

Office of Science  
Information Management  
Operating Plan  
FY 2002

Strategic Planning & Architecture  
Ted Griffin, SC-65  
301-903-4602



# Table of Contents

---

IM Operating Plan Overview .....	1
FY 2002 IM Budget Plan .....	3
FY 2002 IM Service and Project Narratives .....	5
• FY 2002 IM Services .....	5
• FY 2001 – FY 2002 Rollover IM Projects .....	9
• FY 2002 New IM Service Projects .....	13
• FY 2002 – FY 2003 Dependent Technology Projects .....	21
FY 2002 IM Service Level Descriptions (Policies and Guidance) .....	25
FY 2002 IM Service and Project Schedules.....	51
FY 2002 IM Performance Measures .....	53

# Table of Contents

---

This page intentionally blank.

# IM Operating Plan Overview

---

This IM Operating Plan for the Department of Energy Office of Science (SC) Headquarters (HQ) represents an agreement between the Information Management and Technology Division (SC-65) and our customers as represented by the Customer Information Advisory Group (CIAG) and the Information Management Board (IMB). The Plan identifies the IM projects and services to be delivered during FY 2002, how they will be provided, and when they will be provided. Each IM *project* identified in the Plan will result in the delivery of a new IM service or needed enhancement to the IM infrastructure. Projects will be managed using a best-practice 21-step process. Each IM *service* identified below was provided in FY 2001 and will continue to be provided in FY 2002.

This Plan was developed based on an anticipated FY 2002 budget of \$8,000,000 and the CIAG- and IMB-approved SC HQ IM Strategic Plan covering FY 2002 through FY 2006. 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. This Plan is organized into five sections:

Section	Description
<b>FY 2002 IM Budget Plan</b>	Provides the planned budget amount for each IM service and project.
<b>FY 2002 IM Service and Projects Narratives</b>	Provides a narrative for each IM service and project: <ul style="list-style-type: none"> <li>• <b>FY 2002 IM Services:</b> Established IM services to be provided throughout FY 2002.</li> <li>• <b>FY 2001-FY 2002 Rollover IM Projects:</b> IM projects initiated in FY 2001 and scheduled for completion in FY 2002.</li> <li>• <b>FY 2002 New IM Service Projects:</b> IM projects planned for initiation in FY 2002 to provide new IM services.</li> <li>• <b>FY 2002 Dependent Technology Projects:</b> IM projects planned for initiation in FY 2002 to change the technology infrastructure that must accompany the rollout of new IM services.</li> </ul>
<b>FY 2002 IM Service Level Descriptions (Policies and Guidance)</b>	Provides a description of how each IM service will be provided and how each IM project will be managed.
<b>FY 2002 IM Service and Project Schedules</b>	Provides a schedule for the provision of each IM service and the management of each IM project.
<b>FY 2002 Performance Measures</b>	Provides a description of the performance measures that will be used to track customer satisfaction.

# IM Operating Plan Overview

---

This page intentionally blank.

# FY 2002 IM Budget Plan

## FY 2002 IM Budget Plan

<b>Service/Project Name</b>	<b>Labor</b>	<b>HW/SW/ SVCS</b>
<b>IM Services</b>		
Hardware / Software Review & Acquisition	5,000	25,000
Support Center	568,000	0
Desk-Side Support	291,000	0
Infrastructure Operations and Maintenance	536,000	80,000
Production Systems Maintenance and Support	354,000	0
Hardware Maintenance	109,000	0
Hardware Loaner Pool	5,000	84,000
Videoconferencing	500	44,000
Standard Suite of Software	2,000	215,000
Local Data Backup	2,500	55,000
Flexiplace Support	18,000	15,000
IM Budget Management	117,000	100,000
IM Integration (Corporate SC CIO Council, Corporate SC IM Board, LPSO IT Portfolio, LPSO Strategic Plan, LPSO Performance Measures, Contract Re-Competitions, Exhibit 53/300B Reporting)	482,000	28,000
SC Homepage Support	49,000	0
IM Customer Agreements and Budget Formulation	192,000	0
Customer Communications	86,000	0
IM Service Level Descriptions (Policies and Guidance) and Performance Measurement	45,000	0
Standard Workstation Refresh	0	0
<b>Rollover IM Projects</b>		
Complete Abstract Tracking	291,000	25,000
Complete NW Redesign for Web-Enabled Applications	430,000	100,000
Continue Cyber Security Implementation	124,000	50,000
Complete Electronic Information Management	283,000	50,000
Complete Worksheet Exchange	137,000	0
Complete IM Lifecycle Toolset	200,000	0
Complete Intranet Package Version 1.0	87,000	0
<b>New IM Service Projects</b>		
Execution Work Management Package Version 1.1	92,000	0
Execution Work Management Package Version 1.2	451,000	50,000
Intranet Package Version 2.0	334,000	0

# FY 2002 IM Budget Plan

<b>Service/Project Name</b>	<b>Labor</b>	<b>HW/SW/ SVCS</b>
Support Services Package Version 1.1	138,000	0
Disaster Recovery	67,000	100,000
Configuration Management	250,000	0
508 Guidance / Implementation	0	10,000
<b>Dependent Technology Projects</b>		
Windows 2000 Server Upgrade	351,000	115,000
MS Exchange Upgrade	105,000	150,000
Remote Access Upgrade	51,000	110,000
MS Active Directory	156,000	60,000
Performance Measure Initiation	63,000	50,000
MS.Net Feasibility Assessment	22,000	0
<b>Split Total</b>		
	<b>\$6,484,000</b>	<b>\$1,516,000</b>
<b>GRAND TOTAL</b>		<b>\$8,000,000</b>

## IM SERVICES

# FY 2002 IM Service and Project Narratives

---

This page intentionally blank.

# FY 2002 IM Service and Project Narratives

---

## 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. Provides for review and acquisition of hardware and software required to support the annual IM operating agreement, and for hardware replacement components when workstations break down.

## Support Center

Provides helpdesk services for all "IM Services."

## Desk-side Support

Provides hands-on problem resolution at the customer workstation for all "IM Services."

## Infrastructure Operations and Maintenance

Maintains the LAN infrastructure. Provides backup and recovery of the LAN data. Maintains cyber security as currently implemented. Maintains the remote access service. Integrates necessary infrastructure changes to maintain current levels of service. Performs configuration management in support of the LAN infrastructure. Performs limited disaster recovery. Provides for network redundancy.

## Production Systems Maintenance and Support

Maintains all current production systems.

## Hardware Maintenance

Maintains all standard workstations, printers, fax machines, and scanners.

## Hardware Loaner Pool

Provides and manages a loaner pool that includes PDAs, laptops, cell phones, pagers, LCD projectors, and an Ethernet hub. Provides for the recurring charges associated with PDA, cell phone and pager usage. Provides for a limited augmentation of the loaner pool.

## Videoconferencing

Provides videoconferencing support to H207, G258, G436, E243, and the FORS conference room (7B058).

## Standard Suite of Software

Provides for licensing and maintenance of a standard suite of software for all standard workstations.

## Local Data Backup

Provides local backup and recovery services for local data.

## Flexiplace Support

Provides a flexiplace configured workstation and associated maintenance for current flexiplace customers.

# FY 2002 IM Service and Project Narratives

---

## IM Budget Management

Provides for overtime and other direct costs as part of contract management, and performs budget execution to ensure funds are being spent efficiently in accordance with the annual IM Operating Plan.

## IM Integration

Provides support to the integration of all IM services as identified in the annual IM Operating Plan including change control. Provides support to the Corporate SC CIO Council, Corporate SC IM Board, Lead Project Secretarial Office (LPSO) IT Portfolio, LPSO Strategic Plan, LPSO Performance Measures, Contract Re-Competitions, and responds to OMB reporting requirements (i.e. Exhibit 53/300B Reporting).

## SC Homepage Support

Provides update and maintenance support to the SC-1 homepage. Provides a one-time homepage redesign to those SC HQ AD/OD organizations that need it (as approved by the IM Board).

## IM Customer Agreements and Budget Formulation

Provides five-year IM strategic and operating plans with the CIAG, IM Board, and ESC that identify the products and services to be delivered in priority order (contingent on budget approval), and performs budget formulation based on the five-year IM strategic plan.

## Customer Communications

Provides newsletters to customers that give details on services being provided and to be provided. Manages and coordinates the CIAG weekly meetings and IM Board monthly meetings. Maintains and updates the SC-65 homepage. Coordinates and provides standard customer briefings at defined stages of each project.

## IM Service Level Descriptions and Performance Measurement

Develops and updates IM service level descriptions (policies and guidance) and performance measures with the CIAG that identify how services will be provided and measured, and facilitate process improvement based on performance measure results.

## FY 2001-FY 2002 ROLLOVER IM Projects

# FY 2002 IM Service and Project Narratives

---

This page intentionally blank.

# FY 2002 IM Service and Project Narratives

---

## Complete Abstract Tracking System

Provides users with a browser-based capability to create, modify, manage, view, and publish Office of Science project abstracts. Principal Investigators will be provided with an Internet enabled interface to allow submission and management of project abstracts. Public users will be provided with an Internet enabled interface to search and view abstracts.

## Complete Network Redesign for Web-Enabled Applications

Supports all applications with a redesign and implementation of SC network infrastructure to enhance robustness, security, and reliability.

## Continue Cyber Security Implementation

Mitigates security risks by employing technologies and methods that would allow systems to guard data transmission, storage, and overall data integrity; as well as to alert network support teams of any suspicious activities.

## Complete Electronic Information Management

Upgrades the technology infrastructure to support the needs of Electronic Information Management. This includes improved data storage, software for electronic information management, OCR capabilities, and appropriate hardware for high-speed scanning.

## Complete Worksheet Exchange

Includes the ability to export worksheet data from the Financial Management Information System (FMIS), add rows for manual entry back into FMIS, and provide sort and subtotal capabilities. Provides that the import back into FMIS include only those changes made to the original exported FMIS data. Also provides the ability to track changes made to the worksheet, to see the status of the worksheet as it changes hands from person to person.

## Complete Lifecycle Toolset

Identifies and implements appropriate project lifecycle tools and processes across all project stage workgroups, including program management. The goal is to manage all hardware and software project and operations deliverables in a consistent and integrated manner that ensures coordination, communication, and accurate tracking among all SC-65 contractor and federal staff.

## Complete Internet Package Version 1.0

Provides a single login capability to all production IMSC modules. Also includes Query and Reporting (which allows specified users to query IMSC database tables), and Calendar/Scheduling capabilities (which will replace the Daytimer system).

This page intentionally blank.

## FY 2002 New IM Service Projects

# FY 2002 IM Service and Project Narratives

---

This page intentionally blank.

# FY 2002 IM Service and Project Narratives

---

## Execution Work Management Package

Version 1.1

### Description

Redesigns the Execution Work Management Package (EWM) to implement high priority changes to current EWM capabilities as listed below. This project is scheduled to be completed January 2002.

Capability	Description
<b>Assign Contact Information</b>	Allow SC users to assign default contact information to multiple organizations, and to contact information other than the default.
<b>Adjust Organization Roles And Responsibilities</b>	Allow adjustment of the roles, rights and responsibilities for a new organization.
<b>Adjust Pick Lists For Current FY</b>	Adjust all FY pick lists to default to the current fiscal year, however make the adjustment on August 15 versus the first day of the fiscal year.
<b>Miscellaneous Enhancements</b>	Enhancements to specific reports, and to the Proposal, Mailmerge, and Reference functions.

# FY 2002 IM Service and Project Narratives

## Execution Work Management Package

Version 1.2

### Description

Supports the SC HQ grants and Field Work Proposals (FWP) processes by organizing and tracking information about grants, proposals, and abstracts. This project will be completed through step 14 in FY 2002. Specific capabilities to be provided follow.

Capability	Description
<b>Manages AFP Processing For Grants</b>	For grants only, record the submission of and maintain information on recommendations for approval for new supplemental lab projects and new, renewal, continuation, or supplemental grants, cooperative agreements, interagency agreements, and contracts.
<b>Integrate With IPRO</b>	Integrate electronic proposal application processing with IPRO.
<b>Control Access For FWPs</b>	Manage access to recommendation capability to specific program manager and program assistant personnel in SC program offices.
<b>Provide Analytical Reporting For FWPs</b>	Provide cross cut, summary, and other reporting capabilities.
<b>Record Abstract Information For FWPs</b>	Collect key information on proposal: scope, work approach, cost, exceptions to solicitation.
<b>Record Proposal Changes For FWPs</b>	Record times, originator, and other information on amendments, modifications, cancellation, and other events.
<b>Acknowledge Receipt For FWPs</b>	Acknowledge receipt to sending institution or person. Acknowledgment information (date, time, applicable program area, project, etc.) included. Enable electronic acknowledgement.
<b>Manages AFP Processing For FWPs</b>	Record the submission of and maintains information on recommendations for approval for new or supplemental lab projects and new, renewal, continuation, or supplemental grants, cooperative agreements, interagency agreements, and contracts.
<b>Produce Tabular Attachments For FWPs</b>	Generate attachments to program letters detailing the AFP, for labs and operations offices.

# FY 2002 IM Service and Project Narratives

---

**Intranet Package**

**Version 2.0**

**Description**

Will provide each user a personalized web-based portal (i.e., a window or view) of the SC corporate information needed to do his or her job. Also will provide for easy access across all SC locations to SC corporate information using a secure SC Intranet web interface. Intranet Package 2.0 will augment 1.0 with the capabilities listed below. This project will be completed through step 16 in FY 2002.

<b>Capability</b>	<b>Description</b>
<b>Publishing Capability</b>	Provide the ability to publish and subscribe to enterprise information.
<b>Workflow Capability</b>	Provide enhanced workflow capabilities.
<b>Project Management</b>	Provide the user with enhanced document / object / task management features.
<b>Field Office Integration</b>	Provide capabilities for field office access to specific business activities and enterprise information.
<b>Sc Support Center Applix Web Access</b>	Enhance general IM management and communication.
<b>Access Web-Enabled Applications</b>	Provide access to web-enabled enterprise applications.
<b>Organization Specific</b>	Provide messaging related to organization specific information within an organization. Examples include the publishing of space planning services, office layouts.
<b>Organization Charts</b>	Provide access to organizational charts and general information.
<b>Travel/Map/Transportation Services</b>	Provides capability to access travel information.
<b>Support Document Management</b>	Provide access to enterprise document management functions.
<b>Support Records Management</b>	Provide access to future enterprise records management functions.
<b>Access Web-Enabled Applications</b>	Provide access to web-enabled enterprise employee phonebook.

# FY 2002 IM Service and Project Narratives

---

## Support Services Package

Version 1.1

### Description

Supports SC HQ support service responsibilities by managing SC's concurrence process and procedures. This project will be completed through step 7 in FY 2002. Specific capabilities to be provided follow.

Capability	Description
<b>Control Changes</b>	Control authorization of SC employees to enter and update procedure information. Record update information (time, originator, etc.) for audit trail purposes.
<b>Determine Concurrence Routing</b>	Provide for ad hoc concurrence routes.
<b>Provide Electronic Signature</b>	Attach digital/electronic signature blocks within the routing chain. Record and maintain authority levels for different types of information.
<b>Store Procedure Description</b>	Store procedure description (e.g., definition of each step, the role and responsibility for performing the step, and the previous and next step in the process chain). Administrative (e.g. travel), program (e.g. grant processing), and financial (e.g. procurement) procedures are included.
<b>Store Procedure Profile Information</b>	Store profile information (identifier, source, authority, effective time) for each procedure. Maintain a catalog of SC procedures.
<b>Track Concurrence Status</b>	Record status as item is processed along the concurrence chain.
<b>Track Version Number</b>	Maintain sequential number reflecting version of item subject to concurrence.

# FY 2002 IM Service and Project Narratives

---

## Disaster Recovery

Begins analysis of all SC mission critical systems to develop a disaster recovery implementation plan. The FY 02 effort will complete the requirements, preliminary design and acquisition planning phases of the project. This project will be completed through step 11 in FY 2002.

## Configuration Management

Defines a plan to put in place the appropriate tools and processes to establish and manage the production environment baselines across all project lifecycle environments. The project will also integrate baseline management tools and processes developed with current operational configuration management change control processes. This project will be completed in FY 2002.

## 508 Implementation

Provides accommodation, where necessary, to make SC Headquarters information and systems accessible to people with disabilities.

# FY 2002 IM Service and Project Narratives

---

This page intentionally blank.

## FY02-03 Dependent Technology Projects

This page intentionally blank.

# FY 2002 IM Service and Project Narratives

---

## Windows 2000 Server Upgrade

Upgrades the network servers to Windows 2000 operating system to facilitate infrastructure upgrades necessary to take advantage of the operating systems advances in 1) increased reliability and scalability, 2) reduced costs through improved end-to-end management capabilities, and 3) comprehensive Internet and applications support. This project will be completed in FY 2002.

## MS Exchange Upgrade

Upgrades the e-mail server software. This will provide increased reliability, increased interoperability with other desktop software, implementation of new storage facilities (web-based), and enhanced web-based access to facilities to include mail and calendars. Implementation of some of the collaboration and work flow based processes are dependent on this upgrade. This project will be completed through step 8 in FY 2002.

## Remote Access Upgrade

Upgrades the current remote access solution using one of two options. Option one is to upgrade the Citrix solution to Microsoft terminal server. Option two is to replace the Citrix solution with an MA Virtual Private Network (VPN) solution. Security requirements and the increased need for connectivity to more of the SC HQ standard applications require this upgrade. This project will be completed through step 11 in FY 2002.

## MS Active Directory

Implements enhanced directory services for SC HQ that are also engineered to provide compatibility with an Active Directory implementation by the CIO at a later date. Features to be provided include single sign on, increased security, and enhanced collaboration facilities. This project will be completed through step 12 in FY 2002.

## Performance Measure Initiation

Implements performance measures across the SC HQ infrastructure to provide better analysis, design, and troubleshooting information. This includes monitoring the performance of all aspects of the network and systems architecture. Continued advancement and implementation of advanced technology is dependent on this effort. This project will be completed through step 11 in FY 2002.

## Research MS.NET

Evaluate the MS.NET framework as it comes out, and standardize the position on when and why to migrate. A successful research project here will provide an adoption and migration plan for new technology or a position that identifies the SC path for implementation when the technology becomes more mature or provides more value to the SC user and organization. This research will be completed in FY 2002.

# FY 2002 IM Service and Project Narratives

---

This page intentionally blank.

## Hardware / Software Review and Acquisition

### Description:

This service provides for the review, funding, and acquisition of ad-hoc customer requests for hardware and software that is **not** provided as part of the standard workstation or standard suite of software. It also provides for the review and acquisition of hardware and software required to support the annual IM operating agreement, and for hardware replacement components when workstations break down.

### Point of Contact:

Ted Griffin

### Performance Measures:

None

### Policies and Guidance:

Customers should submit ad-hoc requests for hardware and software that is not provided as part of the standard workstation or standard suite of software to Office of Science Support Center (SCSC). These requests should include a description of the work that needs to be accomplished and its urgency.

SC-65 will forward the request to the user's Customer Information Advisory Group (CIAG) representative who will confirm the business need. If appropriate, SC-65 then will conduct a review of an individual request. Factors to be considered include:

- Whether the hardware/software should be made available to all SC HQ and, if so, what the cost would be.
- The maintenance cost associated with the number of licenses needed.
- Whether the requested hardware/software integrates with the current standard image, and the associated cost if it does not.
- Whether it automatically integrates with the current workstation environment and LAN infrastructure, and whether there is an integration/engineering cost.
- The cost to test the requested hardware/software within the current infrastructure and roll it out to the customer.
- The effect on future planned development and associated cost.
- The cost to train the Support Center personnel to provide support.

Based on this review, SC-65 will provide alternatives for meeting the requirement within the current SC architecture or will purchase the hardware/software.

## Support Center

### **Description:**

Funding for the Support Center provides Helpdesk services for all current IM products and services provided by SC-65. This service currently supports over 10,500 calls/year.

### **Point of Contact:**

Ted Griffin

### **Performance Measures:**

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

### **Policies and Guidance:**

- The Office of Science has adopted the industry-wide "Support Center" approach to supporting an organization's IM services. The Support Center Helpdesk serves as the customers' "one-stop" point of contact for providing all services necessary to ensure that the IM resources and capabilities envisioned in the SC HQ IM Strategic Plan are reliably and continuously provided to support SC's business activities.
- The Support Center Helpdesk services are available from 7:00 a.m. to 7:00 p.m. Requests should be made by phone (301-903-5313) or e-mail to SCSC (scsc@science.doe.gov).
- 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, the phones are forwarded to the after-hours Support Center specialist who will determine how to respond to the request.

### Desk-side Support

**Description:**

The Desk-side support service provides hands-on problem resolution at customer workstations for all current IM services when an SC Helpdesk phone analyst cannot resolve the problem. This service currently supports over 6,000 visits per year.

**Point of Contact:**

Ted Griffin

**Performance Measures:**

None

**Policies and Guidance:**

- The Support Center is responsible for both Helpdesk phone support and for desk-side support.
- Desk-side support is available from 7:30 a.m. to 5:30 p.m. every working day. Requests should be made by phone (301-903-5313) or e-mail to SCSC (scsc@science.doe.gov).
- 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, the phones are forwarded to the after-hours Support Center specialist who will determine how to respond to the request.

## Infrastructure Operations and Maintenance

### Description:

This service maintains the LAN infrastructure. It provides backup and recovery of the LAN data; maintains the remote access service; integrates necessary infrastructure changes to maintain current levels of service; performs limited disaster recovery; provides for network redundancy; and maintains cyber security as currently implemented.

### Point of Contact:

Ted Griffin

### Performance Measures:

- % of time that e-mail is operational
- % of common suite of software and corporate systems available to the desktop that is also available through remote access

### Policies and Guidance:

#### LAN Data Storage

- SC-65 maintains the following major areas of user accessible data storage, each of which is monitored for performance, backed up nightly, and available remotely. The standard image configuration of SC user workstations defaults to the "N:" drive for users.
  - (N:drive) Users' personal storage area
  - (Q:drive) Work area which allows for data interchange among Divisional / office co-workers
  - (P:drive) Office of Science common repository for data which allows sharing of information throughout SC
  - The P:drive will retain one year's worth of SC LAN data. On a monthly basis, all data one year of age and older will be migrated to a tape backup system. Once the data has been migrated/archived, the process to obtain access will be as follows:
    - Call the SC Support Center and request the data by name, location and/or timeframe.
    - Allow the Support Center adequate time (approximately eight hours) to restore the data. (In the event of an emergency, the SC Support Center will, of course, make every effort to restore the requested data as soon as possible.)

#### Auto Archiving

- Just as one manages business documents that pile up on one's desk, the documents in the Outlook mailbox must be managed. Continued storage of documents in the Outlook Inbox (the equivalent of one's desk) will negatively affect e-mail system performance, recovery, and backup. To avoid this situation, users should regularly archive their mail. Unlike previous mail systems, which made it difficult to work with archives, 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, the SC-65 web site, or by contacting SCSC for assistance.

# FY 2002 IM Service Level Descriptions (Policy and Guidance)

---

## **DOE Corporate E-Mail Policies**

- All SC e-mail goes through the DOE Corporate firewall, which has the following policy in place:
  - All e-mails with attachments less than 5 Megabytes are processed as normal mail.
  - All e-mails with attachments greater than 5 Megabytes but less than 10 Megabytes are queued and processed during "non-peak hours."
  - All e-mails with attachments greater than 10 Megabytes are rejected.
- Options for sending attachments greater than 10 megabytes include breaking a large attachment into smaller files or contacting the SCSC for File Transfer Protocol (FTP) instructions.

NOTE: Even though the Department/Office of Science allows 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 will need to employ FTP or WinZip to send larger messages.

No attachment limitation exists when transmitting mail/attachments between SC staff.

## **Remote Access**

- SC-65 will provide all Headquarters SC staff members with the ability to remotely access most of the capabilities available to them on the SC LAN (in their regular business environment).
- Remote access software will be preinstalled in all SC-loaned laptops.
- Remote access is provided for personal or off-site computers through:
  - Installation of a CD that can be obtained from the SC Support Center, or
  - Use of Outlook Web Access (<https://owa.sc.doe.gov>) by connecting to a personally funded Internet service provider (ISP).
- Use of Outlook Web Access is the preferred approach when working solely with e-mail since there is no added expense to DOE or SC for its use. The SC remote access CD-based approach (which does have a metered expense for its use) must be used if SC LAN functionality beyond e-mail is required (e.g. access to the SC network drives).
- SC staff members are expected to use the SC remote access capability for business purposes only.

## **Cyber Security**

- 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). SC's plan will document 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/SC develops them.
- All users must have a password that is consistent with the security features listed below.

## FY 2002 IM Service Level Descriptions (Policy and Guidance)

---

Users will automatically be prompted to change their password every 180 days. The new password must include at least four characters that are different from the previous password.

- (1) Password contains at least eight non-blank characters.
- (2) 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.
- (3) Password contains a nonnumeric in the first and last position.
- (4) Password does not contain the user ID.
- (5) Password does not include the user's own or, to the best of his/her knowledge, close friends or relatives names, employee serial number, Social Security number, birth date, phone number, or any information about him/her that the user believes could be readily learned or guessed.
- (6) 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.
- (7) 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.
- (8) Password does not contain any simple pattern of letters or numbers, such as "qwertyxx" or "xyz123xx."
- (9) Password employed by the user on his/her unclassified systems is different than the passwords employed on his/her classified systems.

### Production Systems Maintenance and Support

**Description:**

This service maintains all current production systems.

**Point of Contact:**

Kathleen Centeno

**Performance Measures:**

None

**Policies and Guidance:**

- The maintenance service provides support for over 25 existing systems. This support includes ensuring that all custom-written applications for the Office of Science are functioning normally. It also includes resolution of IMSC incidents while system development is underway. In addition, this service maintains the various Microsoft SQL databases that are used within SC.
- Users should report problems and issues with existing systems to the SCSC Helpdesk. SC-65 will prioritize and perform necessary system “fixes” and enhancements to ensure that the systems function appropriately.
- Service requests are logged, assigned an Applix ticket for tracking purposes, and prioritized based on three criteria: 1) a non-functioning capability is considered Urgent; 2) a correction to an existing capability is assigned a High priority; and 3) a request for a new feature is assigned a Medium priority. When there are a number of related tickets (i.e., IMSC), they are placed into a “build” of approximately 10 items as they are fixed and tested; and they are implemented as soon as possible. Builds of 10 items allow the Maintenance group to address the tickets in a timely manner.

## Hardware Maintenance

### Description:

This service maintains all workstations, printers, fax machines, and scanners.

### Point of Contact:

Ted Griffin

### Performance Measures:

None

### Policies and Guidance:

#### Workstations

- The Support Center will resolve hardware failures at Germantown within two hours and at Forrestal within three hours. If the resolution time is unacceptable or there is an urgent requirement, a spare (Thin Client) computer (which allows SC LAN & e-mail access) will be made available immediately until the repair is completed.
- All desktop computers will conform to a standard hardware configuration and will have a standard suite of software installed.
- The minimum standard hardware configuration for the SC desktop computer is a 800Mhz with 256 MB RAM, at least an 8 gigabyte hard drive, a CD ROM, a 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.
- All desktop computers (except for classified machines) will be connected to the SC LAN, which will provide access to an SC LAN-based printer.
- On-site personal, laboratory and contractor-provided desktop computers and software will not be supported or connected to the SC LAN.

#### Hardware Peripherals

- All Headquarters SC staff members will have access to printers, fax machines, scanners, and video teleconferencing. This equipment will follow standard hardware configuration requirements in accordance with SC's information architecture.
- It is possible to print documents to either a single-user desktop printer or a multi-user network printer. Because the network printers are more cost efficient and more 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. The network printers also provide an alternative for transmitting documents within SC (e.g., one can send a document to the recipient's network printer rather than E-mailing it or faxing it). As existing single-user printers break down, SC staff will initially be redirected to a network printer. It is expected that Desktop printers will be replaced on a case-by-case basis, although budget constraints will dictate that multi-user printers will be given priority over single-user printers.
- Fax machines will be available only on a multi-user basis.
- Scanners will be made available for graphics workstations on an as-needed basis.
- All printers provided will be for unclassified printing only.

## Hardware Loaner Pool

### Description:

This service supports the loaner pool which includes Blackberry wireless e-mail devices, laptops, cell phones, pagers, LCD projectors, and an Ethernet hub (i.e., portable networking equipment for use within and outside of DOE). This service currently supports over 200 requests/year. It also provides for the recurring charges associates with Blackberry, cell phone and pager usage; and provides for limited augmentation of the loaner pool.

### Point of Contact:

Ted Griffin

### Performance Measures:

None

### Policies and Guidance:

#### Loaner Laptops

SC-65 will provide 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 will provide network access, remote access and the standard suite of software.

- For off-site meetings, the Support Center can provide a Laptop. A projector will be assigned on a first-come, first-served basis based on availability. Priority will be given to on-site equipment requests. Support is not available off site.
- 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.

#### Temporary Loaner Laptop

- Headquarters SC staff members may request a temporary loaner laptop (less than 30 days) by submitting an e-mail request to the SCSC. The request should identify the business need and required time period. At the end of that period, or sooner if the laptop is no longer needed, the staff member should call the 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).

#### 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 the 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.

#### Blackberry (wireless e-mail) Devices, Cell phones, and Pagers:

- To facilitate communications with SC staff while on travel, the Loaner Pool will include PDAs, cell phones and pagers. Because this loaner pool initially will be limited to six items each, the PDAs, cell phones, and pagers will be available only for those on official travel (with approved orders in Travel Manager) or approved contractor travel. Requests will be filled on a first-come, first served basis. Users should contact the SC Support Center via e-mail and include their Travel Authorization # to reserve a unit for a trip.

## FY 2002 IM Service Level Descriptions (Policy and Guidance)

---

- All requests for loans lasting longer than 30 days or for business needs other than travel will be reviewed and approved by the Associate Director, Office of Resource Management.

### Videoconferencing

**Description:**

This service provides video conferencing maintenance and support to GTN Conference rooms (H207, G258, G436, E243), and the FORS conference room (7B 058).

**Point of Contact:**

Ted Griffin

**Performance Measures:**

None

**Policies and Guidance:**

Customers should call DOE Teleconferencing (301-903-4555) to schedule a teleconference session and for assistance in setting up multi-point teleconferences.

## Standard Suite of Software

**Description:**

This service provides for licensing and maintenance of a standard suite of software (currently exceeding 70 packages) for all standard workstations.

**Point of Contact:**

Ted Griffin

**Performance Measures:**

None

**Policies and Guidance:**

- This policy applies only to commercial-off-the-shelf (COTS) software. It does not apply to custom software developed at the SC-65's direction by IM contractors supporting SC.
- SC-65 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 must also be compatible with SC's 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.
- The commercial software packages listed in Section 6.4 are available and fully supported by the SC-65 and the SCSC. Any COTS software that is not on the list is considered "non-supported" and will result in limited or no support unless that software is incorporated into the Strategic Plan and business direction.

### Standard commercial off-the-shelf software packages supported by SC

<b>Operating System:</b>	
MS Windows 2000	(Fully Supported)
MS Windows 95 OSR 2.1	(Soon to be Retired)
<b>Document Processor:</b>	
MS Word'2000 (SR2)	(Fully Supported)
Avery Label Wizard 2.02	(Fully Supported)
WordPerfect 6.1	(Soon to be Retired)
<b>Spreadsheets:</b>	
MS Excel'2000 (SR2)	(Fully Supported)
<b>Database:</b>	
MS Access'2000 (SR2)	(Fully Supported)
FoxPro	(Soon to be Retired)
<b>Graphics:</b>	

## FY 2002 IM Service Level Descriptions (Policy and Guidance)

---

MS PowerPoint'2000 (SR2)	(Fully Supported)
MS Photo Editor 3.01	(Fully Supported)
MS Direct X	(Fully Supported)
Visio 2000	(Fully Supported)
Adobe Image Ready 2.0	(Fully Supported)
Adobe Photoshop 5.5	(Fully Supported)
Adobe Illustrator 8.0	(Fully Supported)
Adobe Acrobat Reader 4.0	(Fully Supported)
Adobe Acrobat 4.0	(Fully Supported)
Adobe Acrobat Catalog 4.0	(Fully Supported)
Adobe Acrobat Distiller 4.0	(Fully Supported)
OmniPage Pro 9.0	(Fully Supported)
PageMaker	(Soon to be Retired)
<b>Project Management:</b>	
MS Project 2000	(Fully Supported)
<b>Web-Authoring:</b>	
FrontPage 2000	(Fully Supported)
Hot Dog	(Soon to be Retired)
Hot Metal	(Soon to be Retired)
<b>Internet Browser:</b>	
MS Internet Explorer 5.01	(Fully Supported)
<b>Collaborative Services:</b>	
MS Netmeeting 3.01	(Soon to be Retired)
Quick View Plus 6.0	(Fully Supported)
Citrix ICA Client 4.2	(Fully Supported)
Castelle Fax Press 5.0	(Fully Supported)
L&H Voice Express Professional 4.01	(Fully Supported)
<b>Security &amp; Backup:</b>	
Tivoli Storage Manager (ADSM)	(Fully Supported)
Norton Antivirus 6.0	(Fully Supported)
IOMEGAWARE 2.0	(Fully Supported)
WinZip 8.0	(Fully Supported)
<b>e-mail / Calendaring:</b>	
MS Outlook 2000	(Fully Supported)

## FY 2002 IM Service Level Descriptions (Policy and Guidance)

---

GroupCal	(Fully Supported)
Calendar Creator +	(Soon to be Retired)
<b>Media Players:</b>	
Windows Media Player	(Fully Supported)
Real Player +G2 6.0	(Fully Supported)

- Commercial software packages identified as "soon to be retired" will have no new versions installed and no new users. Retirement of such software will be conducted in a manner that ensures that all necessary actions are taken to ensure a smooth transition.
- Based on licensing and support considerations, SC-65 will decide whether a software package will be installed as part of the standard desktop configuration or separately on the LAN. The location of the installation will not affect customer access or usage.
- In addition to the annual Strategic Plan update, SC-65 will review the need for revisions or additions to the list of supported software periodically based on such factors as industry developments and new business needs.
- When SC staff identify a business need that cannot be met by existing software, they should contact the SCSC and provide a description of the work that needs to be accomplished and its urgency. (See "Software Hardware Review and Acquisition" for process used to respond to the request.) Customers should also contact SCSC for access to software on the list.

## Local Data Backup

**Description:**

Provides local backup and recovery services for local data (C: and D: drives).

**Point of Contact:**

Ted Griffin

**Performance measures:**

None

**Policies and Guidance:**

- Users are responsible for backing up any local data. The SCSC can configure and demonstrate the use of the workstation backup procedures to allow the user to recover data using the Tivoli software, which is located on the LAN under Start/Programs/Tivoli Storage Manager.
- If a user's system crashes, the SCSC will reinstall the standard installed software applications. Any data that was not stored by the above-mentioned means would be lost.
- Just as one manages business documents that pile up on one's desk, the documents in the Outlook mailbox must be managed. Continued storage of documents in the Outlook Inbox (the equivalent of one's desk) will negatively affect e-mail system performance, recovery, and backup. To avoid this situation, users should regularly archive their mail. Unlike previous mail systems, which made it difficult to work with archives, 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, the SC-65 web site or by contacting the SCSC for assistance.

## Flexiplace Support

### **Description:**

This service provides a flexiplace configured workstation and associated maintenance for current flexiplace customers.

### **Point of Contact:**

Ted Griffin

### **Performance Measurements:**

- % of common suite of software and corporate systems available to the desktop that is also available through remote access

### **Policies and Guidance:**

- The Department's flexiplace program covers employees who work at sites other than their official workplace. The "Handbook for Flexiplace in the Office of Science" contains the requirements and guidance for all SC employees who wish to participate in this program.
- Forms are available in appendices as follows:
  - Appendix A, Request for Flexiplace, Page 32
  - Appendix B, Flexiplace Agreement (Regular or Medical), Page 36
  - Appendix C, Situational Flexiplace Agreement, Page 44
  - Appendix D, Annual Flexiplace Recertification, Page 46
- The SC Support Center will provide approved equipment and support to participants in the SC flexiplace program. See Chapter I, Implementing Flexiplace in the Office of Science, and Chapter VI, Remote Access Issues, for details.
- Flexiplace workstations, which provide remote access hardware, software and support, are provided for approved participants.

### IM Budget Management

**Description:**

This service carries out budget execution to ensure funds are being spent efficiently in accordance with the annual IM Operating Plan. It also provides for overtime and other direct costs for the IM support contractors.

**Point of Contact:**

Ted Griffin

**Performance Measures:**

None

**Policies and Guidance:**

- SC-65 project managers meet monthly to review costs and ensure adherence to the budget.

### IM Integration

**Description:**

Provides support for the high level coordination and oversight of all SC HQ IM services, including change control, at both Headquarters and in the field. In addition, this service provides support to the Corporate SC CIO Council, Corporate SC IM Board, LPSO IT Portfolio, LPSO Strategic Plan, LPSO Performance Measures, Contract Re-Competitions, and response to OMB reporting requirements (i.e. Exhibit 53/300B Reporting).

**Point of Contact:**

Ted Griffin

**Performance Measures:**

None

**Policies and Guidance:**

The "lifecycle" (from planning through development, deployment and, ultimately, retirement) and the tools used by SC-65 to implement it will be reviewed and updated annually to ensure that it is well-defined, rigorously followed, incorporating best practices, continuously improving, and enabling the effective provision of IM products and services.

### SC Homepage Support

**Description:**

This service provides update and maintenance support to the SC-1 homepage. This service also provides a one-time homepage redesign to those SC HQ AD/OD organizations who need it (as approved by the IM Board).

**Point of Contact:**

Gene Hughes

**Performance Measures:**

None

**Policies and Guidance:**

- The stakeholders will 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 will be provided to implement simple updates.
- Weekly updates will be completed every Friday. All files will be backed up nightly and backed up to tape every weekend.

## IM Customer Agreements and Budget Formulation

### Description:

The service supports the development of a five-year IM Strategic Agreement and Annual Operating Plan that identifies the 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. In addition, this service includes budget formulation based on the five-year IM Strategic Agreement.

### Point of Contact:

Ted Griffin

### Performance Measures:

None

### Policies and Guidance:

The Information Architecture methodology as required by the Clinger-Cohen Act will be employed to determine what IM products and services will be provided to SC Headquarters. Capabilities put into place independently outside of this process will not be supported.

- **The Information Architecture** will have the following eight components:

**Principles:** The rules by which IM decisions will be made.

**Business Model:** A hierarchical definition of all business activities.

**Information Resource Catalog (IRC):** A repository of information describing all information systems and technology platforms currently in use.

**Data Architecture:** A model of all data needed to support the business activities (i.e., types of data, definitions, and relationships).

**Applications Architecture:** A set of automated capabilities (e.g., software applications) needed to support the business activities.

**Technology Architecture:** The technology infrastructure needed to support the business activities, data needs, and applications needs. The technology architecture will be based on industry, governmental, and de-facto standards.

**Strategic Plan:** A five-year plan to deploy IM products and services in support of the business activities based on the previous six components.

Plan based on the approved budget.

- The Information Architecture will cover only SC Headquarters IM needs.
- All components of the Information Architecture will be updated annually. Customers who identify significant needs in the middle of the fiscal year (i.e., between updates) should contact the Support Center.
- Update of the Information Architecture will involve all levels of business users to ensure it is driven by business needs. The Customer Information Advisory Group will be 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.
- Approval of the updated Information Architecture will first be required by the Information Management (IM) Board and then by the SC Executive Steering Committee. The IM Board is responsible for approving the Information Architecture update and monitoring.
- The Strategic Agreement will be the foundation for the formulation of the IM budget.

## FY 2002 IM Service Level Descriptions (Policy and Guidance)

---

- Policies will be written and updated annually for each component of the “lifecycle” to ensure the effective provision of IM products and services.

## Customer Communications

### **Description:**

This service supports several communications efforts, including development and publication of newsletters to customers that give details on current and planned services, maintenance and updates of the SC-65 homepage, customer briefings at defined stages of each project, and management and coordination of the Customer Information Advisory Group weekly meetings and IM Board monthly meetings.

### **Point of Contact:**

Patricia Rice

### **Performance Measures:**

None

### **Policies and Guidance:**

- SC-65 will keep 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 will be delivered and how to become involved
- Periodic communications will include such things as publications of the “IM Today” newsletter, updates of the SC-65 homepage, and presentations to the Executive Steering Committee, the SC IM Board and the Customer Information Advisory Group. One-time communications will include IM surveys, e-mail messages from the Support Center, and other special interest e-mails.
- SC-65 will maintain 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-65 staff member.

## IM Policies and Performance Measures

### Description:

This service supports developing and updating IM policies (i.e., service descriptions) and performance measures that identify how services will be provided and measured, and facilitates process improvement based on performance measure results. SC-65 coordinates the development of these descriptions and measures with the Customer Information Advisory Group.

### Point of Contact:

Ted Griffin

### Performance Measures:

- Percent satisfaction with the overall quality of new IM services.
- Percent satisfaction with the overall quality of current IM services.
- % of Support Center calls resolved by first phone analyst before end of call
- % of Support Center calls the customer receives the phone analyst within 30 seconds
- % of Support Center "Helpdesk-Medium" calls resolved within 4 hours
- % of time that e-mail is operational
- % of common suite of software and corporate systems available to the desktop that is also available through remote access
- % of CIAG action items assigned to SC-65 resolved by due dates

### Policies and Guidance:

- Service descriptions will be developed annually as a part of the Operating Plan.
- Performance measures will be developed annually to assess the productivity, timeliness, quality, cost, and customer satisfaction of IM activities. Performance against those measures will be evaluated and appropriate adjustments made to ensure the effective provision of IM products and services.

## New IM Projects

### Description:

All new projects go through a “21-Step” 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-65 resources and expertise are applied at each step of a project’s lifecycle.

### Point of Contact:

Gene Hughes, 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.

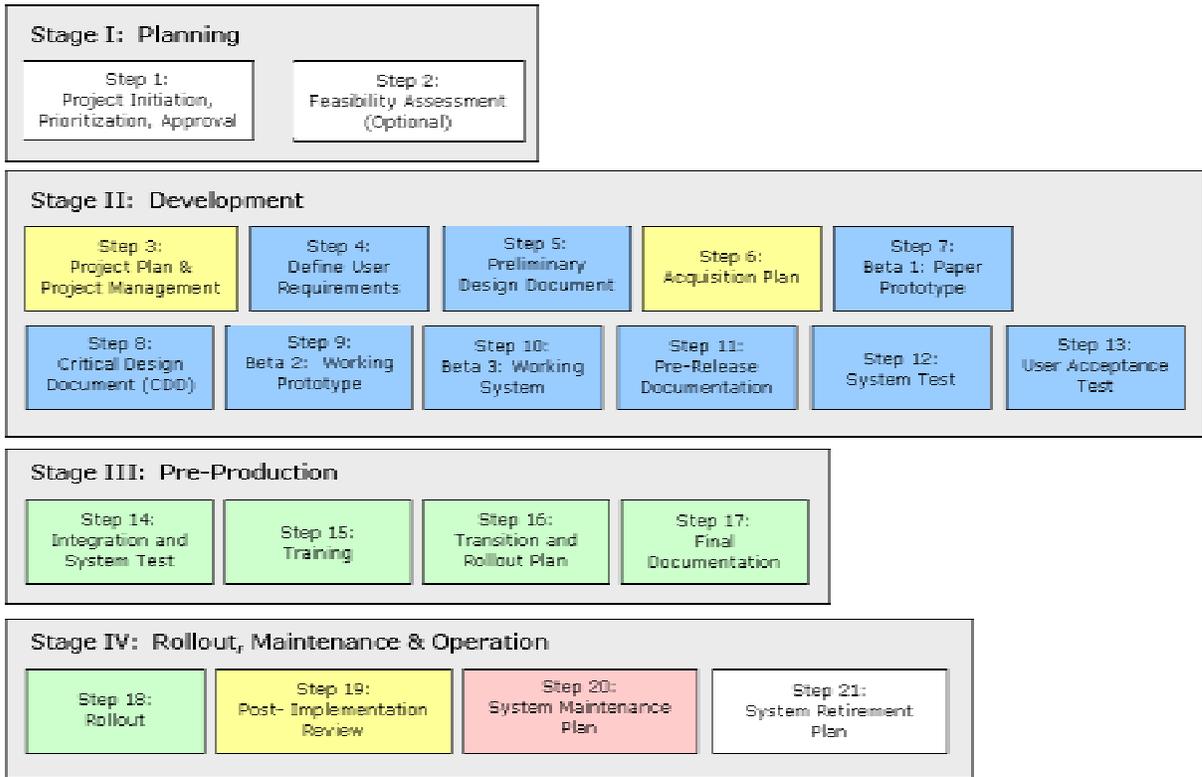
### Policies and Guidance:

SC-65 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 21 Step Project Management methodology that provides a defined sequence of deliverables and reviews that must be accomplished with each Office of Science project.

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.

The 21 Step Project Management Process used by SC-65 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/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 is 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.

**Project Management 21-Step Process**



This page intentionally blank.

# FY 2002 IM Service and Project Schedules

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Hardware/Software Review & Acquisition	[Level of Effort]											
Support Center	[Level of Effort]											
Desk-Side Support	[Level of Effort]											
Infrastructure Operations & Maintenance	[Level of Effort]											
Production Systems Maintenance & Support	[Level of Effort]											
Hardware Maintenance	[Level of Effort]											
Hardware Loaner Pool	[Level of Effort]											
Vide Conferencing	[Level of Effort]											
Standard Suite of Software	[Level of Effort]											
Local Data Backup	[Level of Effort]											
Flexi-Place Support	[Level of Effort]											
IM Budget Management	[Level of Effort]											
IM Integration	[Level of Effort]											
SC Homepage Support (for Redesign)	Project Plan to be developed with the IM Board.											
IM Customer Agreements & Budget Formulation			Princ*		IRC*	BM/DA	TA			(Cap) (Mile) SP*	OP*	
Customer Communications	CAGM	CAGM	CAGM	CAGM	CAGM	CAGM	CAGM	CAGM	CAGM	CAGM	CAGM	CAGM
			IM Today							IM Today		SCSSHP*
IM Service Level Descriptions (Policies and Guidance) & Performance Measurement						Joint CAG/CAG/SCSS Approval Review						

**Legend**

- [Grey Box] = Level of Effort
- [Star] = Customer Review
- Req = Requirements Analysis
- Princ = Principles
- IRC = Information Resources Catalog
- BM = Business Model
- DA = Data Architecture
- TA = Technology Architecture
- (Cap) = Strategic Plan Capabilities
- (Mile) = Strategic Plan Milestones
- SP = Strategic Plan
- OP = Operating Plan

# FY 2002 IM Service and Project Schedules

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Abstract Tracking	6	8	9	10	11	12 14	13 15 16 17	18 20 21	19			
NW Redesign for Web-Enabled Apps	7 8 9	10	11	12	14	13	15	16	17 18	19 20 21		
Cyber Security Implementation	Project Plan to be developed with the CIWG.											
Electronic Information Management	7		8 9 10	11 12	14				13	15 16 17 18	19 20 21	
Worksheet Exchange	8	9 10 12	11 12 14 16 17	15 18 20 21	19							
IM Lifecycle Toolset	4	5 6 7		8 9 12	10 11 13 14 15 16 17 18	19 20 21						
Intranet 1.0	12 14	13 15 16 17 18	19 20									
Execution Work Management 1.1	7 8	9	10 11 12 16	14 15 17 18 20 21	19							
Execution Work Management 1.2				1	2 3	4	5 6 7	8	9	10	11	12 14
Intranet 2.0				1 2 3	4	5 6 7		8 9	10		11 12	13 14 16
Support Services 1.1										1 2 3	4	5 6 7
Disaster Recovery										1 4	3 5 6 8	9 10 11
Configuration Management	4	5 6 7		8 9 12	10 11 13 14 15 16 17 18	19 20 21						
506 Guidance / Implementation	Project Plan to be developed											
Windows 2000 Server Upgrade	1 3 4	5 6	7 8	9	10	11 12	13 14 15	16 17	18 19 20 21			
MS Exchange Upgrade										1 3	4 5 6	7 8
Remote Access Upgrade										1 3 4	6 7 8	9 10 11
MS Active Directory							1 3	4	5 8	7 8	9 10 11	12
Performance Measure Initiation							1 3 4		5 6	7 8	9 10	11
MS.Net Feasibility Assessment												1 2

**Project Steps**

- |  |                               |                                |
|--|-------------------------------|--------------------------------|
| 1. Initiation, Prioritization & Approval | 8. Critical Design Document   | 15. Training                   |
| 2. Feasibility Assessment (Optional)     | 9. Beta 2. Working Prototype  | 16. Transition & Rollout Plan  |
| 3. Project Plan & Project Management     | 10. Beta 3. Working System    | 17. Final Documentation        |
| 4. Define User Requirements              | 11. Pre-Release Documentation | 18. Rollout                    |
| 5. Preliminary Design Document           | 12. System Test               | 19. Post Implementation Review |
| 6. Acquisition Plan                      | 13. User Acceptance Test      | 20. System Maintenance Plan    |
| 7. Beta 1. Paper Prototype               | 14. Integration & System Test | 21. System Retirement Plan     |

# FY 2002 IM 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 CIAG action items assigned to SC-65 resolved by due dates.

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

# FY 2002 IM Performance Measures

---

This page intentionally blank.