# Past Performance - Service Desk Support (SSP Headquarters and Field Offices)

**Description of Work**:

Craytek supports the Navy’s Strategic Systems Program (SSP) mission at the Washington Navy Yard headquarters and multiple field sites proving service desk/help desk support and network operations support. Craytek currently provides computer management and help desk support services for the SSP Headquarters, the SSP New London Office (NLO), Quonset Point (QP) and the Shipboard Systems Programs Program Management Office (PMO). The IT architecture includes both classified and unclassified networks (approximately supporting two thousand (2000) Windows based Personal Computers (PCs) and fifteen hundred (1,500) user accounts spread throughout SSP headquarters and remote PMO sites.

Craytek provides direct user support to over 3,500 workstations. This work is a continuation of efforts Craytek has provided since 2005 for SWFPAC and SSP HQS. After working with the SSP customer on the design of the new service desk system, our team now runs the newly deployed solution in support of multiple entities at SSP. The stakeholders have expanded to include the SSP Human Resource Office, Security Office, Facilities Office, as well as the SPCIO Information Assurance Management Team. Additional stakeholders will be added during expanded roll-out of the Service Desk system.

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| Customer: Navy Strategic Systems Programs (SSP) | | Service Desk Support |
| 1. Customer Point of Contact (Name; Government agency, commercial firm, or other organization)  Name: Navy Strategic Systems Programs  Agency: DON - Washington Navy Yard, Huntington Beach, CA; New London, CT; and Pittsfield, MA. | | 2. Customer POC Phone Number / Email (This information is required to verify offeror’s performance)  Name: Edward Henry  Agency: Navy Strategic Systems Program/CIO  Phone: 202-433-7866  Email: edward.henry@ssp.navy.mil |
| 3. Contract Number or other control numbers  N00030-19-C-0034 / PO31000S0470 | | 4. Period of Performance  01 Oct 2018 – 30 Sep 2023 |
| 5. Contract Type (CPFF, FFP etc.)  FFP LOE | 6. Prime or Sub  Prime | 8. Contract Value  $3,012,259 |

With a long history of success, beginning in 2005, Craytek worked with the Navy to put in place a robust ticket response system based on Information Technology Infrastructure Library (ITIL) methodologies, implementing a service desk management approach. Recently we have enabled the customer's ability to provide requests with the use of a web application directly connected to our ticketing system, thereby freeing up time spent by our technicians on the phone logging individual requests. We also use remote desktop connections to gain access to necessary servers and IT assets across our customer’s network. Support ticket resolutions are mapped to a metric calculating the amount of time it takes for operations to be restored, depending on the priority and ticket type.

The Craytek Service Desk team supports requests for development of reports and dashboard as needed by SSP customers. Customers use these reports in the daily stand-up meeting, the Information Assurance Department, and the Security and Facilities divisions at SSP. The team also supports data maintenance and data import. As well as importing the Employee profiles, the Craytek team also logs information on workstations (computers and laptops), iPhones, facility spaces, VOIP devices, and printers. Data management is a significant effort the Craytek team has streamlined. Craytek understands that a system is only as good as its reliable data, therefore ensuring the quality and fitness of the service desk system data is a priority.

Direct user support includes: providing a single point of contact for all service calls; providing immediate, real time help in response to end-user questions and trouble reports; and installing and configuring application software in response to help desk requests. Craytek also provides one on one new user orientation and training for end-users who are mastering desktop application functions; providing support in developing special application projects to assist the end-users with automating their business processes; maintaining and updating the help desk Standard Operating Procedures; and administering loaner laptops. The government directed Craytek to provide service desk and network support services for SSP programs at five different sites: Washington Navy Yard, Huntington Beach, CA, New London CT, Pittsfield, MA, and Quonset Point, MA.

An integral aspect of this effort, Craytek maintains the government’s hardware and software inventory; manages and supports the video teleconference room monitoring system; assists other on-site contractors with network troubleshooting; provides field sites with distance learning assistance; and, provides 24/7 emergency network support including disaster recovery support. Craytek also provides end-user notifications and follow-up to assure the user community that its requests are being handled in a professional and timely manner, including customer callbacks and providing monthly and instant database reporting to support government management and productivity assessments.

Craytek has provided help desk call database tracking administration using Ivanti’s HEAT Information Technology Service Management (ITSM) System. Craytek led the conversion from the BMC Remedy trouble ticketing system to the HEAT system; our expertise was critical to keeping the HEAT database functioning at peak efficiency, while maintaining a secure posture. The HEAT Service Management suite offers a web application providing direct secure web access and complies with DoD STIG mandates. This included the design, installation, configuration, integration, data migration and customization of the SSP Service Desk solution. Craytek was instrumental in migrating the employee profile data to the new system. Craytek also migrated the employee profile attachments to the new system.

Craytek provides development effort for: the HEAT Web User Interface; the HEAT Messaging Center; and, tracking of privileged, service, and suspended accounts. We monitor and troubleshoot Open Database Connectivity (ODBC) errors as well as various technical issues (both at SPHQ and field sites). Craytek manages a substantial volume of change requests from HEAT stakeholders and users. We support new HEAT client installations and provide training for SSP headquarters as well as the field sites and supporting the migration to the updated HEAT version.

Craytek has shaped the SPHQ help desk call center to provide a single “point-of-contact” for all service calls. Service calls are received via phone, email, or “in person.” Craytek is the “point-of-contact” between the end-user community, on-site support personnel, and hardware maintenance vendors, providing a single point of contract for investigation and problem resolution. End-user notifications and follow-ups are provided to assure the SSP and the PMO community that its requests are being handled in a professional and timely manner, including customer callbacks. SSP management is supported through monthly and instant database reporting to support their management and productivity assessments. Of our help desk team, 20 of the 21 members are CompTIA certified. On this contract our teams cover the following:

• Administers SSP "loaner" to include but not limited to laptops, Broadband cards, IOS devices, and projectors. Loaner administration includes checking out, monitoring, and recording unit return according to SSP policies.

• Maintains and updates a detailed Knowledge Base to assist Help Desk and other support personnel in providing competent, timely user assistance.

• Maintains and routes updates for SSP IT Configuration Control Board (CCB) approval to the current set of Help Desk Standard Operating Procedures (SOPs), ensuring that local procedures are only created and maintained when Enterprise procedures are not sufficient for unique local requirements.

• Maintains and manages SSP expendable hardware and software inventory.

• Is responsible for installation, testing, sustainment, and removal of all approved hardware and software utilized on SSP’s unclassified and classified IT systems in accordance with Local and Enterprise configuration management procedures.

• Manages all software and ensure functionality is maintained.

• Manages the maintenance and repair of all IT equipment.

• Provides Help desk functions include providing 1st level/ad hoc Assistance for Problem Resolution/Questions; triage, referral and tracking of 2nd/3rd level problems Publishes customer notifications of scheduled or emergent system outages

• Maintains a Procedure Document Library for standard Helpdesk IT Processes

• Maintains SSP’s ticketing system database (initially Remedy and subsequently replaced by HEAT) to enable lessons learned, workload trending, customer satisfaction, and key performance information reporting.

• Supports implementation of Information Technology Infrastructure Library controls and disciplines.

• Provides liaison support for connectivity and collaboration between SSP and its contractors, Fleet Ballistic Missile (FBM) community contractors, SSP organizations, and various other external organizations for implementation of new capabilities and diagnosis of issues affecting SSP’s IT systems and associated users.

• Provides on-site quarterly desktop, print and meeting support at Dahlgren, VA (SSP COOP).

• Processes account requests for access to all SSP's unclassified and classified networks.

• Receives all incoming shipments for SPCIO from mailroom or by direct shipment and verify content and quantity against packing slip.

• Sends SSP IT support equipment to SSP Program Management Offices (PMO), Technical Support Units (TSU), and Field Activities

• Tracks all Customer Satisfaction Survey Results and Service Call Resolution Status monthly.

In addition, Craytek served as subcontractor on the previous Navy SSP Help Desk and Network Support from October 1, 2015–September 30, 2018. For this contract we directed user support to include providing a single point of contact for all service calls; providing immediate, real time assistance in response to end-user questions and trouble reports; and installing and configuring application software in response to help desk requests. We also provided one-on-one new user orientation and training for end-users who are mastering desktop application functions; providing support in developing special application projects to assist the end-users with automating their business processes; maintaining and updating the help desk standard operating procedures; and administering loaner laptops. As part of this contract, Craytek maintained the government’s hardware and software inventory, managed and supported the video teleconference room monitoring system, assisted other on-site contractors with network troubleshooting, provided field sites with distance learning assistance, and provided 24/7 emergency network support — including disaster recovery support. We also provided end-user notifications and follow-up to assure the user community that its requests are being handled in a professional and timely manner, including customer callbacks, and providing monthly and instant database reporting to support government management and productivity assessments.

The Navy SSP Integrated PM Community manager commented, “Craytek continued to provide all contract deliverables on or ahead of schedule. Craytek has gone well above contract requirements to deliver reports and presentations that were of great value to this command. Craytek worked on many important projects and initiatives in FY19 to include the telework deployment program which allows the workforce the opportunity to perform their duties at alternate worksites, expanded SSP secure VTC support, and Windows 10 secure host baseline updates/tech refreshes.”

Craytek manages tickets, tasks, and communication all in one place — this “single point of contact” provides a great customer experience efficiently for SSP’s mission. The service desk as managed by Craytek fulfills a strategic function for the organization as an end-to-end solution for managing complex customer service operations.