sets and through the acquisition of data unique to the specific project. The data is then configured to the spatial extent necessary to encompass the project vicinity. The configuration may also include the merge or joining of GIS layers and specific data bases. As the study progresses, the data sets are maintained and modified as necessary. Scripts are utilized to conduct analysis of data to assess economic and environmental impacts of project alternatives or other associated actions. This may include such action as calculating the elevation of a series of points from an elevation model and entering that number into the data base for the points. Reports are prepared to present results of the analysis on such information as soils, landuse/landcover, land parcels identifying specific characteristics for use in other applications. Any of these steps may be repeated multiple times over the cycle of a project.</p> <p>Storage requirements for GIS project data are significant. The requirement to maintain digital data sets for multiple projects over long periods of time require a constantly growing storage requirement. Current requirements are about 410 GB with an expected increase of 25 to 50 GB per year.</p>
	<p>2.10.2 Web Support and Services</p>	<p>The Galveston District has a web site called Bathymetric Engineering And Management System (BEAMS) for ports, pilots, coast guard, shippers, and other commercial users to access our Hydrographic Survey Data</p>
	<p>2.10.3 Database Support and Services</p>	
	<p>2.10.4 Office Automation Support and Services</p>	<p>Web camera, video streaming to desktop.</p>
	<p>2.10.5 Server Support and Services</p>	

2.10.6 End-User Support and Services	IM/IT support for the Galveston District:	<p>The Galveston District is an operating component of the Southwestern Division, responsible for providing support along an arc of the Texas Gulf Coast, approximately 150 miles in width, extending from the Texas-Louisiana border on the northeast, to the Mexican border on the southwest. Within this area, it is the Galveston District's mission to:</p> <ul style="list-style-type: none"> <li>• Plan, design, and construct river and harbor, multiple purpose, and flood control works</li> <li>• Operate and maintain flood control and navigation facilities and installations</li> <li>• Administer laws for the protection and preservation of navigable waters and wetlands</li> <li>• Acquire, manage, and dispose of real property for civil works and military activities</li> <li>• Provide real estate services for the Department of Energy, other federal agencies, and for local cost sharing partners</li> <li>• Perform any other functions assigned by law</li> </ul>
2.10.7 Electronic Message Support and Services	SiprNet, DMS, MS Exchange, Outlook, OWA and COOP support.	
2.10.8 Classified Computing Support and Services	SiprNet support. Secure VTC support. Support for Emergency Operations.	
2.10.9 IM/IT Facility Support and Services	Infrastructure sharing with Coast Guard. Redundant COOP site located in Addicks, TX. Temporary field sites. INS Homeland Security	
2.10.10 Partnerships and/or Other	<p>SWG houses and supports a real-time tide gage monitoring system that collects real-time data from various Data Collection Platforms (DCP). The Blucher Institute of Texas A&amp;M Corpus Christi is the prime contractor for the TCOONS and PORTS project research and is funded by all the agencies involved, including SWG. The data radio collection equipment belongs to the projects and the DCP's belong to various agencies, including SWG and NOAA. Besides funding, SWG supports the radio interface subsystem for the projects. The data is used on a day to day basis by our electronic hydrographic survey boats.</p> <p>Listed in MOU/MRF provided.</p> <p>Colorado River Locks (CRL) had two cameras installed by Coastal Hydrology Lab at ERDC CHL, including the software and all necessary equipment, at the Mouth of Colorado River to monitor morphology change. The data is to be collected for 12 consecutive months, and SWG Hydrology and Hydraulic (H&amp;H) personnel will retrieve data from the web site. The cameras monitor shoreline change, waves at the deposition basin termination structure, dredging activities, and response of the beach to storms.</p>	

**IDENTIFY ALL UNIQUE PROJECTS (IF ANY) FOR ALL DISCIPLINES - SWT**

<p><b>2.10 Automation Services and Systems Support Unique Projects Supported</b></p>	<p>2.10.1 Application Support and Services</p>	<p>Ad Hoc Custom Report Generator (CRG) Suite. A group of programs, forms, subroutines and functions that provide a means for any user to generate ad hoc Custom Reports from any MSAccess database.</p>
		<p>Employee Survey Questionnaire Suite. These programs are used to create a generic method for polling district employees regarding various district issues. Responses are saved in MSAccess by questionnaire Type for analysis and reporting.</p>
		<p>HydroPower Reporting System (HPRS) Suite. These programs, forms, subroutines and functions retrieve HydroPower remote sensing data, import and reformat the data, calculate generation and spillway discharge, Mwh generated, Generating Unit Efficiency, Plant Efficiency and Utilization and various other HydroPower Plant information. AutoEmails reports to various other Federal Agencies as required. Master Plant and Remote Plants can be configured to allow remote data collection at the Remote Plants or centralized data collection at the Master Plant.</p>
		<p>Work Item Tracking System (WITS) Suite. These programs, forms, subroutines and functions enable Field Engineers, Lake Managers, HydroPower Managers, Navigation Managers, Dam Safety Managers and District Coordinators to identify Operations Division maintenance items for budgeting, funding and work accomplishment scheduling. Data is managed at the local level and the program periodically transmits new and/or modified data to the District Office. An AutoUpdate polling programs runs in the background and performs update processing on a scheduled basis.</p>
		<p>Indefinite Delivery/Indefinite Quantity Contracts (IDIQ) Suite. These programs, forms, subroutines and functions enable Operations Division Field personnel to identify, track, contract and obligate various items that are candidates for District IDIQ contracting. Data is managed at the local level and ther program periodically transmits new and/or modified data to the District Office. An AutoUpdate polling program runs in the background and performs update processing on a scheduled basis.</p>
		<p>HydroPower Maintenance Management (HPMM) Suite. The programs, forms, subroutines and functions enable Operations Division HydroPower personnel to identify, track and schedule weekly, monthly, quarterly, semi-annual and annual maintenance items. As maintenance is performed and the database is updated, a history log is generated for future reference and analysis.</p>
		<p>DOD Logon Suite. DOD Logon Form, Norton AntiVirus AutoUpdate, Remote Computer Program Launcher, Anti-Virus Polling Update Module. These programs, forms subroutines and functions display the standard DOD Logon warning. After the user accepts the logon conditions, the program interrogates the Norton AntiVirus staus on the remote computer, compares the status against the latest virus definitions and performs an AutoUpdate of the virus definitions as required. Additionally, to capture virus definitions released during the day a polling module checks for new releases on the hour.</p>
		<p>IMO Cost Distribution and Budgeting Suite. Twelve programs, forms, subroutines and functions enable RMO personnel to develop tables of organizations with fixed and/or distributable charges. Total distributable charges for any of the modules is entered as a lump-sum amount and the program makes a pro-rata distributions based on organizational fixed charges and organization population. The program also generates Annual Budge Estimate reports by organization based on project expenses for the coming year.</p>
		<p>Deployment Resource Management System (DRMS). Seven programs, forms, subroutines and functions enable the District Employee Deployment Coordinator to track and manage the status of deployed personnel. Items that can be tracked include next-of=kin, points-of=contact, medical status, clothes sizes, current</p>

		deployment status, receiving command, etc.
	2.10.2 Web Support and Services	Intranet
	2.10.3 Database Support and Services	Support the databases associated with the unique applications listed in 2.10.1
	2.10.4 Office Automation Support and Services	
	2.10.5 Server Support and Services	
	2.10.6 End-User Support and Services	
	2.10.7 Electronic Message Support and Services	
	2.10.8 Classified Computing Support and Services	SIPRNET
	2.10.9 IM/IT Facility Support and Services	
	2.10.10 Partnerships and/or Other	Southwestern Power Administration

**IDENTIFY ALL UNIQUE PROJECTS (IF ANY) FOR ALL DISCIPLINES - CEEIS**

<p><b>2.10 Automation Services and Systems Support Unique Projects Supported</b></p>	2.10.1 Application Support and Services	<p>CEEIS designs, develops and supports the U-PASS application that provides password management for the Corps.</p> <p>CEEIS supports remote access capabilities in the form of VPN, and Radius servers and is called upon to assist in site-to-site VPN capabilities between districts sites.</p> <p>CEEIS supports the Corps-wide anonymous FTP server</p> <p>The Groove application infrastructure will be supported by CEEIS, estimated server counts etc have been included but the client support workload is unknown. It is currently expected to be supported by district IM offices and CECI but the full scope is unknown. Initially 20,000 client licenses have been purchased.</p>
	2.10.2 Web Support and Services	<p>Web Servers:                      Number of Enterprise Web Servers = 92                      Number of Regional Web Servers = 14                      Number of local Web Servers = 17                      Number of Development Web Servers = 1                      Number of Web Server Types = 4                      Number of Web Applications Supported = 2                      Number of SSL Certificates Generated FY03 = 36                      Number of SSL Certificates Revoked FY03 = 2                      Number of SSL Certificates Generated FY04 = 31                      Number of SSL Certificates Revoked FY04 = 2</p>
	2.10.3 Database Support and Services	<p>Number of Database Types Supported = 5                      Number of Database Versions Supported (Oracle) = 5                      Number of Database Versions Supported (Sybase) = 1                      Number of Database Versions Supported (SQL Server) = 1                      Number of Database Versions Supported (Oracle Express) = 1                      Number of Database Versions Supported (MySQL) = 2</p> <p>Enterprise X500 LDAP Directory =1</p> <p>CEEIS provides support of an Oracle Express Database in support of OMBIL whose size is 127 GB.</p> <p>P2 is a new application whose Oracle software and databases are not yet fully supported by CEEIS staff but will be in the future. There are 8 P2 Oracle databases with a total size of 76 GB, 111 Relationships with other Databases, 271,513 data structures within the database, and 56,116 indexes. There are also 2 P2 Oracle Express databases with a total size of 11 GB.</p> <p>CEEIS has 2 systems that support application development. These 2 systems have 36 Oracle databases with a total size of 322 Gb, 2567 Relationships with other Databases, 758,432 data structures within the database, and 152,930 indexes. The sizes and numbers of databases on development systems are very dynamic</p> <p>Groove is a new application that will require clustered and replicated Enterprise databases. Current size estimate is 400G.                      The new Scalable application will also require unknown database resources.</p>
	2.10.4 Office Automation Support and Services	<p>Number of disk arrays: 77                      Number of SAN systems: 2 @ 20TB usable space/SAN, 40TB usable total                      Number of large screen display units: 11                      Number of Security monitoring systems: 1 with 24 security cameras                      Number of VTC systems: 1                      Number of flash / thumb drives: 69                      Number of fax machines:3                      Number of network routers: 108                      Number of network switches: 197                      Number of Computer room PDUs: 4</p> <p>Note regarding tape libraries: counts include two 700 slot libraries each with 9 LTO2 tape drives</p> <p>UPS counts include 3 non-workstation level UPSs:                      - 150KVA and 12KVA at WPC; 2000 KVA for critical power at CPC/ITL</p>

2.10.5 Server Support and Services	Duplication of Quarterly backups for secondary offsite: 20 LTO2 tapes per quarter
	Occasional calls for server support assistance at field sites (maybe 5/year)
2.10.6 End-User Support and Services	24x7x365 Support On-call duties: approx 22 after-hours callbacks/week for 2 <sup>nd</sup> and 3 <sup>rd</sup> tier personnel
2.10.7 Electronic Message Support and Services	SPAM messages filters out: > 80,000 per day Number of newsgroups supported: 41 (Corps and non-Corps memberships) Anti-virus scanning at 2 Gateways servers and 8 Exchange Bridgehead servers Provide updates to 252 Local Exchange Bridgehead servers
	Number of EMAIL groups/CDLs supported: 273
2.10.8 Classified Computing Support and Services	Classified databases: Number = 1 Size = 9 GB Number of Relationships with other Databases = 79 Number of data structures within the database = 7,356 Number of Indexes = 1,621 Classified Web Servers: Number of Classified Enterprise Web Servers = 3
	Provide support to 22 field site RASP laptops Emergency mailboxes for non-CEEIS personnel: 65
2.10.9 IM/IT Facility Support and Services	Fire suppression system alarm monitoring
2.10.10 Partnerships and/or Other	See MOA exhibits.

**IDENTIFY ALL UNIQUE PROJECTS (IF ANY) FOR ALL DISCIPLINES - HECSA**

<b>2.10 Automation Services and Systems Support Unique Projects Supported</b>	2.10.1 Application Support and Services	PowerDocs with Records Management V4. Plan to upgrade to V5. Need to convert e.Power and DOCSOpen documents to PowerDocs.
	2.10.2 Web Support and Services	HQs supported Web applications become enterprise applications.
	2.10.3 Database Support and Services	Hot Standby Database for PowerDOCS at HECSA site.
	2.10.4 Office Automation Support and Services	Meeting Place Conf Server – 46 lines for conference calls and web conference.
	2.10.5 Server Support and Services	2 Cluster Data Servers. Two SANS. SAN replicate using SVMs.
	2.10.6 End-User Support and Services	
	2.10.7 Electronic Message Support and Services	
	2.10.8 Classified Computing Support and Services	Provide email access to SWD and their districts.
	2.10.9 IM/IT Facility Support and Services	
	2.10.10 Partnerships and/or Other	Provide IM Contract services to 249 <sup>th</sup> and SERDP. SERDP didn't have funds to support award. 249 <sup>th</sup> does their own receiving report for their Automation task order.

**IDENTIFY ALL UNIQUE PROJECTS (IF ANY) FOR ALL DISCIPLINES - HNC**

<p><b>2.10 Automation Services and Systems Support Unique Projects Supported</b></p>	<p>2.10.1 Application Support and Services</p>	<p>The CEHNC electronic document management system (EDMS) provides a comprehensive solution that uniquely combines content management with workflow processes to help manage complex documents and control, share, and quickly access critical information. It consists of client software, server/web-based software, and a SQL Server database located on the CEHNC local network.</p>
		<p>Special Purpose application support for data mining type system for use by contracting directorate, etc. System also requires 2 local dedicated servers.</p>
		<p>Surveys and 360 Annual Personnel Evaluations: Develop, implement maintain apps on Web Servers for data collection, results, reports, and analysis from a variety of surveys to evaluate and report personnel and other types of performance. Three different HNC surveys and 6 different 360 Personnel evaluations are implemented. Support includes e-mail messages to individuals chosen as raters for individual employee performance. Support for 3 surveys includes assistance to develop and collect on a Web server, responses, reports, analysis, and e-mail to individuals who are asked to respond.</p>
	<p>2.10.2 Web Support and Services</p>	<p>The CEHNC electronic document management system (EDMS) consists of vast amounts of dynamic web content. Its event-driven architecture links content to business events ensuring timely, accurate, and relevant content accessibility. EDMS web content is located on a dedicated web server utilizing Internet Information Services (IIS) located on the CEHNC Intranet.</p>
		<p>Highly Critical war time mission function related to Captured Enemy Ammunition (CEA) – intranet for deployment information</p>
		<p>Highly Critical war time mission function Captured Enemy Ammunition (CEA) GIS Mapping</p>
		<p>Application Critical to military training mission Ranges &amp; Training Lands Program (RTLTP)</p>
		<p>All surveys in 2.10.1 operate in the Web environment to display the survey to the user and collect the results, and summarize / analyze data collected.</p>
	<p>2.10.3 Database Support and Services</p>	<p>The electronic document management system (EDMS) database resides on a dedicated content management/database server located on the CEHNC network. It utilizes a SQL Server database consisting of 126 tables and 45 stored procedures</p>
		<p>Highly Critical war time mission function Captured Enemy Ammunition (CEA) GIS Map and SitRep database – web based</p>
		<p>Application Critical to military training mission Ranges &amp; Training Lands Program (RTLTP)</p>
		<p>Data mining system requires Oracle Database Administration</p>
		<p>All historical periodic survey data are maintained in a database environment for use in comparisons and analysis purposes. A Small Business database is also maintained to assist in the annual Small Business Open House held at HNC</p>
<p>2.10.4 Office Automation Support and Services</p>	<p>The CEHNC electronic document management system (EDMS) utilization ensures timely decision-making throughout the organization, ensures up-to-date information is available, and manages the content lifecycle. It electronically automates various manual procedures and processes throughout the organization.</p>	
<p>2.10.5 Server Support and Services</p>	<p>The CEHNC electronic document management system (EDMS) is comprised of two (2) dedicated servers located on the CEHNC network. These servers include a content management/database server and a web server.</p>	
	<p>Highly Critical war time mission: CEA GIS requires server and storage</p>	
	<p>Special Purpose Data Mining System requires 2 local dedicated servers</p>	
	<p>All 9 of the surveys/evaluations are developed and reside on a local Web server outside the firewall and are used both to display the survey to the user and collect the results.</p>	

2.10.6 End-User Support and Services	End-users are responsible for the CEHNC electronic document management system utilization. End-user utilization ensures timely decision-making throughout the organization, ensures up-to-date information is available, and manages the content lifecycle.
	Highly Critical war time mission requires significant IT Project Management and application and technical support for the CEA Program and the CEA GIS project
	Provide reports and data analysis of the 3 Surveys
2.10.7 Electronic Message Support and Services	The CEHNC electronic document management system (EDMS) utilizes email notification via Simple Mail Transfer Protocol (SMTP). This provides user configurable notifications that detail work assignments and status changes of workflows being tracked.
	Develop individual e-mail messages to include the customer name, organization, program name, project name, commander/program/project manager name and e-mail address for the External Customer Survey.
	Develop an individual led method to prevent the “stuffing” of responses in the Climate Survey.
	Develop an independent “pick list” of each employee at HNC and other customers and /or peers outside HNC to be selected to evaluate an employee. From this “pick list” an e-mail message to each will be sent to each individual chosen to evaluate an employee
2.10.8 Classified Computing Support and Services	Provide communications support (router, switch, circuit, media conversion, CSU/DSU, etc.) for a classified network separate from SIPRNET related work captured elsewhere. Provide configuration, trouble-shooting, and maintenance services. Real SECRET, as opposed to interim, security clearance required. 4 routers and 3 frac T-1s.
	Provide communications support for classified traffic tunneled through unclassified networks.
2.10.9 IM/IT Facility Support and Services	We have 2-4 government personnel in a contractor provided facility in Moscow. Keeping e-mail, FTP, HTTP, flowing from an address space provided from a Russian ISP (Internet Service Provider) is a continuing challenge that must be supported.
	We support 2 separate CEEIS managed sites (HNC and PDSC) but we provide the T-1 and circuit termination equipment between the sites, plus providing trouble shooting and local hands for CEEIS at both sites. PDSC is unique in that it does not have a circuit to a CEEIS Processing Center.
	We have approximately 15 government personnel in a contractor provided facility working the Captured Enemy Ammunition mission. We are installing and will support a segregated extension of the HNC corporate network into that facility (switch, router, T-1, etc.)
	We have a T-1circuit into the SBCCOM network at Newport (Indiana) Army Depot. Functionality requires unique firewall and routing configurations at HNC and on the CEEIS network.
	We have a T-1circuit to Redstone Arsenal that constitutes a “back door” into both the CEEIS and Redstone networks that has been deemed mission essential because of the bandwidth and latency requirements of the missions it supports. Meeting security requirements and coordinating the unique routing and firewall issues it causes requires considerable on going effort.
	The CEHNC electronic document management system (EDMS) software and hardware resides in the computer room located in the CEHNC building. This area is secured and only accessible by specific employees and/or contractors.
	Both Survey Servers are housed and maintained in the HNC IM Server facility to provide security, access and daily backup
2.10.10 Partnerships and/or Other	Provide representation on the Survey Committee to provide assistance and support on the automation and Web environment.

**IDENTIFY ALL UNIQUE PROJECTS (IF ANY) FOR ALL DISCIPLINES - ERDC**

<b>2.10 Automation Services and Systems Support Unique Projects Supported</b>	2.10.1 Application Support and Services	MS SITE – HAS 2 UNIQUE TRAINING FACILITIES THAT HAS 40 COMPUTERS, TWO PROJECTORS, TWO WHITE BOARDS, TWO NETWORKED PRINTERS, TWO VCR’S, TWO OVERHEADS, MICROPHONES IL Site – Clientele; Tally VA Site – VPN policy for TEC MS Site – Unique Site VPN policy NH Site – Unique Site VPN policy IL Site – Unique Site VPN policy
		MS SITE – FY 03: USED THE FACILITY FOR 114 DAYS AND TRAINED 552 STUDENTS – 31 classes
		MS SITE – FY 04: USED THE FACILITY FOR 159 DAYS AND TRAINED 672 STUDENTS – 52 classes
		CSB-VICKSBURG SITE – FY 05: PROJECT WILL USE THE FACILITY 150 DAYS AND TRAIN 600 STUDENTS
	2.10.2 Web Support and Services	IL Site - ColdFusion MX; Knowledge Dispatch; Sharepoint VA Site - liason between TEC webmasters and CONUS TNOSC proxy server group
		Intranet Web servers at each site
	2.10.3 Database Support and Services	IL Site - Microsoft SQL Server
	2.10.4 Office Automation Support and Services	IL Site - 1 SAN; 2 External SCSI Raid; 1 CD/DVD Duplicator 1 CD/DVD R/W VA Site – 1 SAN, 1 External SCSI Raid; 1 CD Duplicator; 4 CD/DVD R/W
		IL Site – Ipswitch’s FTP Server
	2.10.5 Server Support and Services	VA Site – tecsun1 - backup SMTP mail server
		IL, NH, MS, VA- Windows 2003 4+1 Clustered Servers
		Each ERDC site has 2 USACE Active Directory Domain Controllers on-site
		MS Site – Tape Backup Systems include: 50 Cartridge DLT Tape Library, 15 Cartridge DLT Tape Library, 15 Cartridge LTO Tape Library, & 24 Cartridge LTO-2 Tape Library
	2.10.6 End-User Support and Services	
	2.10.7 Electronic Message Support and Services	VA Site – Defense Messaging Service (DMS)
		MS & NH Sites – Limit exchange information Store database size, mailbox size Restrictions MS – Typical mailbox size is 75 MB up to 200 MB NH – Typical mailbox size 50 MB up to 200 MB IL & VA – No exchange mailbox limits
MS – 3 Windows NT 4 Clustered servers, 6 – computers configured in an Active passive array. 800 + mailboxes per cluster sever (x2)		
IL, NH, MS, VA – Windows 2003 4 + 1 Clustered Servers for exchange 2003		

	2.10.8 Classified Computing Support and Services	VA Site - TEC WICS and SIPRNET connectivity; Classified computing support and services for the TEC Secret Collateral Network (TECSCN) and the TEC Sensitive Compartmented Information Network (TECSCIN) are provided by the Systems Integration and Networks Team in the Operations Division of TEC.
	2.10.9 IM/IT Facility Support and Services	
	2.10.10 Partnerships and/or Other	<p>IL Site – University of Illinois</p> <hr/> <p>IL Site :</p> <ul style="list-style-type: none"> <li>- Joint Precision Strike Demo Office - shared physical infrastructure</li> <li>- NCR DOIM - maintain accreditation and MOA for service</li> <li>- Belvoir NOC - maintain links through Belvoir</li> <li>- DREN - maintain connectivity from Belvoir through their network</li> <li>- CEEIS network - connectivity w/ locally installed CEEIS equipment</li> <li>- TEC personnel for connectivity to classified networks.</li> <li>- CONUS TNOSC for DNS and other support</li> </ul> <hr/> <p>MS – Mississippi State University, Jackson State University, Texas A &amp; M, Louisiana State University, Major shared resource center (MSRC), CEEIS</p>