Scope of Work for Angus-Hamer Networking Inc.
At City College of San Francisco
July 1, 2003 - June 30, 2004

Angus-Hamer Networking will provide technical assistance to CCSF Information Technology Services in the operation of the current network system and deployment of new and enhanced network tools and services.

Scope of Work

Under the direction of CCSF Information Technology Services Network and Systems Managers, Angus-Hamer staff will provide technical assistance in the UNIX, networking and Wintel server (NT, Windows 2000) technologies. This assistance is focused on key project areas and system migrations necessary to maintain the uptime, supportability and performance of the CCSF network.

As required, the technical assistance will take place during scheduled onsite visits to CCSF, through remote network connectivity, during telephone/email communication, or as off-site project work. CCSF ITS will identify ITS staff to work with Angus-Hamer technicians in the requirements definition, development and implementation phases of all project work.

As dictated by each specific project, Angus-Hamer will assign staff with the appropriate technical background and experience. For continuity, Angus-Hamer intends to assign staff who have work with CCSF in previous projects; however, Angus-Hamer will be flexible in assigning new specialists to accommodate the changing ITS project requirements.

During the delivery of these services, Angus-Hamer consultants will report to either Doug Re, ITS Systems Manager, or Tim Ryan, ITS Network Manager, for status updates and direction. Deliverables will be presented to these managers as appropriate for each project area. Angus-Hamer will work under the direction of CCSF ITS management and in conjunction with CCSF ITS staff to set project timelines and achieve a smooth and robust transition for each migration project.

Part A: Objectives and Tasks

The key projects are outlined below. Projects are subject to change based on the direction of ITS management.

1. Firewall/DNS Optimization -  Refine the configuration of the Nokia/Checkpoint firewall.

Tasks:

   a) Refine the configuration of the Firewall implementation.
   b) Migrate DNS to selected platform. Retire old DNS server.
   c) Adjust Webtrends reporting for Firewall activity.

Deliverables:

   • Reconfiguration of servers as required


Tasks:
b) Configuration tuning.
c) Problem resolution

**Deliverables:**
- Servers configured and documented

3. Network Monitoring Tools - Angus-Hamer will work as directed to configure and customize CCSF-owned network monitoring and management tools.

**Tasks:**

a) The specific project areas will be identified by CCSF ITS Management. Project areas may include:
   i. HP OpenView
   ii. MRTG
   iii. VOIP performance monitoring tools
   iv. Toptools
   v. New applications as purchased.

**Deliverables:**

a) Detailed deliverables will be defined as projects are identified. General deliverables will include:
   i. Servers configured
   ii. Configuration documentation
   iii. Operational documentation (as needed)