Charters

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Information Management Charter

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CHANGE SUMMARY

Description of Change

Organization and program changes as a result of the FY16 IM transition activities.
1.0 ORGANIZATION

Information Management (IM) provides support to the U.S. Department of Energy (DOE) Richland Operations Office, DOE Office of River Protection, Other Hanford Contractors (OHC), and the departments within the Mission Support Alliance (MSA). IM provides integration, technology, and IM support services which enable and support safe and productive work environments for MSA employees and our customer organizations. These support services include administrative support systems and processes; telecommunications and network infrastructure; Software Engineering Services; Business Management Systems; content and records management; cyber security and security operations control center; desktop services; IT Hardware and Software (HW/SW) asset management, monthly billing and budget oversight for IT User Based Services (UBS), management, tracking and processing of incoming service requests for IT; information support services including reproduction services; site forms; multi-media services; geospatial information management and site mapping services; software quality assurance; and a Mission Service Desk.

IM employees achieve the MSA Vision to deliver excellent customer service and build trust through adhering to these values:

- Safety Continous Improvement
- Integrity
- Employees

2.0 CONTRACTUAL REQUIREMENTS FLOWDOWN

IM adheres to its contract with the DOE Contract DE-AC06-09RL14728, and to the MSA site procedures for all work assignments and performance. This set of procedures originates from standards found in the Code of Federal Regulations, in DOE Orders, and other regulations and statutes flowed to the MSA through the Mission Support Contract. The procedures provide flow down of the implementation of ISMS principles. See Attachment 1 for a list of IM contractual requirements.

3.0 SCOPE OF WORK

IM is a support organization providing the full spectrum of information technology systems and services. Those include records management, database management, facilities management, mobile computing, applications development and hosting, data and voice systems, radios, telephones, pagers, internet, cyber security, software quality assurance, and customer support.
Our operating plans support the reduction of the Hanford Site footprint and right sizing the IM investment costs, and the achievement of RL’s 2016 - 2028 vision and ORP’s goals for the Hanford Site. Each IM organization is responsible for executing the operating plans as described in the sections below.

The IM Leadership Team is responsible for the daily implementation of the ISMS Core functions and the Guiding Principles and is committed to a journey toward our common goal of Target Zero. The goal of target Zero will only be possible through commitments of the IM Leadership and the Employee/Worker engagement as we develop and implement a Continuous Learning Organization.

<table>
<thead>
<tr>
<th>ISMS Core Functions</th>
<th>ISMS Guiding Principles</th>
</tr>
</thead>
<tbody>
<tr>
<td>CF1 Define the Scope of Work</td>
<td>GP1 Line Management Responsibility for Safety and Environmental Requirements</td>
</tr>
<tr>
<td>CF2 Identify Hazards and Requirements</td>
<td>GP2 Clear Roles and Responsibilities</td>
</tr>
<tr>
<td>CF3 Analyze Hazards and Implement Controls</td>
<td>GP3 Competence Commensurate with Responsibility</td>
</tr>
<tr>
<td>CF4 Perform Work within Controls</td>
<td>GP4 Balanced Priorities</td>
</tr>
<tr>
<td>CF5 Provide Feedback and Continuous Improvement</td>
<td>GP5 Identification of Safety and Environmental Standards and Requirements</td>
</tr>
<tr>
<td></td>
<td>GP6 Hazard Controls Tailored to Work Being Performed</td>
</tr>
<tr>
<td></td>
<td>GP7 Operations Authorization</td>
</tr>
<tr>
<td></td>
<td>GP8 Worker Involvement</td>
</tr>
<tr>
<td></td>
<td>GP9 Senior Management Involvement</td>
</tr>
</tbody>
</table>

The safety and health of our employees and those who work with us is extremely important to MSA. Through ISMS and VPP we create a safe work environment for all employees. IM Leadership responsibility includes the following:

- Charging each employee with always working safely.

NOTE: Employees may print off this document for reference purposes but are responsible to check MSA PS to ensure the most current version is used to prevent unintended use of obsolete versions.
• Ensuring work is performed each day without occupational injuries or illnesses.
• Releasing work only after hazards are thoroughly identified and an agreed upon set of controls is understood and implemented.
• Maintaining an atmosphere of mutual trust and open communications in resolving safety issues.
• Attaining employee participation in program review, feedback and continuous improvement.
• Evaluating all incidents to determine causes and implement corrective action.

Every employee is expected to take ownership in his/her own personal safety and the safety of those with whom they work. Every employee is accountable for the following:

• Following company safety policies and procedures, and Master Safety Rules.
• Understanding that working safely is a condition of employment.
• Recognizing job hazards and applying controls before starting a task.
• Remaining injury free each and every day.
• Actively supporting the elimination of unsafe conditions and behaviors.
• Correcting or reporting to supervision hazards identified in the work place.
• Immediately reporting any injury, illness, or close call to your supervisor.

Each IM Organization described below and all work scope is identified with the ISMS Core Functions and Guiding Principals as numerated in the chart above. For example, Core Function one is designated as CF1.

4.0 ORGANIZATION ROLES AND RESPONSIBILITIES

IM is organized to achieve our mission and the function of each part of the organization is described in the sections below.

NOTE: Key Roles are identified by the KR marking and have an associated Key Role Template at the back of this procedure.

4.1 IM PROGRAM SUPPORT

Information Management Program Support includes Strategic Planning, Project Management, Program Oversight, IM Engineering, IT Infrastructure Services and miscellaneous Business System Management. The following functions are performed in support of overall IM Operations:
4.1.1 Project Management

Project Managers and Project Leads provide the following project management disciplines using a graded approach that varies based on the size and complexity of the scope being executed.

- Work to develop a common understanding for defining projects, tasks, and actions, and the amount of management rigor required for each category.
- Support the management and reporting requirements for projects, tasks, and actions
- Develop and execute a standard project management methodology for IT projects from project conception to closure.

4.1.2 IM Program Oversight

IM Program Oversight will be performed using the principals of the MSA Contractor Assurance System (CAS) Program Plan. Assessments, Issues Management, Operating Experience/Lessons Learned, Metrics and Worker Feedback make up the foundation of IM Program Oversight. In addition to CAS elements, IM Program Oversight employees the MSA Operating Excellence (OE) program to identify and analyze opportunities for improvement and for new process development.

4.1.3 Miscellaneous Business Systems

The Project Management & Oversight organization includes management of several site wide business systems. Site Forms management includes maintenance and operations of software tools in support of the site wide Site Form development, configuration control and end user customer support. Multi-Media Library management includes maintenance and operations of software tools in support of the site wide Multi-Media Library configuration control and end user customer support. Information Management PM&O administers the contract for site wide mail services and postage management.

4.1.4 Strategic Planning & Special Projects

The IM Strategic Planner/Project Manager interfaces with management, clients, customers and IM staff to ensure current and future business requirements are clearly defined, documented, and IT activities are aligned and adequately planned to those business requirements. This includes:
The development and maintenance of an IM strategic plan to ensure information technology (IT) investments are aligned with business and strategic directions and in compliance with DOE orders and guidelines. (CF-1, GP-4, GP-7).

Working with WRPS, CHPRC and MSA organizations to identify their short and long term IM requirements and incorporate them into the strategic plan.

Provide direction that ensure information technology (IT) investments deliver a scalable, secure infrastructure and systems that enables greater integration of the Hanford Site contractors and continuously optimizes and right size IT resources as site populations geographically shift and decrease.

Supports development and management of an enterprise architecture approach that maps MSA IM internal & external customer’s business process, compliance, regulatory, and strategic requirements to IM systems. (CF-1, GP-4, GP-7)

Work within the IM organization to align IT investments with mission needs and identify, encourage and coordinate the consolidations of IT investments that would provide value across site programs.

Support DOE in their efforts to capture and efficiently manage and utilize Hanford Site DOE IT assets across contractors, and the DOE complex.

Provide on-going and timely communications; managing and coordinating specific information technology deliverables; and ensuring IM contract deliverables and assigned performance incentives are successfully completed. (OMB) (CF-1, GP-4, GP-7)

4.1.5 IM Engineering

MSA Engineering is organized to support each of the MSA business areas that require engineering support to execute its mission as part of the contract. MSA IM Engineering provides qualified engineering support to Information Management. For more information please refer to the MSC-CHT-ISMS-60547, "Engineering Charter" http://msc.ms.rl.gov/msaps/files.cfm/ProcedureLibrary/MSC-CHT-ISMS-60547

4.1.6 IT Infrastructure Services

The IT Infrastructure Services organization provides end-to-end management and support of our enterprise IT infrastructure across datacenters, networks, stand alone and end user
computing services. The work scope, including subcontractor support, includes the following:

4.1.6.1 Field Support Services Management, responsibilities include:

- Safety, Health and Field Work Supervision (KR) of our HAMTC represented maintenance technicians, supporting the hardware installation and maintenance process; move/add/change/repair requests, acquisitions, and warranty repairs for all IT equipment comprising the HFC and HLAN networks. (CF-1, CF-4, GP-2)

- Providing installation and maintenance support of Hanford site pager and radio systems (Commercial & Emergency), the Radio Fire Alarm Reporting system (RFAR), and the Hanford Site Emergency Alerting System (HSEAS), to including user device configuration. (CF-1, CF-4, GP-2)

- Maintenance oversight of all infrastructure connectivity mediums, including; fiber optical & traditional copper backbones, point to point & multipoint microwave-access technologies (WiMAX) and microwave radio relays, Synchronous Optical Networking (SONET), Digital Subscriber Line (DSL) variants and Ethernet.

4.1.6.2 IM Facilities and Fleet Management, responsibilities to include:

- The facilities management department has responsibilities for the day-to-day operations and maintenance (KR) of our (16) specific IM specific facilities and (2) datacenters, to include; power & HVAC optimization/distribution planning and reporting, environmental health and safety, access and security administration, maintenance testing and inspection, general cleanliness and janitorial services.

- The fleet management department has responsibilities for the day to day operations and maintenance of our (23) specific IM leased vehicles, to include; general maintenance and fuel management, driver/incident accountability and duty of care, replacement and lifecycle management.

4.1.6.3 Work Planning (KR) and Construction Management, responsibilities to include:

- The IM Work Planning department is largely responsible for the planning, implementation, and oversight of our work management process, relating to work packages created by the Network & Telecommunications Engineering group for the HAMTC bargaining unit personnel and subcontracted Construction forces. (CF-1, CF-2, CF-3, CF-4 GP-2)

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• The IM Construction Management department is responsible to provide direct project management and oversight for our Commercial Radio and Construction subcontract workforces. Responsibilities to include; acquisition and procurement, safety oversight for field activities, Integrated Safety Management System adherence, assurance subcontractors work to the approved Statements of Work, released design drawings and established safety and quality standards.

4.2 CYBER SECURITY

The Director, Cyber Security is responsible for:

• Overseeing all aspects of unclassified computer and network security for the Hanford Federal Cloud (HFC) which includes Hanford Local Area Network (HLAN) and other networks that fall under the HFC Authority To Operate. (CF-1, GP-7)

• Establishing local policy and guidance for secure operation of the HFC. (CF-1, GP-7)

• Implementing and enforcing federal and departmental cyber security policies, directives and guidance. (CF-1, CF-4, GP-7)

• Conducting assessments, security penetration testing (pen test), and directing corrective actions. (CF-5)

• Nominating cyber security staff for appointment by DOE-RL as Information System Security Manager (ISSM) (KR).

• Assigning the role of Information System Security Officer (ISSO) (KR).

4.3 NETWORK AND COMPUTING SERVICES

The IM Network & Computing Services group establishes overarching standards and manages all IM activities associated with enterprise network and computing services. The work scope, including subcontractor support, includes the following:

The Network & Computing Services manager is responsible for:

• Implementing, installing and maintaining the Hanford Federal Cloud and the associated site IT and telecommunications systems. (CF-1, GP-1, GP-7)
• Planning and developing system upgrades, lifecycle replacements and investigating new technologies that can be leveraged to support deploying once and used by many across the site mission. (CF-1, GP-7)

This group is comprised of the three subordinate elements listed below.

4.3.1 NETWORK & DATACENTER SERVICES

The Network & Datacenter Services Manager is responsible for:

• Providing site-wide services for enterprise desktop management services, server operations management, virtual server hosting, user account management, cyber security operations, patch management, network data storage and backup, and Active directory and multi-factor authentication services as supported by key Domain and PKI administrators (KRs). (CF-1, GP-2)

• Design, implementing, installing and operating the HFC and HLAN data network infrastructure, internet services, wireless data systems, voice systems and telecommunications systems as supported by key telecommunication systems and network architect (KRs). (CF-1, GP-7, GP-2)

• Operations and maintenance of these network and voice systems (CF-1, CF-4, GP-2, GP7)

• Coordinating computer system upgrades, new installs and scheduled outages with site customer representatives and performs troubleshooting, response and reporting during unscheduled outages (CF-1, CF-4, GP-2)

• Operating and maintaining the primary and backup datacenters and overseeing disaster recovery responses and continuity of operations when a failure of the primary occurs (CF-1, GP-2)

4.3.2 Enterprise Desktop & Application Services

The Enterprise Desktop & Application Services manager is responsible for:

• Providing site-wide services for enterprise Microsoft server and desktop applications such as Microsoft Windows, Exchange and Office, web hosting including SharePoint, mobile enterprise services, remote access services, Oracle and SQL database hosting and administration, and desktop application distribution services (CF-1, GP-1, GP-2)
4.3.3 Enterprise Customer Support Services

The **Enterprise Customer Support Services** Manager supports the Network Operations Center and Mission Service Desk and is responsible for:

- Providing 24x7 monitoring of the local area networks, network equipment, Voice Over Internet Protocol, and computer applications for the Department of Energy’s Hanford site. (CF-1, GP-1, GP-2)

- Overseeing day-to-day operations of security management, network management, server management, and application management. (CF-1, GP-1, GP-2)

- Collecting data for problem prevention and strategic planning analysis. (CF-1, GP-2)

- Responding to unplanned, adverse situations that may degrade, damage, destroy, or compromise communications or computer processing capability so that essential operations may continue. (CF-1, GP-2)

- Developing and directing contingency strategies to meet operational needs. (CF-1, GP-1, GP-2)

The Mission Service Desk is IM’s face to its customers. It provides network monitoring and performance, outage notification and reporting, site wide messaging, system security monitoring and reporting, customer technical support, customer service requests and trouble ticket/problem resolution for the HLAN. It also handles the service requests for all of the MSA’s Service Areas (i.e. crane & rigging, utilities, vehicles, computers, etc.) and routes requests to appropriate organizations as required. (CF-1, GP-2)

- A single point of contact for any Hanford user requesting services or support from any of the MSA functional areas. (CF-1, GP-2)
• One number or accessing one web application ensures that requests will be processed and performance on each service request will be monitored to ensure the request is addressed in a timely manner or escalated to those who can address the problem. (CF-1, GP-2)

4.4 INFORMATION SYSTEMS

The Information Systems management team is responsible for providing this scope. Information Systems provides the following work scope.

4.4.1 The Business Systems provides:

• Business systems that support mission needs for MSA, CHPRC, WRPS and DOE-RL/ORP. (CF-1, GP-2)

• Support of human resources, pension, savings, payroll, financial, supply chain, property management, and reporting systems. (CF-1, GP-2)

• Support to DOE for Capital Planning and Investment Control planning and status reporting on the BMS Exhibit 300. (CF-1, CF-5, GP-2, GP-3, GP-8, GP-9)

• Centralized site-wide systems that support MSA, CHPRC, WRPS, DOE-RL/ORP including Popfon, HISI, HID, HPC, and other commonly used systems. (CF-1, GP-2)

• Software Quality Assurance services and support. (CF-1, GP-2)

• Services and systems that support the Software Engineering Control Board (SECB) and the Production Readiness Review Board (PRRB).

4.4.2 Software Engineering Services (SES).

The SES provides a vast range of software and systems engineering services and support for the Hanford Site business, technical, operational, and project functions. Services includes the following:

• Systems to support operations of the site laboratories, tank farm surveillance, industrial hygiene, solid waste tracking, environmental monitoring, safeguards and alarms, and geographic/mapping. (CF-1, GP-1, GP-2)
Information Management Charter

- Systems supporting the Transuranic Waste Processing and the Waste Retrieval and Processing facilities. (CF-1, GP-1, GP-2)
- Systems to support administrative functions. (CF-1, GP-2)
- Systems that support site electronic records management including database administration, site forms, and records holding functions. (CF-1, GP-2)
- Systems and support for the Portfolio Analysis Center of Excellence (PACE) that provide data integration and software development focused on bringing cost, schedule, and technical data together. (CF-1, GP-1, GP-2)
- Engineering and configuration management systems support to manage and organize engineering data for equipment, systems, facilities, and documents across multiple database systems. (CF-1, GP-1, GP-2)
- Support for SharePoint systems development, training, maintenance, workflow and collaboration services across multiple functional areas and site contractors (CF-1, GP-1, GP-2)
- Information systems supporting human resources, security, external affairs and oversight applications for DOE’s Richland Operations office. (CF-1, GP-1, GP-2)
- The site wide facility access control system as well as work management systems for the MSA, CHPRC and WRPS. (CF-1, GP-1, GP-2)
- Development, operation and maintenance of ancillary systems that support facilities, vehicle management, and material handling/tracking. (CF-1, GP-2)

4.4.3 Geospatial Information Management (GIS)

The GIS team provides geospatial information management and mapping services for the Hanford site. Services include:

- Managing the Hanford Geographic Information System (HGIS)
- Providing Global Positioning System (GPS) infrastructure for stakeholders
- Provide an interactive map

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• Provide standard and business specific maps for stakeholders

• MSA Service Catalog/Electronic Service Platform (ESP)

• Environmental POC – IM

• (CF-1, CF-5, GP-3, GP-2)

4.5 CONTENT AND RECORDS MANAGEMENT

The Content and Records Management group establishes overarching policy, guidance and management of all IM activities and coordination associated with content and records management. The work scope, including subcontractor support, for Content and Records Management includes the following:

The Content and Records Management Manager is responsible for:

• Developing strategy for life-cycle management of records, including inventory and schedule management, major collection management and long-term records storage. Providing maintenance and management of records to ensure adequate and proper documentation of work accomplishments. (CF-1, GP-2)

• Providing control, classification, tracking, storage, disposition and dissemination of document and records (regardless of medium i.e. paper, electronic, etc.). (CF-1, GP-2)

• Providing access to documents needed to complete Hanford site work in a timely manner – information at the point of performance. (CF-1, GP-2)

This organization is comprised of the following subordinate elements.

4.5.1 Inventory and Schedule Management

The Inventory and Schedule Management Manager:

• Provides life-cycle management for all records, including those maintained in electronic media or hard copy.

• Oversees the CRM systems for electronic records, document configuration management and records management services, provides stewardship, administration and technical support for these systems and ensures systems continue to provide information access and retrieval capabilities. (CF-1, GP-2)
• Provides administration methods for identifying and capturing records, maintaining inventories of records holdings, developing records retention schedules, managing the Records Inventory and Disposition Schedule system, and providing training and consulting to ensure information retention and disposition policies and process are applied consistently. (CF-1, GP-2)

• Provides identification and interpretation of document control and records management requirements, coordinates records turnover between projects and contractors, provides training, program oversight and assessment, project planning and develops CRM policies and procedures. (CF-1, GP-2)

4.5.2 **Major Collection Management**

The Major Collection Management Manager is responsible for:

• Providing continued maintenance of significant collections of records, i.e., engineering drawings and documents, photographs/negatives, etc. (CF-1, GP-2)

• Imaging of Engineering Documents/Drawings and indexing into the Integrated Document Management System, to continue the Site’s goal to move towards electronic records for Hanford generated documents. (CF-1, GP-2)

• Management, administration and storage of the Hanford Site engineering drawing file, which includes site active and inactive original drawings. (CF-1, GP-2)

4.5.3 **Long-Term Records Storage**

The Long-Term Records Storage Manager provides the following:

• Manage the Hanford Records Holding Facility including coordination of records storage at the Federal Records Center. (CF-1, GP-1, GP-2, GP-3)

• Provide for physical storage of inactive records generated on the Hanford Site by DOE and all Hanford Site contractors. (CF-1, GP-2, GP-3)

• Records storage and retrieval services of records generated at the Hanford Site and coordinates local versus repository storage requirements with the Federal Records Center. (CF-1, GP-2)
• Establish and maintain Hanford Site procedures and process for records storage, effectively managing local inventory and FRC holdings. (CF-1, GP-2)

• Manage inactive classified documents created or received and used by site personnel and provide associated services for the receipt, tracking, distribution, temporary storage, retrieval and final disposition of these documents. (CF-1, GP-2)

4.5.4 CRM Services – Imaging, Document Control and Records Support to DOE and OHC

The CRM Services Manager provides:

• Document release/control services of Hanford technical information. (CF-1, GP-2)
• Imaging, indexing and store in IDMS, for DOE and OHC. (CF-1, GP-2)
• Administrative Record/Public Information Repository services for documents required by the Tri-Party Agreement. (CF-1, GP-2)
• Document clearance review and consulting services to allow Hanford generated documents public release, prevent release of protected categories of information and/or ensure copyright/trademark information is appropriately identified before use or dissemination. (CF-1, GP-2)
• Technical editing services, CRM support to DOE and OHC, (CF-1, GP-2)

4.5.5 DOE and OHC Correspondence Control

The Correspondence Control manager provides:

DOE and OHC Correspondence Control, providing processing of incoming and outgoing correspondence and records capture services to the DOE and OHC. (CF-4, CF-5, GP-2, GP-4)

4.5.6 Federal Building Receptionist

The MSA provides receptionist services for the Federal Building, including reservation of shared conference rooms, check-in/out of government vehicles, and temporary proximity cards. (CF-4, GP-2)
4.6 INFORMATION MANAGEMENT BUSINESS OFFICE

The Information Management Business Office (IMBO) Manager (KR) is responsible for supporting Information Management overall Business Operations. The IMBO organization provides the following support services and products: User Based Services billing and account management; reproduction services for high volume printing and the multifunctional machine lease services (copiers, scanners and plotters); IT Hardware and Software Asset management, management of incoming service requests via MSA service catalog requests, ICWO’s and RFS. The IMBO provides overall IM program reporting and metrics support and compliance in coordination with other MSA service areas. (CF1, GP2, GP7) The Information Management Business Office organization is comprised of the following subordinate elements.

4.6.1 IM Business Operations Support

IM Business Operations Support responsibilities include those associated with processes and practices that support the overall IM organization:

- Support IM functional organizations with processes and reporting that will facilitate and identify cost-savings to the taxpayers as the Government and contractor staff decrease over time and the mission of the site migrates from cleanup to long-term stewardship. (CF-1, CF-4, GP-7)

- Implement and manage processes that support MSA and IM project controls and performance reporting. (CF-1, CF-5, GP-3, GP-2)

- Develop and implement policies, procedures and methods that are designed to comply with requirements and to enhance the business processes of the MSA and those of our customers and the Department of Energy. (CF-1, GP-2)

- Provide administrative and technical support to the IM organization for:
  - IM Business Operations
    - IM budget development and management
    - IM financial and performance reporting
    - IM customer management
    - Management of the IM Master Subcontract(s)
    - IM Continuous Improvement Program
    - IM corrective action management and assessment oversight
    - Request for services and work for others processing
    - External audit and data call coordination
      (CF-1, CF-5, GP-3, GP-2)
4.6.2 **IT Service Requests Management**

The IT service request management support Lead is responsible for support includes receiving, tracking and processing all incoming work requests (MSA Service Catalog Requests, Inter-Contractor Work Orders (ICWOs) and DOE Requests for Service (RFS)), that are non-commodity related, validates scope and funding requirements, and provides authorization to proceed to IM Functional organizations. This includes support for all commercial radio purchases, and professional service services for all areas of IT. (CF1, CF4, GP1, GP7)

4.6.3 **IT Hardware and Software Asset Management**

The IT Asset Management Lead (KR) is responsible for the overall IT Asset Management Lifecycle, budget, structure, schedule and disposition of assets. The support provides oversight and tracking of IT Hardware assets in support of PC nationalization program, as well as identification of standard computing hardware for Site use; and evaluation of new standards when computing equipment reaches end of life. The Software asset management program validates any new Commercial Off The Shelf (COTS) and developed application have been processed through the System Engineering Control Board (SECB) and approved for implementation. IT Asset Management also oversees purchase of enterprise software (i.e. Microsoft) and manages desktop use of licensed products. (CF1, CF3, CF4, GP6, GP7)

4.6.4 **User Based Services (UBS) Oversight & Management**

User Based Services oversight and management provides interface with clients, customers and staff to ensure commodity service requirements are clearly defined and documented; sustainability project activities are adequately planned to meet completion of program objectives and milestones; and that communication is on-going and timely. This support also provides monthly UBS billing for commodity services including desktop telephone and computer user services, cellular services, commercial radio services support and purchases, servers, moves/adds/changes, and electronic software acquisition. (CF1, CF3, CF4, GP6, GP7)

4.6.5 **Reproduction Services**

The MSA Government Publishing Office (GPO) Services Lead interfaces between Hanford customers and the GPO Government Publishing Office (GPO) to provide high volume printing and reproduction services. The reproduction service includes high-volume printing and reproduction services for DOE and Hanford Site contractors. Printing and binding regulations, as published by the Congressional Joint Committee on Printing (JCP), and all related regulations and requirements establish operational guidelines for this scope of work. Convenience Copier Management manages delivery,
setup, removal, maintenance, and repair of copier, scanner and plotter equipment. (CF-4, GP-2)

4.7 UNION SAFETY REPRESENTATIVES

Worker representatives within IM are appointed by Hanford Atomic Metal Trades Council (HAMTC), and serve as full time safety and health representatives for the workforce. A true partnering culture between union and management is another benefit. The roles and responsibilities of these safety representatives are:

- Assist DOE and contractors in resolving bargaining/non-bargaining employee concerns and issues
- Serve as point of contact for stop work responsibility
- Provide feedback to union employees and MSA
- Attend project staff meetings
- Communicate with the appropriate employee health advocates
- Participate in incident investigations and critiques
- Participate in Integrated Safety Management System and Voluntary Protection Program activities and events
- Accompany inspection and assessment teams to identify hazards in the work environment (CF-1, CF-2, CF-3, CF-4, CF-5, GP-1, GP-2, GP-8)

5.0 PERFORMANCE MEASUREMENTS

This section lists the fee-bearing performance measures in Contract DE-AC06-09RL14728 which are the responsibility of this organization.

2.2.a. Develop feasible infrastructure and information technology (IT) projects from the IRPPL that support the 2015 Hanford Site cleanup vision and mission support risk-based strategic plans, and deliver these projects to optimize portfolio life cycle costs.

4.1.c. Evaluate and affirm effective unclassified cyber security performance metrics.

5.1.a. Align MSA service delivery to customer key milestones.

5.1.b. Complete all service level agreements (SLAs) identified in the service delivery documents (SDDs) and provide excellent customer satisfaction, and update the Hanford Site Services Requirements Matrix (J-3) with written concurrence of all prime contractors.
Attachment 1. List of IM Contractual Requirements Documents
For a complete and current listing ref: [http://msc.ms.rl.gov/msaps/requirements.cfm/ByRequirementOwner](http://msc.ms.rl.gov/msaps/requirements.cfm/ByRequirementOwner) in the MSA Procedure System; Reports-Requirements-by Owner

<table>
<thead>
<tr>
<th>Document Number</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 CFR 71</td>
<td>Packaging and Transportation of Radioactive Material</td>
</tr>
<tr>
<td>36 CFR 1220</td>
<td>Federal Records, General</td>
</tr>
<tr>
<td>36 CFR 1222</td>
<td>Creation And Maintenance Of Federal Records</td>
</tr>
<tr>
<td>36 CFR 1223</td>
<td>Managing Vital Records</td>
</tr>
<tr>
<td>36 CFR 1224</td>
<td>Records Disposition Program Program (Directs use of 36 CFR 1225 and 36 CFR 1226)</td>
</tr>
<tr>
<td>36 CFR 1236</td>
<td>Electronic Records Management</td>
</tr>
<tr>
<td>36 CFR 1237</td>
<td>Audiovisual Records Management</td>
</tr>
<tr>
<td>40 CFR 261</td>
<td>Identification and Listing of Hazardous Waste</td>
</tr>
<tr>
<td>41 CFR 101</td>
<td>Federal Property Management Regulations</td>
</tr>
<tr>
<td>41 CFR 102</td>
<td>Federal Management Regulations</td>
</tr>
<tr>
<td>49 CFR 171-180, excluding 175 and 176</td>
<td>Hazardous Materials Regulations</td>
</tr>
<tr>
<td>49 CFR 40, 325, 350, &amp; 355-399</td>
<td>Federal Motor Carrier Safety Regulations</td>
</tr>
<tr>
<td>FAR 52.245-1</td>
<td>Government Property</td>
</tr>
<tr>
<td>Executive Order 13423</td>
<td>Strengthening Federal Environmental, Energy and Transportation Management</td>
</tr>
<tr>
<td>5 USC 552</td>
<td>Public Information; Agency Rules, Opinions, Orders, Records, and Proceedings</td>
</tr>
<tr>
<td>17 USC 506</td>
<td>Copyright Infringement and Remedies, Criminal Offences</td>
</tr>
<tr>
<td>18 USC 2319</td>
<td>Stolen Property, Criminal Infringement of a Copyright</td>
</tr>
<tr>
<td>44 USC 3101</td>
<td>Records Management by Agency Heads; General Duties</td>
</tr>
<tr>
<td>44 USC 3103</td>
<td>Transfer Of Records To Records Center</td>
</tr>
<tr>
<td>44 USC 3105</td>
<td>Safeguards</td>
</tr>
</tbody>
</table>
### Document Number | Title
--- | ---
44 USC 3309 | Preservations of Claims of Government Until Settled in General Accounting Office; Disposal Authorized Upon Written Approval of Comptroller General
44 USC 3312 | Photographs or Microphotographs of Records Considered as Originals; Certified Reproductions Admissible in Evidence
44 USC 3506 | Federal Agency Responsibilities
OMB Circular A-130 | Managing Federal Information as a Strategic Resource
CRD O 200.1A | Information Technology Management
CRD O 205.1B (Supp Rev 2) | DOE Cyber Security Program
CRD M 205.1-5 (Supp Rev 0) | Cyber Security Process Requirements Manual (Admin Change 2 is issued, but not in Contract.) (Cancelled by DOE O 205.1B, but not yet removed from contract.)
CRD M 205.1-6 (Supp Rev 0) | Media Sanitization Manual (Admin Change 2 issued, but not in Contract) (CANCELED by DOE O 205.1B, but not yet removed from Contract.)
CRD M 205.1-7 (Supp Rev 0) | Security Controls for Unclassified Information Systems Manual (Admin Change 2 issued, but not in Contract) (CANCELED by DOE O 205.1B, but not yet removed from Contract.)
CRD M 205.1-8 (Supp Rev 0) | Cyber Security Incident Management Manual (Admin Change 2 issued, but not in Contract.) (CANCELED by DOE O 205.1B, but not yet removed from the Contract.)
CRD O 241.1B, Chg 1 | Scientific and Technical Information Management
CRD O 243.1 (Supp Rev 0) | Records Management Program
CRD O 460.1C | Packaging and Transportation Safety
CRD O 460.2A | Departmental Materials Transportation and Packaging Management
CRD O 580.1A, Chg 1 | Department of Energy Personal Property Management Program
WAC 173-303 | Dangerous Waste Regulations
WAC 446-65 | Commercial Motor Vehicle Regulations

**NOTE:** Employees may print off this document for reference purposes but are responsible to check MSA PS to ensure the most current version is used to prevent unintended use of obsolete versions.
**KEY ROLES TEMPLATE**

<table>
<thead>
<tr>
<th>Directorate:</th>
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<tbody>
<tr>
<td><strong>Service Organization:</strong></td>
<td>Information Management</td>
</tr>
<tr>
<td><strong>WBS:</strong></td>
<td>3001,03,03</td>
</tr>
</tbody>
</table>

**Key Role Title:**
Maintenance Manager

**Position Description (R2A2's):**
A Maintenance Manager is an individual designated responsibility for management and oversight of facility / project maintenance personnel subject to MSC-PRO-12115 (Work Management) or a facility / project specific Level 3 Work Management procedure. Ensure Safe, efficient, compliant execution of the work management process.
- Ensure FW's and workers comply with MSC-PRO-12115 and facility / project level 3 procedure.
- Ensure Employees are properly trained and qualified to perform the assigned work.
- Ensure employees use properly approved and released work documents.
- Ensure employees work in a safe and cost effective manner to the established Maintenance schedule.
Establish and maintain a knowledgeable work force by providing workers with training which establish adequate levels of knowledge of assigned tasks commensurate with the hazards and complexities of the work activities to be performed.

**Compliance Drivers (WAC, DOE Orders, etc.):**
10 CFR 830 (Nuclear Safety Management), 10 CFR 835 (Occupational Radiation Protection), 10 CFR 851 (Worker Safety and Health Program), 48 CFR 970.5223-1 (Integration of Environment, Safety and Health into Work Planning and Execution)

**Implementing Procedures:**

**Primary Interfaces:**
Work Planners, HAMTC Workforce, Industrial Safety Professionals, IM Field Management, IM Customers, Chief Technical Officer, Cyber Security Officer.

**Required Qualifications, Certifications, Training, etc.:**
Field Work Supervisor Training #053090. Additional responsibilities detailed in MSC-RD-8524 (Field Work Supervision). Required reading of all Implementing Procedures.

**Is this position currently funded and staffed?**
- Yes
- No

*(If no, provide the path forward)*
<table>
<thead>
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<td><strong>Directorate:</strong></td>
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<td><strong>Service Organization:</strong> Information Management</td>
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<td><strong>WBS:</strong> 3001.03.03</td>
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<tr>
<td><strong>Key Role Title:</strong> Work Planter</td>
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<table>
<thead>
<tr>
<th><strong>Position Description (R2A2's):</strong></th>
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<tbody>
<tr>
<td>A work planner is a general term for any employee who is trained and qualified to generate work instructions, and assemble all necessary elements into work packages. The Work Planner has a major responsibility for implementation of the work management process, as well as the content, accuracy and completeness of work packages. Duties for the Work Planner are specified in MSC-PRO-079 (Job Hazard Analysis) and MSC-PRO-12115 (Work Management).</td>
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<table>
<thead>
<tr>
<th><strong>Compliance Drivers (WAC, DOE Orders, etc.):</strong></th>
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<tbody>
<tr>
<td>10 CFR 830 (Nuclear Safety Management), 10 CFR 835 (Occupational Radiation Protection), 10 CFR 851 (Worker Safety and Health Program), 48 CFR 970.5223-1 (Integration of Environment, Safety and Health into Work Planning and Execution)</td>
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<tr>
<th><strong>Implementing Procedures:</strong></th>
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<tbody>
<tr>
<td>MSC-RD-8524 (Work Management), MSC-PRO-079 (Job Hazard Analysis), MSC-PRO-14047 (Conducting Pre-Job Briefings &amp; Post Job Reviews), MSC-PRO-12115 (Work Management), IM-3301 (IM Construction Work Control Process) and IM-3302 (Field Work Control), MSC-PRO-066 (Electrical Utilities Lock and Tag Program), MSC-PRO-8635 (Review and Approval of Technical Documents), MSC-PRO-068 (Chemical Management Process), MSC-PRO-48065 (Subcontractor Safety Processes), MSC-PRO-17916 (Industrial Hygiene Baseline Hazard Assessment), DOE-0323 (Stop Work)</td>
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<tr>
<th><strong>Primary Interfaces:</strong></th>
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<tbody>
<tr>
<td>Field Work Supervisors, Industrial Safety Professionals, IM Field Management, IM Customers, Design Authority, SME's</td>
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<tr>
<th><strong>Required Qualifications, Certifications, Training, etc.:</strong></th>
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<tbody>
<tr>
<td>MSC Qualification Program Course #171726. Required reading of all Implementing Procedures.</td>
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<tr>
<th><strong>Is this position currently funded and staffed?</strong></th>
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<tr>
<td>☑ Yes ☐ No <em>(If no, provide the path forward):</em></td>
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</table>
# KEY ROLES TEMPLATE

**Directorate:**

**Service Organization:** Information Management

**WBS:**

**Key Role Title:** Information System Security Manager (ISSM)

**Position Description (R2A2's):**
The ISSM is considered the lead cyber security person at Hanford. This individual is responsible for management of the testing process, as well as performing all local responsibilities designated by the site. The ISSM is appointed by the Chief Information Officer with concurrence from the Authorizing Official (AO). The ISSM can serve as the Certification Agent (CA) in cases where duties are operationally separate. The ISSM is also responsible for maintaining the record copies related to Certification and Accreditation packages and Plans of Action and Milestones (POA&Ms). The ISSM oversees one or more ISSOs.

**Compliance Drivers (WAC, DOE Orders, etc.):**
Federal Information Security Management Act (FISMA) and National Institute of Standards and Technology (NIST) requirements.

**Implementing Procedures:**

**Primary Interfaces:**
DOE-RL Authorizing Official Designated Representative (AODR), VP Information Management, ISSOs, Information Management Directors, Chief Technical Officer.

**Required Qualifications, Certifications, Training, etc.:**
Advanced degree in Computer Science (desired), Certified Information System Security Professional (CISSP) (desired), cyber security subject matter expertise.

**Is this position currently funded and staffed?** ☑ Yes ☐ No *(If no, provide the path forward):*
## KEY ROLES TEMPLATE

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<th>Directorate:</th>
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<td><strong>WBS:</strong></td>
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<tr>
<td><strong>Key Role Title:</strong></td>
<td>Information System Security Officer (ISSO)</td>
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<tr>
<td><strong>Position Description (R2AZ's):</strong></td>
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<tr>
<td>The ISSO ensures that cyber security policies and practices are applied to an information system. The ISSO is the point of contact for inquiries related to Certification and Accreditation processes, and serves as the individual responsible to the system owner for ensuring that the appropriate operational security posture is maintained. The ISSO has the detailed knowledge and expertise required to manage the security aspects of the information system and is responsible for the day-to-day security operations of the system.</td>
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</tr>
<tr>
<td><strong>Compliance Drivers (WAC, DOE Orders, etc.):</strong></td>
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<tr>
<td>Federal Information Security Management Act (FISMA) and National Institute of Standards and Technology (NIST) requirements.</td>
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<tr>
<td><strong>Implementing Procedures:</strong></td>
<td></td>
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<tr>
<td><strong>Primary Interfaces:</strong></td>
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<tr>
<td>Information System Security Manager, DOE-RL Authorizing Official Designated Representative (AODR), VP Information Management, Information Management Directors, Chief Technical Officer.</td>
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<tr>
<td><strong>Required Qualifications, Certifications, Training, etc.:</strong></td>
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<tr>
<td>Advanced degree in Computer Science (desired), Certified Information System Security Professional (CISSP) (desired), cyber security subject matter expertise.</td>
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<tr>
<td><strong>Is this position currently funded and staffed?</strong></td>
<td>☑ Yes ☐ No <em>(If no, provide the path forward):</em></td>
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</table>
### KEY ROLES TEMPLATE

**Directorate:** [填空]

**Service Organization:** Information Management

**WBS:** UBS

**Key Role Title:** Domain Administrator

**Position Description (R2A2's):**

Domain Administrator maintains primary responsibility for the core operations, management and maintenance of Active Directory services for the Hanford Federal Cloud network and maintains the highest level of account privileges on this network. Responsibilities include identity management services such as Active Directory domains (nl.gov, hanford.gov, hfc.local), smartcard and HSPD-12 infrastructure, approval and enrollment of high assurance identities, PKI infrastructure, Active Directory Federated Services and reverse proxy infrastructure, etc. In addition, the Domain Administrator is responsible for providing technical guidance as well as managing services such as HLAN, HFC and DMZ Domain Naming Services (DNS), Active Directory group policy, Account Management services, cyber security data calls and collaboration with other sites (PNNL, WCH) in support of domain trusts.

**Compliance Drivers (WAC, DOE Orders, etc.):**

Federal Information Security Management Act (FISMA) and National Institute of Standards and Technology (NIST) requirements.

**Implementing Procedures:**


**Primary Interfaces:**

Information System Security Manager, Information System Security Officer, Information Management Directors, Chief Technical Offices

**Required Qualifications, Certifications, Training, etc.:**

Required Security Clearance

Desired 10-12 years of working experience/knowledge in enterprise Active Directory services

**Is this position currently funded and staffed?**

☑ Yes  □ No  *(If no, provide the path forward):*

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### KEY ROLES TEMPLATE

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<table>
<thead>
<tr>
<th>Key Role Title:</th>
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<tbody>
<tr>
<td>PKI Administrator</td>
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<tr>
<th>Position Description (R2A2’s):</th>
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<tr>
<td>Public Key Infrastructure (PKI) Administrator maintains primary responsibility for the core operations and administration of the PKI infrastructure components: Windows Server 2008 R2 and Windows Server 2012 Active Directory Services including CA, HSM, Certificate Enrollment Web Services, Certificate Enrollment Policy Web Service, and Internet Information Services (IIS). Responsibilities include: Administration of the Online Responder service, Support of project-focused service expansion, and serving as the final level escalation point for support issues.</td>
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<table>
<thead>
<tr>
<th>Compliance Drivers (WAC, DOE Orders, etc.):</th>
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<tbody>
<tr>
<td>Federal Information Security Management Act (FISMA), National Institute of Standards and Technology (NIST), Federal Information Processing Standard (FIPS), and Homeland Security Presidential Directive 12 (HSPD-12) requirements</td>
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<table>
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<tr>
<th>Implementing Procedures:</th>
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<thead>
<tr>
<th>Primary Interfaces:</th>
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<tbody>
<tr>
<td>Information System Security Manager, Information System Security Officer, and Information Management Directors.</td>
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<table>
<thead>
<tr>
<th>Required Qualifications, Certifications, Training, etc.:</th>
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<tbody>
<tr>
<td>Required Security Clearance</td>
</tr>
<tr>
<td>Knowledge/Experience in enterprise Active Directory services</td>
</tr>
<tr>
<td>Understanding of Cryptography and Key Management</td>
</tr>
<tr>
<td>Understanding of Certificate Management System (CMS), Key Management System (KMS), and of PKIX, PKCS, SSL, TLS, S/MIME standards</td>
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<tr>
<td>Desired certificates: CISSP, GIAC</td>
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<tr>
<th>Is this position currently funded and staffed?</th>
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<td>Yes</td>
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<tbody>
<tr>
<td>WBS: UBS</td>
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</table>

**Key Role Title:**
Telecommunications System Architect

**Position Description (R2A2’s):**
Telecommunications Systems Architect maintains prime responsibility and knowledge for the design, management and operations of Hanford telecommunication systems, including interfaces to public switch telephone network, 911 Zetron system, Cisco Call Manager, Unity, SONET multiplexers and various channel banks that provide critical services for Hanford Emergency Services. Telecommunication Systems Architect has critical legacy knowledge including design of special circuits riding on the channel bank, understanding of the various external/internal interfaces (PBX, PSTN) and a comprehensive understanding of the 9-1-1 systems and their integration.

**Compliance Drivers (WAC, DOE Orders, etc.):**
Federal Information Security Management Act (FISMA) and National Institute of Standards and Technology (NIST) requirements

**Implementing Procedures:**

**Primary Interfaces:**
Information System Security Manager, Information System Security Officer, Information Management Directors, Chief Technical Offices, Design Authority, Emergency Services

**Required Qualifications, Certifications, Training, etc.:**
Desired 20+ years of technical working knowledge in Hanford telecommunication systems

Is this position currently funded and staffed? ☑ Yes ☐ No *(If no, provide the path forward):*
### KEY ROLES TEMPLATE

**Directorate:**

**Service Organization:** Information Management

**WBS:** UBS

**Key Role Title:**
Network Architect

**Position Description (R2A2's):**
Network Architect holds prime responsibility for the design, engineering, management and operations of the Hanford Federal Cloud network infrastructure including Voice data network. This includes responsibility for routers, switches, firewalls, wireless, network visualization, secure multi-tenant networks, VoIP and general network management services. Network Architect also provides technical guidance for managing all Hanford Federal Cloud vlans and leading collaboration with domain administrators and others on network and voice technology integration, supporting cyber security data calls and collaboration with other sites.

**Compliance Drivers (WAC, DOE Orders, etc.):**
Federal Information Security Management Act (FISMA) and National Institute of Standards and Technology (NIST) requirements

**Implementing Procedures:**

**Primary Interfaces:**
Information System Security Manager, Information System Security Officer, Information Management Directors, Chief Technical Offices, Design Authority, Chief Engineer

**Required Qualifications, Certifications, Training, etc.:**
- Required Security Clearance
- Cisco Certified Internetwork Expert
- Cisco Certified Network Professional
- Cisco Certified Network Associate in Voice
- 10-12 years of technical working knowledge in network architecture

**Is this position currently funded and staffed?** ☑ Yes ☐ No *(if no, provide the path forward):*
KEY ROLES TEMPLATE

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<tr>
<td><strong>Service Organization:</strong> Information Management</td>
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<tr>
<td><strong>WBS:</strong> 3001.03.01</td>
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</table>

**Key Role Title:** Information Management Business Office Manager

**Position Description (R2A2’s):**

Information Management is a support organization providing the full spectrum of information technology systems and services. Those include records management, database management, mobile computing, applications development and hosting, data and voice systems, radios, telephones, pagers, internet, cyber security, software quality assurance, and customer support. IM also includes the Property and Warehouse Management organization which provides property management, inventory management, asset disposition, warehouse operations, stores delivery and courier services.

The IMBO Manager provides effective interface management with clients, customers and staff to ensure requirements are clearly defined and documented, activities are adequately planned to meet completion of program objectives and milestones and that communication is on-going and timely. Responsible for ensuring that customer needs are satisfied through managing and coordinating specific information technology deliverables; the overall program/project plan, budget, structure, schedule and staffing requirement. Ensuring that MSA contract deliverables, including successful completion of assigned performance incentives and contract deliverable are completed on schedule and within budget. Ensures that any service level agreements and/or other work agreements with customers are met on schedule and within budget to minimize any negative project impact. Manages the IM Project Planning & Controls Support team with responsibilities associated with processes and practices that support the overall IM organization including:

- Supporting technical directors that implement IM project activities associated with scalable infrastructure, systems, and processes that will facilitate cost-savings to the taxpayers as the Government and contractor stewardship. (CF-1, CF-4, GP-7)
  - Implement and manage processes that support MSA and IM project controls and performance reporting. (CF-1, CF-5, GP-3, GP-2)
- Develop and implement policies, procedures and methods that are designed to comply with requirements and to enhance the business processes of the MSA and those of our customers and the Department of Energy. (CF-1, GP-2)
- Provide administrative and technical support to the IM organization, including:
  - IM budget development and management
  - IM financial and performance reporting
  - IM customer management
  - IM interface with MSA contracts
  - IM Continuous Improvement Program
  - Request for services and work for others processing (CF-1, CF-5, GP-3, GP-2)

- IM Investment Portfolio: Portfolio Management includes IM capital planning and investment controls. (CF-1, CF-5, GP-3, GP-2). Processes include coordinating and supporting DOE with Capital Planning and Investment Control (CPIC) Exhibit 30) and 53 compliance directives, submittals and reporting requirements. Development and management of an enterprise architecture approach that maps MSA IM internal & external customer’s business process, compliance, regulatory, and strategic requirements to IM systems. Support DOE in their efforts to capture and efficiently manage and utilize Hanford Site DOE IT assets across contractors, and the DOE complex.

- Account Management: Interact with IM internal and external customers to identify and process scope and work distribution to the appropriate IT technical performing organizations. Processes including working with WRSS, CHPRC and MSA organizations to develop account plans that identify their short and long term IM requirements. Work within the IM organization to align IT investments with accounts mission needs. Identify, encourage and coordinate the consolidations of IT investments that would provide value across accounts. (OMB) (CF-1, GP-4, GP-7)

- Special projects: Support senior level managers on projects that have unique, business sensitive, strategic and/or complex interface requirements.

**Compliance Drivers (WAC, DOE Orders, etc.):**

IM adheres to its contract with the DOE Contract DE-AC06-09RL4728, and to the MSA site procedures for all work assignments and performance. This set of procedures originates from standards found in the Code of Federal Regulations, in DOE Orders, and other regulations and statutes flowed to the MSA through the Mission Support Contract. The procedures provide flow down of the implementation of ISMS principles.

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<tr>
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<tr>
<td>MSC-CTR-00007 Information Management Charter</td>
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<td>FAR 52.245-1 Government Property</td>
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<tr>
<td>Executive Order 13423 Strengthening Federal Environmental, Energy and Transportation Management</td>
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<tr>
<td>OMB Circular A-130 Management of Federal Information Resources</td>
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<tr>
<td>CRD O 200.1A Information Technology Management</td>
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<tr>
<td>DOE G 415.1-2 INFORMATION TECHNOLOGY PROJECT EXECUTION MODEL GUIDE FOR SMALL AND MEDIUM PROJECTS</td>
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<tr>
<th>Primary Interfaces:</th>
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<tbody>
<tr>
<td>Management staff, subcontractor resources, DOE customer, OHC customers, IM staff, MSA Contracts, Finance, Project Controls, Risk Management, HR, Procurement, Interface Mgt.</td>
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<tr>
<th>Required Qualifications, Certifications, Training, etc.:</th>
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<tbody>
<tr>
<td>Site Training (HGET) Required reading of all Implementing Procedures.</td>
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</table>

| Is this position currently funded and staffed? | Yes | No | *(If no, provide the path forward):* |  |
### KEY ROLES TEMPLATE

| Directorate: |
| Service Organization: Information Management |
| WBS: 3001.03.01 |
| **Key Role Title:** Information Technology (IT) Hardware/Software (HW/SW) Asset Manager |

**Position Description (R2AZ's):**

Information Management is a support organization providing the full spectrum of technology systems and services. Those include records management, database management, mobile computing, applications development and hosting, data and voice systems, radios, telephones, pagers, internet, cyber security, software quality assurance, and customer support. IM also includes the Property and Warehouse Management organization which provides property management, inventory management, asset disposition, warehouse operations, stores delivery and courier services.

The IT Asset Manager provides effective interface management with clients, customers and staff to ensure HW and SW requirements are clearly defined and documented, procurements are adequately planned to meet completion of program objectives and milestones and that communication is on-going and timely. Responsible for ensuring that customer needs are satisfied through managing and coordinating specific information technology HW and SW purchases, the overall IT Asset Management Lifecycle, budget, structure, schedule and disposition of assets. Ensures that any HW/SW procurements for general purposes or IT Projects are met on schedule and within budget to minimize any negative project impact.

- Supporting technical directors that implement IM project activities associated with scalable infrastructure, systems, and processes that will facilitate cost-savings to the taxpayers as the Government and contractor stewardship. (CF-1, CF-4, GP-7)
- Implement and manage IT procurement processes that support MSA and IM project and performance
- Develop and implement policies, procedures and methods that are designed to comply with requirements and to enhance the business processes of the MSA and those of our customers and the Department of Energy. (CF-1, GP-2)
- Provide and/or oversee administrative and technical support to the IM organization regarding IT assets.

- IM Investment Portfolio: in regard to IT assets, Portfolio Management includes IM capital planning and investment controls. (CF-1, CF-5, GP-3, GP-2). Processes include coordinating and supporting DOE with Capital Planning and Investment Control (CPIC) Exhibit 300 and 53 compliance directives, submittals and reporting requirements.

Organize an IT asset management process that approach that maps MSA IM internal & external customer’s business process, compliance, regulatory, and strategic requirements to IM systems procurements. Support DOE in their efforts to capture and efficiently manage and utilize Hanford Site DOE IT assets across contractors, and the DOE complex.

- Account Management: Interact with IM internal and external customers, and within the IM organization to align IT investments with accounts mission needs. Identify, encourage and coordinate the consolidations of IT investments that would provide value across accounts. (OMB) (CF-1, GP-4, GP-7)
- Special projects: Support asset requirements for projects that have unique, business sensitive, strategic and/or complex interface requirements.

### Compliance Drivers (WAC, DOE Orders, etc.):

IM adheres to its contract with the DOE Contract DE-AC06-09RL14728, and to the MSA site procedures for all work assignments and performance. This set of procedures originates from standards found in the Code of Federal Regulations, in DOE Orders, and other regulations and statutes flowed to the MSA through the Mission Support Contract. The procedures provide flow down of the implementation of ISMS principles.

### Implementing Procedures:

- MSC-CTR-00007 Information Management Charter
- FAR 52.245-1 Government Property
- OMB Circular A-130 Management of Federal Information Resources
- CRD O 200.1A Information Technology Management

### Primary Interfaces:

Management staff, subcontractor resources, DOE customer, OHC customers, IM staff, MSA Contracts, Finance, Project Controls, Risk Management, HR, Procurement, Interface Mgt.
### KEY ROLES TEMPLATE (continued)

<table>
<thead>
<tr>
<th>Required Qualifications, Certifications, Training, etc.:</th>
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<tbody>
<tr>
<td>Site Training (HGET) Required reading of all Implementing Procedures. CITAM - Certified IT Asset Management.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Is this position currently funded and staffed?</th>
<th>Yes</th>
<th>No</th>
<th><em>(If no, provide the path forward):</em></th>
</tr>
</thead>
</table>