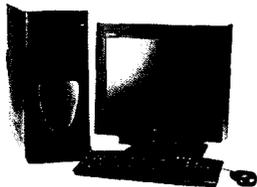


## IT Systems Support

- Maintenance services
- Facility engineering & planning
- Computer machine rooms (CPUs, disk and tape farms)
- Computer installation, repair, upgrade and relocation services
- Hardware acquisition
- Shipping and receiving
- Billing services
- Maintenance of IT facilities
- Flight mission control rooms
- Multimedia conference rooms
- Kiosks and museum displays
- Design centers
- Video conferencing
- Production collaborative engineering tools
- Embedded and custom facilities
- IT Security Assistance



### *Time and Material services include:*

- Equipment moves and relocations
- Equipment installations
- Equipment upgrades
- Printer repair
- Fax repair
- Multiple Vendor CPU and I/O repair
- Video Projection Systems
- Cable installation and fabrication
- Infrastructure repair and modification
- Equipment preventative maintenance

### *Our Mission:*

To provide JPL with consolidated maintenance services for workstations and peripherals.

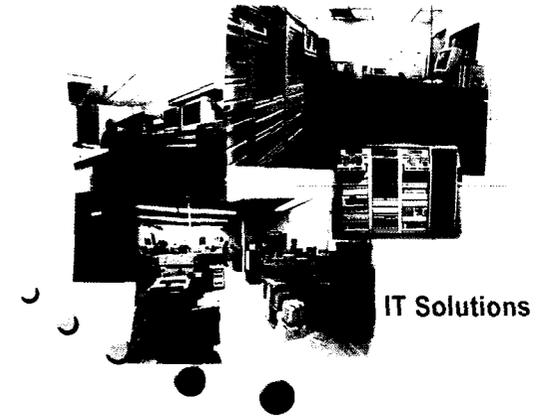
Provide state-of-the art systems engineering and implementation services for IT facilities and multimedia installations at JPL and collaborative sites.

# 366K

IT Solutions

**Jet Propulsion Laboratory**  
3-3FIX (3-3349)

**Comments or Questions:**  
Please contact Kathy Zamora at:  
Kathy.Zamora@jpl.nasa.gov  
Phone: (818) 354-4851  
<http://sec366/facilities>



IT Solutions

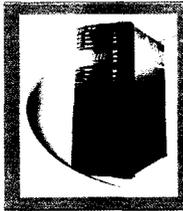
## IT Facilities Engineering and Multimedia Systems Support

*Our expertise in custom IT solutions gives customers a 'one stop shop' for all IT needs.*

# IT Facilities Engineering and Multimedia Systems Support

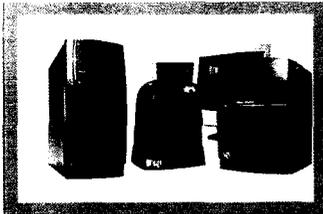
## HARDWARE SYSTEM SUPPORT

We support SUN, HP, DEC/VAX, SGI workstations, and non-subscribed PC's and Macintosh. We offer several maintenance service packages to fit the level of support you need. There are trained engineers and technicians on site at JPL, who can respond within 2 hours of placing a call. Our performance record is 98% of failing systems restored to service within four (4) hours, or less.

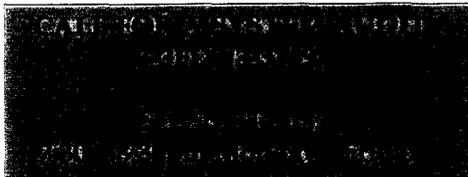
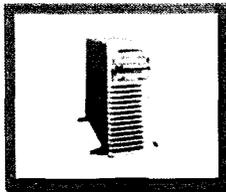


Parts are kept on site for maintained systems. Parts and labor for repairs are included in the monthly maintenance rates. Labor for hardware upgrades are covered under the maintenance agreement; parts and upgrade kits are chargeable items.

SUN workstation operating system software support is included with hardware maintenance support.



Monthly rates depend on the computer system model and configuration, as well as level of service.



## MAINTENANCE SERVICE LEVELS

### MISSION CRITICAL SUPPORT

- Comprehensive 24 by 7 hardware support, excluding JPL holidays
- On Site parts for specific system model
- Same hour phone response
- 2-4 hour system restoration
- Technician paged for immediate response

### FULL CARE SUPPORT

- Comprehensive hardware support, 7:30 am to 8:30 pm, Monday through Friday, excluding JPL holidays
- On Site parts for specific system model
- 2 hour phone response
- 4 hour system restoration

For systems not under maintenance support, we can provide support based on time and material chargebacks. Labor is charged at \$100.00 per hour for work performed during regular business hours with no minimum applied. Hardware support is provided through Section 366, and response time is "best effort". Parts are not on site for non-maintenance workstations - 3 day part(s) replacement is the norm.



### OTHER SERVICES PROVIDED INCLUDE:

- LINUX System support
- System installations and relocations - available during off hours and weekends
- Upgrades for non-subscribed PC systems
- Peripheral support (Printers, plotters, projectors, audio equipment, disk storage devices, tape drives and libraries, monitors, and various other IT equipment)
- File backups/restore
- IT Security Assistance and System Administration

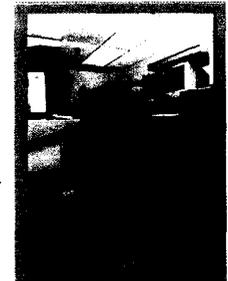


## IT BUNDLING

IT Bundling and Multimedia systems integration is available to JPL scientists and engineers, and their collaborators. This service includes IT consultation, facility design and integration, implementation, operations and maintenance of a facility. Such facilities include custom machine rooms, Mission Support Area (MSA), operations areas, design centers, museum exhibits, visualization labs, High Definition post-production areas, and special presentation and conference rooms.

A complete custom solution can be provided for you, including:

- Project design tools
- IT Room Architecture
- Facilities integration
  - Power, UPS, networking, etc.
- Procurement of Equipment
- Property Accountability
- IT Furniture
- Projector setup
- Room acoustics
- Multi-media Hardware
  - Video and audio equipment (including HDTV and THX/Dolby Digital)
- Computer Mainframes
- Complete system controllers
  - Lighting, video signal distribution, projector control
- Displays
  - CRT monitors, plasma, projectors, LCD, DLP
- Record and Playback Systems
- VCRs, Video Disk Recorders
  - HD and SD, Betcam, SVHS, PAL
- Editing Equipment
- Scalers
- MPEG Codecs
- Cable management
- Property Accountability



All work performed meets all JPL Safety and Earthquake Standards.