

TECHNICAL EXHIBIT C
ESTIMATED WORKLOAD DATA

Transactional workload data is provided below. Please note that not all tasks in PWS Section 5 are transactional in nature and therefore difficult to quantify in terms of incidents.

Incident Management: (PWS- 5.13; 5.14; 5.20); USAREC receives an average of 4,000-6,000 technical support incidents per month (incident volume increases during periods such as system upgrades, network disruptions, and asset lifecycle replacement). Incidents are submitted by approximately 13,000 users located within the USAREC Headquarters building (Fort Knox), Army Marksmanship Unit (AMU) (Fort Benning), Special Operations Recruiting Battalion (SORB) (Fort Bragg), Recruiting and Retention Collage (RRC) (Fort Knox), and across USARECs Brigades, Battalions, Companies and Stations worldwide. Common general IT incidents are provided below.

Desktop Support (hardware troubleshooting, provisioning, etc.).	Reporting and Analytics (e.g., usage reports, compliance reports)
IN/OUT Processing	Account/License/Entitlement Management
Asset Management	Biometric Program Support
Software & License Management	Waivers/Exceptions
Mobile Program Support	Mobile Apps
Network Support	Mobile MACD (move, add, change, disconnect)
Application/System Support (COTS and GOTS)	Mobile and Network Coverage Issues
SHB/OS Support	New IT Product Fielding
SaaS and Cloud Support	IT Lifecycle Replacement
General IT support	Email, Mailbox, Distribution Lists
User Training	SharePoint
Telecommunications Requests for Service	IT Support for Facility Moves/Relocations
Requests to Purchase IT	IT Product Research

Cyber Security: (PWS: 5.25) USAREC receives an average of 2,000-3,500 cyber support incidents per month. Incidents are submitted by approximately 13,000 users located across USAREC. Common cyber incidents are provided below.

Type of Request	Average Quantity per Month
New User Accounts	108
ACTCS	682
Request Accounts	579
ACAS	20
Remedy	140
Social Media Threats	759
VIP Reports	2
CAC Registration	12
General Cyber Inquiries	924
User Violation Notifications	5
VIP Database Inputs	1

IT Operations: (PWS section 5.14 and 5.24) IT Operations tasks are routine rather than transactional and therefore cannot be measured by number of incidents. There are 1,640 circuits monitored across the USAREC and over 30 GOTS applications/systems. Historically an annual average workload of 6,240 hours is required to perform tasks which are outlined below.

Operational Task	Annual Average
Network or Application Monitoring	2080 hours annually
Critical Infrastructure Monitoring	2080 hours annually

Mission Impact and Continuity of Operations	On Demand
Network Connectivity	2080 hours annually
Stakeholder Engagements	On Demand
Operational Reporting/Assessments	On Demand
Requests for Information	On Demand
IT Health Assessments	On Demand
Taskings and OPORDS	On Demand

Information Management (IM): (PWS 5.19; 5.21; 5.22); USAREC manages approximately 52 administrative and doctrinal Army publications and 220 official forms that require regular review and renewal IAW Army publications regulations. The IM team also processes orders for Recruiter business cards, resolves FOIA and Privacy Act inquiries and will be tasked with executing the Army's records management program.

The following chart illustrates the scope for these programs.

Operational Task	Annual Average
Business Cards	Process 10,000-14,000 user requests for business cards with multiple entitlements annually
FOIA and Privacy Act	Resolve 54 FOIA / 250 non-FOIA requests from the public annually; unspecified Privacy Act requests
IT Workforce Development	Provide 200 IT professionals with mandatory training and certification requirements
Army Records	This is a new program with yet to be specified scope/scale.

Project Management (PWS-5.1; 5.2; 5.3; 5.4; 5.5; 5.8; 5.9; 5.10; 5.12; 5.15) USAREC's Projects Division manages a wide variety of projects that vary in scale, scope, duration, outcome, and value.

Project Scale	Project Duration	Project Value
From 0 to 15,000 end users From 0 to 1,800 worldwide locations Excess of 60,000 IT assets	Projects vary from two weeks to many years	From \$0 to \$10M

Clerk: (PWS-5.25) Provide administrative and office support such as coordinating calendars to include setting and confirming appointments. Meeting preparation to include collecting and distributing read-a heads, appointment reminders, and connecting comms. Preparing documentation to include letters, memoranda, and briefings.

Operational Task	Daily Average
Confirming appointments	45 min
Answering phone calls	45 min
Calendar scheduling	30 min
Meeting preparation	60 min
Meeting Attendance	60 min
Appointment reminders	30 min
Connecting Communications	30 min
Prepare and Manage Correspondence	180 min

Business Intelligence Experience: (PWS- 5.16; 5.17) G6 Power BI Developer:

The OBIEE position in G6 has been primarily using Power BI to build reports and dashboards for the G6 data visualization. These reports include:

- Cell phone coverage maps which provide insight into coverage for recruiters nationwide and provide a comparison for AT&T, T-Mobile, and Verizon.

- Cell phone enrollment in management and tracking systems.
- Tracking the migration process from mail.mil to army.mil (365 upgrades)
- A calculation tool that provides insight into the cost of deploying new recruiting assets worldwide (Recruiter, Recruiting Company, Recruiting Station, Battalion, Brigade, MEPS, and Guidance Counselors)
- Tracking tool to visualization machines that are quarantined and the reasons/remediation to bring the computer back to operational status.
- Lost/stolen devices report to provide insight into the trends of lost and stolen equipment yearly.
- Report which tracks Requests for Service and provides insight into trends and scheduling.
- Productivity reports for recruiting stations
- Other ad-hoc reports created for information on demand

The Power BI Developer uses data connectors such as Excel, SQL, Access, Web, Restful API, Active Directory, and more.

Operational Task	Annual Average
Develop Power BI databases	Approximately 80 hours x 10 dashboards= 800 hours (dependent on need)
Develop HSD databases / all directorates	Approximately 160 hours (dependent on need)
Answer RFIs	This is a new program with yet to be specified scope/scale
Provide Training	This is a new program with yet to be specified scope/scale (Dependent on needs of others for training)