

For Naval Surface Warfare Center Dahlgren Division (Zone 2), FTI provides the following professional support services:

Seaport Functional Areas 3.2 Engineering Support – Contract N00178-00-C-2001, *Aegis Computer Center Operations Support* - Specific support is provided to the Aegis Computer Center (ACC) for systems engineering support. As Aegis combat system baselines evolve, the functional and physical configurations of the ACC are impacted. In its role as the land based operational test and certification facility for Aegis computer programs, changes affecting the shipboard configuration also impact on ACC hardware and computer program configurations. FTI provides engineering and operational analysis to evaluate the system impact to the ACC for all proposed tactical and simulation support equipment associated with the Aegis Combat System, and with the ACS Non-Mark 7 elements. FTI performs tradeoff studies and risk assessments to ensure that proposed changes for Aegis baselines will result in an ACC environment that will fully support simulation and interface communications required to carry out the ACC mission. System engineers draft, analyze, integrate, review and provide recommendations to the ACC customer for programmatic documentation and technical assessments. The recommendations encompass all configuration items affected – equipment, infrastructure and networks, interfaces, simulations, support programs and systems, and training systems.

Seaport Functional Areas 3.5 System Design Documentation and Tech Data Support – Contract N00178-00-C-2001, *Aegis Computer Center Operations Support* - FTI develops technical documentation in support of all areas of the ACC, such as the Aegis Media Libraries, Access Control, Delivery Staging, and Engineering. FTI technical writers research, develop, write, produce, update, and maintain the ACC's user guides, operational procedures, engineering publications, miscellaneous publications, and program management publications. Documentation for the ACC is prepared per the standards outlined in the ACC Publication Guide, as well as the Navy Correspondence Manual and the Government Printing Office Style Manual.

Seaport Functional Area 3.12 IS/LA/IT – Contract N00178-01-C-1001, *Submarine Launched Ballistic Missile Computing Environment Support* - FTI provides system analysis, system administration, and system operation and maintenance to the Submarine Launched Ballistic Missile (SLBM) Computing Environment (SCE). Provides systems analysis support to all of the processors, servers, workstations, PCs, peripheral equipment, and the computer operating systems that comprise the SCE, including system user assistance implementing a three-tier help desk support structure. System administration tasks include managing user accounts, system privileges, and databases; and managing electronic mail accounts. We provide system level security for a classified LAN and the client computers attached to the LAN; address security issues such as virus awareness and detection, virus eradication, intrusion detection, and disaster recovery; and identify preventative measures for these events. System data is monitored and performance is measured against metric guidelines. FTI provides system operation tasks that include system and equipment startup, system inspections, system operations, routine equipment preventive maintenance, equipment shutdown, and interfacing with the user community as Level 1 help desk technicians.