A.8 Zone 5 – Midwest Zone

Zone Five				
Functional Area	**Contract**	**Team Member**	**Prime/Sub**	**Customer**
3.12	FA8107-15-C-0002	JMark	Prime	B-1 Bomber Systems Programs Office

Program Classification: Unclassified

3.12 - Information System (IS) Development, Information Assurance (IA), and Information Technology (IT) Support: Provides B-1 application analysis, administration support, user documentation, training and certification & accreditation services for the B-1 System Program Office (SPO) Group, Tinker AFB, OK, in support of the USAF B-1 active aircraft fleet.

Primary Processes and Procedures:
Key processes and procedures under this contract include:

- User support and administration, documentation of help and training, requirements analysis and project management for new and existing applications, and certification and accreditation for B-1 Technical Support Center (TSC).
    - Under this primary task, JMark staff provides end user application administration and support for 230 + internal and approximately 1500 external users. JMark team members maintain information regarding the systems and software deployed among users; maintain records of calls, problems and resolutions for end users; develop and maintain user documentation for TSC applications to include online help and computer-based training; create and organize original documentation for online help and other training materials including maintenance of context-sensitive line in the documentation and up-to-date training; conduct quality assurance and testing; and perform requirements analysis for new and existing applications as needed.

    - JMark also provides management and technical support personnel to assist in the Certification and Accreditation package (C&A) for TSC software applications in coordination with the 72ABW/SC Information Assurance office and portfolio manager. J Mark staff follow the Air Force C&A program, C&A workflow – a derivative of the DoD Defense Information Assurance Certification and Accreditation Process (DIACAP) – including coordination of the design, development, test, quality assurance, and presentation support of package documentation. JMark team members further assist the B-1 Program Manager as required in the development of Service Level Agreements with 72ABW/SC to ensure all Information Assurance Security Controls are being met.

- User support and administration, requirements analysis and project management, and improved collaboration capabilities for B-1 Enterprise Information Management (EIM) (SharePoint). Under this primary task, JMark is responsible for the day-to-day operational use and management of the B-1 Division site. JMark team members:

    - Perform requirements analysis for new and enhancement of existing features as needed.
    - Create, manage and configure EIM (SharePoint) sites, libraries, and documents.
    - Find opportunities to incorporate B-1 workflow processes into the EIM (SharePoint) site IAW Air Force policies
    - Customize interface and functionality to ensure a comfortable user experience
    - Define audiences, roles and responsibilities, policies, and processes as necessary to support the warfighter
    - Develop and implement an EIM (SharePoint) strategy that will encompass division goals, further enhancing the value of the EIM (SharePoint) tool.
    - Provide provisioning, implementation and customization of sub-sites and related functionality pertaining to content management, search, team sites, project sites, discussion forums, wikis, blogs, social networking, business intelligence and workflows as required.
    - Provide EIM (SharePoint) governance.