

# Management System: Information Resource Management (IRM)

## Subject Area: Computer Systems Management (Including Help Desk)

Management System Owner: Ward Best

Point of Contact: Lisa Rawls

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### 1.0 Introduction

This subject area includes technical assistance functions such as review of contractor programs and proposed costs associated with contractor implementation of requirements, and development of local procedures for implementation of cyber security programs; Help Desk functions including creating accounts, resetting passwords, establishing access to applications and data, providing hardware/software/telecommunications and meeting set-up support, data back-up and restoration, establishing Continuity of Operations, providing response to routine assistance for supported sites and off-site Source Evaluation Board (SEB) offices; and other program and administrative functions in Computer Systems Management.

### 2.0 Contents

The table below represents procedures and procedure content specific to this Subject Area.

Procedures	Procedure Content
1. <a href="#">Procedure 1 – Computer Service Request (CSR)</a>	<ul style="list-style-type: none"><li>• Process for requesting:<ul style="list-style-type: none"><li>○ Help Desk Support</li><li>○ Conference Room Support</li><li>○ Training Room Support</li></ul></li></ul>
2. <a href="#">Procedure 2 – Requesting User Accounts for EMCBC Employees (Federal or Contract)</a>	<ul style="list-style-type: none"><li>• Process for requesting User Accounts for EMCBC Employees</li></ul>
3. <a href="#">Procedure 3 – Requesting User</a>	<ul style="list-style-type: none"><li>• Process for requesting User Accounts for</li></ul>

<b>Procedures</b>	<b>Procedure Content</b>
<a href="#">Accounts for Visitors (Non-EMCBC Employees)</a>	Visitors
4. <a href="#">Procedure 4 – Modifying User Accounts</a>	<ul style="list-style-type: none"> <li>• Process for modifying access rights, terminating/reactivating user account</li> </ul>
5. <a href="#">Procedure 5 – Requesting Mobile Equipment</a>	<ul style="list-style-type: none"> <li>• Process for requesting mobile IT equipment (BlackBerrys, Laptops, etc.)</li> </ul>

### 3.0 Exhibits/Forms

- [Rules of Behavior for EMCBC Information Systems](#)
- [User Acknowledgement Agreement for Two-Factor Authentication and Remote Access Connection Services](#)

### 4.0 Related Information

- None

### 5.0 Requirements

<b>Document</b>	<b>Title</b>
<a href="#">IP-240-01</a>	Cyber Security – Account Management and User Responsibilities
<a href="#">DOE O 203.1</a>	Limited Personal Use of Government Office Equipment Including Information Technology

### 6.0 Definitions

<b>Term</b>	<b>Definition</b>
Designated Personnel	Employees that have been designated by EMCBC

<b>Term</b>	<b>Definition</b>
	<p>senior managers as essential to the mission of the organization, and who may need specialized IT equipment to accomplish their job functions. Implementation of the DOE-Flex (Telecommuting/Telework) program does not independently establish an employee's need for specialized IT equipment.</p>
Federal Sponsor	<p>A Federal EMCBC employee who requests specific access to the EMCBC system on behalf of a non-EMCBC user either Federal or contractor.</p>
Specialized IT Equipment	<p>Any and all equipment beyond the scope of the standard office set-up of desktop computer, basic monitor, keyboard and telephone.</p>
User	<p>Identity of an employee (EMCBC user) or other individual (visitor/non-EMCBC user) having a legitimate business need to access the EMCBC Information System, or other EMCBC services through local network, web or remote access protocols.</p>
Visitor	<p>A visitor is any individual who is not based at the EMCBC or the attached sites but requires General Access to the EMCBC system to accomplish their job function.</p>