APPENDIX 5

G-FSP-G-00028
REV. (5)

Functional Service Agreement between

Savannah River Nuclear Solutions, LLC
and

Centerra Group, LLC
for

Information Technology

January 1, 2015

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1.0 INTRODUCTION

This Functional Service Agreement, Appendix 5 of Memorandum of Agreement (G-MOA-G-00010, describes the service exchange between Savannah River Site (SRS and/or the Site) Management and Operations (M&O) Contractor, Savannah River Nuclear Solutions, LLC (SRNS) and Centerra Group, LLC at SRS (Centerra-SRS).

This appendix describes the Information Technology Services baseline work to be provided. Included may be programmatic responsibilities for the Site, as well as certain tasks related to monitoring program effectiveness and activities considered to be part of Site Landlord Services. Task-related activities that are requested will be documented in this Functional Services Agreement (FSA) as defined in CO direction to SRNS.

The parties agree to review this FSA at least annually and revise it if changes are needed as determined by both parties.

This Functional Service Agreement (FSA) describes the Information Technology work to be provided to Centerra-SRS. Programmatic responsibilities for the site as well as certain tasks related to ensuring / interpreting Information Technology Orders and Directives are included and considered to be part of site Landlord and Site Services. However, Centerra-SRS also maintains a hierarchy of directives tailored to its unique organization, desktop environment and implementation of the Energy Program Cyber Security (PCSP) Plan.

2.0 POLICIES, PROCEDURES, AND MANUALS

The following policies, procedures, and manuals will be maintained for the Site by SRNS and will apply when services are provided.

Manual Number	Manual Title	Applicable Section(s)
MP 1-01	Computer Malware Control	3.33
MP 1-01	Cyber Security Configuration Management	3.34
MP 1-01	Computer and Technical Security	4.10
1B,	Records Management	3.31
1B, MRP 3.65	Printing and Duplicating Services	
12B	12B Information Management Manual	
12B1	Information Technology Policies, Procedures Standards, and Guidelines	
10Q	Computer Security Manual	

3.0 STANDARDS/REQUIREMENTS

Below is a list of codes and standards that may provide guidance or requirements relevant to the FSA

- Information Technology Management (Clinger-Cohen) Act of 1996 (Division E of Public Law 104-106)
- Federal Information Security Management Act (FISMA) of 2002
- DOE Order 200.1A Information Technology Management
    - Policy Manual 1-01MP 3.26, Management and Use of Intranet/Internet Publishing Resources
    - Policy Manual 1-01 MP 3.30, Electronic Signature and Records Management
    - Manual 12B MRP 1.01, Information Management Program
    - Manual 12B MRP 1.05 Software Management
    - Manual 7Q Procedure 401, Protection and Control of Classified Matter
    - Manual 7Q Procedure 406, Protection and Control of Sensitive Unclassified Matter
- NIST 800-53
- DOE Order 205.1A, Department of Energy Cyber Security Program
    - DOE Program Cyber Security Plan
    - Savannah River System Security Plans
- DOE O 206.2 Identity, Credential, and Access Management (ICAM)
- Management Manual 1B MRP 3.25, Capture, Management and Release of Information and Software
- DOE Order 413.1B, Internal Control Program
- OMB Circular A-11
- OMB Circular A-123
- DOE Order 414.1D, Quality Assurance
- Manual 1Q QAP 20-1, Software Quality Assurance
- DOE Order 243.1B Records Management Program
- DOE Order 471.3 Identifying And Protecting Official Use Only Information
- Freedom of Information Act, 5 USC 552
- Paperwork Reduction Act
- DOE Order 415.1 Information Technology Project Management
- Committee on National Security Systems (CNSS) 5000 Guidelines for Voice Over Internet Protocol (VoIP) Computer Telephony
- NQA-1, Quality Assurance Requirements for Nuclear Facility Applications
- EM-QA-001, EM Quality Assurance Program, Rev. 1
- Committee on National Security Systems Instruction (CNSSI) No. 1253, Security Categorization and Control Selection for National Security Systems

- DOE Order 471.6 Information Security

4.0 SERVICES

SRNS will provide the following services:

4.1 Consolidated IT Services

SRNS will provide the following consolidated IT services for a minimum of 10 (+/-5%) Managed Secure Windows-Based, SRNS managed desktops. This count is based on the November 2014 inventory of Centerra-SRS personal computers identified via Asset Management Information System (AMIS).

4.1.1 SRS Standard Desktop Support

SRS Standard Desktop Support	SRNS	Centerra-SRS
SRS Standard Desktop installation and management	Perform	
Installation of site-standard Windows-based software on managed secure desktops configured for existing leased computer models loaded with the latest site-approved managed distribution of the Windows Operating System, current security patches and a standard configuration of Office and Productivity. Detailed products are listed in Attachment A.	Perform	
Automated updates to all desktop software configurations for all provided products, virus software, and security patches. Detailed products are listed in Attachment A.	Perform	
Windows File and Print Services	Perform	
Technical oversight and management of the Personal Computer (PC) Lease Program Vehicle	Perform	
Single-Point-of-Contact Help Desk from 6:00 AM to 4:30 PM on Monday – Thursday and from 6:00AM to 4:00 PM on Friday. Best effort support by NOC during off hours.	Perform	
Log and categorize all problems/request identified to Help Desk by phone and /or electronic means.	Perform	

SRS Standard Desktop Support	SRNS	Centerra-SRS
Track and manage problems through resolution and identify repetitive problems.	Perform	
Level 1 phone support for all requests to the Help Desk	Perform	
Notify and dispatch assigned problem resolution personnel (via phone calls, e-mail pages, calls to service providers and pager support.)	Perform	
Dispatch services provider and support groups for all agreed upon services in accordance with escalation and communication procedures for problem resolution	Perform	
Document processes, procedures and standards for the Helpdesk operations	Perform	
Manual password resets	Perform	
Oversee Computer Accounts Management and Administration	Perform	
Management and implementation support of the Secure Desktop program	Perform	

4.1.1.1 Mobility Services

SRNS will provide the following Mobility Services for 173 (+/-5%) Centerra-SRS mobile devices (iPhone/iPad/Cellphones). This count is based on the November 2014 actual inventory of Centerra-SRS mobile devices.

Mobility Services	SRNS	Centerra-SRS
Mobile Device contract integration/administration	Perform	
Coordinate the acquisition, configuration, and deployment of mobile devices	Perform	
Manage and support integration of mobile devices into site standard email system	Perform	
Manage infrastructure systems for configuring and securing mobile devices	Perform	
Manage the Citrix remote access infrastructure for access to virtual applications on SRSNet	Perform	

4.1.2 Central Computing Facility

Central Computing Facility	SRNS	Centerra-SRS
Operate primary and back-up data centers	Perform	
Reproduction Services Program Coordination	Perform	
Computing Facility Access Control and Camera Monitoring	Perform	
Command Center Monitoring and Problem Dispatch 7 x 24	Perform	
Infrastructure Servers and Storage	Perform	
Storage Management Service subcontract and Backup Services	Perform	
Capacity Planning with Centerra-SRS involvement and Disaster Recovery for those items currently defined in Manual 12B1, Information Technology Policies, Procedures, Standards, and Guidelines, Appendix B. DR and FMF-Designated Collections	Perform	Assist
Production Application Support for standard desktops	Perform	
Intel, Solaris, and Linux Systems Engineering	Perform	
Oracle Enterprise License Subcontract Management	Perform	
Database Administration for Oracle, , Adabas, SQL Server	Perform	
Server Lease Subcontract Vehicle and Process Management	Perform	
Configuration Change Review Board Management with the opportunity for Centerra-SRS to participate	Perform	Assist
IT Outage Communications Coordination	Perform	
Cyber Incident Response and liaison to Cyber Security	Perform	
Oversee Computer Accounts Management and Administration	Perform	

Central Computing Facility	SRNS	Centerra-SRS
DOE-mandated certification and accreditation responsibilities and maintenance	Perform	
Administration of 25 (+5%) existing Centerra-SRS SecurID tokens for remote VPN access and up to 22 Citrix Users for Remote Access	Perform	

4.1.3 SRSnet Access

SRNS will provide the following network services for 464 Centerra-SRS managed desktops. This count is based on the November 2013 number of self-disclosed PCs that Centerra-SRS operates.

SRSnet Access	SRNS	Centerra-SRS
Operate and manage the SRSnet Unclassified Network	Perform	
Configuration management for existing SRSnet	Perform	
Connectivity for existing SRS ESnet, DOEnet and Internet	Perform	
Design, install, monitor and repair existing devices and fiber	Perform	
Capacity planning and Disaster Recovery planning for core network infrastructure	Perform	
DOE-mandated certification and accreditation responsibilities and maintenance	Perform	

4.1.4 Intra/Internet Infrastructure Access

Intranet/Internet Access	SRNS	Centerra-SRS
Manage InSite and related applications as described in Attachment B.	Perform	

Intranet/Internet Access	SRNS	Centerra-SRS
DOE-mandated certification and accreditation responsibilities and maintenance for the existing Shrine Infrastructure with Centerra-SRS representation	Perform	Assist
Authentication proxy server function	Perform	
Manage a maximum of 5 Centerra-SRS Password protected Realms or Protected Areas to comply with Cyber requirements for protection of sensitive information	Perform	
Manage approximately 12.8 (+/-5%) gig of disk space for 78 Centerra-SRS Providers for hosting Centerra-SRS department web sites	Perform	
Continuous monitoring for waste, fraud and abuse in the web environments	Perform	
InSite Infrastructure Disaster recovery services as defined in Manual 12B1, Information Technology Policies, Procedures, Standards, and Guidelines	Perform	
Monitor security patches and CIAC bulletins to assess the impacts and applicability to the existing web infrastructure environment	Perform	
Change/Configuration management for InSite infrastructure, external web, and IIS web environments configurable items	Perform	

4.1.5 Video Communication Services

Video Communication Services	SRNS	Centerra-SRS
Operational and maintenance support for the site video distribution network and satellite receiver field.	Perform	
Manage Digital Streaming Video requested by Centerra-SRS to the Centerra-SRS above-identified desktops at a rate of 1 per month	Perform	
Existing Forward Looking Infrared Radar (FLIR) Distribution in support of site Security Force	Perform	

Video Communication Services	SRNS	Centerra-SRS
DOE Satellite downlink Broadcasts and distribution of conferences and training	Perform	
Local News Broadcast recording for use by Public Relations	Perform	
DOE-mandated certification and accreditation responsibilities and maintenance	Perform	

4.1.6 E-mail Services

SRNS will provide the following Email Account Services for 440(+/-5%) Centerra-SRS e-mail accounts. This count is based on the November 2014 actual inventory of email accounts assigned.

E-mail Account Services	SRNS	WSI
Manage Lotus Notes email accounts, Lotus Notes infrastructure and Personal and Group Notes Document Libraries in Lotus Notes	Perform	
Lotus Notes Software Licensing, Performance Monitoring and System Integrity	Perform	
E-mail Infrastructure Server Hardware Leasing	Perform	
Lotus Notes System Engineering and Operation Support	Perform	
Lotus Notes Data Management and Configuration Control	Perform	
Manage Site Messaging Backbone	Perform	
Lotus Notes Computer Accounts Management	Perform	
Manage Information Technology (IT) Lotus Notes Software Development Tools	Perform	
Lotus Notes Database Administration	Perform	

E-mail Account Services	SRNS	WSI
DOE-mandated Certification and Accreditation responsibilities and maintenance	Perform	
Manage Notes Personal Document libraries with 300 MB each for the existing Centerra-SRS e-mail accounts.	Perform	
Manage 1 existing Lotus Group Document libraries / Team Rooms, with less than or equal to 4 GB.	Perform	
Manage and support integration of mobile devices infrastructure within Lotus Notes.	Perform	

4.1.7 Cyber Security Operations

SRNS will provide the following standard Cyber Security Services to 678 Centerra-SRS personnel identified in November 2013:

Cyber Security	SRNS	Centerra-SRS
Closely coordinate impactive Cyber activities with Centerra-SRS	Perform	Perform
IT Cyber Security Operations coordination	Perform	
Implementation and liaison with Cyber Security programs and Centerra-SRS	Perform	Perform
SRSnet security activities	Perform	Assist
Virus and malware detection and eradication	Perform	Perform
Certification and accreditation oversight of the Centerra-SRS accreditation boundaries	Assist	Perform
Oversee management of SRSnet intrusion detection systems, monitoring and response	Perform	Perform

Cyber Security	SRNS	Centerra-SRS
Coordination, enforcement, and management of the site vulnerability scanning and configuration management programs	Perform	Perform
Management and implementation support of the secure desktop program.	Perform	
Security awareness and training per established programs	Assist	Perform
Provide certification and accreditation framework and common control support that may be leveraged by Centerra-SRS	Perform	Assist
Manage encryption technologies; provide Entrust account and password recovery services	Perform	
Oversee media destruction program	Perform	
Programmatic oversight of the following: • Cyber Security Configuration Management Team Centerra-SRS will provide representation for each of the teams Listed.	Perform	Assist

4.1.8 GIS Services

Site Geographic Information Systems Services organization provides programmatic support focusing on technical expertise, DOE interface, and maintenance of GIS data layers utilized by Centerra-SRS. The scope of the support includes the following:

GIS Services	SRNS	Centerra -SRS
Storage, upkeep and basic access geospatial data: • Building locator functions • Site historical imagery locator • Site aerial photo data base and geospatial data • Regulatory reporting geospatial data	Perform	

• Area closure project geospatial data • Waste management geospatial data • Emergency Operations /SRSOC geospatial data		
GIS analysis and programming for project specific applications	Perform	
Policy, standards and practices recommendations for site use of GIS data.	Perform	
DOE GIS User group and collaboration efforts	Perform	
SRS GIS User group and collaboration efforts	Perform	
SRS Data trustee Committee	Perform	

4.2 Telephone Services

SRNS will provide the following telephone services for a minimum of 643 (+5%) Centerra-SRS assigned telephone sets. This count is based on the November 2014 actual inventory of Centerra-SRS assigned telephones

Telephone Services	SRNS	Centerra-SRS
Basic access to on-site and off-site voice communications via the SRS Telephone System	Perform	
Business authorized long distance service administration	Perform	
Subscriber voicemail service administration	Perform	
Access to on site audio conferencing services for sensitive conferences only	Perform	
Coordination of offsite general audio conferencing system services	Perform	
Site telephone operator function (phone directory lookup) 7:30 AM – 4:00 PM Monday - Friday	Perform	
Emergency phone administration	Perform	

Telephone Services	SRNS	Centerra-SRS
Mobile Device contract integration/administration	Perform	
Long distance calling card administration	Perform	
Manage Existing and Incremental On Site Special Circuits	Perform	
Phone Numbers for FAX Machines and Modems administration	Perform	
Maintain All Switched Voice trunks to Inter-exchange Carriers, Local Exchange Carriers, External Peripherals and Voice Transport Links to All Line Concentrators	Perform	
Voice Network Management Center (5-HELP Option 3)	Perform	
Capacity planning with Centerra-SRS involvement and Disaster Recovery for those items currently defined in Manual 12B1, Information Technology Policies, Procedures, Standards, and Guidelines, Appendix B, DR and FMF-Designated Collections	Perform	Assist
Existing Telephone Set Administration	Perform	
Telecom Facility Management	Perform	
Manage Structured Wiring and Outside Plant needs	Perform	
Telecommunications Systems Monitoring 7 x 24	Perform	
Telecommunications Systems Operations 7 x 24	Perform	

4.3 Strategic Planning & Program Management

SRNS will provide an SRNS IT Strategic Plan focused on the current IT infrastructure and vision for the future recognizing SRNS role in a multi-contractor scenario. Communication with Centerra-SRS will occur on any elements of this plan that will affect Centerra-SRS.

5.0 INTERFACE CONTROL INFORMATION

No specific reporting requirements are identified at this time. If reports are identified, the Interface Management Office POC will be contacted and all parties will agree on a path forward.

6.0 SERVICE INFORMATION SUMMARY

Service	Units
Consolidated IT Services	10
Network and Internet Connectivity for Centerra-SRS Desktops	464
Email Services	440448
Computer Security	Programmatic
Telephone Services	643
Printing Services	As needed
Strategic Planning and Program Management	Programmatic
Cell Phones	92
iPhones	58
iPads	23
SecurID	25

7.0 POINTS OF CONTACT

Both parties shall assign single Points of Contact (POCs) who will be responsible for coordinating and administering all matters related to this agreement. All requests for services shall flow through these POCs (or their functional designees). The POCs for this agreement are:

SRNS: Cynthia D Keller, Special Projects and Services

Centerra-SRS: Larry Adcox, Information Technology Department

8.0 APPROVALS

This appendix is approved by:

SRNS: _____ 1/13/15
Valerie Perez,
Chief Information Officer
Date

Centerra-SRS: _____ _____
Raymond H. Smith
Acting Assistant General Manager
Date

9.0 ATTACHMENTS

9.1 Attachment A

Current distributed versions of client software are included below:

Windows 7 Applications	
ActiveX Plug in for OrgPublisher	InstallScript Developer 7.0
ActiveX Plugin for OnBase	InstallScript Engine 10.5
Adobe Flash Player For Internet Explorer	IXIA Endpoint Performance Monitor
Adobe Flash Player For Other Browsers	Java Runtime Environment 1.6.0_65
Adobe Reader 10.1.8	JRE URL Moniker
Adobe Shockwave Player	JTACS
Amyuni PDF Converter 4.5	Lotus Notes 8.5.3
Apple Application Support	Microsoft .NET Framework 4.0.30319
Apple QuickTime 7.7.4	Microsoft Office Professional Plus 2010
Asset Suite Foundation Architecture Desktop Control	Microsoft XML Parser 4.0 SP2
Authorware	Oracle 11g Database Utilities
BeyondTrust PowerBroker Desktop Client v4.9	Oracle 11g DSN
Bomgar Remote Support	Oracle 11g Standard Client
Bonjour v1.0.6	Oracle Remote Print Utility
Cisco NAC Agent v4.7.2.10	Oracle TNS Sync
Cisco VPN Client	Silverlight Plugin
Crystal Reports Basic Runtime for VS2008	SnagIt 10
Crystal Reports Smart Viewer 9.2.2 for ActiveX	Splunk Client x64
DJVu 6.1.4	SQL Server Reporting Services Client
Encase Servlet	SRSWiFiNetProfile
Entrust EIntelligence Security Provider	SSRC SVG Plugin
Entrust EIntelligence Security Provider for Outlook	Symantec Endpoint Encryption 8.2.0NOPBA_x64
FileMaker Pro 11 Standard	Symantec Endpoint Protection v12 x64
FileOpen Plugin	WinZip 15.5
FileOpen Plugin	Wireless Certificate Installer
Flowlink Plugin	Wireless Drivers

9.2 Attachment B

InSite related applications

Auto Page System	Quick Search
HR Query Tool	Web Statistics
Organization Trees and Traversal	TACS Shift Calendar
Password Checker	Yellow Pages
Phonebook	Homepage
Personal Information Editor	Provider Tool
PIN Code Utility	SRS Phone on Disk