project implementation plan (pip)

training plan

VSX 8000 Administrator’s guide

training plan

FOR the

afghanistan mission network - vtc

CO-13039-amn



Prepared by:



27 apr 2010

TABLE OF CONTENTS

[1.0 INTRODUCTION 3](#_Toc260245658)

[1.1 Purpose 3](#_Toc260245659)

[1.2 Scope 3](#_Toc260245660)

[1.3 Project Implementation Plan (PIP) 3](#_Toc260245661)

[2.0 Section 1 – Technical Solution 4](#_Toc260245662)

[3.0 Section 2 – Procurement/Delivery Plan 5](#_Toc260245663)

[3.1 Phase I– Initial Configuration and Testing (SHAPE) 5](#_Toc260245664)

[3.2 Phase II – Installation and Implementation Support (Afghanistan) 5](#_Toc260245665)

[3.3 Project Timeline 5](#_Toc260245666)

[4.0 Section 3 – Management and Program Control 8](#_Toc260245667)

[4.1 The ManTech Team 8](#_Toc260245668)

[4.2 Risk Management 9](#_Toc260245669)

[5.0 Section 5 – Integrated Logistics Support 15](#_Toc260245670)

[5.1 O & M Reference Manual 15](#_Toc260245671)

[5.2 Maintenance 15](#_Toc260245672)

[5.3 Transportation and Packaging 15](#_Toc260245673)

[6.0 Section 6 - Security 17](#_Toc260245674)

[6.1 Electronic Devices 17](#_Toc260245675)

[6.2 Clearances 17](#_Toc260245676)

# INTRODUCTION

## Purpose

The Project Implementation Plan (PIP) addresses the manner in which ManTech proposes to procure equipment and provide support for installation and implementation activities for the equipment purchased under CO-13039-VMN,

## Scope

The ManTech management approach is designed to meet all the technical requirements, as well as, the distance and time challenges of the Afghanistan Mission Network VTC project. This document, the Project Implementation Plan (PIP), details all aspects of the project management for this effort.

## Project Implementation Plan (PIP)

This version of the PIP describes ManTech’s approach for administration and completion of the contract. The plan will outline ManTech’s management approach. The remainder of the PIP is organized as follows:

* Section 1 – Technical Solution
* Section 2 – Procurement and Delivery
* Section 3 – Management and Program Control
* Section 4 – Integrated Logistics Support
* Section 5 – Security

# section 1 – technical solution

### Infrastructure Equipment

ManTech will provide support to the NATO Installation team for the support of the installation and implementation of the following equipment at the locations identified in the Statement of Supplies and Services.

|  |  |
| --- | --- |
| **VNOC (VTC Network Operation Centre)** |  |
| Polycom CMA 5000 + 500 Devices includes appliance, Gatekeeper, Conference Monitoring, Scheduling (Web, Outlook, Lotus), Device Mgmt; automatic software update , provisioning , support for CMAD, power cord kit outside US, Including Premier,one year. | 2 |
| Redundant Appliance and license for any CMA 5000 solution up to 5000 licenses. License for redundant solution included. | 2 |
| DMA 7000/2 RMX ***Single*** Server Bundle. Includes single application server, software, and 2 RMX 2000/4000 licenses, power cord kit outside US, Including Premier, one year. | 1 |
| **VAN (VTC Access Node)** |  |
| VAN (VTC Access Node) RMX2000 10 HD/40 CIF resource configured & licensed system, equipped with MPM+40 Media Processing Module and a Rear Transition Module for IP (RTM IP), Including Premier, one year. | 4 |
| **BPD (Boundary Protection Device)** |  |
| VBP 5300-E10 Firewall/ NAT traversal unit for medium to large enterprise locations. This model includes 2 x 10/100/1000 Ethernet interfaces, a 1 x 10/100 Ethernet with capacity of 10meg, power cord kit outside US, Including Premier, one year. | 2 |

# section 2 – Procurement/DELIVERY plan

Upon receipt of the fully executed contract from NC3A, ManTech will immediately take steps to procure the required equipment from Polycom. Polycom has been notified that this equipment is essential to NATO operations in Afghanistan and has been requested to expedite this order.

## Phase I– Initial Configuration and Testing (SHAPE)

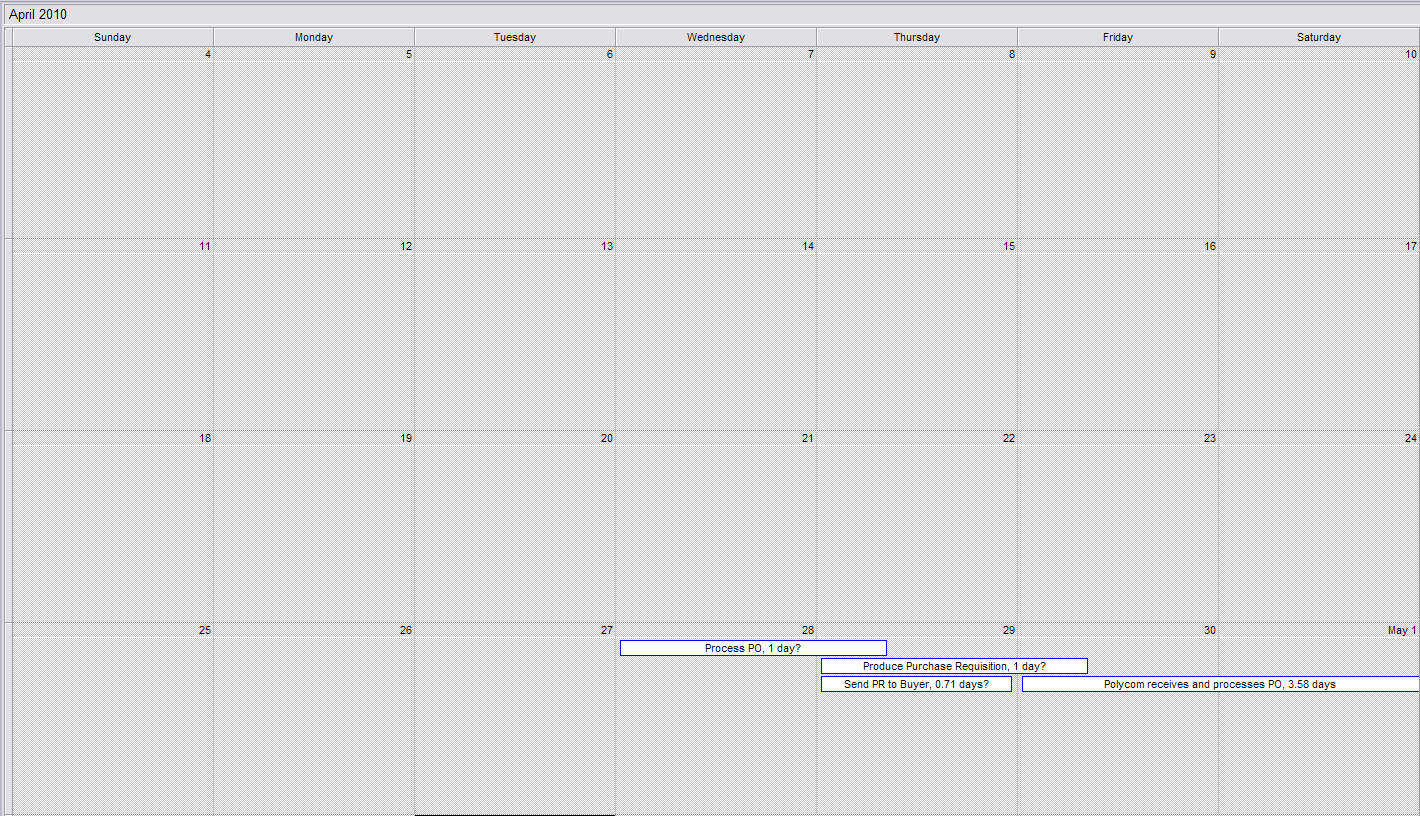
Upon delivery of the equipment to the SHAPE warehouse, ManTech will dispatch it’s PM/Technician to provide support to NATO’s engineers during the configuration and testing phase. Our technician is schedule to be on-site for 14 days in support of this requirement.

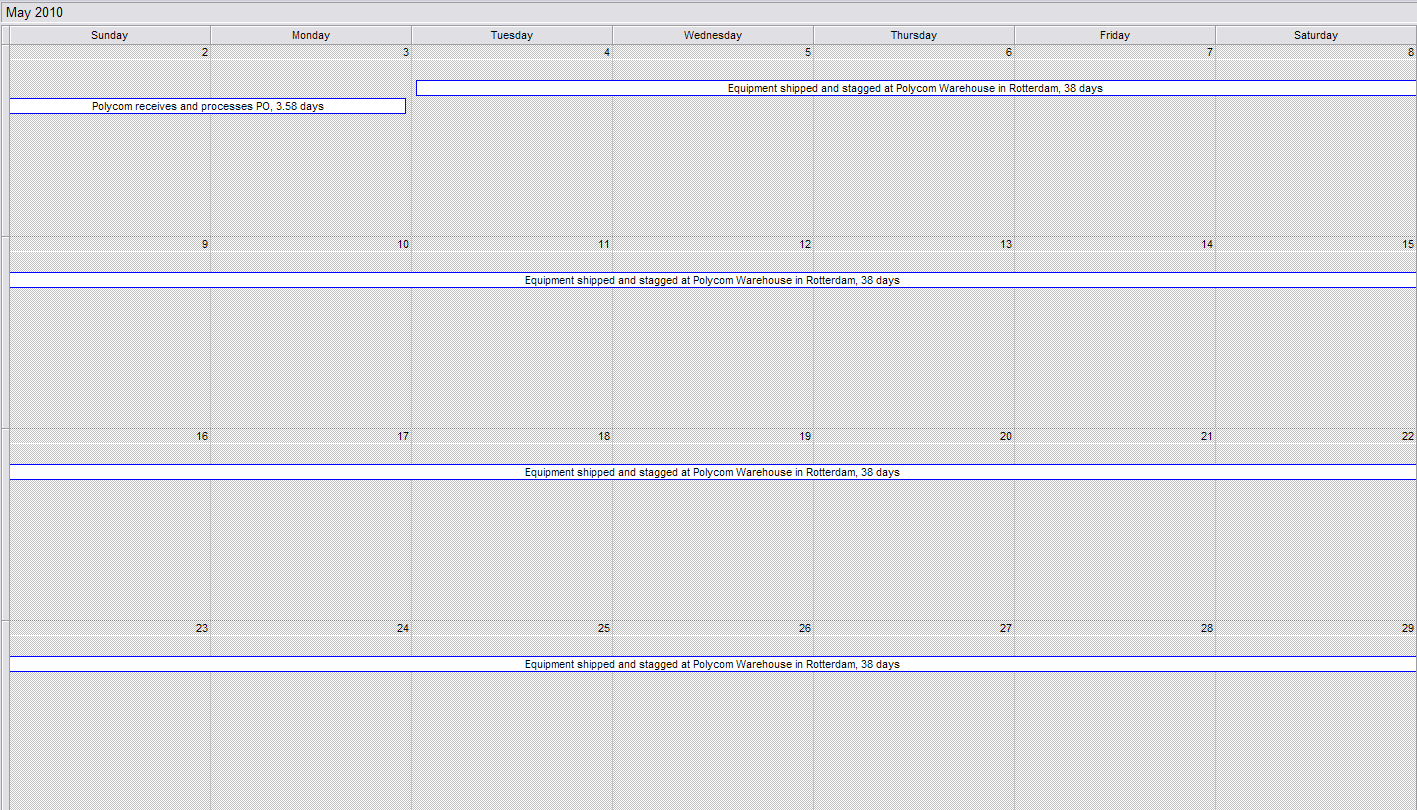
## Phase II – Installation and Implementation Support (Afghanistan)

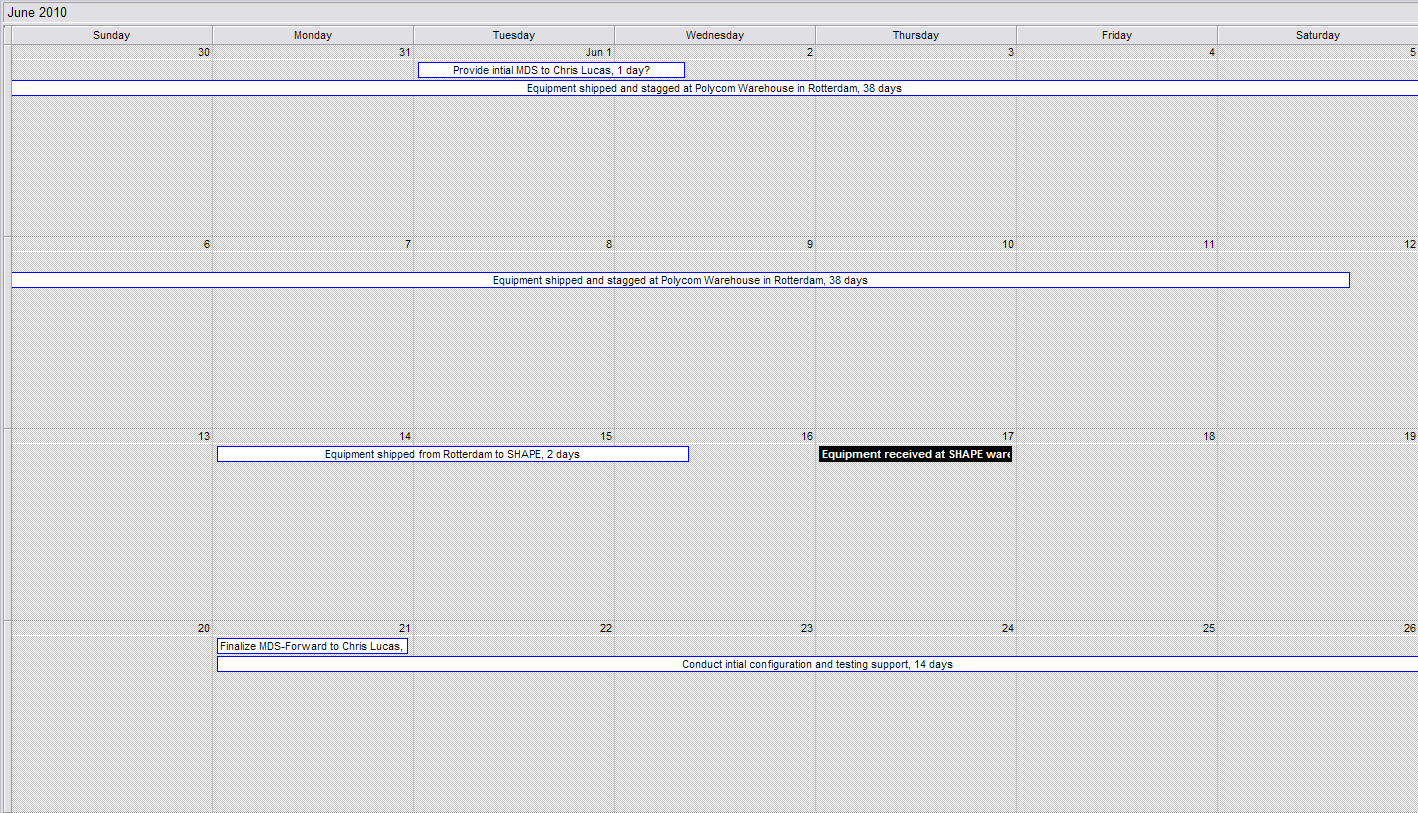
In Phase II, ManTech will prepare the equipment for shipment to an address specified by NATO in Afghanistan. Upon shipment of the equipment, ManTech’s Technician/PM will deploy to Afghanistan to provide support to the NATO installation team. Our technician is scheduled to be on-site in support of this requirement for a period of 42 days or 6 weeks.

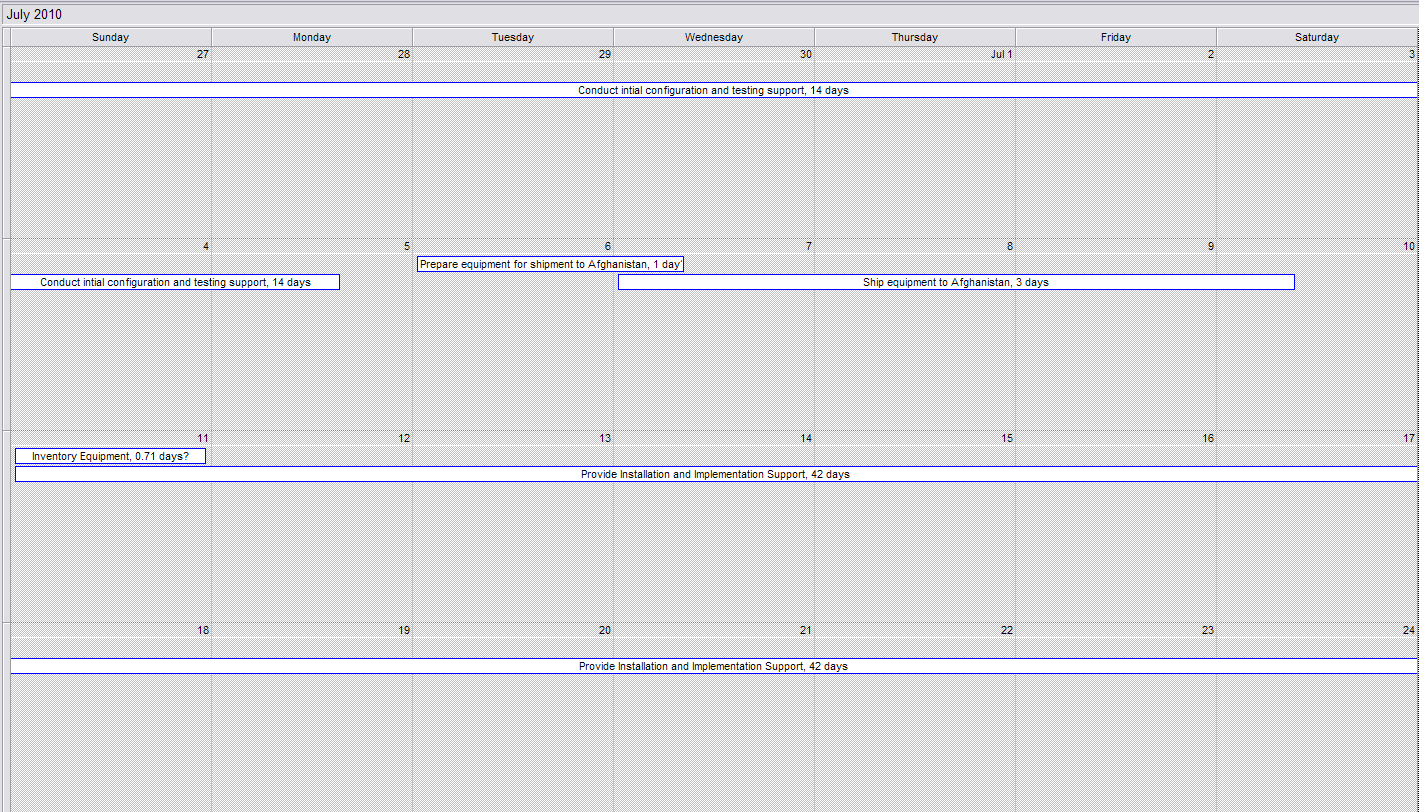
## Project Timeline

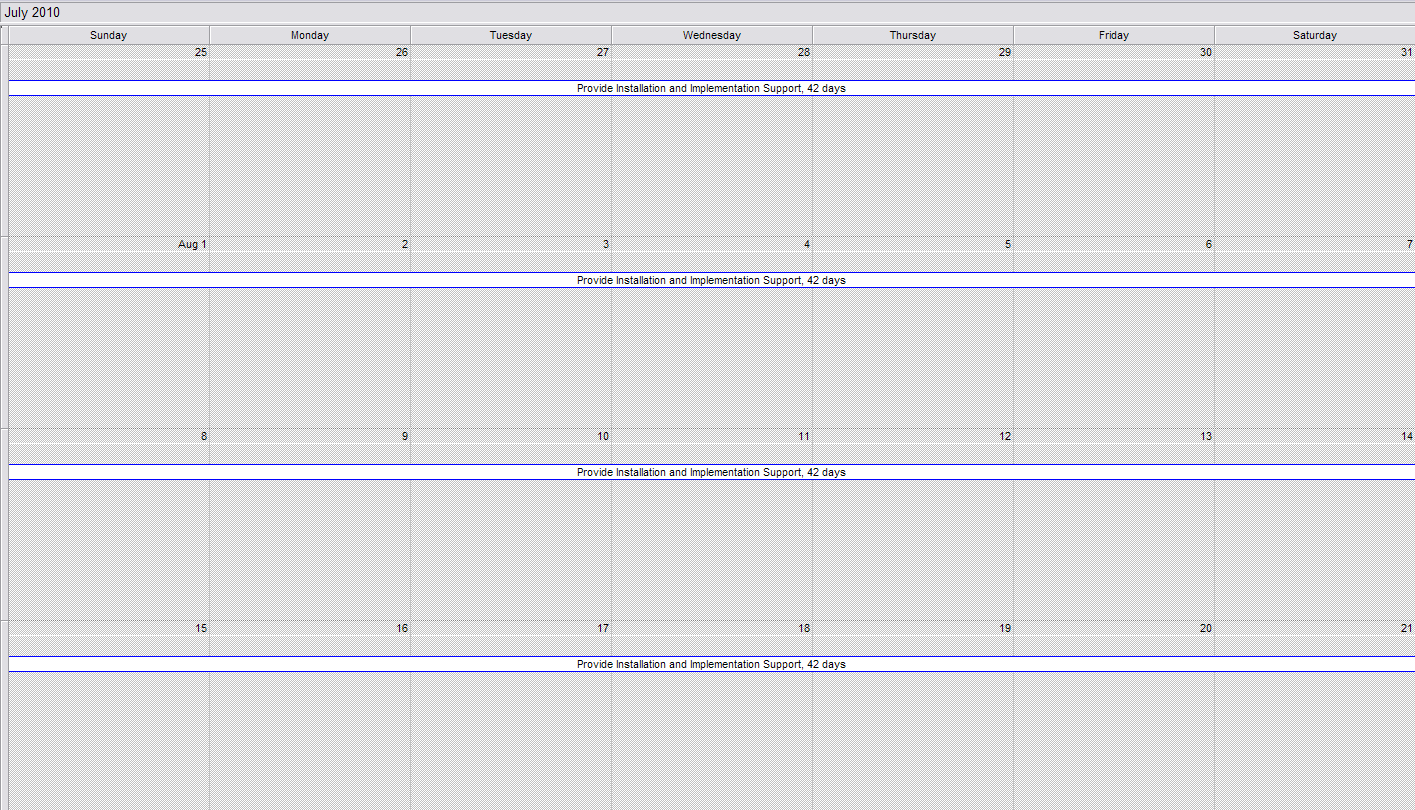
The calendar below shows our estimated timeline from start to finish. ManTech will make every effort possible to adhere to timeline and to accelerate it, when possible. Due to the urgency for delivery and installation of the equipment for this project, ManTech has requested that our manufacturer, Polycom expedite the processing of this order.

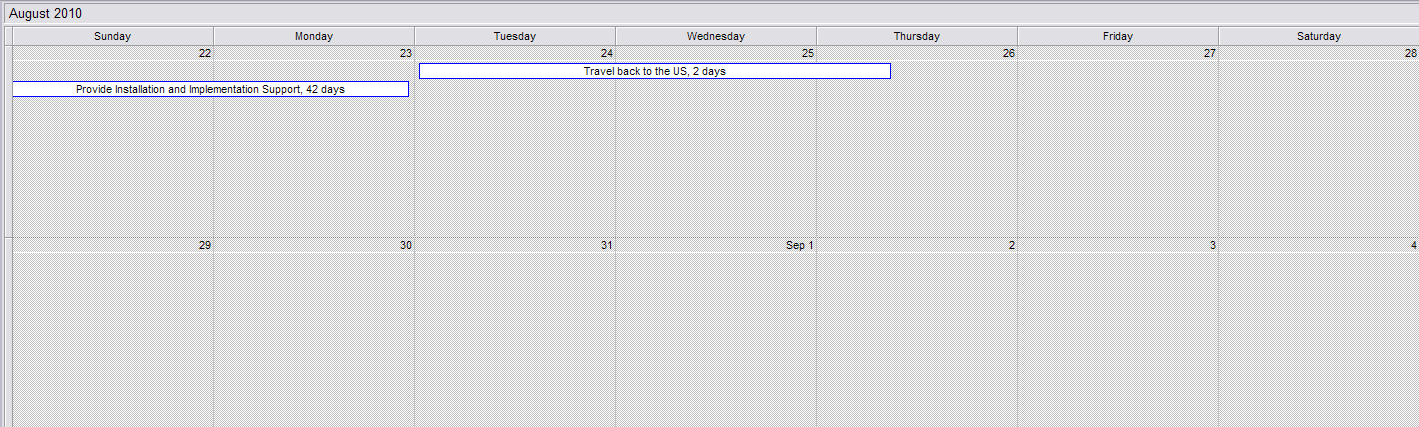












# SEction 3 - MANAGEMENT AND PROGRAM CONTROL

Section 3 of the PIP outlines ManTech’s proposed approach to manage the AMN-VTC Project from Effective Dates of contract (EDC) to Final Systems Acceptance. We are, per NC3A’s request, providing the required staffing to achieve the SOW requirements. ManTech will use various software and scheduling tools as required. Our planning is based on the use of a detailed WBS and inputting all critical data in Microsoft Project to create a timeline that is manageable.

## The ManTech Team

The basic foundation of our approach included selecting the right people, with the right skills, to get the job done. In doing this, we have selected a seasoned Project Manager (PM) Steve Schoenfelt. Our PM will serve as your single point of contact (POC). He will be responsive to your needs and responsible for managing all aspects of the contract. To execute this contract, our PM will provide direct support for the installation and implementation of the equipment specified in the SSS.

## Risk Management

### Process

Risk Management is the process of measuring, or assessing risk, and then developing strategies to manage that risk. Our risk management plan must consider risks during all stages of the contract. Each step is incrementally implemented and is described in detail below. In the event that any risks and/or issues are identified they will be reported in Project Check Point Reports.



**Figure 2. This Risk Management process is a continuous flow where new and existing risks are identified and addressed.**

|  |  |
| --- | --- |
| **Risk Management step** | **Risk Management Activity** |
| **Identify** | Identify any and all risks associated with the project. |
| **Analyze** | Assess the magnitude and impact of the risks. |
| **Plan & Implement** | Develop strategies for pre-empting and treating the occurrence of a risk. Generally, those strategies decided upon fall into several categories; specifically, Avoidance, Reduction, Acceptance, and/or Transfer. |
| - Risk Avoidance | Risk Avoidance includes not performing an activity that could carry risk. While risk avoidance may seem to be the preferred approach, avoiding all risks could result in the missing out of potential gains. |
| - Risk Reduction | Risk Reduction involves employing methods that deal with risks, but reduce the severity of a projected loss |
| - Risk Acceptance | Risk Acceptance involves accepting a loss when it occurs. This strategy is viable for small risks where the cost of insuring against the risk would be greater over time than the total losses sustained. |
| - Risk Transfer | Risk Transfer involves causing another entity to accept the risk. Typically, this transfer results in the issuance of an insurance policy. |
| **Track and Report** | Detail responsibility for managing a risk and document risk parameters. |
| **Monitor and Control** | Implement strategy to address identified risks and monitor progress. |

#### Risk Log

The Risk Log is a coordinated package that documents risk, its impact on the program (e.g. cost, schedule, and mission), responsible party, and steps to address the risk given the stated likelihood, impact and consequences.







#### Impact

The impacts that a risk would have on the program are evaluated against cost, schedule, technical performance, and compliance & oversight. When rated against each of these risks, impacts would be classified as Severe, High, Moderate, and Low. When rated with each of the risk categories, field inputs would be as follows:

|  |  |  |
| --- | --- | --- |
| **category** | **impact** | **DESCRIPTION** |
| **Cost** | Severe | An event whose occurrence will impact the project cost so severely that the project would be terminated. |
| High | An event that, if it occurs, will cause significant cost increases, more than 5 percent, on the project. |
| Moderate | An event that, if it occurs, will cause noticeable cost increases, of not more than 5 percent, on the project. |
| Low | An event that, if it occurs, will cause small cost increases that, in most cases, can be absorbed by the project. |
| **Schedule** | Severe | An event whose occurrence will impact the project's schedule so severely that the project will be terminated. |
| High | An event that, if it occurs, will cause significant schedule increases, of more than 5 percent, on the project. |
| Moderate | An event that, if it occurs, will cause noticeable schedule increases, not more than 5 percent, on the project. |
| Low | An event that, if it occurs, will cause small schedule increases that, in most cases, can be absorbed by the project. |

| **category** | **impact** | **DESCRIPTION** |
| --- | --- | --- |
| **Technical Performance** | Severe | An event whose occurrence will impact the project's technical performance so severely that the project would not meet performance requirements. |
| High | An event that, if it occurs, will cause significant change to the technical architecture and/or a significant loss of required functionality and/or a significant loss in required operational performance. Minimum acceptable requirements will not be achieved. |
| Moderate | An event that, if it occurs, will cause modest change to the technical architecture and/or a modest loss of some non-critical functionality and/or a modest loss of some non-critical operational performance requirements. Minimum acceptable requirements will be achieved. |
| Low | An event that, if it occurs, will cause small (if any) change to the technical architecture and/or little-to-no loss of required functionality and/or little-to-no loss in required operational performance. More than the minimum acceptable requirements will be achieved. |
| **Compliance & Oversight** | Severe | An event whose occurrence will cause the enterprise to be non-compliant with requirements associated with any NC3A direction/policy. |
| High | An event that, if it occurs, will cause significant (critical) problems in meeting compliance requirements associated with a NC3A direction/policy. |
| Moderate | An event that, if it occurs, will cause modest (non-critical) problems in meeting compliance requirements associated with a NC3A direction/policy. |
| Low | An event that, if it occurs, will cause little-to-no problems in meeting compliance requirements associated with a NC3A direction/policy. |

#### Issue Log

A project issue is defined as a situation where enterprise integrity, operational performance, cost, or schedules are potentially impacted. As a result, emerging issues must be managed, documented, and tracked using standard commercial practices that have a proven track record. The commercial practice chosen by the ManTech Team is the use of the Issue Log. The Issue Log is a documentation tool that enables the Program Management Team to maintain visibility over programmatic issues, solution strategies, impacts, status, and due dates. The PRINCE2 compliant Issue Log template, shown below, shall be used by the ManTech Team.







##### Issues Type

The headings in the issue log above are for the most part self explanatory. When referring to Issue ***TYPE***, the following applies:

|  |  |
| --- | --- |
| **issue type** | **DESCRIPTION** |
| General Issues | General project issues can be raised about any area of the project that requires an answer or solution to rectify the it, e.g. the project has been delayed or a project is experiencing problems with a supplier etc. |
| Request For Change (RFC) | A Request for Change can also be raised as a project issue. A Request for Change is the type of project issue that requests an alteration to an existing product description, e.g. if a user asks "I now want the main screen to use font size Arial 10, not Arial 12". |
| Off-Specification | An Off Specification is the type of project issue raised when something that must be provided by the project is not currently or adequately provided for, it could be a missing product or the failure of a product (i.e. a product not meeting its quality specification). |

# section 4 - INTEGRATED LOGISTICS SUPPORT

Integrated Logistics Support for the NC3A Studio VTC Project - Bydgoszcz will encompass all implementation and O & M activities. Our ILS approach will be fully integrated within program planning and installation events. Logistics products and services will be seamlessly interwoven between all program participants to ensure that the on-site technician is able to complete installation and testing by having the right resources at the right place and the right time. ILS activities will be fully integrated into Implementation Methodology during all program phases:

* Delivery
* Installation and Implementation Support Service
* Final Systems Acceptance (FSA)

## O & M REFERENCE MANUAL

We will provide commercially available operator, maintenance and reference manuals and software required for installation and operation.

## MAINTENANCE

A 1 year Premier Maintenance Plan has been purchased as a part of this contract. In the event of an equipment failure, support can be obtained by calling Polycom at:

* +1-800-POLYCOM

## TRANSPORTATION AND PACKAGING

Materials will be packaged and transported according to globally competitive best commercial practices. Transport and packaging FOB destination for installation and repaired material will be the responsibility of ManTech according to the agreed to schedule of supplies. We will use our corporate provider for parcel, freight, packaging and customs services.

ManTech/Polycom will be fully responsible for transportation damage liability until the materials are accepted at shipments final destinations.

We will engage our suppliers and carriers to coordinate transportation availability to meet the Schedule of Supplies and Services.

### Preservation and Packaging

All supplies transported under this and associated contracts will be packaged to preserve materials operational qualities.

### Packing List

All materials shipped under this contract will contain easily identifiable packing list on and in each container. Packing list will be affixed to shipment containers in weather proof protective pouches. Packing list, at a minimum, will contain the requisite information shown in reference SOW.

* The NC3A contract number
* The NATO Project Number
* Item description
* Item part number and serial number
* CLIN number as per the SSS
* Name and address of the Contractor, the Purchaser and Consignor
* Detailed weight and dimensions per box/pallet/container
* Box number and number of boxes in the consignment

### Marking of Packing

Shipments will be marked on external packing with project name, contract number, delivery address and point of contact.

### Customs Forms 302

ManTech will provide a partial inventory that will contain all standard MDS required information with the exception of the serial number. Upon delivery of the equipment to SHAPE, ManTech will complete the MDS and forward it to Mr. Chris Lucas at NC3A.

### Notice of Shipment

All equipment will be shipped directly from Polycom’s warehouse in Rotterdam to the SHAPE warehouse. As soon as ManTech receives notification of the shipment, we will notify the NC3A PM, Patrick Pennamen.

Furthermore, ManTech will coordinate all shipments from SHAPE to Afghanistan with the in-theatre POC.

### Inventory of Supplies

ManTech will maintain inventory records of all items required for installation, operation and maintenance for each site. Our on-site representative will co-inventory each location with a NCSA representative to ensure inventory accuracy and completeness. Our initial inventory records will be provided prior to delivery. Upon completion of the installation phase a “final” inventory document will be provided. Our logistical technicians will identify each item expendability code along with Next Higher Assembly information.

# section 5 - SECURITY

This section describes the minimum security requirements for the network, in accordance with current NATO security policies. For this project ManTech personnel will be connecting to the NC3A network.

## Electronic Devices

ManTech personnel understand there are restrictions regarding the admittance of electronic devices in to secure locations.

## Clearances

ManTech personnel will have appropriate NATO Secret security clearances at the time of contract execution.