



Office of Science
Headquarters

Information Management
Operating Plan
Fiscal Year 2004

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IM Operating Plan Overview

The IM Operating Plan for the Department of Energy (DOE) Office of Science (SC) Headquarters (HQ) represents an agreement between the Office of Information Technology (SC-40) and its customers as represented by the Customer Information Advisory Group (CIAG), the Information Management Board (IMB), and the SC Executive Steering Committee (ESC). The Plan identifies the IM projects and services to be delivered by the Information Services and Planning Division (SC-41) during FY 2004, how they will be provided, and when they will be provided.

This year's Operating Plan reflects several improvements in the planning process that better define the scope of each project, the relationship among projects, and how each project supports the business activities of SC, as well as the President's Management Agenda. Changes include the following.

- Federal e-Government and Innovative Department of Energy e-Government Applications (IDEA) initiatives were analyzed to determine their impact on SC Headquarters projects. Where feasible, managers of each initiative were interviewed and documentation was analyzed to determine the extent to which there was overlap or requirements to interface with SC Headquarters projects. Overlap was identified between SC HQ Corporate Development and ePME, and per agreements with ePME, SC-41 will implement critical functionality currently performed by RIMS, which is at risk of failure.
- Corporate Development applications were renamed to illustrate the direct correlation between the applications and the business activities performed by SC (as reflected in the SC Business Model) and better communicate their functions. Changes to the application names are summarized below.
 - Budget Formulation and Budget Execution applications become "Budget"
 - Execution Work Management applications become "Procurement"
 - Management applications become "Direction and Promotion"
 - Intranet, Reference, Support Services, and Human Resources applications do not change
- Corporate System Development project narratives were improved. Project scope is now defined in terms of the business activities to be automated by the application and the data that is processed by those activities. The activities and data associated with each application are listed with the application description.
- Technologies required to support each corporate development application have been identified.
- Legacy systems that pose a significant risk to the integrity and stability of the infrastructure were identified. Projects to enhance or replace these systems have been added to the plan to maintain a stable and current technology infrastructure.
- Infrastructure project narratives were improved to more clearly define the purpose and scope of each project as follows.
 - Detailed descriptions
 - Identification of user benefits
 - Identification of interdependencies with other infrastructure projects, corporate system development projects, and relevant technologies
 - Identification of how each project supports the Presidents' Management Agenda

This Plan was developed based on an anticipated fiscal year (FY) 2004 budget of \$7,000,000 and the ESC-approved SC HQ IM Strategic Plan covering FY 2004 through FY 2008. While the primary purpose of the IM Strategic Plan is to identify what services to provide, the primary purpose of the IM Operating Plan is to provide those services effectively. Together, they help us achieve our goal to provide IM services that enable customers to perform their work more effectively.

IM Operating Plan Overview

This Plan is organized into the following sections.

FY 2004 IM Budget Plan	Provides the planned budget amount for each IM service and project.
FY 2004 IM Service and Project Narratives	<p>Provides a narrative for each IM service and project:</p> <ul style="list-style-type: none"> • Infrastructure Projects: Items that are needed to maintain the SC HQ IM infrastructure and keep it current, and comply with Federal regulations. These items have been agreed to as non-discretionary by the SC IM customer groups. • IM Services: IM services provided to customers. • Corporate System Development: New corporate development planned in support of SC HQ business activities (as defined by the SC HQ Business Model). • Legacy Systems Retirement: Projects to replace or enhance legacy systems because they have a high risk of downtime, increased maintenance costs, or failure, and because they were given high priority by the ESC. There are no Legacy Systems Retirements planned for FY 2004. • Associate Director/Office Director (AD/OD) Projects: IM projects recommended by AD/ODs during interviews with SC-41 during FY 2002 that are not covered elsewhere in the Plan. There are no AD/OD projects planned for FY 2004. • SC-41 Projects: IM projects recommended by SC-41 to improve IM support to customers. There are no SC-41 projects planned for FY 2004. • SC-1 Projects: SC-41 will work with SC-1 to determine and implement SC-1 IM needs on a priority basis. • OneSC Projects: Solutions for senior management IM requirements in support of OneSC. These projects are to be determined and will include quick delivery solutions for senior management IM requirements in support of OneSC.
FY 2004 IM Service Level Descriptions (Policies and Guidance)	Provides a description of how each IM service is provided and how each IM project is managed.
FY 2004 IM Service and Project Schedules	Provides a schedule for the provision of each IM service and the management of each IM project.
FY 2004 Performance Measures	Provides a description of the performance measures that are used to track customer satisfaction.

FY 2004 IM Budget Plan

FY 2004 IM Operating Costs*

IM Requirement	Labor	HW/SW/ SVCS
Infrastructure		
Operations and Maintenance	500,000	77,000
- SQL Server Update (Rollover)	300,000	0
- Microsoft Exchange 2003 Update (Rollover)	450,000	150,000
Systems Maintenance and Support	358,000	10,000
- RIMS	300,000	25,000
Hardware Maintenance	133,000	10,000
Standard Suite of Software	12,000	215,000
IM Implementation	450,000	55,000
IM Planning	497,000	0
Cyber Security	316,000	100,000
Workstation Refresh	197,000	150,000
Infrastructure Updates		
- Gigabit Ethernet	25,000	300,000
- MS.NET	112,500	75,000
- EIM	100,000	100,000
- Portal Update	425,000	200,000
SC Continuity of Operations Plan (COOP) Support	150,000	0
Services		
Support Center	347,000	5,000
Deskside Support	362,000	0
Hardware/Software Review and Acquisition [†]	0	0
Videoconferencing	0	44,000
Hardware Loaner Pool	7,500	172,500
Flexiplace Support [†]	0	0
SC-1 Homepage Support and Redesign	80,000	0
Corporate System Development		
Procurement 2.0 (SC-FAS) [‡]	-	-
Procurement 2.1	89,500	0

* Items in the Infrastructure and Services categories are guaranteed for delivery FY 2004 within the assumed budgets because their costs are well defined. The items in the remaining categories are not guaranteed for delivery within FY 2004 because they are development efforts and their costs can only be estimated at this time. Each will require significant customer involvement to detail scope and requirements, only after which costs can be well defined and a determination made as to whether sufficient funds are available.

[†] Charged back to the requesting organization.

[‡] This project assumes an additional estimated \$500,000 in funding.

FY 2004 IM Budget Plan

IM Requirement	Labor	HW/SW/ SVCS
Budget 1.1	100,000	0
	Split Total:	5,311,500
	GRAND TOTAL:	7,000,000
SC-1 Projects		TBD
OneSC Projects		TBD
CIO Infrastructure[§]		TBD

[§] CIO Infrastructure costs may be as high as \$225,000.

Infrastructure

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FY 2004 Service and Project Narratives

Operations and Maintenance

Maintains and operates the IM infrastructure. This also includes the following projects.

SQL Server Update (Rollover Project)

This project updates all current SC systems to SQL 2000, a relational database management and analysis solution that captures and analyzes critical SC business data.

<p>Description</p>	<ul style="list-style-type: none"> • This project updates all of the current SC systems to SQL 2000 as outlined in the SQL Server Update Feasibility Assessment. SQL is a relational database management and analysis solution utilized to intelligently capture and analyze critical SC business data. The current infrastructure uses disparate versions of SQL as the database management tool for numerous SC applications. FMIS and RIMS are two examples of critical SC business applications that use older technology. Both applications are using SQL 6.5, which is no longer supported by Microsoft. Lack of vendor support on these critical business applications endangers these legacy systems. In addition to endangering FMIS and RIMS, Microsoft continues to update its SQL product, making the update path more difficult. • Upgrading all of the current SC systems to SQL 2000 decreases the immediate risk to FMIS and RIMS and extends vendor support for the product. In addition, the update allows SC-41 to take advantage of newer technology and a more robust database product. Although implementation requires coordination and rigorous testing of legacy applications, SC feasibility team members acknowledge that upgrading immediately is critical. Not only are the legacy applications at risk because of inadequate vendor support, they are also at risk due to retirement and/or relocation of subject matter experts (SME).
<p>User Benefits</p>	<ul style="list-style-type: none"> • SC will develop new products using the latest technology. • Standardization of database technologies makes development and deployment easier. • Databases will be current and supported, decreasing risk to legacy systems.
<p>Interdependencies</p>	<p>Corporate Systems Development: Worksheet Exchange (WSX) receives information from FMIS, which is being updated from SQL 6.5 to SQL 2000. As a result, WSX requires some changes.</p> <p>Legacy Systems :</p> <ul style="list-style-type: none"> • FMIS and FMIS Sync are supported by SQL 6.5 databases that will be updated to SQL 2000 • RIMS, RIMS Sync, and RIMS Web are supported by SQL 6.5 databases that will be updated to SQL 2000. <p>Technologies: SQL 6.5 and SQL 7.0 will be updated to SQL 2000.</p>
<p>President's Management Agenda Initiatives</p>	<ul style="list-style-type: none"> • Expanded Electronic Government <ul style="list-style-type: none"> ▪ Automate processes to reduce cost internally ▪ Share information more quickly and conveniently ▪ Create easy-to-find single points of access to government services

FY 2004 Service and Project Narratives

Microsoft Exchange 2003 Update (Rollover Project)

This project updates Microsoft (MS) Exchange in the SC environment. The update to MS Exchange enhances the Outlook Web Access (OWA) performance and user experience; enhances the stability, reliability, and manageability of the mail system; and improves the performance and flexibility of e-mail service.

Description	This project updates Microsoft Exchange in the SC environment as outlined in the MS Exchange Feasibility Assessment. The update to MS Exchange enhances the OWA performance and user experience; enhances the stability, reliability, and manageability of the mail system; and improves the performance and flexibility of e-mail service.
User Benefits	<ul style="list-style-type: none">• Enhanced Outlook Web Access.• One unified system to handle SC messaging and calendaring system.• Increased e-mail system performance
Interdependencies	Technologies: <ul style="list-style-type: none">• MS Exchange 5.5 will be replaced by Exchange 2003.• Current Blackberry version will be updated.• NT 4.0 servers will be replaced with Windows 2003 servers.• Outlook and OWA will be updated.
President's Management Agenda Initiatives	<ul style="list-style-type: none">• Expanded Electronic Government<ul style="list-style-type: none">▪ Automate processes to reduce cost internally▪ Share information more quickly and conveniently▪ Create easy-to-find single points of access to government services

FY 2004 Service and Project Narratives

Systems Maintenance and Support

Maintains approximately 30 legacy systems resulting in 36 enhancements per week on average. This also includes the following projects.

Research Information Management System (RIMS)

This project ensures the continued availability of RIMS functionality. RIMS allows laboratories and universities to enter abstracts online to facilitate research funding. The system utilizes outdated technologies and third party custom controls that put the system and the SC infrastructure at significant risk.

<p>Description</p>	<ul style="list-style-type: none"> • RIMS is a system that allows laboratories and universities to enter abstracts online to facilitate research funding. It utilizes outdated technologies, including Visual Basic 4.0, Access 2.0, FoxPro, Crystal Reports 4.5, and third party custom controls, that put the RIMS system itself as well as the SC infrastructure at risk. • Retirement of this system will likely occur by updating the Abstract Tracking System (ATS) to include tracking by Work Elements; and updating the Procurement system (formerly called EWM) to manage selection statements and Approved Funding Program (AFPs) from Program Offices. • RIMS has the highest maintenance incidents per year of all legacy systems. Eliminating RIMS would free resources for maintenance of other systems. • RIMS has complications during user workstation image updates. • RIMS Synch and RIMS Web Pass are two legacy applications that will be rewritten or eliminated as part of this project. • Retiring RIMS eliminates the firewall hole for PI Progress Post, making the SC environment more secure. • RIMS uses a SQL component (DB-Library) that is not supported in post-SQL 2000 versions of SQL; moving to a post-SQL 2000 version will cause RIMS to be inoperable.
<p>User Benefits</p>	<ul style="list-style-type: none"> • RIMS functionality continues. The application will be more stable and the risk of system failure eliminated. • Integrates SC-70 functionality into an SC corporate system. • Allows all Program Offices to manage AFPs and Selection Statements.
<p>Interdependencies</p>	<p>Corporate Systems Development: Replacement of this system will likely occur by updating ATS to include tracking by Work Elements, and updating the Procurement system (formerly called EWM) to manage selection statements and AFPs from Program Offices.</p> <p>Legacy Systems: RIMS Synch and RIMS Web Pass are two applications that will be replaced as part of this project.</p> <p>Technologies: RIMS uses unsupported technologies, including Visual Basic 4.0, Access 2.0, FoxPro, Crystal Reports 4.5 and third party custom controls that should be eliminated in order to minimize risk and maintain a current infrastructure.</p>
<p>President's Management Agenda Initiatives</p>	<ul style="list-style-type: none"> • Expanded Electronic Government <ul style="list-style-type: none"> ▪ Automate processes to reduce cost internally ▪ Share information more quickly and conveniently ▪ Create easy-to-find single points of access to government services

FY 2004 Service and Project Narratives

Hardware Maintenance

Maintains all standard workstations, notebooks, printers, fax machines, and scanners provided to approximately 400 customers.

Standard Suite of Software

Maintains and provides licenses for more than 60 software packages comprising the standard suite of software available to all customers as needed to meet business requirements.

IM Implementation

Provides for budget execution, contract management, project and service oversight, configuration management, tools, etc, all of which are needed to manage the SC Headquarters information technology program.

IM Planning

Provides for IM Strategic and Operating Plans, IM Board and Customer Information Advisory Group (CIAG) meetings and coordination, customer communications, service level descriptions, performance measures, and SC-41 process analysis and improvement, etc.

Cyber Security

Provides a comprehensive Cyber Security program that protects the electronic information assets, automated systems and operations of the SC HQ- Metropolitan Area Network (MAN) and supports the business of the Office of Science Headquarters. This program includes the following.

- Develop the SC Headquarters Computer Security Protection Plan (CSPP).
- Maintain and implement the SC HQ CSPP to mitigate all areas identified in both the internal and external risk assessments conducted by SC, Office of Inspector General, and the OCIO.
- Provide backups of all SC HQ - MAN cyber assets that ensure recoverability in accordance with SC HQ business requirements.
- Maintain and operate antivirus software.
- Maintain and implement cyber security policies associated with disaster recovery solutions (including routine practice drills).
- Develop and institute policies that define end user responsibilities related to remote access, IM assets, data ownership, and personal digital assistant (PDA) security.
- Respond to Federal, Departmental and SC enterprise reporting requirements related to cyber security for SC HQ.

Workstation Refresh

Provides for a refresh (normally 33 percent) of the standard workstation given to all customers.

FY 2004 Service and Project Narratives

Infrastructure Updates

Provides for infrastructure updates to (1) accommodate the provision of new services, new applications, and other new requirements, and (2) comply with Federal regulations, the DOE CIO, and any other external drivers. Update projects planned for FY 2004 include the following.

Gigabit Ethernet for Backbone Network Connectivity

This project updates the SC Asynchronous Transfer Mode (ATM) backbone that connects SC users and systems in Germantown and Forrestal and connects SC to the Office of the Chief Information Officer network infrastructure.

Description	<ul style="list-style-type: none"> • This project updates the SC ATM network to a Gigabit Ethernet network. The SC ATM backbone is the network that connects all SC users and systems in Germantown and Forrestal. Additionally, the ATM backbone connects SC to the Office of the Chief Information Officer (OCIO) network infrastructure. All servers, workstations, and business applications in SC are supported by the SC ATM network. • The ATM technology in use by SC is no longer supported by the manufacturer of the network devices. This puts all business applications at risk of being unavailable to users if the ATM network fails. If this failure were to occur, the costs of the outage and its repair could be significant.
User Benefits	Replacing the current legacy ATM backbone with Gigabit Ethernet increases network bandwidth and application performance, provides easier manageability, makes monitoring and troubleshooting easier, and conforms to OCIO initiatives.
Interdependencies	<p>Services:</p> <ul style="list-style-type: none"> • The Gigabit Ethernet project increases disaster recovery efficiency. • Intrusion Detection capabilities, which fall under the Cyber Security Service, can be procured and implemented as part of this project. <p>Corporate Systems Development:</p> <p>All business systems ride on this backbone and all should see an increase in performance.</p> <p>Technologies:</p> <ul style="list-style-type: none"> • ATM network will be retired. • Performance Monitoring and Intrusion Detection technologies may be procured.
President's Management Agenda Initiatives	<ul style="list-style-type: none"> • Expanded Electronic Government <ul style="list-style-type: none"> ▪ Automate processes to reduce cost internally ▪ Share information more quickly and conveniently ▪ Create easy-to-find single points of access to government services

FY 2004 Service and Project Narratives

MS.NET Implementation

This project provides for the deployment of Microsoft .NET into the Office of Science information management environment. Implementing MS.NET requires two separate efforts; creating a production environment that allows corporate system development to utilize the enhanced MS.NET features, and creating a Windows .NET 2003 server infrastructure.

<p>Description</p>	<ul style="list-style-type: none"> • This project as outlined in the FY 2003 feasibility assessment provides the deployment of Microsoft .NET into the Office of Science environment. • Implementing MS.NET requires two separate efforts. The first effort is to create a production environment that allows corporate system development to utilize the enhanced MS.NET features. The second effort is to create a Windows .NET 2003 server infrastructure. • Windows Server 2003 enables the organization to experience the benefits of MS.NET. All newly developed applications will better meet business user needs while enhancing user experience. Windows Server 2003 is easier to deploy, manage, and use than Server 2000. • Improved Active Directory makes information easier for users and administrators to find by providing a logical hierarchical organization of network resources. Crystal Reports 7.0 needs to be updated at this time as well.
<p>User Benefits</p>	<ul style="list-style-type: none"> • Increased performance of SC corporate applications. • Enhanced page refresh speed. • Improved user interface functionality. • Improved data retrieval performance.
<p>Interdependencies</p>	<p>Infrastructure Projects:</p> <ul style="list-style-type: none"> • Active Directory servers should migrate to .NET server before other .NET servers are introduced to the environment. • IMSC servers should move to SQL 2000 or later to be .NET compatible. <p>Technologies:</p> <ul style="list-style-type: none"> • Crystal Reports 7.0 will be updated to the latest version of Crystal Reports. (.NET compliant) • Certain Windows 2000 servers will be updated to Windows 2003 Server. All newly deployed servers should be Windows 2003 servers as well. • .NET Advanced Server Pages (ASP), VB.NET, and C# will be introduced.
<p>President's Management Agenda Initiatives</p>	<ul style="list-style-type: none"> • Expanded Electronic Government <ul style="list-style-type: none"> ▪ Automate processes to reduce cost internally ▪ Share information more quickly and conveniently ▪ Create easy-to-find single points of access to government services

FY 2004 Service and Project Narratives

Electronic Information Management (EIM) Implementation

This project continues the implementation of a document management technology to organize, store, and maintain SC data (e.g., documents, correspondence, and information).

Description	A document management technology must be implemented to organize, store and maintain SC data (e.g., documents, correspondence, and information). Currently, an EIM solution has been implemented in SC-41 as a pilot. Plumtree, utilized as a portal, may also offer an appropriate SCwide document management solution. Document management requirements for all of SC must be reassessed to include infrastructure and software development needs, training, and implementation of SC program office data.
User Benefits	Provides improved ability to organize, track, and manage important SC data.
Interdependencies	<p>Infrastructure Projects:</p> <p>The document management solution may share similar requirements and use the same software as the Portal Update project.</p> <p>Technologies:</p> <ul style="list-style-type: none"> • SharePoint is a possible EIM solution. • Plumtree is a possible EIM solution.
President's Management Agenda Initiatives	<ul style="list-style-type: none"> • Expanded Electronic Government <ul style="list-style-type: none"> ▪ Automate processes to reduce cost internally ▪ Share information more quickly and conveniently ▪ Create easy-to-find single points of access to government services

FY 2004 Service and Project Narratives

Portal Update

This project updates the SC intranet portal (SCIP), which is planned to be the central access point for all web-based business applications and is a key element to all development efforts. The portal currently uses Plumtree software that runs on the unsupported NT 4.0 server. The Plumtree software needs to be updated, or new portal software implemented, or the portal should be transferred to MS SharePoint.

Description	<ul style="list-style-type: none"> • SCIP currently runs on Plumtree 4.0. This version is not compatible with Windows 2000 and Active Directory (AD). The portal is planned to be the central access point for all web-based business applications. The Plumtree software needs to be updated, or new portal software implemented, or the portal should be transferred to MS SharePoint, portal software that is already part of the architecture. • The portal, a key element to all development efforts, runs on the unsupported NT 4.0 server. This project has a significant impact on the current Windows 2000 architecture standard, MS.NET Project, and the SQL Server project.
User Benefits	<ul style="list-style-type: none"> • Provides user-customizable interface. • Provides single login and central point of access for all business applications. • Centralizes all SC business processing.
Interdependencies	<p>Infrastructure Projects:</p> <ul style="list-style-type: none"> • Moving the portal server (SCIP) to Active Directory and SQL 2000 and Windows .NET 2003 server cannot happen until the portal is updated. Currently, the task of migrating the portal servers to AD has been removed from the AD project and moved to the SQL Server project with the expectation that the Portal Update project will occur prior to the implementation phase of the SQL Server project. • The Remote Access Project will most likely use the portal to access business systems such as Research Information Management System (RIMS) and Financial Management Information System (FMIS) via the web. <p>Corporate Systems Development:</p> <p>The portal is the expected access point for all business systems currently in production, development, and the Strategic Plan.</p> <p>Technologies:</p> <ul style="list-style-type: none"> • Windows 2000 has not been installed on the portal servers due to Plumtree's incompatibility with Windows 2000. • Plumtree 4.0 must be retired. • SharePoint 1.0 is another portal software package that is currently available; however, it may not meet all the requirements necessary of the portal.
President's Management Agenda Initiatives	<ul style="list-style-type: none"> • Expanded Electronic Government <ul style="list-style-type: none"> ▪ Automate processes to reduce cost internally ▪ Share information more quickly and conveniently ▪ Create easy-to-find single points of access to government services

SC Continuity of Operations Plan Support

Develops, implements, and maintains a plan in the event the SC Headquarters infrastructure sustains a disaster.

Services

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FY 2004 Service and Project Narratives

These projects support the following President's Management Agenda Initiatives.

- **Expanded Electronic Government**
 - Automate processes to reduce cost internally
 - Share information more quickly and conveniently
 - Create easy-to-find single points of access internally

Support Center

Provides helpdesk services for all information management services provided. Currently, this service handles over 1,000 calls per month.

Deskside Support

Provides hands-on problem resolution at the customer workstation for all information management services provided. Currently, this service handles over 500 visits per month. This service also provides executive support to the SC Front Office, including one-on-one advice and assistance regarding all information technology products and services from a Front Office perspective.

Hardware/Software Review and Acquisition

Provides for the funding, review, and acquisition in support of ad-hoc customer requests for hardware and software not provided as part of the standard workstation or standard suite of software and ad-hoc customer requests for small support efforts, such as development of a macro. This service is charged back to the requesting organization in accordance with SC-60 procedures.

Videoconferencing

Provides videoconferencing support (maintenance and call setup) to videoconferencing rooms H207, G258, G436, E243, and 7B058.

Hardware Loaner Pool

The service supports the loaner pool, which includes Blackberry wireless devices (data & voice), laptops, tabletPc's, mobile phones, pagers, LCD projectors, Ethernet hub, (i.e., portable networking equipment, including a printer, for use within and outside of DOE), wireless router, digital camera, PCMCIA-based wireless network cards, USB pen and Zip devices. This service currently supports over 700 requests per year. It also provides for the recurring charges associated with Blackberry, mobile phone, and pager usage and provides for limited refresh of the loaner pool.

Flexiplace Support

Provides a flexiplace configured workstation, associated maintenance, and on-site support for flexiplace customers. Currently, this service supports four customers. This service is charged back to the requesting organization in accordance with SC-60 procedures.

SC-1 Homepage Support and Redesign

Provides maintenance and redesign support to the SC-1 homepage.

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Corporate System Development

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Description

Supports the process of parsing and storing proposal data submitted by grantees and sending approved grants to the Chicago Operations Office for final review and approval.

Prerequisites

None

Dependents

None

Related Business Activities

- **Issue Solicitation**
 - Issue Annual 605 Solicitation Notice
 - Issue 605 Solicitation Notice
 - Issue Contract Solicitation
 - Issue 600 Solicitation
- **Receive Proposal**
 - Manage Proposal Types
 - Review Proposals
 - Select Proposals
- **Authorize Work**
 - Establish/Confirm Availability of Funds
 - Prepare Work Authorization Package
 - Prepare Procurement Request Package

Associated Data Entities

- **Proposal**
 - Proposal Notes
 - Proposal PI
 - Proposal Status
 - Proposal Type
 - Reviewer History
- **Work Authorization**
 - Appropriate Symbol
 - Award Type
 - BR Code
 - Institution
 - Person
 - PR Form
 - PR Form Budget
 - PR Notes
 - Work Authorization
- **Solicitation**
 - Person
 - Solicitation

Associated Technologies

- EIM

Associated Legacy Systems

None

President's Management Agenda Initiatives

- **Improved Financial Performance**
 - Delivers more timely delivery of financial data
- **Expanded Electronic Government**
 - Automate processes to reduce cost internally
 - Share information more quickly and conveniently

*Financial Assistance System

Description

Implement critical procurement functionality (Award Justification and Progress Narrative) currently performed by RIMS.

Prerequisites

None

Dependents

- Budget Package 2.0
- Budget Package 2.1
- Procurement 3.0
- Procurement Package 4.0
- Procurement Package 4.1

Related Business Activities

- **Receive Proposal**
 - Select Proposals

Associated Data Entities

- **Award**

Associated Technologies

- RIMS

Associated Legacy Systems

- RIMS – Research Information Management System

President's Management Agenda Initiatives

- **Improved Financial Performance**
 - Eliminates legacy systems
 - Delivers more timely delivery of financial data
- **Expanded Electronic Government**
 - Automate processes to reduce cost internally
 - Share information more quickly and conveniently

Description

Implement critical budget functionality currently (changes to AFP amounts, and associated comments) performed by RIMS.

Prerequisites

- None

Dependents

- Budget Package 2.0
- Budget Package 2.1

Related Business Activities

- **Collect Budget Input**
 - Collect Program Office Budget Information
 - Review "Continued" Work
 - Identify New Initiatives

Associated Data Entities

- AFP

Associated Technologies

- EIM

Associated Legacy Systems

- None

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SC-1

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FY 2004 IM Service and Project Narratives

SC-41 will work with SC-1 throughout FY 2004 to determine and implement SC-1 IM needs on a priority basis .

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OneSC

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FY 2004 IM Service and Project Narratives

This project provides quick delivery solutions for senior management IM requirements in support of OneSC. Recommendations for short-and long-term integration of IM support at all SC sites as required to support OneSC.

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FY 2004 IM Service Level Descriptions (Policies and Guidance)

Operations and Maintenance

Description:

This service maintains the local area network (LAN) infrastructure and provides backup and recovery of the LAN data. Included in this service for FY 2004 are the following projects, which are necessary for maintaining the current level of service.

- SQL Server Update (Rollover)
- Microsoft Exchange 2003 Update (Rollover)

These projects are described on pages 7 & 8 of this plan.

Point of Contact:

Ted Griffin

Performance Measures:

- Percent of time that e-mail is operational.

Policies and Guidance:

- 1) LAN Data Storage - SC-41 maintains the following major areas of user accessible data storage, each of which is monitored for performance, backed up nightly, and available remotely.
 - a) (N:drive) Users' personal storage area, based on network logon access.
 - b) (Q:drive) Work area that allows for data interchange among Divisional/office co-workers.
 - c) (P:drive) Office of Science common repository for data that allows sharing of information throughout SC.
 - d) The P:drive retains one year's worth of SC LAN data. On a monthly basis, all data one year and older is migrated to a tape backup system. Once the data has been migrated or archived, the process to obtain access is as follows.
 - i) Call the SC Support Center (SCSC) and request the data by file name, file location, or timeframe.
 - ii) Allow the Support Center adequate time (up to eight hours) to restore the data. (In the event of an emergency, the SC Support Center makes every effort to restore the requested data as soon as possible.)
- 2) Auto Archiving - Continued storage of documents in the Outlook Inbox negatively affects e-mail system performance, recovery, and backup. To help remedy this situation, users should regularly archive their mail. The folders and files in Outlook archives are easily found, moved, and, when appropriate, deleted. Folders and files can be archived manually or by enabling Outlook's Auto Archiving. Instructions are available from the Outlook Help Menu or by contacting SCSC for assistance.
- 3) DOE Corporate E-mail Policies -
 - a) All SC e-mail goes through the DOE corporate firewall/gateway, which has the following policy in place. (The below pertains to e-mail recipients outside DOE HQ)
 - i) E-mails with attachments less than 5 megabytes are processed as normal mail.
 - ii) E-mails with attachments greater than 5 megabytes but less than 10 megabytes are queued and processed during non-peak hours.
 - iii) E-mails with attachments greater than 10 megabytes are not processed.
 - iv) Users are not allowed to attach files that may transmit malicious code (i.e., executables, batch files, etc.).
 - b) Options for sending attachments greater than 10 megabytes include breaking a large attachment into smaller files, contacting SCSC for file transfer protocol (FTP) instructions, or compressing the files (i.e., WinZip).

FY 2004 IM Service Level Descriptions (Policies and Guidance)

- c) Even though the Department and Office of Science allow transmission of e-mails up to 10 megabytes, not all e-mail systems can process the larger e-mails. If the recipient's system cannot process the message, SC users need to employ FTP or WinZip to send larger messages.
- d) No attachment limitation exists when transmitting mail or attachments between SC staff, however, users are encouraged to store the attachment on a common drive and send a link to that file to the recipient, rather than attaching the file to an e-mail message.

FY 2004 IM Service Level Descriptions (Policies and Guidance)

Systems Maintenance and Support

Description:

This service maintains all current production systems and includes the following project. The system utilizes outdated technologies and third party custom controls that put the system and the SC infrastructure at significant risk.

- Research Information Management System (RIMS) Replacement

This project is described on pages 9 & 10 of this plan.

Point of Contact:

Kathleen Centeno

Performance Measures:

None

Policies and Guidance:

- 1) The maintenance service provides support for over 30 existing systems. This support includes ensuring that all custom-written applications and all supported commercial-off-the-shelf applications for the Office of Science are functioning normally.
- 2) Users should report problems and issues with existing systems to the SCSC Helpdesk. Upon receipt, SCSC logs the request and assigns an Applix ticket for tracking purposes. If SCSC is unable to answer the question or solve the problem, the ticket is assigned to Maintenance. Maintenance then determines whether the request requires a maintenance fix or needs to be addressed as an enhancement (design change). If it is a maintenance fix, Maintenance schedules the fix and coordinates the solution and implementation with the customer. If it is an enhancement, the following standard response is returned to the customer by SCSC and the ticket is closed.

STANDARD RESPONSE

SUBJECT: Requested Enhancement

The requested change to [insert application name] is an enhancement and is a good candidate to go into the next version. The Information Services and Planning Division (SC-41) requests that you keep this information until/if development of the next version of this application is scheduled.

If you have any questions, please contact any member of SC-41 (Ted Griffin, Kathi Centeno, and Patricia Rice) via e-mail at DL-SC-41 Information Services and Planning Division, or via telephone at 3-4602, 3-4556 or 3-5472, respectively.

FY 2004 IM Service Level Descriptions (Policies and Guidance)

Hardware Maintenance

Description:

This service maintains all workstations, printers, fax machines, and scanners and provides for replacement components when the standard workstation breaks down.

Point of Contact:

Ted Griffin

Performance Measures:

None

Policies and Guidance:

- 1) Workstations -
 - a) The Support Center responds to hardware failures at Germantown within two hours and at Forrestal within four hours. If the resolution time is unacceptable or there is an urgent requirement, a spare (Thin Client/WinTerm) computer (which allows SC LAN and e-mail access) is made available immediately until the repair is completed.
 - b) All desktop computers conform to a standard hardware configuration and have a standard suite of software installed.
 - c) The minimum standard hardware configuration for the SC desktop computer is an 1 GHz with 256 MB RAM, at least an 80 gigabyte hard drive, a CD ROM, a 100 megabyte Zip drive, and a 15-inch flat panel monitor that provides the viewing capability of a standard 17-inch monitor, or a 17-inch CRT monitor.
 - d) All desktop computers (except for classified machines) are connected to the SC LAN, which provides access to an SC LAN-based printer.
 - e) On-site personal, laboratory and contractor-provided desktop computers and software are not supported or connected to the SC LAN.
- 2) Hardware Peripherals -
 - a) All Headquarters SC staff members have access to printers, CD-writers/duplicators, fax machines, scanners, and video teleconferencing. This equipment follows standard hardware configuration requirements in accordance with the SC information architecture.
 - b) Documents can be printed to either a single-user desktop printer or a multi-user network printer. Because network printers are more cost efficient and technologically advanced, they are the preferred method for printing in SC. The Office of Science has a selection of network-based printers that support multiple users, operate at significantly higher speed than single-user printers, allow double-sided and color printing, and produce higher quality documents. Network printers also provide an alternative for transmitting documents within SC (e.g., sending a document to the recipient's network printer rather than e-mailing or faxing). As existing single-user printers break down, SC staff is redirected to a network printer. Replacement of single-user printers is charged back to the requesting organization in accordance with SC-60 procedures.
 - c) Fax machines are available only on a multi-user basis.
 - d) Scanners and CD-writers/duplicators are made available on graphics workstations located in central areas on an as-needed basis or via the charge-back process on individual workstations.
 - e) All printers provided are for unclassified printing only.

FY 2004 IM Service Level Descriptions (Policies and Guidance)

Standard Suite of Software

Description:

This service provides for licensing and maintenance of a standard suite of software (currently exceeding 60 packages) for all standard workstations.

Point of Contact:

Ted Griffin

Performance Measures:

None

Policies and Guidance:

- 1) This policy applies only to commercial-off-the-shelf (COTS) software. It does not apply to custom software developed at SC-41 direction by IM contractors supporting SC.
- 2) SC-41 provides a standard suite of supported COTS software products used by SC staff to meet the organization's business needs. To be considered for inclusion in that suite, commercial-off-the-shelf software products must have a clear business requirement and be compatible with the SC information architecture. This is necessary to ensure that the IM support provided to SC is cost-efficient and effective. Revisions to the standard suite of software are made annually as part of the SC IM Strategic Plan update. They are based on changes in business needs identified by SC staff participating in the update process.
- 3) The commercial software packages listed below are available and fully supported by SC-41 and SCSC. Any COTS software that is not on the list is considered non-supported and results in limited or no support unless that software is incorporated into the Strategic Plan and business direction.

a) **Standard commercial off-the-shelf software packages supported by SC**

Operating System:

MS Windows 2000 (Fully Supported)

Document Processor:

MS Word XP (Fully Supported)
WordPerfect 10.0 (Available Upon Request)
WordPerfect 6.1 (Soon to be Retired)
Jet Forms (Soon to be Retired)

Spreadsheets:

MS Excel XP (Fully Supported)

Database:

MS Access XP (Fully Supported)

Graphics:

MS PowerPoint XP (Fully Supported)
MS Photo Editor 3.01 (Fully Supported)
Visio 2000 (Available Upon Request)
Adobe Image Ready 2.0 (Available Upon Request)
Adobe Photoshop 8.0 (Available Upon Request)
Adobe Illustrator 8.5 (Available Upon Request)
Adobe Acrobat Reader 6.0 (Fully Supported)
Adobe Acrobat 6.0 (Available Upon Request)
OmniPage Pro 11.0 (Fully Supported)
Adobe PageMaker 8.0 (Soon to be Retired)

Project Management:

MS Project 2000 (Available Upon Request)

FY 2004 IM Service Level Descriptions (Policies and Guidance)

Web-Authoring:

FrontPage (Available Upon Request)

Internet Browser:

MS Internet Explorer 6.01 (Fully Supported)

Collaborative Services:

Quick View Plus 6.0 (Available Upon Request)

Citrix ICA Client 6.5 (Fully Supported)

L&H Voice Express Professional 4.01 (Available Upon Request)

Castelle Fax Press 6.0 (Fully Supported)

Utilities:

Nero 5.5 (Available Upon Request)

WS-FTP (Fully Supported)

Internet Neighborhood (Fully Supported)

Extra for Windows (Fully Supported)

Security & Backup:

Norton Antivirus 8.0 (Fully Supported)

WinZip 8.1 (Fully Supported)

e-mail / Calendaring:

MS Outlook XP (Fully Supported)

Media Players:

Windows Media Player 9.0 (Fully Supported)

- 4) Commercial software packages identified as soon to be retired have no new versions installed and no new users. Retirement of such software is contingent on CAIG approval, and is conducted in a manner that ensures that all necessary actions are taken to assure smooth transition.
- 5) Based on licensing and support considerations, SC-41 decides whether a software package is installed as part of the standard desktop configuration or separately on the LAN. The location of the installation does not affect customer access or usage.
- 6) In addition to the annual Strategic Plan update, SC-41 reviews the need for revisions or additions to the list of supported software periodically based on such factors as industry developments and new business needs.
- 7) When SC staff identifies a business need that cannot be met by existing software, they should contact SCSC and provide a description of the work that needs to be accomplished and its urgency. (See Software Hardware Review and Acquisition for the process used to respond to the request.) Customers should also contact SCSC for access to software on the list.

FY 2004 IM Service Level Descriptions (Policies and Guidance)

IM Implementation

Description:

This service provides support for the high-level coordination and oversight of all SC HQ IM services, including contract management, contract recompetition, project and service oversight, configuration management, procurement, and tool implementation. It also carries out budget execution to ensure funds are being spent efficiently in accordance with the annual IM Operating Plan and provides for overtime and other direct costs for IM support contractors.

Point of Contact:

Ted Griffin

Performance Measures:

None

Policies and Guidance:

- 1) The lifecycle process, depicted on page 54, and the tools used by SC-41 to implement it, are reviewed and updated annually to ensure that it is well-defined, rigorously followed, and incorporates best practices, continuously improving and enabling the effective provision of IM products and services.
- 2) SC-41 project managers meet monthly to review costs and ensure adherence to the budget.

FY 2004 IM Service Level Descriptions (Policies and Guidance)

IM Planning

Description:

The service supports the development of a 5-year IM Strategic Plan and Annual Operating Plan that identifies products and services to be delivered in priority order (contingent on budget approval). These documents are developed in coordination with the CIAG, IM Board, and ESC. This service also supports developing and updating IM policies (i.e., service descriptions) and performance measures that identify how services are provided and measured, and facilitates process improvement based on performance measure results. SC-41 coordinates the development of these descriptions and measures with the Customer Information Advisory Group. In addition, this service includes budget formulation based on the 5-year IM Strategic Plan and supports several communications efforts, including maintenance and updates of the SC-41 homepage, customer briefings, and management and coordination of CIAG weekly meetings and IM Board monthly meetings.

This service also includes feasibility assessments (described in item 14, below) and corporate outlook. Corporate outlook is the process of monitoring factors outside SC-41 that can cause changes to the strategic or operating plans. Examples of these factors are changes to the DOE or SC organizational structure, or changes to other IT systems that interface with the SC IM Infrastructure.

Point of Contact:

Ted Griffin and Patricia Rice

Performance Measures:

- Percent satisfaction with the overall quality of new IM services.
- Percent satisfaction with the overall quality of current IM services.
- Percent of Support Center calls resolved by first phone analyst before end of call.
- Percent of Support Center calls the customer receives the phone analyst within 30 seconds.
- Percent of Support Center Helpdesk-Medium calls resolved within 4 hours.
- Percent of time that e-mail is operational.
- Percent of common suite of software and corporate systems available to the desktop that is also available through remote access.
- Percent of CIAG action items assigned to SC-41 resolved by due dates.

Policies and Guidance:

- 1) The information architecture methodology as required by the Clinger-Cohen Act is employed to determine what IM products and services are provided to SC Headquarters. Capabilities put into place independently outside of this process are not supported.
- 2) The information architecture has the following eight components .
 - a) Principles: The rules by which IM decisions are made.
 - b) Business Model: A hierarchical definition of all business activities.
 - c) Information Resource Catalog (IRC): A repository of information describing all information systems and technology platforms currently in use.
 - d) Data Architecture: A model of all data needed to support the business activities (i.e., types of data, definitions, and relationships).
 - e) Applications Architecture: A set of automated capabilities (e.g., software applications) needed to support the business activities.
 - f) Technology Architecture: The technology infrastructure needed to support the business activities, data needs, and applications needs. The technology architecture is based on industry, governmental, and de-facto standards.

FY 2004 IM Service Level Descriptions (Policies and Guidance)

- g) Strategic Plan: A 5-year plan to deploy IM products and services in support of the business activities based on the previous 6 components.
 - h) Operating Plan based on the approved budget.
- 3) The information architecture covers only SC Headquarters IM needs.
 - 4) All components of the information architecture are updated annually. Customers who identify significant needs in the middle of the fiscal year (i.e., between updates) should contact the Support Center.
 - 5) Update of the information architecture involves all levels of business users to ensure it is driven by business needs. The Customer Information Advisory Group is heavily involved during this process. This Group is responsible for providing input and feedback on IM services, communications, policies, and rollout plans. It is made up of one working level representative from each SC Headquarters program organization. Prioritization of discretionary planning items is done by the SC Executive Steering Committee with input from each of the SC IM user groups (Organizational Administrator's, CIAG, and IM Board), SC Operations Offices, and SC-41.
 - 6) Approval of the updated information architecture is required by the SC Executive Steering Committee.
 - 7) The Strategic Plan is the foundation for the formulation of the IM budget.
 - 8) Policies are written and updated annually for each component of the lifecycle to ensure the effective provision of IM products and services.
 - 9) SC-41 keeps customers informed through periodic and one-time communications about:
 - a) What IM services are currently available and how to take advantage of them.
 - b) What new IM services are expected to be delivered and when.
 - c) The process used to determine what new IM services are delivered and how to become involved.
 - 10) Periodic communications include such things as updates of the SC-41 homepage and presentations to the SC Executive Steering Committee, the IM Board, and the CIAG. One-time communications include IM surveys, e-mail messages from the Support Center, and other special interest e-mails.
 - 11) SC-41 maintains formal customer representative groups as necessary to ensure involvement in the planning process and input on IM services. The SC Headquarters IM Board and the Customer Information Advisory Group are the current customer representative groups. Customers with questions about how to be involved in the planning process should contact their representatives on either of these groups or an SC-41 staff member.
 - 12) Service descriptions are developed annually as a part of the Operating Plan.
 - 13) Performance measures are developed annually to assess the productivity, timeliness, quality, cost, and customer satisfaction of IM activities. Performance against those measures is evaluated and appropriate adjustments made to ensure the effective provision of IM products and services.
 - 14) Feasibility assessments are conducted for operating plan projects in order to provide scoping, identify factors that must be addressed to ensure successful completion of the projects, and provide alternatives with preliminary cost estimates as appropriate. The standard components of the feasibility assessments are:
 - Management Summary
 - Introduction
 - General Information
 - Alternatives Considered
 - Comparison of Alternatives
 - Recommendations and Conclusions

FY 2004 IM Service Level Descriptions (Policies and Guidance)

Cyber Security

Description:

This service maintains cyber security services as currently implemented.

Point of Contact:

Kathi Centeno

Performance Measures:

None.

Policies and Guidance:

- 1) The Department of Energy, Unclassified Cyber Security Protection Program, Notice 205.1, requires that all DOE organizations (federal and contractor) create a Cyber Security Program Plan (CSPP). The SC plan documents the cyber security policies and procedures used to protect computer systems, applications, and information that comprise the SC Metropolitan Area Network (MAN). The SC MAN includes the two local area networks in Germantown and Washington, D.C., as well as contractor sites in the metropolitan area that connect to the SC MAN. Cyber security requirements will be added to this document as the Department and SC develops them.
- 2) All users must have a password that is consistent with the security features listed below.
 - a) Users are automatically prompted to change their password every 180 days. The new password must include at least four characters that are different from the previous password.
 - b) Password contains at least eight non-blank characters.
 - c) Password contains a combination of letters (preferably a mixture of upper and lowercase), numbers, and at least one special character within the first seven positions. Special characters include keyboard characters, which are visible when typed but are not letters or numbers.
 - d) Password contains a non-numeric in the first and last position.
 - e) Password does not contain the user ID.
 - f) Password does not include the user's own or, to the best of their knowledge, close friends or relatives names, employee serial number, Social Security Number, birth date, phone number, or any information that the user believes could be readily learned or guessed.
 - g) Password does not, to the best of the user's knowledge, include common words that would be in an English dictionary, or from another language with which the user has familiarity.
 - h) Password does not, to the best of the user's knowledge, employ commonly used proper names, including the name of any fictional character or place.
 - i) Password does not contain any simple pattern of letters or numbers, such as "qwertyxx" or "xyz123xx."
 - j) Password employed by the user on unclassified systems is different than the passwords employed on classified systems.

FY 2004 IM Service Level Descriptions (Policies and Guidance)

Workstation Refresh

Description:

This service provides for a refresh (normally 33 percent) of the standard workstation given to all customers.

Point of Contact:

Ted Griffin

Performance Measures:

None.

Policies and Guidance:

Items to include in the standard workstation are determined jointly by SC-41 and the CIAG.

FY 2004 IM Service Level Descriptions (Policies and Guidance)

Infrastructure Updates

Description:

This service provides for infrastructure updates to (1) accommodate the provision of new services, new applications, and other new requirements, and (2) comply with Federal regulations, the DOE CIO, and any other external drivers. Update projects planned for FY 2004 include:

- Gigabit Ethernet: This project updates the SC Asynchronous Transfer Mode (ATM) backbone that connects SC users and systems in Germantown and Forrestal and connects SC to the OCIO network infrastructure.
- MS.NET: This project provides for the deployment of Microsoft .NET into the Office of Science information management environment.
- Electronic Information Management (EIM): This project continues the implementation of a document management technology to organize, store, and maintain SC data (e.g., documents, correspondence, and information).
- Portal Update: This project updates the SC intranet portal (SCIP), which is planned to be the central access point for all web-based business applications and is a key element to all development efforts.

These projects are described beginning on page 11 of this plan.

Point of Contact:

Ted Griffin

Performance Measures:

None

Policies and Guidance:

Infrastructure update projects follow the project management process described under New IM Projects on page 53 of this document.

FY 2004 IM Service Level Descriptions (Policies and Guidance)

SC Continuity of Operations Plan (COOP) Support

Description:

This service develops, implements, and maintains a plan in the event the SC Headquarters infrastructure sustains a disaster.

Point of Contact:

Kathi Centeno

Performance Measures:

None

Policies and Guidance:

Infrastructure update projects follow the project management process described under New IM Projects on page 14 of this document.

FY 2004 IM Service Level Descriptions (Policies and Guidance)

Support Center

Description:

This service provides Helpdesk support for all IM products and services provided by SC-41. This service currently supports over 12,000 calls per year.

Point of Contact:

Ted Griffin

Performance Measures:

- Percent of Support Center calls resolved by first phone analyst before end of call.
- Percent of Support Center calls the customer receives the phone analyst within 30 seconds.
- Percent of Support Center Helpdesk-Medium calls resolved within 4 hours.

Policies and Guidance:

- 1) The Office of Science has adopted the industrywide Support Center approach to supporting an organization's IM services. The Support Center Helpdesk serves as the customers' one-stop point of contact for having any issue addressed concerning the IM products and services provided as identified in the SC Headquarters IM Operating Plan.
- 2) The Support Center Helpdesk services are available from 7:00 a.m. to 6:00 p.m. Requests should be made by phone (301-903-5313) or e-mail to SCSC (scsc@science.doe.gov).
- 3) After-hours support should be arranged in advance, but if there is an emergency requirement (e.g., budget submissions, Congressional Qs and As, etc.), SC staff should call the Support Center. After hours, phones are forwarded to the after-hours Support Center specialist who determines how to respond to the request.

FY 2004 IM Service Level Descriptions (Policies and Guidance)

Deskside Support

Description:

Provides hands-on problem resolution at the customer workstation for all information management services provided. Currently, this service handles over 500 visits per month. This service also provides executive support to the SC Front Office, including one-on-one advice and assistance regarding all information technology products and services from a Front Office perspective.

Point of Contact:

Ted Griffin

Performance Measures:

None

Policies and Guidance:

- 1) The Support Center is responsible for Helpdesk phone support and deskside support.
- 2) Deskside support is available from 7:00 a.m. to 6:00 p.m. every working day. Requests should be made by phone (301-903-5313) or e-mail to SCSC (scsc@science.doe.gov).
- 3) If there is an emergency after-hours requirement (e.g., budget submissions, Congressional Qs and As, etc.), SC staff should call the Support Center. After hours, phones are forwarded to the after-hours Support Center specialist who determines how to respond to the request.

Hardware/Software Review and Acquisition

Description:

This service provides for the (1) review and acquisition of ad-hoc customer requests for hardware and software that are not provided as part of the standard workstation or standard suite of software and (2) ad hoc customer requests for small support efforts such as development of a macro. This includes permanently assigned Blackberries and mobile phones.

Point of Contact:

Ted Griffin

Performance Measures:

None

Policies and Guidance:

- 1) Customers should submit ad-hoc requests for hardware and software that are not provided as part of the standard workstation or standard suite of software to SCSC. These requests should include a description of the work that needs to be accomplished and its urgency.
- 2) SCSC forwards the request to the user's CIAG representative, who confirms the business need. If appropriate, SC-41 conducts a review of an individual request. Factors to be considered include:
 - a) Whether the hardware/software should be made available to all SC HQ and, if so, what the cost would be.
 - b) Maintenance cost associated with the number of licenses needed.
 - c) Whether the requested hardware/software integrates with the current standard image and the associated cost if it does not.
 - d) Whether it automatically integrates with the current workstation environment and LAN infrastructure and whether there is integration or engineering costs.
 - e) The cost to test the requested hardware/software within the current infrastructure and roll it out to the customer.
 - f) The effect on future planned development and associated cost.
 - g) The cost to train Support Center personnel to provide support.
- 3) SC-41 provides the results of its review to the requester. Where the hardware/software requested complies with the SC Headquarters architecture and is compatible with the infrastructure, the requester can choose to confirm the request. In that case, SC-41 purchases the products, charges them back to the requesting organization in accordance with SC-60 procedures, and installs the products.

FY 2004 IM Service Level Descriptions (Policies and Guidance)

Videoconferencing

Description:

This service provides videoconferencing maintenance and support to Germantown conference rooms (H207, G258, G436, E243), and Forrestal conference room (7B 058).

Point of Contact:

Ted Griffin

Performance Measures:

None

Policies and Guidance:

- 1) Customers should call DOE teleconferencing (301-903-4555) to schedule a teleconference session and for assistance in setting up multi-point teleconferences.
- 2) Customers should call SCSC (301-903-5313) to report equipment failures.

FY 2004 IM Service Level Descriptions (Policies and Guidance)

Hardware Loaner Pool

Description:

The service supports the loaner pool, which includes Blackberry wireless devices (data & voice), laptops, tabletPc's, mobile phones, pagers, LCD projectors, Ethernet hub, (i.e., portable networking equipment, including a printer, for use within and outside of DOE), wireless router, digital camera, PCMCIA-based wireless network cards, USB pen and Zip devices. This service currently supports over 700 requests per year. It also provides for the recurring charges associated with Blackberry, mobile phone, and pager usage and provides for limited refresh of the loaner pool.

Point of Contact:

Ted Griffin

Performance Measures:

None

Policies and Guidance:

- 1) Loaner Laptops - SC-41 provides all SC HQ staff members the ability to remotely access most of the capabilities available to them on the SC LAN (in their regular business environment). All laptops provide network access (wired and wireless), remote access, and a subset of standard suite of software appropriate for mobile use.
 - a) For offsite meetings, the Support Center can provide a laptop. LCD projectors are assigned on a first-come, first-served basis based on availability. Priority is given to onsite equipment requests. Support is not available offsite.
 - b) For use at Forrestal and Germantown, the Support Center can provide a laptop with a projector for presentations along with support to make sure the equipment is operating properly.
 - i) Temporary Loaner Laptop - Headquarters SC staff members may request a temporary loaner laptop (less than 30 days) by submitting an e-mail request to SCSC. The request should identify the business need and required time. At the end of that period, or sooner if the laptop is no longer needed, the staff member should call SCSC to pick up the loaner. Staff members are responsible for removing all needed data from the laptop before returning it to the Support Center. If there is a need to extend the loan period beyond 30 days, the user's Associate Director or Office Director (AD or OD) must approve that request via e-mail to SCSC (scsc@science.doe.gov).
 - ii) Long-term Loaner Laptop - The appropriate AD/OD must approve requests by SC Headquarters staff for a loaner laptop for long-term use (30 days or more). The request should identify the business need and required time period and should be submitted by the AD/OD. It should be submitted by e-mail to SCSC (scsc@science.doe.gov). Staff members are responsible for removing all needed data from the laptop before calling the Support Center to pick up the laptop at the end of the loan period.
- 2) Blackberry (wireless e-mail & voice) Devices, Mobile phones, and Pagers - To facilitate communications with SC staff while on travel, the loaner pool includes Blackberries, mobile phones, and pagers. The loaner pool is limited to six items each, therefore; the Blackberries, mobile phones, and pagers are available only for those on official travel (with approved orders in Travel Manager) or approved contractor travel.
 - a) Requests are filled on a first-come, first served basis. Users should contact the SC Support Center via e-mail and include their Travel Authorization number to reserve a unit for a trip.
 - b) All requests for loans lasting longer than 30 days or for business needs other than travel are reviewed and approved by the Associate Director, Office of Resource Management.

FY 2004 IM Service Level Descriptions (Policies and Guidance)

Flexiplace Support

Description:

This service provides a flexiplace-configured workstation, associated maintenance, and onsite support for flexiplace customers. Currently, this service, including call support, is in place for six customers.

Point of Contact:

Ted Griffin

Performance Measures:

None

Policies and Guidance:

This service is provided at no additional cost for 4 customers currently. Any new requests will be met with current equipment, where feasible. Any purchases of new equipment that may be required will be charged back to the requesting organization in accordance with SC-60 procedures.

FY 2004 IM Service Level Descriptions (Policies and Guidance)

SC-1 Homepage Support and Redesign

Description:

This service provides update, maintenance, and redesign support to the SC-1 homepage.

Point of Contact:

Kathi Centeno

Performance Measures:

None

Policies and Guidance:

- 1) Stakeholders have real-time access to the production web servers (i.e., user accounts and appropriate rights to files and folders on the production SC web server) and 24/7 access to contractor support. During non-business hours, a two-hour window is provided to implement simple updates.

Weekly updates are completed every Friday. All files are backed up according to established procedures.

FY 2004 IM Service Level Descriptions (Policies and Guidance)

New IM Projects

Description:

All new projects go through a 20-step life cycle project management process (depicted on the following page) beginning with planning and proceeding through system development, engineering, testing, training, and rollout of the new product as outlined in the annual IM operating agreement. This process ensures that the appropriate SC-41 resources and expertise are applied at each step of a project's lifecycle. Projects planned for FY 2004 include the following.

- Procurement 2.0 (SC-FAS): Supports the process of parsing and storing proposal data submitted by grantees and sending approved grants to the Chicago Operations Office for final review and approval.
- Procurement 2.1: Implement critical procurement functionality (Award Justification and Progress Narrative) currently performed by RIMS.
- Budget 1.1: Implement critical budget functionality currently (changes to AFP amounts, and associated comments) performed by RIMS

These projects are described in detail beginning on page 20 of this plan.

Contact:

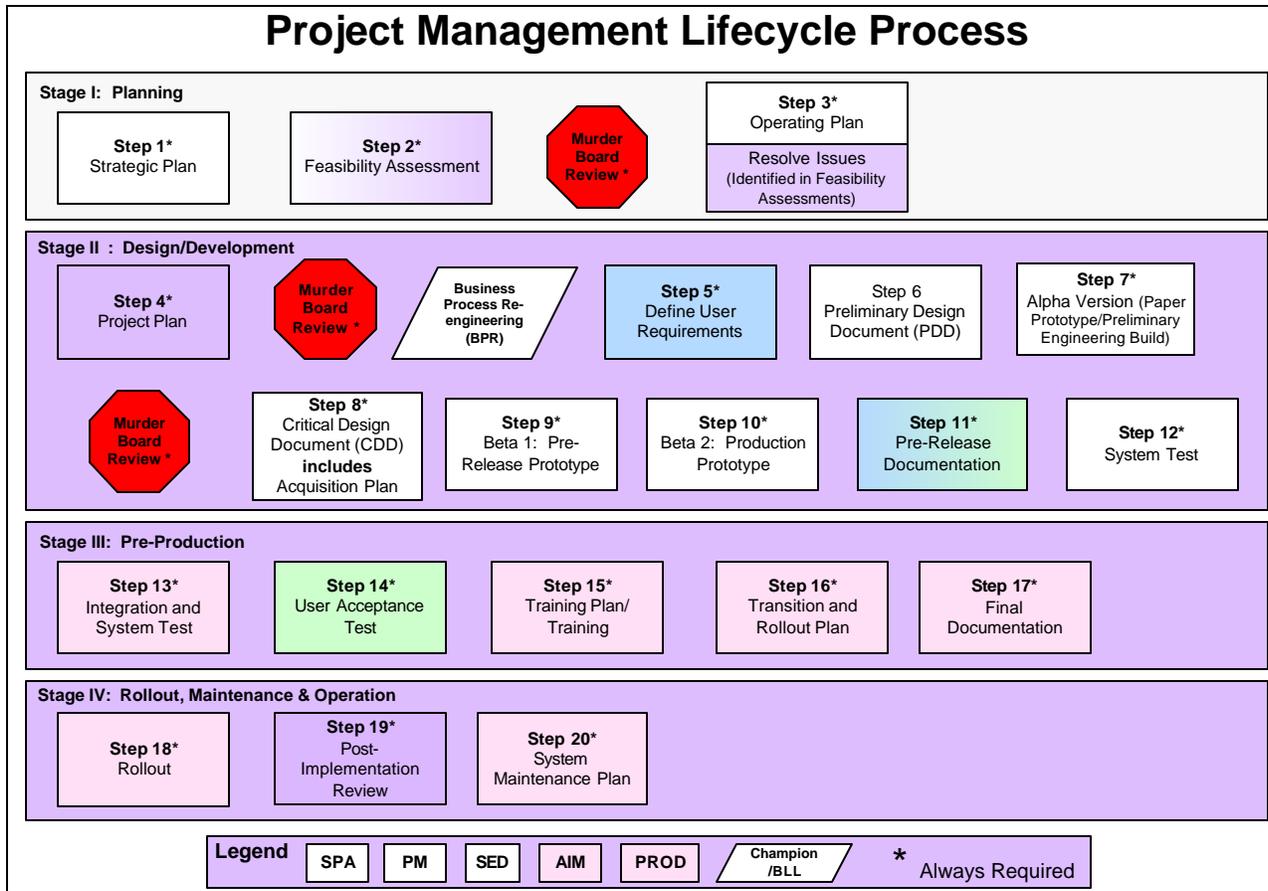
Kathleen Centeno and Ted Griffin

Performance measurements:

- Percent satisfaction with the overall quality of new IM services.
- Percent satisfaction with the overall quality of current IM services.

Policies and Guidance:

- 1) SC-41 is responsible for the planning, design, development and/or engineering, testing, training, and rollout of new IM/IT business services for the Office of Science. This is accomplished through two rigorous processes; 1) strategic planning, which is referred to as information architecture planning, and 2) a customized a 20-step life cycle project management process that provides a defined sequence of deliverables and reviews that must be accomplished with each Office of Science project.
- 2) Strategic planning, information architecture (IA) is a business-driven or data-driven process that results in a high-level blueprint of data, applications, and technologies providing long-term solutions rather than a quick fix for short-term gain. IA works to incorporate strategic direction from management and input from the subject matter expert user community to ensure that planned systems and technologies support current and future information needs.
- 3) A 20-step life cycle project management process used by SC-41 is intended to ensure that each project goes through the proper steps to ensure that it is completed successfully and meets SC business needs. This process requires input from and signoff on requirements and system design from a representative body of customer and users. Customers also are actively involved in the testing and rollout of systems. This is accomplished using the Joint Application Development/ Rapid Application Development (JAD/RAD) system development model throughout the design, development, and implementation process. This process breaks the development of a system into cycles during which an initial prototype is developed based on customer definition of business requirements. Based on user feedback, that prototype then goes through several cycles of coding, review by the users, testing, and integration with the existing infrastructure and systems until a completed system is produced and put into production.



FY 2004 IM Service and Project Schedules

Infrastructure:	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Operations and Maintenance												
- SQL Server Update (Rollover)		8	9-12	13	14,15	16-17	18	19-20				
- Microsoft Exchange 2003 Update (Rollover)					8	9-12, 15	16	13, 14, 17, 20	18, 19			
Systems Maintenance and Support												
- RIMS					4	5,6	7,8	9-12	13	14	15-17	18-20
Hardware Maintenance												
Standard Suite of Software												
IM Implementation												
IM Planning			Process Definition	FEA Application Layer	FEA PM Layer	Process Review	Strategic Plan	FEA Data Layer	Process Review	Feasibilities	Operating Plan FEA Tech	Process Review
Cyber Security Program	Per defined Cybersecurity Program Plan											
Workstation Refresh						4-6	7-12	13,14	15-17	18-20		
Infrastructure Updates:												
- Gigabit Ethernet		4-6	7-12	13,14	15-17	18-20						
- MS.NET					4-7	8-12	13,14	15-17	18-20			
- EIM						4,5	6-10	11,12	13	14	15-17	18-20
- Portal Update				4,5	6,7	8-10	11,12	13	14	15-17	18-20	
SC Continuity of Operations Plan (COOP) Support	Implementation											

Services:	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Support Center												
Deskside Support												
Hardware/Software Review and Acquisition												
Videoconferencing												
Hardware Loaner Pool												
Flexiplace Support												
SC-1 Homepage Support and Redesign	Redesign TBD											

Corporate System Development:	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
- Procurement 2.0 (SC-FAS)	Module 4			Module 1 Module 2 Module 3								
- Procurement 2.1							4	5,6	7-11	12,13	14,15	16-20
- Budget 1.1							4	5,6	7-11	12,13	14,15	16-20

FY 2004 IM Service and Project Schedules

SC-1 Projects	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
	TBD											

OneSC	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
	TBD											

CIO Infrastructure	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
	TBD											

 = Level of Effort

- | | | |
|---|---------------------------------|-------------------------------|
| 1 Strategic Plan | 8 Critical Design Document | 14 User Acceptance Test |
| 2 Feasibility Assessment | (includes Acquisition Plan) | 15 Training Plan/Training |
| 3 Operating Plan | 9 Beta 1: Pre-Release Prototype | 16 Transition & Rollout Plan |
| 4 Project Plan | 10 Beta 2: Production Prototype | 17 Final Documentation |
| 5 Define User Requirements | 11 Pre-Release Documentation | 18 Rollout |
| 6 Preliminary Design Document | 12 System Test | 19 Post-Implementation Review |
| 7 Alpha Version Paper Prototype
or Engineering Build | 13 Integration & System Test | 20 System Maintenance Plan |

FY 2004 Performance Measures

Performance Measures

1. Percent satisfaction with the overall quality of new IM services.
2. Percent satisfaction with the overall quality of current IM services.
3. Percent of Support Center calls resolved by first phone analyst before end of call.
4. Percent of Support Center calls the customer receives the phone analyst within 30 seconds.
5. Percent of Support Center Helpdesk-Medium calls resolved within 4 hours
6. Percent of time that e-mail is operational.
7. Percent of common suite of software and corporate systems available to the desktop that is also available through remote access.
8. Percent of Customer Information Advisory Group (CIAG) action items assigned to SC-41 resolved by due dates.

Performance measures 1 and 2 are measured once at the end of the fiscal year via a survey of SC Headquarters customers. Performance measures 3 through 8 are measured monthly.

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