Task order (TO) management is the process of overseeing all the tasks associated with the performance and delivery of the technical and functional activities necessary for the management of the activities under the SOW, including oversight of all tasks provided by our personnel and subcontractors. This TO management plan is geared towards the oversight of a singe Task Order. The DIFZ Team’s task order management methodology entails working closely with the government COR to identify stakeholders, priorities and schedule, and employs industry best practices such as Project Management Body of Knowledge (PMBOK), Capability Maturity Model Integration (CMMI) and Agile. We will define our task management approach to efficiently meet government requirements through an abbreviated Task Order Management Plan (TOMP) that will be delivered to the government COR five (5) days after task order award. The TOMP will briefly describe our technical approach, resources and management controls that will be utilized to meet the cost, performance and schedule requirements throughout task order execution.

The essentials of this process may be ongoing, such as in the consistent delivery of products to customers under the terms of a contractual agreement, or may have to do with the structuring and execution of tasks related to the internal function of a specific government mission operation. Having performed similar work for our clients, we recognize that the SOW tasks/subtasks are interconnected and interdependent. We understand that this will require our team to collaboratively work together and with various government stakeholders, to approach this work holistically. Exhibit x presents the interconnectedness between the tasks/subtasks and our understanding of the primary objectives for each task/subtask.

Based on ITSM, Team DIFZ provides a service catalog driven task order management approach that facilitates our efficiently managing the end to end information technology life cycle to address government’s complex needs. This innovative approach solution allows use to implement a set of standardized, product catalog-based business processes aligned to total customer satisfaction and 100% compliance with the SOW. We are able to assume responsibility to meet cost, performance, and schedule requirements through task execution, with regular reporting to ensure communication of results. “Stress tested” at other NIH institutes, this solution supports complex task orchestration, subtask decomposition, dependency management, government, agency, and federal standards-based integration, human resource management, risk mitigation handling, and automation of many manually intensive activities.

**Exhibit x. Integrated Approach to Managing this Task Order**— driven by the needs of government stakeholders, the DIFZ Team approach is both transparent and process-based.

Project related artifacts (e.g., meeting agendas and notes, action items, deliverables, risk register) and an updated schedule will be made available to the government COR and relevant technical contacts. Exhibit x depicts our proposed project schedule and high-level work breakdown structure, and outlines the project activities and deliverables within the period of performance. As part of our comprehensive communications plan, we will meet with CTEP personnel within two hours’ notice at either government or our own meeting location — or by remote means (WebEx, Microsoft Teams). The proposed project schedule in the following exhibit will provide the government COR and CTEP with appropriate time for feedback and review and will ensure proper oversight and execution of the project tasks. The DIFZ Team will review and validate this proposed schedule and get approval from the government COR upon contract award.

**Exhibit x. Work Breakdown Structure WBS and Project Schedule**

| **WBS** | **Task Name** | **SOW** | **Duration** |
| --- | --- | --- | --- |
|  | **C-88611-SB – Cancer Therapy Evaluation Program Informatics & Computer Support** |  | 365 days |
| 1 | **Task 1 – Task Order Management** | 5.1 | 365 days |
| 1.1 | **Planning and Project Oversight** | 5.1.1 | 30+ days |
|  | **Task 1 is on-going over the life of the effort** |  |  |
| 2 | **Task 2 – IT Infrastructure**  **and System Security (SOW 5.2)** | 5.2 | 167days |
| 2.1 | Data Center Services | 5.2.1 | 365 days |
| 2.1.1 | Requirements and service | 5.2.1.1 | 365 days |
| 2.1.2 | Software | 5.2.1.2 | 365 days |
| 2.1.3 | Facility Safety | 5.2.1.3 | 365 days |
| 2.2 | System Security | 5.2.2 | 365 days |
| 2.3 | System Backup and Disaster Recovery Management | 5.2.3 | 365 days |
|  | **Task 2 is on-going over the life of the effort** |  |  |
| 3 | **Task 3 – Operations and Maintenance** | 5.3 | 365 days |
| 3.1 | Help Desk | 5.3.1 | 365 days |
| 3.2 | Incidents (Break/Fix Support) | 5.3.2 | 365 days |
| 3.3 | Configuration Management | 5.3.3 | 365 days |
| 3.4 | System Manuals and Training | 5.3.4 | 365 days |
| 3.5 | IT Planning, Reports and Data Calls | 5.3.5 | 365 days |
|  | **Task 3 is on-going over the life of the effort** |  |  |
| 4 | **Task 4 – Information Management** | 5.4 | 365 days |
| 4.1 | Data Repositories/Warehouse | 5.4.1 | 365 days |
| 4.2 | System Integrity and Interoperability | 5.4.2 | 365 days |
| 4.3 | 508 Compliance Requirements | 5.4.3 | 365 days |
|  | **Task 4 is on-going over the life of the effort** |  |  |
| Option A | **Option A: Hardware Sustainment**  **and Backed-Up Data Storage** |  | TBD |
| Option B | **Option B: Primary DC Migration** |  | TBD |
| Option C | **Option C: Secondary DC Migration** |  | TBD |
|  |  |  |  |
| T-1 | **Transition-in** |  | 90 |
| T-2 | **Transition-out** |  | 90 |

Ongoing planning and scheduling for each of the related tasks include updating the above schedule for completion of each phase, coordinating assets and labor to manage this part of the process, and implementing the PMBOK framework that is both productive and efficient for the completion of essential steps within each task (referenced by WBS numbers corresponding to the SOW. As part of task order management, this planning evolves to help to further define what activities take place at each step of each process.

The third phase of task order management involves the actual execution of the planning. During this phase, Team DIFZ monitors the production process to make sure efficiency is maintained at high levels, while slippage is also kept to a minimum. During this phase, our management process (see section \_\_\_) may also involve refining operations and management protocols and procedures as a means of making tasks more cost-efficient. This also helps to provide a means of reviewing specifications and make sure the products are within the required quality standards, as we describe in our Quality Control Plan (QCP).

As communication is key to the success in any complex endeavor, Team DIFZ will provide a point of contact for each of the top-level WBS/task areas. To ensure an open dialogue, understanding of responsibilities, and clear lines of responsibility, Team DIFZ will deputize the Program Manager as the overall single point of contact. See the following exhibit, Organization of Project and Lines of Communication.

**Exhibit x. Organization of Project and Lines of Communication**

In carrying out government’s objectives, we will ensure all services provided use Information Technology Infrastructure Library (ITIL) v3 and International Organization for Standardization (ISO) 20000-based frameworks, and will help government with any change management steps needed to fully realize the potential of these best practices. Team DIFZ will ensure the desired outcomes are achieved through measurable service level metrics in line with our QCP tied to the government's QASP and performance objectives, and associated reporting and surveillance methods. We will promote process and quality management methodologies that produce repeatable positive outcomes, encourage the incorporation of lessons learned, reduce service delivery time, costs, and minimize defects, and provide the government greater visibility into the status and health of ongoing operations and maintenance initiatives and system development initiatives.

Our team’s risk management includes front-end planning of how major risks will be mitigated and managed once identified. Therefore, risk mitigation strategies and specific action plans will be incorporated in the final Project Management Plan (PMP). Exhibit x outlines anticipated obstacles (risks) and mitigation strategies. Team DIFZ understands some risks, once identified, can readily be eliminated or reduced. However, many risks are much more difficult to mitigate, particularly high-impact, low-probability risks. We ensure risk mitigation and management are long-term throughout the project by incorporating periodic risk reviews into our status updates.

**Exhibit x. Potential Obstacles and Mitigation Strategies**

| **Potential Obstacle** | **Mitigation Strategy** |
| --- | --- |
| Delays in project schedule due to logistical issues. | To minimize impact on the schedule, it is recommended that government identify key stakeholders and are made available from project start. One way to sustain stakeholder commitment is to have effective governance. We understand the government governance structure and know that the process will work to bring together different stakeholders on a regular cadence to keep them committed, to seek their counsel, and to gain their support for future direction. |
| The team’s staff not being able to access NIH resources due to on-boarding delays that impact project schedule. | A critical element for successful implementation is having people with the skills and experience to execute this effort. The DIFZ Team has worked with several NIH ICs and the key members of the team already have NIH badge/account credentials that will mitigate any project schedule impacts due to on-boarding delays. |
| government stakeholders, system owners, and others involved in key systems have many demands on their attention. Those driving change often have little or no excess capacity and time to undertake yet another project to execute the change. | We have handled this problem in the past when doing research on Academic Medical Centers by being persistent with group outreach and follow up and by offering flexibility (video conferencing, web-meetings) with regard to interacting. We understand change requires extra effort; all too often, though, these efforts are additive to existing demands. Our team will minimize additional workload by automating activities so that scientists can more easily focus on their research, and less on administrative functions. |

Evaluation for Full Performance and Acceptability of Work — At each major milestone, the work to date will be evaluated primarily on how well it helped to satisfy the objectives of the SOW. Specifically, each milestone will be evaluated by the government CO with respect to: accuracy, completeness, assistance in answering the desired questions, and in uncovering unexpected information. Acceptability of the work will be measured by the level of understanding it provides government regarding their stakeholders’ needs and use-case tasks they would ideally like to be able to perform.

Team DIFZ promotes a wide range of strategies to ensure the goals associated with each of the tasks are met. This includes ongoing employee training, evaluation of processes and production methods, assessing help desk ticket quotas, and even fine tuning SOPs from time to time. From the Team DIFZ perspective, task order management is an ongoing activity — driven by standardized processes — that begins with the commencement of the contractual agreement and only ends once the contract is completely fulfilled.