

# Management System Description: Information Technology

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## 1.0 Purpose

The Management System provides the foundation for Environmental Management Consolidated Business Center (EMCBC) and Small Site Information Technology (IT) operations. The purpose of this Management System is to ensure the end user community has the IT foundation needed to enable effective and efficient operations and to provide the level and quality of support desired by our customers.

## 2.0 Responsibilities

The table below represents roles and responsibilities specific to this Management System.

Roles	Responsibilities
Director, EMCBC (Authorizing Official [AO])	<ul style="list-style-type: none"> <li>• Responsible and accountable for the cyber security and authority to operate the computing resources of the EMCBC and Small Sites and is directly accountable to the Assistant Secretary for Environmental Management for the protection of the confidentiality, integrity, and availability of EMCBC and Small Site data.</li> <li>• Has authorities and responsibilities delegated from the Assistant Secretary for Environmental Management for enforcing IT policy and expectations, as well as assuring performance.</li> <li>• Accomplishes IT responsibilities through further delegations, as described below.</li> </ul>
Assistant Director, EMCBC Office of Information Resource Management (Authorizing Official Designated Representative)	<ul style="list-style-type: none"> <li>• Using specific authorities delegated from the Director, is responsible and accountable to the Director, EMCBC, for cyber security of the EMCBC's computing resources.</li> </ul>

[AODR])	<ul style="list-style-type: none"> <li>• Responsible for implementing Federal policy contained in the Information Technology Management Reform Act (ITMRA).</li> <li>• Provides advice and other assistance to the Director, EMCBC; and the Deputy Director, EMCBC.</li> <li>• Develops, maintains, and facilitates implementation of a sound and integrated Enterprise Architecture for EMCBC using the Federated model.</li> <li>• Provides input to the Chief Financial Officer to ensure that the Capital Planning Investment Control (CPIC) is functional and meets EMCBC requirements.</li> <li>• Responsible for the EMCBC Cyber Security Program, which includes (1) providing the vision and plan for the program, and (2) administering the implementation and oversight of the program.</li> <li>• Provides a measurable process to determine the health of the EMCBC cyber environment and provides oversight.</li> </ul>
Federal Project Directors	<ul style="list-style-type: none"> <li>• Set contract expectations and assure performance.</li> <li>• Routinely communicate with the Assistant Director, EMCBC Office of Information Resource Management, on all computing resource issues.</li> <li>• Uses the services of the EMCBC Office of Information Resource Management for all computing resources issues that require review, update, infrastructure consultations, architecture, strategic planning, performance review, and system development.</li> </ul>
EMCBC Office of Information Resource Management	<ul style="list-style-type: none"> <li>• As requested, provides computing resources services to the EMCBC and Small Sites.</li> </ul>

### 3.0 Management System Operation

#### 3.1 Overview

The Office of Information Resource Management currently serves as the focal point for the EMCBC and customer sites information technology (IT) elements and provides: leadership,

guidance and implementation in support of the Department's E-Gov, Capital Planning Investment Control (CPIC), and Cyber Security efforts; oversight of site remediation contractor and EMCBC support contractor IRM programs; centralization and standardization of server capabilities and configuration; centralization and standardization of Help Desk capabilities for the supported sites; centralized desktop support; standardization of common processes and requirements for the other business support functions; implementation of common systems, applications, or tools to fill user needs; and an effective on-line collaborative capability.

## **3.2 Key Functions/Services and Processes**

### **3.2.1 Technical Assistance**

IRM provides technical assistance on IT questions including review of contractor programs, proposed costs associated with contractor implementation of requirements or development of local procedures for implementation of cyber security programs. This function ties directly to the Computer Systems Management (Help Desk) Subject Area.

### **3.2.2 Help Desk Support**

Help Desk Support includes the following services: creating accounts, resetting passwords, establishing access to applications and data, providing hardware/software support, providing telephone support, meeting set-up and support, backing-up and restoring data, establishing Continuity of Operations, providing response to routine assistance for supported sites, and supporting off-site SEB offices. The Help Desk has access to remote sites' desktops to provide immediate "hand on" assistance with general system problems. This function ties directly to the Computer Systems Management (Help Desk) Subject Area.

### **3.2.3 IT Purchasing**

IRM performs IT purchasing and planning functions for its main office and supported sites to ensure that there is a consistent application of hardware and software across the integrated network; screenings of shareware and other off-the-shelf items are provided by IRM to ensure the security of the network and compatibility with existing system operations. This function ties directly to the Computer Systems Management (Help Desk) Subject Area.

### **3.2.4 Network Administration**

IRM provides comprehensive network administration for the EMCBC and supported sites by establishing and maintaining email, web, application, telephone and database servers; Source Evaluation Board (SEB) offices; Data Center for hosting public-facing web applications for Continuity of Operations (COOP) purposes; training center with networked workstations; Wireless Guest Network; remote access; telecommunication services; and network infrastructure equipment and security applications. IRM also implements cyber security technical and physical controls per the System Security Plans. Supported sites are an integrated EMCBC network with over 300 users at 8 different locations spanning 2,500 miles. IRM provides for remote administration to ensure that updates, patches, and all other security and functional requirements

are being met. This function ties directly to the Computer Systems Management (Help Desk) Subject Area.

### **3.2.5 Back-up and Alternate Server Hosting**

IRM has the capability to provide facilities to host back-up servers, or other alternate storage of data. Currently, the development/back-up server for the Automated Transportation Management System (ATMS) and the primary server for the Headquarters Security System (HQSS) application are being hosted. IRM facilities that are provided to host back-up servers or other alternate storage of data for supported sites are able to support all non-classified data types. Also, client server hosting with designated band-width is available. This function ties directly to the Computer Systems Management (Help Desk) Subject Area.

### **3.2.6 Continuity of Operations (COOP) Support**

IRM provides COOP and Contingency Planning in accordance with the EMCBC Continuity of Operations Plan to include providing alternate IT facilities during COOP situations; planning, hardware, software, testing and training to ensure that in the event of a disaster, EMCBC operations will be restored in a reasonable amount of time; computers and phones for alternative office space in the Springdale location; and restoring critical IT functionality in accordance with EMCBC priorities. Access to DOENet, email and alternative office space are available for the EMCBC and other supported sites in a COOP situation within hours with restoration of local files in 24 hours. Established priorities are currently: Active Directory/EMCBC Domain Services, Telecom Services, Email Services, Web Services, Database Services, Mobile Data Services, Centralized File Storage, EMCBC Remote Access Connection. This function ties directly to the Computer Systems Management (Help Desk) Subject Area.

### **3.2.7 Cyber Security Support (Including PII)**

IRM establishes, maintains and monitors cyber security measures sufficient to ensure confidentiality, integrity, and availability of data and systems by providing full cyber security coverage including hardware, software and program elements to meet all requirements for the EMCBC and supported sites; training users in cyber security practices; supporting HR/Security investigations and Legal discovery requests; providing site-assistant cyber security support; and advising and assessing contractors on cyber security requirements. IRM also serves as the Cyber Security Certifying Agent for HQ and other sites. This function ties directly to the Cyber Security Support (Including PII) Subject Area.

### **3.2.8 Application Development**

IRM designs, develops and supports web-based applications when commercial products are not adequate to meet user requirements or when developing an in-house product is a cost effective option. Current in-house products can be found on the [EMCBC Services](#) page. This function ties directly to the Applications and Software Development Subject Area.

### 3.2.9 Web Design

IRM supports the EMCBC website including design, maintenance, hosting and related cyber security controls, and is capable of keeping up with requirements to ensure that web designs and security measures are in line with the latest guidelines and styles. IRM provides web design services for supported sites as needed. Web and application hosting is available as requested. This function ties directly to the Applications and Software Development Subject Area.

### 3.2.10 Software Quality Assurance (SQA)

IRM ensures that an appropriate level of SQA is applied to software applications used at the EMCBC and Small Sites whether or not they are developed or supported by IRM by employing a graded approach depending on the classification of the software. This function ties directly to the Applications and Software Development Subject Area.

## 4.0 Requirements

### 4.1 Primary Responsibility

This Management System has primary responsibility for ("owns") the following requirements:

Document	Title
Program Cyber Security Plan (PCSP)	Department of Energy, Office of the Under Secretary of Energy Program Cyber Security Plan ( <b>OUO – link not provided</b> )
<a href="#">DOE O 205.1B</a>	Department of Energy Cyber Security Program
<a href="#">DOE O 203.1</a>	Limited Personal Use of Government Office Equipment Including Information Technology
	<a href="#">The Telecommunications Act of 1996 (P.L. 104-104), Sec. 255</a>

### 4.2 Parsed Responsibility

This Management System is not responsible for any parsed requirements.

## 5.0 Subject Areas, Program Descriptions, and Guidance Documents

The following Subject Areas are maintained by this Management System:

- [Computer Systems Management \(Help Desk\)](#)
  - [Procedure 1 – Computer Service Request \(CSR\)](#)

- [Procedure 2– Requesting User Accounts for EMCBC Employees \(Federal or Contract\)](#)
- [Procedure 3 – Requesting User Accounts for Visitors \(Non-EMCBC Employees\)](#)
- [Procedure 4 – Modifying User Accounts](#)
- [Procedure 5 – Requesting Mobile Equipment](#)
- [Cyber Security Support \(Including PII\)](#)
  - [Procedure 1 – Incident Response \(Including Loss of PII\)](#)
- [Applications and Software Development](#)
  - [Procedure 1 – Software Development](#)

## 6.0 References

Document	Title
EMCBC Master File Plan	See <a href="#"><u>EMCBC Services Page</u></a> , File Plans for current link