Defense Information Systems Agency

Cisco Software Enterprise Agreement
DISA Network Consulting Engineer Processes and Procedures

Iron Bow Technologies, LLC
2121 Cooperative Way, Suite 500
Herndon, VA 20171

Submitted to:
**Defense Information Technology
Contracting Organization (DITCO)**
2300 East Drive
Scott AFB, IL 62225

Brian Musgrove, Director, Cisco Partner Solutions
brian.musgrove@ironbow.com, 240.487.1519
Kell Bates, Senior Program Manager
kell.bates@ironbow.com, 210.373.9629

27 September 2022

Contents

List of Figures

27 September 2022

Cisco Engineering Processes and Procedure

This document is a recommendation for DISA dedicated Network Consulting Engineer (NCE) Processes and Procedure.

DISA has access, under DISA's Cisco Software (SW) Enterprise Agreement (EA), to Cisco Network Consulting Engineering support equivalent to 11 full-time NCEs.

This provides DISA 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.

Note: A minimum of 90 days prior to exercise of each option year; the Government may request changes to the NCE technology areas and quantities supported.

Figure 1 below describes the dedicated engineering support to DISA under the Cisco SW EA contract:
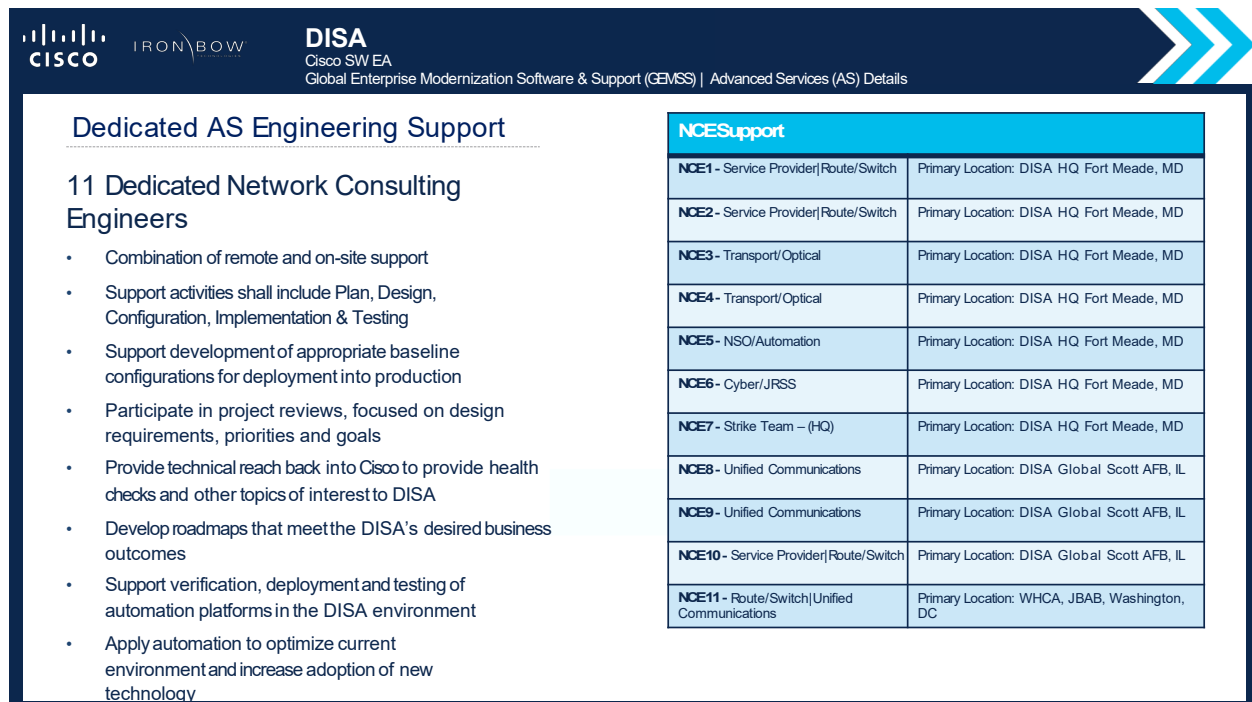
CISCO   IRON BOW

DISA
Cisco SW EA
Global Enterprise Modernization Software & Support (GEMSS) | Advanced Services (AS) Details

Dedicated AS Engineering Support

11 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 DISA
- Develop roadmaps that meet the DISA's desired business outcomes
- Support verification, deployment and testing of automation platforms in the DISA environment
- Apply automation to optimize current environment and increase adoption of new technology

NCESupport	
NCE1 - Service Provider|Route/Switch	Primary Location: DISA HQ Fort Meade, MD
NCE2 - Service Provider|Route/Switch	Primary Location: DISA HQ Fort Meade, MD
NCE3 - Transport/Optical	Primary Location: DISA HQ Fort Meade, MD
NCE4 - Transport/Optical	Primary Location: DISA HQ Fort Meade, MD
NCE5 - NSO/Automation	Primary Location: DISA HQ Fort Meade, MD
NCE6 - Cyber/JRSS	Primary Location: DISA HQ Fort Meade, MD
NCE7 - Strike Team – (HQ)	Primary Location: DISA HQ Fort Meade, MD
NCE8 - Unified Communications	Primary Location: DISA Global Scott AFB, IL
NCE9 - Unified Communications	Primary Location: DISA Global Scott AFB, IL
NCE10 - Service Provider|Route/Switch	Primary Location: DISA Global Scott AFB, IL
NCE11 - Route/Switch|Unified Communications	Primary Location: WHCA, JBAB, Washington, DC

Figure 1. Dedicated NCE Breakout

27 September 2022

Roles and Responsibilities

This section lists the members and their specific roles and responsibilities and the entity that is accountable. The roles for this plan include:

GOVERNMENT
- **Program Management Office (PMO)** – The management responsible for standardizing the program and facilitating the sharing of resources, methodologies, tools, and best practices.
- **Organization POCs** – Designated point of contacts at each agency organization responsible for managing NCE support activities. For a list of Organizational POCs, please consult with the JELA PMO.
- **Agency Sponsor** – An individual or group that serves as the POC for the organization's engineering support requests. This role is a government employee and is accountable for enabling success and submitting a support request.
- **Requestor** – The organizational/technical POC that completes the support request. Note: The Requestor may be a contractor or government employee. The Requestor and Sponsor can be the same person within an organization.

INDUSTRY PARTNER
- **Program Manager** – Iron Bow POC responsible for interfacing and partnering with agency sponsor and manages the engineering to ensure goals are met and benefits are realized.
- **Delivery Manager** – Cisco POC responsible for program related interests with the responsibility of providing advanced services support and guidance. The Delivery Manager reports to the Program Manager on a weekly basis who in turn briefs the PMO group on NLT a monthly schedule.
- **Project Manager** – Cisco POC responsible for interfacing with the program manager, engineers, agency sponsor and responsible for meeting the project goals and objectives. The Project Manager reports to the Program Manager on a weekly basis who in turn briefs the PMO group on NLT a monthly schedule.

27 September 2022

Cisco Engineering Support

Engineer Support Requirement

Cisco engineers will provide support across multiple projects and technologies. The technology areas may include Enterprise Route/Switch, Optical Transport, Data Center, Security, Collaboration and Automation. Reference Table 1. below for the DISA Sponsor Organizations that will receive NCE support.

- Cisco Engineering support may be a combination of remote and on-site support
- Government Furnished Equipment (GFEs) is required for each assigned engineer

Organization	Organization Designator	Title	Technical Support Area
DGOC Ent Voice	DG413	DG413 Chief, Infrastructure and Services - Gateways/Voice DISA Global (DG)	Collaboration
IE-Tier3	IE54	IE54 Chief, Engineering	Service Provider
DGOC Scott AFB	DG411	DG411 – Services Delivery Branch Chief	Router/Switch/IP
DGOC Network Operations	DG42	ID31 - IT Cybersecurity Specialist, C2C PMO	Network Optical Transport
C2C Program - Cyber	ID31	DISA Global/DG42	Comply to Connect (ISE) Security
JRSS – Cyber	ID42	DISA/ID42 (JRSS)/Chief, JRSS Engineering and Architecture Branch DISA HQS A2C13	Security
DISA HQ	DISA HQ	CW5 Senior Technical Advisor to Director, DISA	DISN Network
WHCA	WHCA ENC	WHCA-ENC-NSD Chief	Route Switch/Collaboration

Table 1. DISA Sponsor Organizations

Requesting Dedicated Engineering Support

Each DISA organization that has been allocated dedicated Cisco engineering support needs to submit an official request for support. This allows, DISA, Iron Bow and Cisco to formalize the engineering engagement. Based on current engineering support alignment (see Table 1), a total of eight support requests should be submitted by the respective DISA organizations.

The following are the actions needed to process a dedicated engineering support request. This is the process that outlines the annual dedicated NCE support request that will need to be submitted to secure that resource.

- Each DISA Sponsoring Organization must fill out and sign one support request (SR) at the beginning of the base or option year
- SRs must be filled out with the period of performance of the base or option year
- The SR is submitted to DISA JELA PMO, Iron Bow, and Cisco for review and validation
- SRs will be reviewed and validated by Cisco upon completion of the form
- Cisco will provide feedback to the DISA sponsor

- Reference Figure 2. for the detailed process

Additional Engineering Support Request Process

The following describes the engineering support request process for requesting additional engineering support that falls outside the eleven dedicated engineers identified in Figure 1 and Table 1:

- DISA sponsor identifies a need for engineering support and completes a Support Request (SR)
- The SR is submitted to DISA JELA PMO, Iron Bow, and Cisco for review and validation
- Cisco will provide feedback to the DISA sponsor

DISA sponsors must sign off and submit final support requests to the DISA JELA PMO, Iron Bow, and Cisco: gemss-ciscoswea@ironbow.com, ciscoswea@cisco.com, disa.meade.bd.mbx.disa-jela-team@mail.mil.

- Cisco will assign an NCE(s) and Project Manager(s) to support the SR
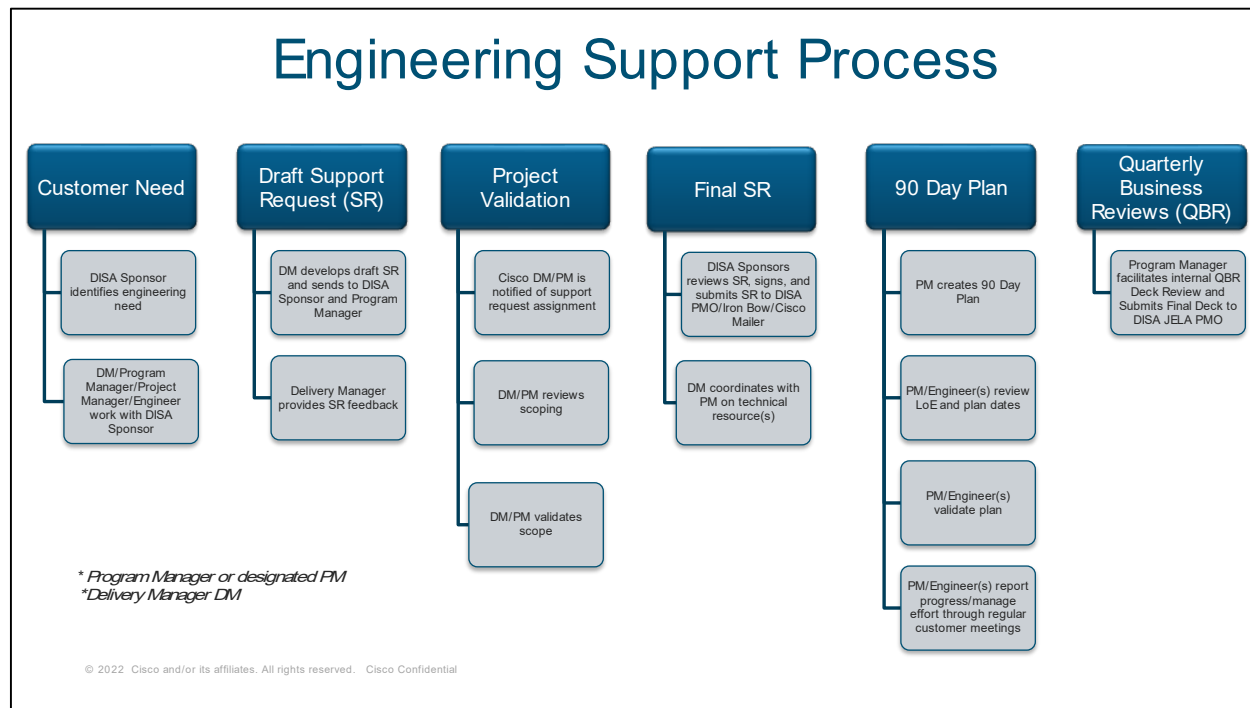- Reference Figure 2. for the detailed process

27 September 2022

Support Request Process Flow

Engineering Support Process

Customer Need
- DISA Sponsor identifies engineering need
- DM/Program Manager/Project Manager/Engineer work with DISA Sponsor

Draft Support Request (SR)
- DM develops draft SR and sends to DISA Sponsor and Program Manager
- Delivery Manager provides SR feedback

Project Validation
- Cisco DM/PM is notified of support request assignment
- DM/PM reviews scoping
- DM/PM validates scope

Final SR
- DISA Sponsors reviews SR, signs, and submits SR to DISA PMO/Iron Bow/Cisco Mailer
- DM coordinates with PM on technical resource(s)

90 Day Plan
- PM creates 90 Day Plan
- PM/Engineer(s) review LoE and plan dates
- PM/Engineer(s) validate plan
- PM/Engineer(s) report progress/manage effort through regular customer meetings

Quarterly Business Reviews (QBR)
- Program Manager facilitates internal QBR Deck Review and Submits Final Deck to DISA JELA PMO

* Program Manager or designated PM
*Delivery Manager DM

© 2022 Cisco and/or its affiliates. All rights reserved.   Cisco Confidential

Figure 2. Support Request Process

The Figure 2. above describes the process for requesting, reviewing, and approval for engineering support.

- Customer Need: DISA Agency Sponsor identifies a requirement in support of their strategic goals.
- Draft Support Request: Confirms in writing the scope and technology areas requiring engineering services. Cisco Delivery Manager(s) works with the DISA Agency Sponsor and assists in formulating specific high-level requirements.
- Project Validation: Cisco Delivery Manager and Project Manager reviews the project scope and determines engineering to meet the high-level requirements in the support request.
- Final Support Request: DISA Agency Sponsor reviews and finalizes the support request and submits to the DISA JELA PMO, Iron Bow, and Cisco.
- 90 Day Plan: Cisco Project Manager captures the projects/tasks to meet the support request, identifies outliers that may require additional support not within the current available engineering support structure, and updates the plan during the regular working meetings with DISA's Agency Sponsor or Representative.
  - Note: The 90 Day Plan consists of a 30, 60, 90-day view of projects and activities drafted by the NCE with input from the Organization POC. Reference Figure 3. for the steps/tasks involved in supporting the quarterly reporting approach.

- Quarterly Business Review: Cisco Project Manager, Delivery Manager, and Engineers monitors the 90 Day Plan during the 90 Day cycle. All completed work, over the past quarter, is captured and briefed to the Agency Sponsor and other interested parties. Future activities are recorded for the next 90 Day cycle.
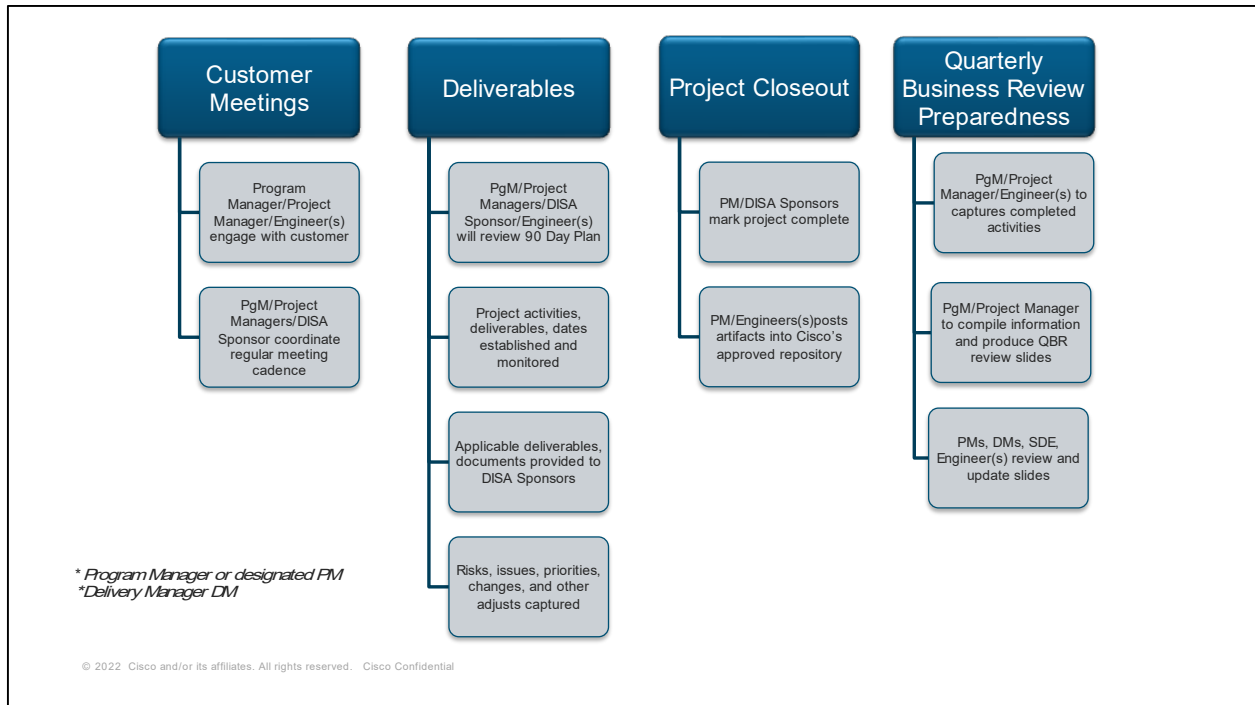
90 Day Plan Process Flow

Figure 3. 90-Day Process Flow

27 September 2022

Engineering Support Utilization:

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

Purchasing Additional Engineering Support

In the event that additional engineering support is required that falls outside the dedicated NCE model, the Agency Sponsor may submit an additional support request following this process:

- DISA sponsor (s) identifies a need for engineering support and completes a Support Request (SR), reference Figure 2.
- The SR is submitted to DISA JELA PMO, Iron Bow, and Cisco for review
- Cisco will provide a recommended course of action.
- Upon notification from DISA that they would like to request and fund additional NCE support for a given period, Iron Bow's Account Manager (AM) 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 DISA for review and acceptance.

27 September 2022

Engineering Support Request Template:

Figure 4. Example Engineering Support Request

27 September 2022