

TECHNICAL EXHIBIT 3.7 INFORMATION TECHNOLOGY (IT) TROUBLESHOOTING GUIDELINES

The Contractor shall use this guideline to perform initial troubleshooting for IT. If the Contractor is unable to resolve the problem, the Contractor shall contact the KO or designated government representative and provide an update of the actions the Contractor took to try to resolve the problem.

Systems Involved

1. DSS
2. Printing and VPS
3. Peripherals (card readers/writers) (scanners)
4. Desk top Computing (PC's),(Laptops)
5. RF(handhelds, vehicle mounts, mobile carts)
6. RFID (Active, Passive)
7. Network connectivity

The Contractor's Initial troubleshooting efforts shall include, but may not be limited to:

1. If the DSS program is getting an error message or an ABEND lower portion of the screen: Review the message/ABEND and correct the data problem. This action may require updating a RJTI table or obtaining additional information from the operator. If these actions still result in an error message or ABEND then contact the designated government representative for support.
2. System process completes but the operator didn't receive the appropriate output documentation:
 - a. Verify that the terminal/printer forms cross-reference tables are loaded correctly (RJTI Table) and that the appropriate forms are correctly downloaded to the printers.
 - b. Access the VPS (Virtual Print System) to obtain and reset the status of the printers. If the printer is not in a printing status, either drained, edrained or wconnect, issue a start through VPS to the printer. When completed, if VPS still shows drained or wconnect, the print server attached to the printer should be power cycled and/or the printer and both put both back on-line. Issue a restart to the printer through VPS. VPS should now say "printing" and the printer should produce a printed product. If a blank label is produced from the Intermec printer then the standard protocol and associated form should be resent to the printer through DSS. Resend a product to the printer and make sure the printer prints. If not, contact the designated government representative.
3. All workstations are down: The most likely cause is the entire system/network is down. In this case the Contractor shall immediately report this to the KO or designated government representative.
4. One workstation is down: If other workstations executing software requiring network connectivity are operational, the focus should be directed to the specific workstation

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that is not operational. The Contractor shall take the following actions before contacting the designated government representative:

- a. Verify equipment is operating correctly/connectivity is sound. Attempt to execute other processes on the equipment.
 - b. Verify the network connection by “pinging” the IP address of another/operational PC.
5. If the address pings okay, it could be a problem with the domain server recognizing the host name or the CIP is not functioning correctly. The Contractor shall refer these results to the KO or designated government representative immediately.
6. If the IP address does not ping, the network connection needs to be checked. If the connection from the PC to the hub seems to be correct, the Contractor shall contact the KO or designated government representative immediately.
- a. If you double-click on MS Word icon and it opens, move to step 6b.
 - b. Try connecting to the world wide web (i.e., Explorer).
7. If the equipment is operational and the connectivity has been verified, the Contractor shall attempt the following actions before contacting the KO or designated government representative:
- a. Execute a different program/process from the software that originally failed (another DSS program).
 - b. Use another workstation; re-execute the process that failed.
 - c. If either of these actions is successful, the Contractor may want to verify that the initial problem didn't result in a data error or ABEND message.
8. When contacting the KO or designated government representative, the Contractor shall provide such information as the IP address from the PC, the PC machine name(s) and printer number(s), the process that failed, and the steps/efforts previously taken to correct the situation.
9. The Contractor shall report the impact of non-availability of data systems using the following thresholds to classify any data systems problems
- Level I Incident: Impacts a small number of users or a single location and lasts less than one hour. Examples of Level I incidents include short-term workstation, LAN, and office automation software-related incidents. The Contractor may track and report these locally; however, the Contractor shall document repetitive occurrences of the same incident on an Incident Report (IR) and submit to the KO or designee.

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- **Level II Incident:** Impacts a large number of users or multiple locations and lasts one to four hours. The Contractor shall notify the KO or designee of all related Level II incidents that involve a group of printers, terminals, or network devices that cause DSS terminals or printers to be delayed in any one area for a significant length of time that would affect either MRO processing statistics or the departure of carriers. Examples of Level II incidents are those in which on-line availability of systems at agreed-upon times is delayed for such a period; an entire work area such as Packaging is unable to accomplish production; or a Level I incident extends beyond the one-hour timeframe and has mission impact. (NOTE: The Contractor shall not elevate one workstation being down to Level II unless it is the only workstation that can process the work required.) The contractor shall send an IR to the KO or designee when the downtime reaches the one-hour timeframe. For significant outages expected to last for one or more hours, the Contractor shall report immediately to the KO or designee and follow up with an updated IR.

- **Level III Incident:** Lasts for more than four hours and generally has some technical and functional impact to the users. Level III incidents can be updates to a lower-level incident that has escalated. The Contractor shall submit an IR to the KO or designee when the incident reaches the four-hour timeframe