

Attachment 11

ADDITIONAL METRICS AND REQUIREMENTS TO SUPPLEMENT HIFMIP REQUIREMENTS DOCUMENTS

Most of the HIFMIP ICFMS requirements are in the Functional Requirements Document (Attachment 18), Functional Decomposition Diagram (Attachment 22), the Data Requirements Document (Attachment 17) and the Data Model with Entity and Attribute Definitions (Attachment 23). FHASL metrics are found in the FHASL Infrastructure Requirements and Addendum (Attachments 27 and 28), FHASL Operations Runbook (Attachment 30), FHASL Roles and Responsibilities (Attachment 31). HUD target recommendations for servers, storage devices, access channels, operating systems, and database management systems may be found in the Systems Security Plan (Attachment 20), but the Offeror should propose the solution they deem appropriate for our requirements. The System Support and Acquisition Plan (Attachment 21) is required to be updated during the development lifecycle also and is provided as an example of one of our required Contract Deliverable Requirements. Below is an example of information contained in the Functional Requirements Document.

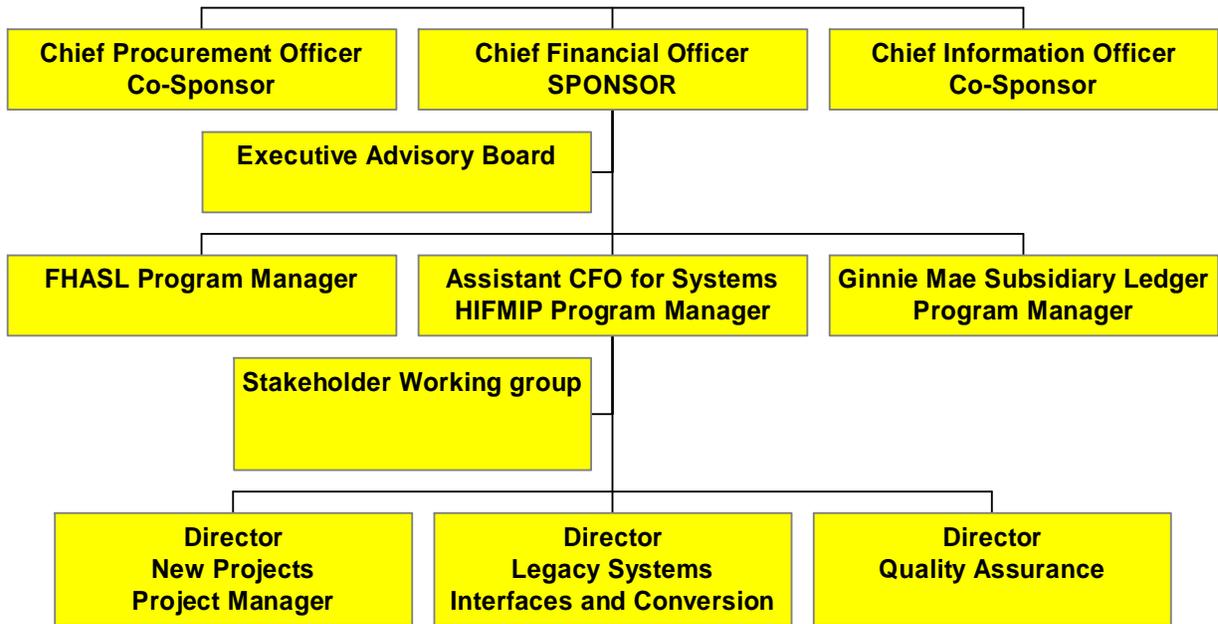
HUD's current core financial system is HUDCAPS: HUDCAPS serves about 1,500 users in all HUD headquarters and field offices. The system processes over **20 million transactions annually**. Annually, HUD uses HUDCAPS to disburse and/or account for more than \$30 billion to vendors, employees, housing authorities, and other federal agencies. HUDCAPS uses daily, weekly, monthly, quarterly, annually and periodic batch processes. HUDCAPS operates as an online real-time system. HUDCAPS supports over ¼ billion records residing in over 400 DB2 tables and VSAM files.

HIFMIP ORGANIZATION:

The Roadmap (Attachment 24) contains information regarding the HIFMIP organization and project structure in Section 2.3. The Roadmap also proposes some organizational preparations in Section 6.2. In addition to these two references, HUD is providing a high-level HIFMIP Organization Chart shown below.

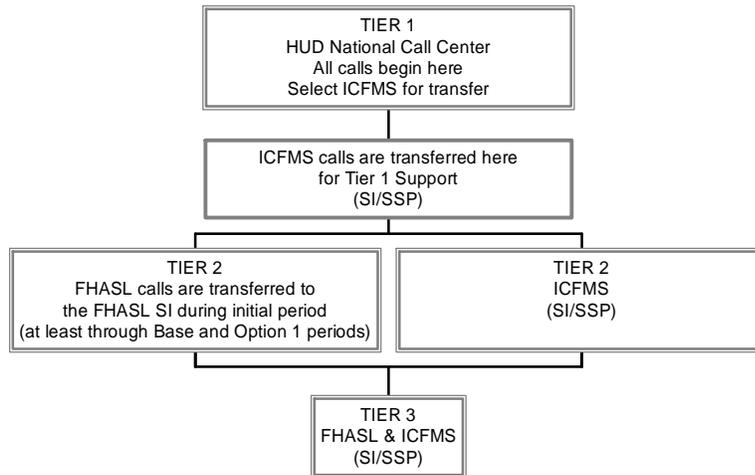
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HIFMIP ORGANIZATION CHART #1



Attachment 11

HELP DESK REQUIREMENTS:



- 24x7 user support
- First user point of contact will be to HUD's National Call Center and Desktop Support
- ICFS related calls should be automatically routed to the SSP providing 24x7x365 customer support.
- Hours of operation should be 7 a.m. to 7 p.m. Eastern Standard Time Monday through Friday
- Level-2 support is for functional or process subject matter experts with specific financial management business process and PeopleSoft skills.
- Level 3 is considered technical support
- For FHASL hosting, Level 2 work will be performed by the existing FHA operational support team who is familiar with the current FHA business processes and located in HUD HQ.
- Sometime following the FHASL implementation, the Level 2 help desk support will be consolidated with ICFMS.

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DISASTER RECOVERY REQUIREMENTS:

- 72 hour recovery from notice to vendor
 - The HIFMIP FRD calls for 48 hour recovery from notice to vendor.
 - HUD would prefer the Offeror to provide their expertise in recommending recovery time and has requested the Offeror to price both options.
- 1 day data recovery
- initial minimum requirement is for core HQ FHA users access to production environments and core HQ and (#) field office ICFS users to production and reporting environments
- HUD's current recovery requirement is that financial systems that are assessed to be critical applications will be restored to service within 48 hours after a declared event. A cold site recovery facility at a location remote from Washington DC is available to restore services. HUD's telecommunications network is designed for redundancy in the event of an outage on any segment of the Wide Area Network.
- It is anticipated that ICFS will require a high availability fault tolerant configuration with fail-over capabilities to both a host site and remote host site facilities. These facilities should provide network support, power backup, fault tolerance, load balancing, and storage backup.
- Refer to the attached ICFS System Security Plan (Attachment 20) for additional requirements.
- The HUD Contingency Planning Policy (Attachment 34) is provided as information on HUD's policy.