



Fourth Estate (4E)

Cisco Software Enterprise Agreement

4th Estate Network Consulting Engineer Processes and Procedures

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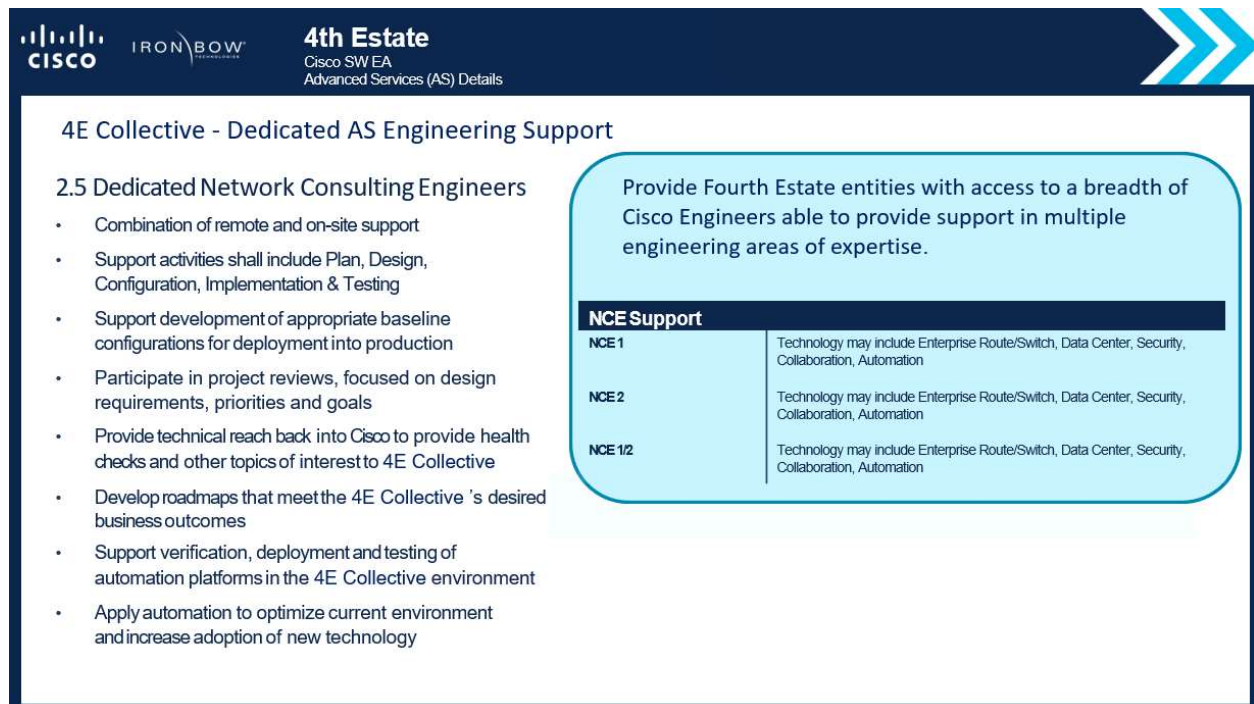
Cisco Engineering Processes and Procedures

This document is a recommendation for 4th Estate Network Consulting Engineer (NCE) Processes and Procedures (P&P). 4E Cisco SW EA entities include: Office of Secretary of Defense-Joint Service Provider (OSD-JSP), Defense Finance Accounting Service (DFAS), Defense Threat Reduction Agency (DTRA), Defense Commissary Agency (DeCA), Defense Counterintelligence and Security Agency (DCSA), Defense Media Activity (DMA), Joint Strike Fighter Program Office (JSF), Department of Defense Education Activity (DoDEA), Defense Contract Audit Agency (DCAA), National Defense University (NDU), Defense POW/MIA Accounting Agency (DPAA), Defense Technical Information Center (DTIC), Defense Acquisition University (DAU), Pentagon Force Protection Agency (PFPA).

4th Estate has access, under the 4th Estate Cisco Software (SW) Enterprise Agreement (EA), to Cisco Network Consulting Engineering support equivalent to two and a half full-time NCEs. This provides 4E with access to a breadth of Cisco engineers able to provide support across multiple projects and technologies. The technology areas may include Enterprise Route/Switch, Data Center, Security, Collaboration and Automation.

Cisco Engineering support may be a combination of remote and on-site support.

The slide below describes the dedicated engineering support to 4th Estate under the 4th Estate Cisco SW EA contract:



4E Collective - Dedicated AS Engineering Support

2.5 Dedicated Network Consulting Engineers

- Combination of remote and on-site support
- Support activities shall include Plan, Design, Configuration, Implementation & Testing
- Support development of appropriate baseline configurations for deployment into production
- Participate in project reviews, focused on design requirements, priorities and goals
- Provide technical reach back into Cisco to provide health checks and other topics of interest to 4E Collective
- Develop roadmaps that meet the 4E Collective 's desired business outcomes
- Support verification, deployment and testing of automation platforms in the 4E Collective environment
- Apply automation to optimize current environment and increase adoption of new technology

Provide Fourth Estate entities with access to a breadth of Cisco Engineers able to provide support in multiple engineering areas of expertise.

NCE Support	
NCE 1	Technology may include Enterprise Route/Switch, Data Center, Security, Collaboration, Automation
NCE 2	Technology may include Enterprise Route/Switch, Data Center, Security, Collaboration, Automation
NCE 12	Technology may include Enterprise Route/Switch, Data Center, Security, Collaboration, Automation

Figure 1. NCE Breakout

Roles and Responsibilities

This section of the P&P plan lists the members and their specific roles and responsibilities. The P&P roles include:

- **Sponsor** – An individual or group that provides resources and support for the program. This role is accountable for enabling success and initiating a support request.
- **Delivery Manager** – Program related interests with the responsibility of providing support and guidance.
- **Program Management Office (PMO)** – The management responsible to standardize the program P&P and facilitates the sharing of resources, methodologies, tools, and best practices.
- **Program Manager** – Responsible for interfacing and partnering with program sponsor and manages the engineering to ensure goals are met and benefits are realized.
- **Project Manager** – Interfaces with the program manager, engineers, program sponsor and responsible for meeting the project goals and objectives.

Cisco Engineering Support Request P&P

The following describes the engineering support request process for a single project:

- A 4th Estate Agency identifies a need for engineering support and completes a Support Request (SR)
- Support requests will be submitted to Iron Bow, Cisco and DISA for review (gemss-ciscoswea@ironbow.com, ciscoswea@cisco.com, disa.meade.bd.mbx.disa-jela-team@mail.mil)
- Cisco will evaluate the Support Request and work with the agency to determine a Level of Effort (LoE) to complete the project including estimated hours (including travel), milestones, timelines and deliverables
- The SR LoE will be provided to the 4th Estate Agency for review
- After reviewing the LoE, the 4th Estate Agency will make a final approval decision and inform Iron Bow, Cisco and DISA
- For all project approvals, Cisco will identify engineers with expertise to support the project and create a Tri-Chart (high-level project plan)
- A project kickoff meeting will be scheduled by Iron Bow

Each Agency is limited to no more than two concurrent projects and no project can extend for more than three months. For longer term projects, an Agency can submit the same Support Request every three months.

There may be cases where exceptions need to be considered. A critical need or requirement for an agency may come up that causes the Agency to surge above the two concurrent project limitation.

For any project requests that fall to an exception condition, the Support Request will require a P&P review and approval across all 4th Estate Agencies. Iron Bow will coordinate this exception with a review meeting.

**Any exceptions will require review and concurrence across the 4th Estate Agencies*

Support Request Process Flow

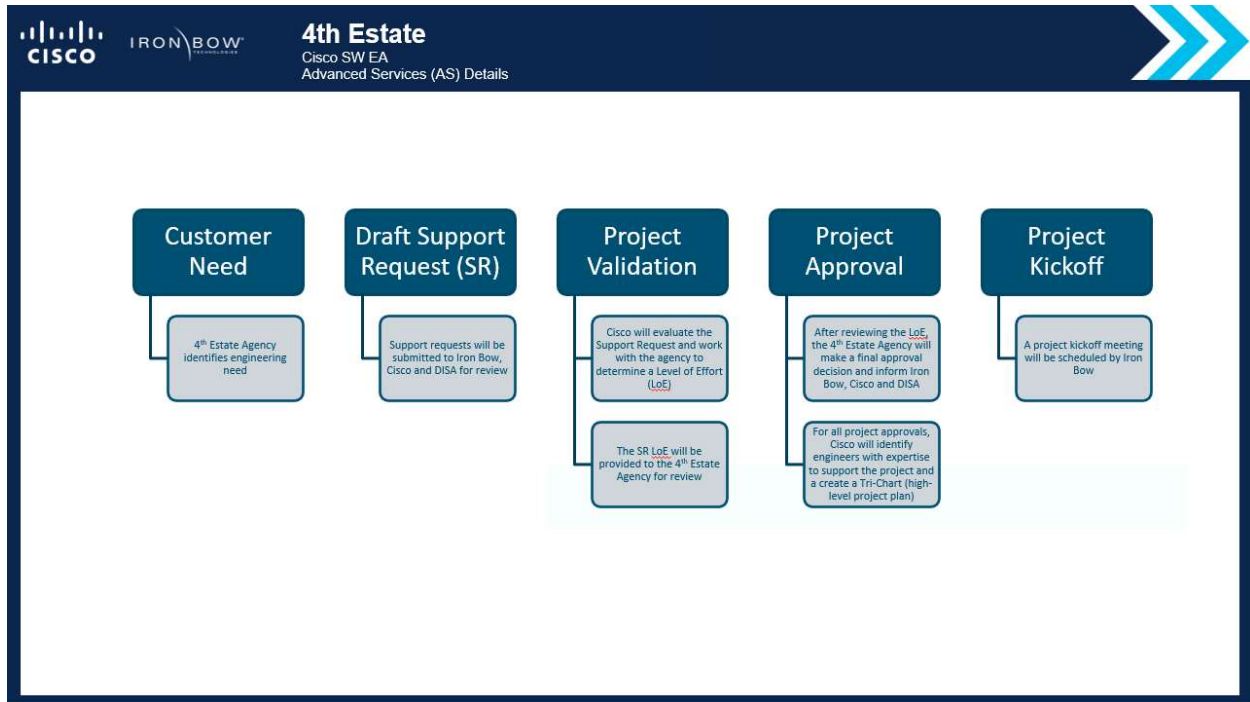


Figure 2. Support Project Request Process

Engineering Support Utilization:

Iron Bow and Cisco will track engineering support utilization, actual hours worked, across all projects. This will be reported to 4th Estate Agencies on a regular basis, at minimum, during quarterly business review sessions.

Requesting Additional Engineering Support

4th Estate Agencies have the option to procure additional engineering support once engineering support utilization is capped. 4th Estate Cisco SW EA contract includes a specific CLIN to procure additional engineering support.

Upon notification from an Agency that they would like to request and fund additional NCE support for a given period, Iron Bow's Account Manager will work with the appointed POC to go over the options of exercising the SLIN under CLIN 00003. The SLIN (x371) on CLIN 00003 is currently procured in a bundled approach of one hundred (100) credits which equates to one (1) bundle (minimum order amount). The AM will then work with his team and have a quote generated that will then be submitted to the agency and DISA for review and acceptance.

Engineering Support Reporting

Iron Bow and Cisco will track engineering support utilization.

Regular scheduled meetings with 4th Estate Agencies will be leveraged to discuss projects, tasks, and priorities.

Monthly meetings will be held with each agency to discuss utilization, availability, etc.

Quarterly Business Reviews (QBRs) will be held with the 4th Estate Agencies to report on completed and planned work activities.

Engineering Support Request Template:


<div style="display: flex; justify-content: space-between; align-items: center;">  </div> <p style="text-align: center; margin-top: 10px;">4E Cisco Software (SW) Enterprise Agreement (EA)</p> <p>4E - Engineering Support Request</p> <p><small>Email the requested information below to the DISA JELA PMO, Iron Bow and Cisco (disa.meade.bd.mbx.disa-jela-team@mail.mil, gemss-ciscoswea@ironbow.com, ciscoswea@cisco.com). The individual submitting the request will receive an acknowledgement. The request will be reviewed by Cisco for a "Viability Check" and subsequent scoping with the 4E Project Sponsor. Review and approval steps will be communicated back to the submitter.</small></p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th colspan="2" style="background-color: #e6f2ff;">Project Specific Requirements</th> </tr> </thead> <tbody> <tr> <td style="width: 70%;">Clearance Level Requested:</td> <td></td> </tr> <tr> <td>Technology or Platform:</td> <td></td> </tr> <tr> <td>Location If On-site Work Is Required:</td> <td></td> </tr> <tr> <td>Requested Start Date:</td> <td></td> </tr> </tbody> </table> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th colspan="4" style="background-color: #e6f2ff;">General Request Information</th> </tr> </thead> <tbody> <tr> <td style="width: 20%;">Date:</td> <td colspan="3"></td> </tr> <tr> <td>Sponsor Name:</td> <td style="width: 20%;"></td> <td style="width: 15%;">Sponsor Contact (Email & Phone#):</td> <td></td> </tr> <tr> <td>Agency:</td> <td></td> <td>Agency Organization:</td> <td></td> </tr> <tr> <td colspan="4" style="text-align: center;">Additional Project Contacts</td> </tr> <tr> <td style="width: 30%;">Name</td> <td style="width: 20%;">Phone</td> <td colspan="2" style="width: 50%;">Email Address</td> </tr> <tr> <td></td> <td></td> <td colspan="2"></td> </tr> </tbody> </table> <p style="text-align: right; margin-top: 10px;">1</p>	Project Specific Requirements		Clearance Level Requested:		Technology or Platform:		Location If On-site Work Is Required:		Requested Start Date:		General Request Information				Date:				Sponsor Name:		Sponsor Contact (Email & Phone#):		Agency:		Agency Organization:		Additional Project Contacts				Name	Phone	Email Address						<p style="text-align: center; margin-top: 10px;">4E Cisco Software (SW) Enterprise Agreement (EA)</p> <p>Network Engineering and Consulting Support Information</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <thead> <tr> <th style="background-color: #e6f2ff;">Network Consulting and Engineering Support</th> </tr> </thead> <tbody> <tr> <td style="background-color: #e6f2ff;">Summary Description: At a high-level, what services are your requesting?</td> </tr> <tr> <td style="height: 40px;"></td> </tr> <tr> <td style="background-color: #e6f2ff;">Scope of Services</td> </tr> <tr> <td style="background-color: #e6f2ff;">Be as specific as possible as to who is affected, what networks are involved and anything you deem relevant from a technical perspective.</td> </tr> <tr> <td style="height: 40px;"></td> </tr> <tr> <td style="background-color: #e6f2ff;">Benefit</td> </tr> <tr> <td style="background-color: #e6f2ff;">State how this benefits day-to-day operations and/or project.</td> </tr> <tr> <td style="height: 40px;"></td> </tr> </tbody> </table> <div style="margin-top: 10px;"> <p style="text-align: center; font-weight: bold; font-size: small;">This project is in the best interest of the U.S. Department of Defense.</p> <p>Requestor Name: <input style="width: 100%;" type="text"/></p> <p>Requestor Title: <input style="width: 100%;" type="text"/></p> <p>Requestor Signature: <input style="width: 100%; height: 20px;" type="text"/></p> </div> <p style="text-align: right; margin-top: 10px;">2</p>	Network Consulting and Engineering Support	Summary Description: At a high-level, what services are your requesting?		Scope of Services	Be as specific as possible as to who is affected, what networks are involved and anything you deem relevant from a technical perspective.		Benefit	State how this benefits day-to-day operations and/or project.	
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