Defense Logistics Agency

Cisco Software Enterprise Agreement

DLA Network Consulting Engineer Processes and Procedures

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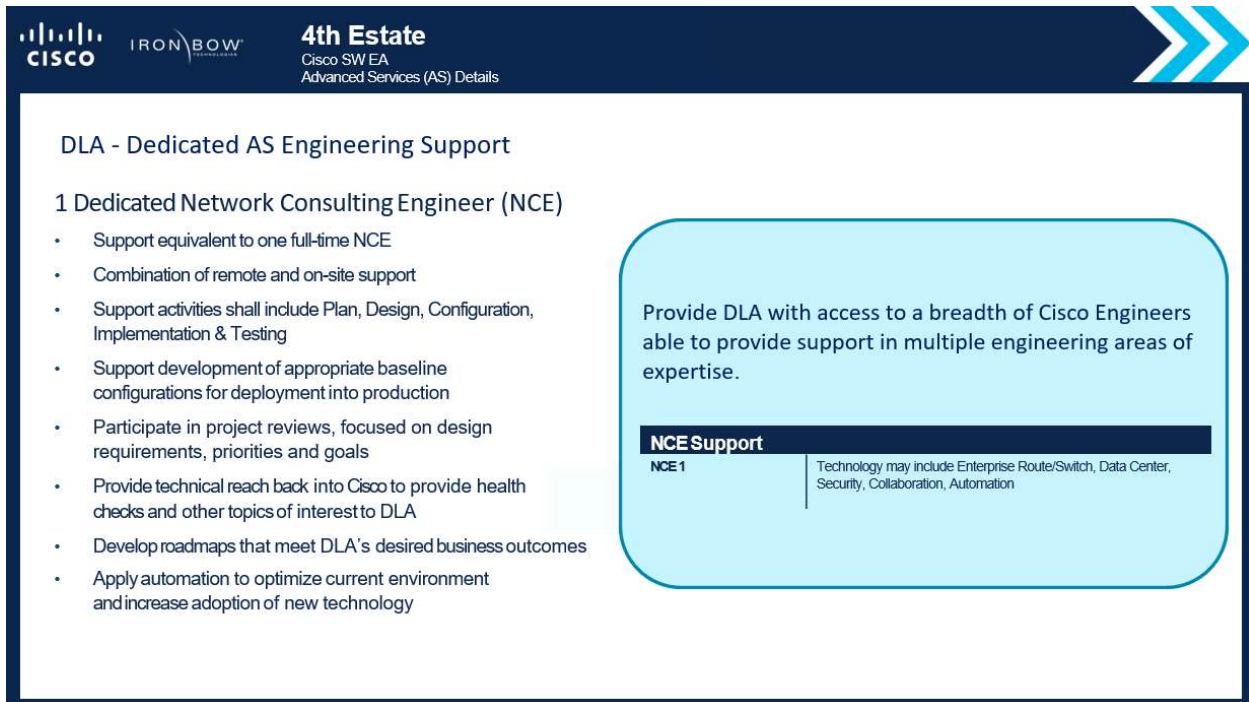
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Cisco Engineering Processes and Procedures

This document is a recommendation for Defense Logistics Agency (DLA) Network Consulting Engineer (NCE) Processes and Procedures (P&P).

Under DLA's Cisco Software (SW) Enterprise Agreement (EA), DLA has access to Cisco Network Consulting Engineering support equivalent to one full-time NCE. This provides DLA 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 engineering support to DLA under the DLA SW EA contract:

4th Estate
Cisco SW EA
Advanced Services (AS) Details

DLA - Dedicated AS Engineering Support

1 Dedicated Network Consulting Engineer (NCE)

- Support equivalent to one full-time NCE
- 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 DLA
- Develop roadmaps that meet DLA's desired business outcomes
- Apply automation to optimize current environment and increase adoption of new technology

Provide DLA 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

Figure 1. NCE Breakout

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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.

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Cisco Engineering Support Request P&P

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

- A DLA entity identifies a need for engineering support and completes and signs a Support Request (SR)

- The SR is submitted internally to the DLA SW EA PMO for internal review (jeffrey.deitch@dla.mil)

- Support requests that are approved internally by DLA will be submitted to Iron Bow and Cisco for review (gemss-ciscoswea@ironbow.com, ciscoswea@cisco.com)

- Cisco will evaluate the Support Request and determine a Level of Effort (LoE) to complete the project including estimated hours, milestones, timelines and deliverables

- The SR LoE will be provided to DLA for review

- After reviewing the LoE, DLA will make a final approval decision and inform Iron Bow and Cisco

- For all project approvals, Cisco will identify engineers with expertise to support the project and a create a Tri-Chart (high-level project plan)

- A project kickoff meeting will be scheduled by Iron Bow

Any number of concurrent projects, across different technologies, will be supported until engineering support utilization reaches the equivalent of one full-time NCE.

DLA has the option to surge above the equivalent of one full-time NCE at any point in the contract year to support new projects. Although fully supported, this may lead to early exhaustion of total engineering hours for the contract year.

Support Request Process Flow
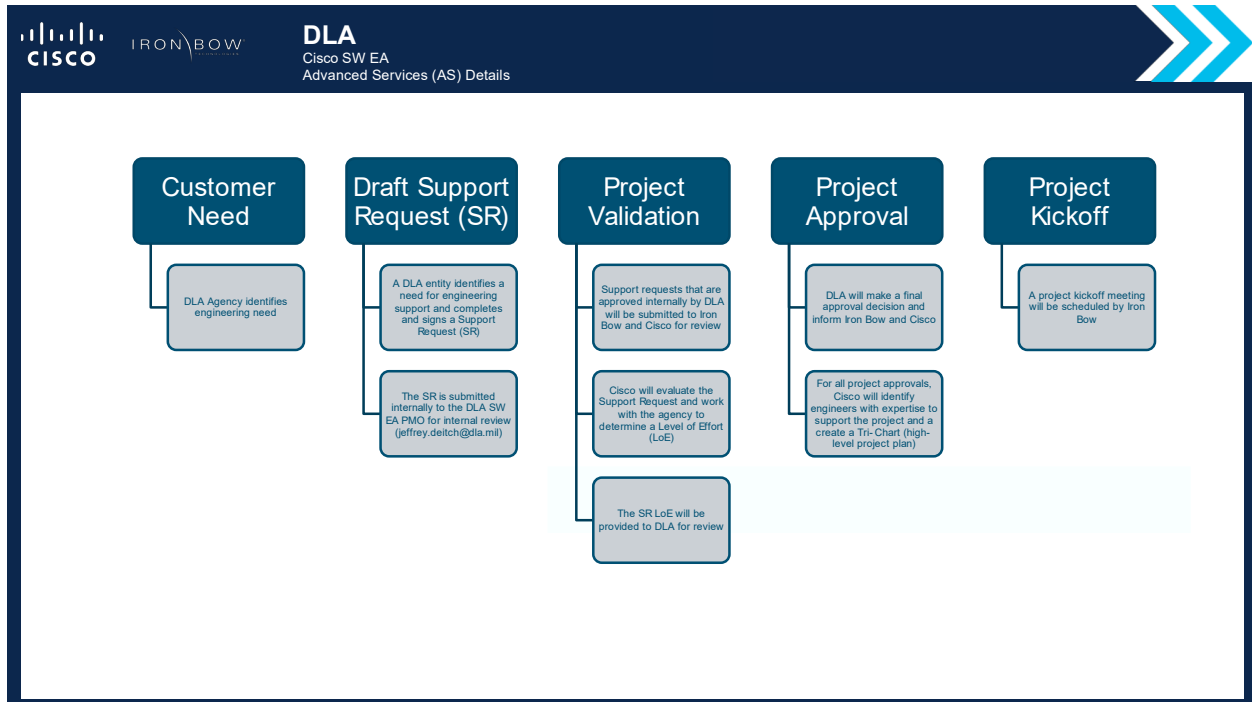
Figure 2. Support Request Process

Engineering Support Utilization:

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

Once total engineering support utilization reaches the equivalent of one full-time NCE across all DLA projects, DLA will be notified. If utilization drops under one full-time NCE for all projects due to LoE adjustments or project closures, DLA will be informed.

DLA has the option to surge above the equivalent of one full-time NCE at any point in the contract year to support new projects. Although fully supported, this may lead to early exhaustion of total engineering hours for the contract year.

Requesting Additional Engineering Support

DLA has the option to procure additional engineering support once engineering support utilization is capped. DISA's Cisco Software EA contract includes a specific CLIN to procure additional engineering support.

Upon notification from DLA 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 DLA and DISA for review and acceptance.

Engineering Support Reporting

Iron Bow and Cisco will track engineering support utilization.

Regular scheduled meetings with DLA will be leveraged to discuss projects, tasks, and priorities.

Monthly meetings will be held with the DLA SW EA PMO to discuss utilization, availability, etc.

Quarterly Business Reviews (QBRs) will be held with DLA to report on completed and planned work activities.

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Engineering Support Request Template:

Figure 3. Example Engineering Support Request

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