

When moving Fixed Credentialing Unit (FCU) equipment from an existing site to a new location, a customer agency must go through the Approval, Scheduling, Deployment Call, Installation, and Certification steps before the new site is operational.

**Local Move:** A local move is for FCU equipment housed within the same Agency, in the same building, and connected to the same network. It may be moved to a different location within the same room, down the hall, or onto a different floor. In all situations, one location will be no further than a five (5) minute walking distance from the other.

**Non-Local Move:** A non-local move is for equipment being moved beyond the boundaries of Local Move as described above. Non-local moves are to a different location which is further than a five (5) minute walking distance from the original location. For non-local moves equipment will be returned to Enterprise Services LLC (ES) and the new/reconfigured equipment shipped from ES to the new site according to the installation schedule.

## Local Move

CLIN 3A Move/Recertify Standard Credentialing Station - Within Building

CLIN 3C Move of Perspecta ES-managed Hardware VPN for Fixed Sites:

Move of a Fixed site hardware VPN device, and replacement of faulty VPN device as needed. Contractor provides Standard Deployment move process support.

## Approval

1. Agency notifies GSA MSO of intent to move FCU equipment within the building.
2. GSA MSO processes a CLIN 3A and 3C order for the move and notifies ES Deployment Engineer of the intent to move, for placement on the Deployment schedule.
3. GSA MSO provides agency with Move SET! worksheet (and READY Guide if needed).
4. Agency completes Move SET! worksheet and returns to GSA MSO.
5. GSA MSO reviews SET worksheet, and conducts Kickoff call with agency to verify SET worksheet information, READY Guide specification and site requirements, and tentative timeline.
6. GSA MSO sends order to the ES order management distribution.
7. GSA MSO sends the completed Move SET! worksheet to ES Deployment Engineer and any requested tentative timeline from the agency, for the move (allow two weeks minimum for scheduling).

## Scheduling

1. ES Deployment Engineer reviews the SET worksheet for completeness, and determines if there is an IP change needing a replacement router.
2. ES Deployment Engineer contacts site POC for Deployment call availability.
3. ES Deployment Engineer notifies site contacts, Agency Lead, and MSO of tentative move date, and the Deployment call date, time, and call in information.

## Deployment Call

1. The ES Deployment Engineer conducts a 30 minute Deployment call. At a minimum, the site POC and IT POC must be present on the Deployment call in order to confirm the site readiness and to discuss any remaining action items including the updating of Site Manager, if necessary.
2. During the call the scheduled move date is confirmed.
3. ES Deployment Engineer schedules the technician for the local move.
4. ES Deployment Engineer notifies site POC, agency Lead and GSA MSO by email, of the technician's name and contact number, and expected arrival.

## Installation

1. Vendor designated Field technician arrives on site on the day of the move and at the time specified.
2. Technician unplugs all equipment, moves it to the new location within the building, and connects all equipment as specified in the FCU documentation.
3. Once network connection is established (green light on VPN), and equipment is connected technician turns it over to the Registrar for certification.

**NOTE:** If network connection is not established with the router (red or amber light on VPN), Local IT is responsible for troubleshooting the connection issue, and resolving before certification can occur. The technician is only available the day of the move.

If any equipment is broken in the move, ES Deployment Engineer will coordinate overnight shipment of replacement equipment for the site to install with phone support.

## Certification Steps

1. Registrar calls ES Deployment Engineer.
2. ES Deployment Engineer verifies FCU connections, and provides test records for test enrollment.
3. Registrar conducts test enrollment.
4. Registrar conducts live activation or card update to test activation.
5. Site is certified and ready for business.

## Non-Local Move

CLIN 3B Move/Recertify Standard Credentialing Station not within the same building.

CLIN 3C Move of Perspecta ES-managed Hardware VPN for Fixed Sites:

Move of a Fixed site hardware VPN device, and replacement of faulty VPN device as needed. Contractor provides Standard Deployment move process support.

## Approval

1. Agency notifies GSA MSO of intent to move Fixed CU equipment to another building.
2. GSA MSO processes a 3B and 3C order for the move and notifies ES Deployment Engineer of tentative timeline for placement on the Deployment schedule.
3. GSA MSO provides agency with Move SET! worksheet (and READY Guide if needed).
4. Agency completes Move SET! worksheet and returns to GSA MSO.
5. GSA MSO reviews SET worksheet, and conducts Kickoff call with agency to verify SET worksheet information, READY Guide specification and site requirements, and tentative timeline.
6. GSA MSO sends order to the ES order management distribution.
7. GSA MSO sends the completed Move SET! worksheet to ES Deployment Engineer and any requested tentative timeline from the agency, for the move (allow two weeks minimum for scheduling).

## Scheduling

1. ES Deployment Engineer opens a ServiceNow ticket for the move.
2. ES Deployment Engineer reviews the SET worksheet for completeness, and determines if there is an IP change needing a replacement router. In most cases, there will be an IP change.
3. ES Deployment Engineer contacts site POC for Deployment call availability.
4. ES Deployment Engineer notifies site contacts, Agency Lead, and MSO of tentative move date, and the Deployment call date, time, and call in information.

## Deployment Call

1. The ES Deployment Engineer conducts a 30-minute Deployment call. At a minimum, the site POC and IT POC must be present on the Deployment call in order to confirm the site readiness and to discuss any remaining action items including the updating of Site Manager.
2. During the call the scheduled move date is confirmed.

## Equipment Packing and Shipping

1. ES Communications/Deployment arranges for shipping boxes and labels to be shipped to the existing site for the FCU equipment, and shipment of FCU equipment to the new site. Add RMA to Merge Center 05 report for return of boxes.
2. ES Deployment Engineer emails packing instructions to the site.
3. Site unplugs FCU equipment and router, and packs all equipment in boxes provided.
4. Site adheres return labels to the shipping boxes and arranges for FedEx pickup.
5. Once old equipment is received by ES Break/Fix, equipment for the new location is configured and shipped to the new site so that it arrives at least one business day prior to the install date.

## Installation

1. ES Deployment Engineer emails FCU Setup Guide to the Site POCs.
2. On the day of installation, site IT unboxes and connects all equipment according to the Fixed CU Setup Guide at the new location.
3. Once the network connection is established (green light on VPN) and all FCU equipment is connected, site IT turns it over to the Registrar for certification.

## Certification Steps

1. ES Deployment Engineer calls Registrar at pre-determined time (from Deployment Call).
2. ES Deployment Engineer verifies FCU connections, adds system IDs into Site Manager, and provides test records for test enrollment.
3. Registrar conducts test enrollment.
4. Registrar conducts live activation or card update to test activation.
5. Site is certified and ready for business.
6. ES Deployment Engineer notifies Business Office, ES Communications/Deployment that move is complete.

## IP Change Only

### **CLIN 2N VPN Equipment Replacement – Without Field Services**

Configuration and shipment of a replacement router, return and tracking of existing router, and testing of returned equipment to make sure it is reusable and available for restocking process or needs to be taken out of use for USAccess.

One-time price per VPN Replacement is \$900.

1. Agency notifies GSA MSO of intent to change the IP information on their existing router.
2. GSA MSO processes a CLIN 2N order for the change.
3. GSA MSO provides agency with Move SET! worksheet (and READY Guide if needed).
4. Agency completes Move SET! worksheet with new IP information and returns to GSA MSO.
5. GSA MSO reviews SET worksheet for completeness.
6. GSA MSO to conduct conference call with agency to verify the IP information is correct.
7. GSA MSO sends order to the ES order management distribution.
8. GSA MSO sends the completed Move SET! worksheet to ES Deployment Engineer and Break/Fix Team Lead and any requested tentative timeline from the agency, for the change (if not immediate).
9. Break/Fix sends return label to the site to return the existing router. (If the site cannot be down, this label will be included in the shipment of a replacement router.
10. Break/Fix configures the router with new information, and ships back to the site.

11. Site contact Break/Fix POC when router is received, and together they hook up the reconfigured router, and conduct a certification call.
12. If a replacement router was sent, the site then ships back the initial router that was on site.