

2.3 Introduction

XYZ Systems has extensive worldwide experience in developing IT systems that are of similar in size and complexity as to the ABC project, for which the system's Operations & Maintenance (O&M) and its associated documentation represent significant requirements. Based on this our prior experience, we offer an integrated approach to Documentation for the ABC project that meets or exceeds all stated requirements in the ABC Statement of Work (SOW).

Documentation requirements begin with our proposed ABC solution that defines all Commercial-Off-The-Shelf (COTS) hardware and software Configuration Items (CI-s) as well as and custom software CIs (i.e., the Service Knowledge Management System (DEFG)). The associated CI Reliability, Maintainability, Availability, and Testability (RAMT) specifications are used in the Logistics Support Analysis (LSA) to demonstrate ABC achievability of all specified Infrastructure as a Service (IaaS) and client-provisioning Service Level Agreements (SLAs). The resultant supportability documentation is provided and made available through the DEFG-repository in support of the ABC-system's Operations & Maintenance (O&M) throughout the system lifecycle. Our approach affords specific features that result in tangible ABC-user benefits (Table Table I-2-1).

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Table 1: Documentation Features and Benefits, The XYZ Systems Approach to Provisioning ABC Supportability Documentation Results in Significant Features and Associated ABC Stakeholder Benefits.

Feature	Benefit
Pre-award investment in DEFG-development for prototype availability by the Effective Date of Contract (EDC) and continued development with ABC user/stakeholder involvement during the contract design phase	DEFG-prototype availability to ABC-users and stakeholders for early evaluation and continued design-phase development feedback
Cross-referencing of all ABC-supportability documentation, including training documentation	Ensures content currency, consistency, and accuracy across all documentation sources
Documentation updates per ABC Preliminary Design Review (PDR)DR and Critical Design Review (CDR)DR, and for (1) final design-phase-phase approval, and (2) during contract performance as new sites become operational	All supportability documentation is maintained/remains current with the latest ABC system design and performance configuration state
Configuration control of all approved documentation	Ensures that only approved documentation changes are incorporated

2.3.1 General Requirements

XYZ Systems offers an ABC Documentation Plan as part of the Integrated Support Plan (ISP) that provides for COTS Documentation, Operation Manual, Maintenance O&M Manuals, and As-Built Drawings. The COTS Documentation includes all Original Equipment Manufacturer (OEM) specifications and manuals for each identified hardware and software Configuration Item (CI- CI) in our proposed ABC- solution. The O&M Manuals manuals apply to exercise of the installed system capabilities to provide IaaS, service

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provisions, and Service Management and Control (SMC) functions for sustained system lifecycle performance. The As-Built Drawings include operational facility ~~operational~~ layout descriptions, installed system layout diagrams, cable diagrams, and rack layout plans associated with ABC system installations at each specified XXX- site, along with interfaces to commercial power, and an Operational Network (ON) and Protected Business Network (PBN).

~~The~~ COTS CI specification sheets are provided with our bid ~~in support of to bolster~~ our preliminary ~~s~~Support ~~c~~Case analysis that substantiates the proposed ABC- system achievement of all specified SLA requirements. The associated COTS O&M ~~Manuals~~manuals for both hardware and software, with amendments to achieve user standardization, ~~are will be~~ provided upon contract award, along with the ABC -system's O&M ~~Manuals~~manuals ~~that will~~which become part of the In-Service Support Plan (ISSP). The As-Built Drawings are provided upon completion of ABC -system migration to specified XXX -sites; and removal of the current ~~as is~~system(s).

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All documentation follows the ABC -SOW General Guidelines and Requirements for ABC Documentation, as specified in Sections 17.1 and 17.1.1. ~~That includes: , including~~ documentation paper size, formatting conventions, security labels, and other markings.

In addition to OEM specifications and manuals for each installed hardware and software ~~Configuration Item (CI)~~CI, the COTS Documentationdocumentation includes detailed specifications for custom software such as our proposed DEFG. The DEFG -provides knowledge-based information for ABC- users at all levels, ~~who include~~including the Program Management Office (PMO), Configuration Management (CM) Manager, Integrated Logistics Support (ILS) Manager, Help Desk Operators, and system operator, maintenance, and training personnel.

2.3.1.1 Documentation Storage/Access in DEFG

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The DEFG- includes database repositories for all COTS Documentationdocumentation, the ABC- ~~Operation and Maintenance~~O&M ~~Manuals~~manuals, and all As-Built Documentation as it becomes available. This information is accessible to authorized users via a Graphical User Interface (GUI) dashboard that affords ease of access to documentation content, and the administrative ability to provide documentation removals, additions, or updates as required. ~~In addition, the~~The DEFG also includes up-to-date training information. To maintain the consistency and accuracy of training and system support operations, the ~~training and support documentation information are~~associated documentation information is fully coordinated with the associated COTS data, ~~all of~~ which are maintained under configuration control.

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2.3.1.2 Approach to Documentation Requirements

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The XYZ Systems bid includes a pre-award investment for the development of our prototype DEFG- to allow ABC -users and other stakeholders to begin evaluating the DEFG documentation and access capabilities upon the Effective Date of Contract (EDC). For this,

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we use our proven ~~Amazing~~ software development process that takes ABC- user feedback into account in ~~the~~ DEFG -software build sprints that occur under contract during the design phase. ~~In this manner~~Using this approach, we achieve a flexible integrated DEFG -product that incorporates user needs for convenient document storage and access.

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The Documentation Plan is updated to reflect ABC- system design features that are presented in the Preliminary Design Review (PDR) at EDC + 3 weeks, and the Critical Design Review (CDR) at EDC + 10 weeks. Upon completion of the contract design phase at EDC + 18 weeks and ABC -acceptance of the design, we will finalize the Documentation Plan with the ISP and place each of the ABC -system documentation articles under configuration control. Approved documentation updates ~~are will be~~ incorporated as needed thereafter ~~as needed~~ to support ABC- node migrations throughout the contract interval. In particular, As-Built Drawings—beginning with Wave 1—~~are will be~~ developed for each migrated node, and approved versions ~~are will then be~~ added to the DEFG -database.

2.3.1.3 Hardware and Software OEM Manuals

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We include all OEM manuals for both hardware and software CIs, ~~and as well as~~ custom software manuals for XYZ Systems developed software CI products, provided as part of our ABC- solution. All manuals are standardized to include the following information for each ABC- CI:

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1. ~~Detailed~~ installation instructions and associated ~~installation~~ tools and constraints;
2. Physical, power, and ~~Heating, Ventilation, and Air Conditioning (HVAC)~~ requirements, as applicable;
3. Description of the functional characteristics;
4. Detailed performance data;
5. Description of all pertinent operational indicators, such as visual displays, switch settings, or other user-interface capabilities such as audible alarms;
6. Description of operating procedures and instructions;
7. Interfaces to external hardware or software systems;
8. Corrective and preventative maintenance requirements and instructions;
9. Fault isolation and fault-finding techniques; and
10. Description of any relevant support equipment or tools (hardware or software).

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2.3.2 Operations and Maintenance Manuals

We provide ~~an~~ overall system ~~Operation-O&M Manuals~~ that ~~is~~ are designed to support ABC operations personnel at any XXX- site. Site-specific references are included to facilitate user access to required information.

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2.3.2.1 2.3.3.1 Operations and Maintenance Manuals Preparation

The O&M Manuals ~~are~~ developed using industry best practices to cover all levels of operation that include IaaS, ~~elient provisioningservice provisions~~, Enterprise Core Services (ECS), SMC, and Printing and Scanning. Each of these levels of operation or maintenance is

covered in a separate volume of the ~~Operation-O&M Manuals~~, as specified in the SOW. All volumes of the manuals are updated to accommodate any ABC- changes during the design phase of the contract based on ABC- stakeholder feedback during the PDR and CDR reviews, and the approved documentation is ~~maintained-current~~updated thereafter through our proven ~~CM~~configuration management processes.

2.3.2.2 Operations and Maintenance Manuals Content

Our approach to manual content is to present all specified information in a manner that complements the needs of different levels of users and ensures that the manual contents are consistent with other ABC- ~~support D~~documentation (e.g., COTS OEM manuals, and As-Built Drawings). This is accomplished with cross-referencing between individual support role volumes, and verifying that all technical data are consistent and accurate.

Operations Manual contents are in accordance with the SOW requirements, ~~which that~~ include:

1. Descriptions of all processes and work instructions, tools, and roles needed to operate the services needed for ABC -implementation;
2. A complete ABC- system description using functional blocks and CIs;
3. Descriptions (including drawings) of mechanical, electrical, and electronic assemblies and subassemblies that comprise applicable system components;
4. ~~&~~In-depth, step-by-step procedures for system operation and operator-level maintenance tasks;~~and~~
5. Descriptions of all hardware and software CIs, including custom software CIs;
6. Use of existing COTS-vendor OEM manuals and documentation, along with supplementary explanatory information to facilitate documentation consistency; and
7. ~~and~~Inclusion within the manual structure descriptions of all operational tasks, level Level 1 maintenance tasks, and SMC support tasks identified in the LSA Task Analysis, to include task properties and resource requirements.

Maintenance Manual contents are in accordance with the SOW requirements, which include:

1. A product breakdown list of all CIs and ancillary equipment needed for CI maintenance activities; and
2. Descriptions of mechanical, electrical, and electronic assemblies and subassemblies that comprise applicable maintenance-level system components (including drawings).

2.3.3 Maintenance Manual

~~We provide a system Maintenance Manual that is designed to support ABC maintenance personnel at any XXX site. Site specific references are included to facilitate convenient maintainer access to required information.~~

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2.3.3.1 Manual Preparation

The manual is developed using industry best practices to cover all levels of operation that include IaaS, client provisioning, ECS, SMC, and Printing and Scanning. Each of these areas of maintenance is covered in a separate volume of the Maintenance Manual as specified in the SOW. All volumes of the manual are updated to accommodate any ABC changes during the design phase of the contract based on ABC stakeholder feedback during the PDR and CDR reviews, and the approved documentation is maintained current thereafter through our proven configuration management processes.

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2.3.3.2 Manual Content

Our approach to manual content is to present all specified information in a manner that supports the needs of system maintainer personnel and ensure that the manual contents are consistent with other ABC support documentation (COTS OEM manuals, and As-Built Drawings). This is accomplished with cross referencing between individual support role volumes, and verifying that all technical data are consistent and accurate. Manual contents are in accordance with the SOW requirements that include:

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- Product breakdown list of all CIs and ancillary equipment needed for CI maintenance activities
- Descriptions of mechanical, electrical, and electronic assemblies and subassemblies that comprise (including drawings) applicable maintenance level system components

2.3.3.2.3 Maintenance Tasks

Maintenance tasks identified in the LSA Task Analysis are used as the basis for conduct of overall ABC- system maintenance, both corrective and preventative. ~~So~~Therefore, each maintenance task is clearly identified and described in one or more volumes of the Maintenance Manual, as appropriate. Maintenance task descriptions include the task purpose and relationship to other tasks, along with ~~task~~physical task resource requirements and expected task output.

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