

Appendix "A"

Sample Statement of Work

Quality Control Test Centre Coordinator

BACKGROUND

The Management Support Division (STA) from the Department of Foreign Affairs and International Trade (DFAIT) has been tasked to organize and configure a Quality Control Test Centre to perform testing activities for all products to be installed on the Secure Integrated Global Network (SIGNET).

This centre will include a variety of equipment for each of the architecture used on SIGNET (SIGNET Classis, Small Missions and Micro Missions) and will have to be controlled by rigorous policies and procedures in order to provide SIGNET products a secure and safe acceptance test environment.

OBJECTIVE

To coordinate all activities in the Quality Control Test Centre.

SCOPE OF WORK

In collaboration with the members of the Quality Control Test Centre, the Contractor shall:

- review, analyze and evaluate current operational policies and procedures being developed
- implement operational policies and procedures
- develop and maintain a request tracking system using Access 2.0
- prepare schedules and coordinate activities of the QC Test Centre using Microsoft Project software
- submit regular reports and statistics on all activities performed in the QC Test Centre
- develop and maintain a problem tracking system using Remedy software
- liaise with QC Test Centre clients to establish working schedules; review information and documentation requirements, identifying and providing information and documentation required
- develop and maintain a technical library
- perform duplication of media
- develop test plans, performing tests, evaluating results and preparing test reports
- configure, install, troubleshoot and maintain testing equipment.