

APPENDIX 9

REV. 8

G-FSP-G-00009

**Functional Service Agreement Between
Savannah River Nuclear Solutions, LLC
and
Savannah River Remediation, LLC
for
Information Technology**

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1.0 INTRODUCTION

This Functional Service Agreement (FSA), appendix 9 of Memorandum of Agreement (G- MOA-G-00002) describes the service exchange between the Savannah River Site (SRS) Management and Operating (M&O) contractor, Savannah River Nuclear Solutions, LLC (SRNS) and Savannah River Remediation, LLC (SRR).

This appendix describes the Information Technology 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 FSA as defined in Contracting Officer (CO) direction to SRNS. Activities not included in the FSA will be requested by the tenant utilizing the Service Level Agreement (SLA) process.

The parties agree to review this FSA periodically (not to exceed a period of two years) and revise it if changes are needed as determined by both parties.

Unless otherwise noted in this document, the services described do not apply to SWPF/Parsons.

2.0 POLICIES, PROCEDURES, AND MANUALS

The support and coordination of the Information Services and Cyber Security policies, procedures and manuals provided to SRR are part of this scope. Full time leadership is required to perform tasks such as keeping the program current with the latest U.S. Department of Energy (DOE) Orders, responding to external audits, providing timely guidance to meet field needs, maintaining alignment with other Site programs, providing and implementing corrective action plans, addressing management initiatives and inquiries, etc. 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 Sections
1-01	Management Policies	MRP 3.33 Computer Malware Control

10Q	Computer Security
12B	Information Management
12B1	Information Technology Policies, Procedures, Standards, and Guidelines

3.0 CODES AND STANDARDS

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 12B MRP 2.03 Information Management Acquisition and Management
 - Manual 7Q Procedure 401, Protection and Control of Classified Matter
 - Manual 7Q Procedure 406, Protection and Control of Sensitive Unclassified Matter
 - Manual 12B MRP 2.03 Information Management Acquisition and Management
 - NIST 800-53
 - DOE Order 205.1B, Chg 3, 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)
 - DOE Order 241.1B, Scientific and Technical Information Management
 - 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, Chg 1 Records Management Program
 - DOE Order 471.3, Chg 1 Identifying And Protecting Official Use Only Information
 - Freedom of Information Act, 5 USC 552
 - Paperwork Reduction Act
 - DOE Order 415.1, Chg 2 Information Technology Project Management
 - Committee on National Security Systems (CNSS) 5000 Guidelines for Voice Over Internet Protocol (VoIP) Computer Telephony
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- 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, Chg 2 Information Security
- NNSA NAP 14.1-D NNSA Baseline Cyber Security Program

4.0 SERVICES

SRNS will provide the following services:

4.1 Consolidated IT Services

SRNS will provide the following consolidated IT services for Managed Secure Windows-Based SRR desktops. This count is located in Section 6.0.

4.1.1 SRS Standard Desktop Support

SRS Standard Desktop Support	SRNS	SRR
Installation & management of site-standard Windows- based software on managed secure desktops configured for existing 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	

SRS Standard Desktop Support	SRNS	SRR
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) Standard and management of the Secure Desktop program	Perform	
Level 1 phone support for all requests to the Help Desk. Single-Point-of-Contact Help Desk from 6:00 AM to 4:30 PM on Monday – Thursday and 6:00 AM 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. Track and manage through resolution. Notify and dispatch assigned problem resolution personnel.	Perform	
Status updates to users via Web or upon request	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	
Oversee Computer Accounts Management and Administration, includes manual password resets.	Perform	

4.1.2 Mobility Services

SRNS will provide the following Mobility Services for SRR mobile devices (Cellphones/iPhone/iPad). Mobile device counts are found in Section 6.0.

Mobility Services	SRNS	SRR
Mobile Device contract integration/administration	Assist	Perform
Coordinate the acquisition, configuration, and deployment of mobile devices	Assist	Perform
Manage and support integration of mobile devices into site standard email system	Perform	
Manage the Apple device enrollment program (DEP) to auto enroll SRR devices in the site MDM.	Perform	
Manage the Citrix remote access infrastructure for access to virtual applications on SRSnet	Perform	
Manage and support the mobile device interface	Perform	

4.1.3 Central Computing Facility

SRNS will provide the following services for the core IT infrastructure supporting desktops and common site application in place.

4.1.3.1 Systems Infrastructure

System Infrastructure	SRNS	SRR
Operate primary and back-up data centers	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	

Contingency Planning and Disaster Recovery for those items currently defined in Manual 12B1, Information Technology Policies, Procedures, Standards, and Guidelines, 1.11- IT Contingency and Disaster Recovery Practice and <u>Appendix B. DR and FMF-Designated Collections</u>	Perform	Assist
Windows, Solaris, and Linux Server Systems Engineering	Perform	
Server Acquisition Vehicle and Process Management	Perform	
Configuration Change Review Board Management with the opportunity for SRR to participate	Perform	Assist
IT Outage Communications Coordination	Perform	
DOE-mandated certification and accreditation responsibilities and maintenance for SRNS infrastructure and applications	Perform	
Infrastructure Authentication Services for RSA SecureID for systems that have access to SRSnet. Includes administration of existing SRR SecurID tokens for remote access and privileged user access. (Count provided in Section 6.0)	Perform	

4.1.3.2 Application Infrastructure and Strategic Technology

Application Infrastructure and Strategic Technology	SRNS	SRR
Production Application Infrastructure Support	Perform	
Oracle Enterprise License Subcontract Management	Perform	
Core Database Administration for Oracle, SQL Server	Perform	
Application Job Scheduling and Monitoring	Perform	
Operate and maintain application server software including Microsoft IIS and Apache Tomcat	Perform	
Provide data integration services	Perform	
Develop IT-WIFI technical strategies	Perform	

Define IT computing architecture direction	Perform	
IT Chief Architect functions	Perform	
Leverage research consultants to align strategic direction and deployment best practices	Perform	

4.1.3.3 SWPF Media Storage

SRNS will provide SWPF storage space in the Central Computing Facility (703-44A) for the purpose of maintaining electronic storage media for SWPF disaster recovery objectives in support of SRS. Grid Location is U1, V1.

CCF Access will be provided for one primary and two alternate personnel who will have:

- A Site badge.
- Completed requirements for CCF access (read and acknowledged in writing 12B1, 2.21B IT Facility Conduct of Operations.
- 24/7/365 access unless CCF operational requirements prohibit or a facility outage.

SWPF is responsible for providing storage cabinet, proper media transport and access procedures.

4.1.4 SRSnet Access

SRSnet Access	SRNS	SRR
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	

SRSnet Access	SRNS	SRR
Capacity planning and Disaster Recovery planning for core network infrastructure	Perform	
Oversee SRR's management and operation of internal firewalls	Perform	
Operate and manage the SRSnet Guest Wireless Network	Perform	
Wireless systems and networks security oversight	Perform	

4.1.5 *Intranet/Internet Access*

Intranet/Internet Access	SRNS	SRR
Manage InSite and related applications as described in Attachment B.	Perform	
DOE-mandated certification and accreditation responsibilities and maintenance for the existing InSite Infrastructure with SRR representation	Perform	Assist
Provide and manage access-controlled content hosting as required to comply with Cyber requirements for protection of sensitive information	Perform	
Provide and manage space for up to 100 SRR Providers for hosting SRR public department web sites	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	

4.1.6 Video Communication Services

Video Communication Services	SRNS	SRR
Operational and maintenance support for the site video distribution network and satellite receiver field.	Perform	
Manage Digital Streaming Video requested by SRR to the SRR 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	
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	

4.1.7 E-mail Accounts

SRNS will provide the following Email Account Services SRR e-mail accounts. The email count is provided in section 6.0. The email system, was migrated from IBM Notes (email) and presence/chat (Sametime) to Microsoft Office 365 cloud products for email (Exchange/Outlook) and presence/chat (Skype) in the government community cloud. SRNS is actively working to migrate or retire all remaining IBM Notes Applications and infrastructure. Until such time, a smaller Lotus Notes footprint must be maintained. The term email is used generically.

E-mail Account Services	SRNS	SRR
Manage IBM Notes Application Infrastructure and Personal and Group Notes Document Libraries in IBM Notes	Perform	
IBM Notes/Microsoft O365 Software Licensing, Performance Monitoring and System Integrity	Perform	
E-mail Infrastructure Server Hardware Acquisition	Perform	
IBM Notes/Microsoft O365 System Engineering and Operation Support	Perform	
IBM Notes/Microsoft O365 Data Management and Configuration Control	Perform	
Manage Site Messaging Backbone	Perform	
IBM Notes/Microsoft O365 Computer Accounts Management	Perform	
Manage Information Technology (IT) IBM Notes Software Development Tools	Perform	
IBM Notes/Microsoft O365 Database Administration	Perform	
Incoming and outgoing E-mail Filtering and data loss prevention tools	Perform	
DOE-mandated Certification and Accreditation responsibilities and maintenance	Perform	
Manage 15 existing Lotus Group Document libraries / Team Rooms, each with less than or equal to 4 GB each.	Perform	
Manage and support integration of the mobile devices infrastructure within Microsoft O365	Perform	

4.1.8 Cyber Security Operations

SRNS will provide the following Computer Security Services to SRR personnel based on the applications, systems and environments specifically mentioned in the current C&A Boundaries approved with the Authority to Operate Letter issued by DOE. Personnel count found in section 6.0.

Cyber Security	SRNS	SRR
Cyber security program development, implementation, and enforcement support and oversight to the SRR contractor, as determined by DOE-SR. Includes develop and enforce site-level cyber security policies in accordance with DOE requirements and standards.	Perform	
Implementation and liaison with Cyber Security Programs and closely coordinate impactive Cyber Activities with SRR	Perform	Assist
Oversee management of the cyber security configuration management program & tools supporting multiple platforms.	Perform	Assist
IT Cyber Security Operations Coordination, including security architecture development and oversight, system and network security activities, and Virus and Malware detection and eradication	Perform	Assist
Data recovery services (i.e., failed drives, accidental deletions) and Media Sanitization and Destruction Oversight	Perform	
Continuous Monitoring of SRR Cyber programs and facilities (with annual assessments)	Assist	Perform
Continuous monitoring for waste, fraud and abuse in the web environments & subsequent incident response	Perform	Assist
Certification and accreditation oversight of the SRR accreditation boundaries	Assist	Perform
IT Coordination of Certification and Accreditation Program for IT-managed Boundaries with SRR representation. This is to include providing copies of continuous monitoring results documentation.	Perform	Assist
Oversee management of intrusion detection systems, monitoring & response	Perform	

Cyber Security	SRNS	SRR
Coordination, management, and enforcement of Site Vulnerability and Patch Management Process and systems.	Perform	Assist
Oversee management of perimeter firewalls	Perform	
Authentication proxy server function	Perform	
Security awareness and training per established programs	Perform	Assist
Forensics support	Perform	Assist
Performance testing of computer systems on SRSnet, secondary networks, and stand alone, as required by established policies and procedures (Note: All SRR secondary network activities performed by SRNS will have advance SRR concurrence)	Perform	Assist
Manage encryption technologies; provide Entrust account and password recovery services	Perform	
Regulate the use of non-standard and controlled hardware and software to be used on SRS networks; review and approve purchase orders as required by site policies and procedures	Perform	
Serve as interface for cyber security audits, data calls and assessments from outside entities	Assist	Perform
Serve as primary interface to DOE for cyber security programs and issues	Perform	Assist
Coordination of the implementation, compliance and audit topics related to the Energy Program Cyber Security (PCSP) Plan.	Perform	

4.1.9 GIS Services

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

GIS Services	SRNS	SRR
Storage, upkeep and basic access geospatial data: <ul style="list-style-type: none"> • Building locator functions • Site historical imagery locator • Basic Site GIS reporting geospatial data • Regulatory reporting geospatial data • Area closure project geospatial data • Waste management geospatial data • Emergency Operations /SRSOC geospatial data 	Perform	
GIS analysis and programming for project specific applications	Perform	
Policy, standards and practices recommendations for site use	Perform	
SRS Data Trustee Committee	Perform	
SRS GIS User Group and collaboration efforts	Perform	
Cyber scanning, remediation and documentation and auditing for GIS	Perform	
GIS Vendor Software upgrades, patching and testing	Perform	

4.1.10 *Engineering and Projects Facility Management Services (EPFM) and Document Control IT*

EPFM and Document Control IT	SRNS	SRR
Provide an electronic Controlled Index for Engineering Drawings, Documents and Associated Changes	Perform	
Provide an electronic Controlled Index for Operation and Maintenance Procedures	Perform	
Provide software tools that support manual scanning of documents and automatic processing of vendor and electronic submissions.	Perform	
Provide Library Services for Check-in Check-out	Perform	
Support changes, enhancements, and report configuration prioritized by Design Authority	Perform	
Annual Application Risk Assessment	Perform	
Vendor Software upgrades, patching and testing	Perform	
Meet Software Quality Assurance requirements	Perform	
Perform Cyber security requirements to maintain Authority to Operate	Perform	
Review and approval process for Engineering vendor documents	Perform	
Provide require Controlled distribution as well as “Information Only” and working copies	Perform	

4.2 Telephone Services

SRNS will provide the following telephone services for SRR-assigned telephone sets. This count is provided in section 6.0.

Telephone Services	SRNS	SRR
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 an onsite audio conferencing system for sensitive conference calls.	Perform	
Coordination of offsite general audio conferencing system services	Perform	
Site telephone operator function (phone directory lookup) 6:30 AM – 4:00 PM Monday - Thursday	Perform	
Emergency phone 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 and Disaster Recovery	Perform	
Existing Telephone Set Administration	Perform	
Telecom Facility Management	Perform	
Manage Structured Wiring and Outside Plant needs	Perform	
Telecommunications Systems Operations and Monitoring 7 x 24	Perform	

4.3 Strategic Planning & Program Management

Strategic Planning & Program Management	SRNS	SRR
IT Strategic Planning focused on the current IT infrastructure and vision for the future	Perform	Assist
Maintain CMIS at a level to ensure site and 12B1 procedural compliance	Perform	

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 UNIT INFORMATION

The services listed below are routine established services that are provided to the 2086 +/- 5% SRR personnel by SRNS. Additional services other than those listed below may be provided upon request through the Point of Contact.

Service	Quantity
Consolidated IT Services (based on PC Count)	1921
Email Accounts	2110
Telephones Handsets	2454
Cellphones	205
iPhones	436
iPads	179
SecurID Tokens	392

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: Deanna S. Goodlove

SRR: Frank Racel

8.0 APPROVALS

	JEFFREY KROHN (Affiliate)	Digitally signed by JEFFREY KROHN (Affiliate) Date: 2018.03.14 09:21:10 -04'00'
SRNS:	<hr/> Jeff Krohn SRNS CIO	<hr/> Date
SRR:	 <hr/> Peter Zionkowski - Director IT	<hr/> 3/14/2018 Date

9.1 Attachment A

Current distributed versions of client software are included below:

Windows 7 Applications	
ActiveX Plug in for OrgPublisher	Google Chrome
ActiveX Plugin for OnBase	InstallScript Developer
Adobe Flash Player Adobe Reader	InstallScript Engine
Adobe Shockwave Player	IXIA Endpoint Performance Monitor
Adobe Acrobat Pro	Java Runtime EnvironmentJRE URL
Amyuni PDF Converter Apple	Moniker
Application Support	JTACS
Apple QuickTime	Lotus Notes
Asset Suite Foundation Architecture Desktop Control	Microsoft .NET Framework Microsoft
Authorware	Office Professional
BeyondTrust PowerBroker Desktop Client	Mozilla Firefox
Bomgar Remote Support	Oracle Database Utilities
Bonjour	Oracle DSN
Cisco NAC Agent Cisco	Oracle Standard Client
VPN Client	Oracle Remote Print Utility
Crystal Reports Basic Runtime for VS2008	Oracle TNS Sync
Crystal Reports Smart Viewer 9.2.2 for ActiveX	Silverlight Plugin
DJVu	SnagIt
Encase Servlet	Splunk Client
Entrust EIntelligence Security Provider	SQL Server Reporting Services Client
Entrust EIntelligence Security Provider for Outlook	SRSWiFiNetProfile
FileMaker Pro 11 Standard	Symantec Endpoint Encryption
FileOpen Plugin	Symantec Endpoint Protection WinZip
Flowlink Plugin	Wireless Certificate Installer
FileOpen Plugin	Wireless Drivers
Flowlink Plugin	

9.2 Attachment B

InSite related applications

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