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USGS EROS Administrative Procedure

COORDINATION:

[REDACTED]

EROS Director / Deputy Director / Administrative Officer

SUBJECT / TITLE: IT Action Management Procedure

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Copies will be provided to:

PREPARED BY: [REDACTED]

Preparer Date Supervisor Date

OTHER COORDINATION: GS-N-EDC Federal Employees
CORs distribute to contracts.

STATUS: Permanent
 Temporary

EXPIRATION DATE: September 23, 2016

PROCEDURE / MEMO: Original
 Supersedes

ATTACHMENT TO: N/A

PURPOSE: To provide guidance in responding to and monitoring actions and data calls levied on IT systems located at EROS.

UTILIZATION: Daily, Weekly, Monthly, Other

TEXT: Procedure follows on next page.

1.0 References and Authorities.

EROS-CGB-02 EROS-IT Infrastructure Board Charter.

2.0 Purpose.

The purpose of this procedure is to provide guidance when informed of actions and data calls regarding EROS information systems. It is the goal of the procedure to create a record of information technology (IT) actions and provide a mechanism for EROS management to monitor their implementation. It applies to personnel who manage, monitor, or administer IT systems at EROS.

The nature of the IT actions and data calls is expected to be varied. Examples of previous IT actions are:

- Provide metrics of computer inventory and configuration;
- Deployment of DOI-sponsored software;
- Respond to IT security vulnerabilities; and
- Budget data calls.

Given the expected unique and varied nature of the IT actions, this procedure attempts to:

- Provide a method to document the IT action, but does not influence the scope of the action;
- Provide a method to document the action point of contact (POC), but does not influence the selection of the action POC;
- Provide a method to monitor IT actions, but respects the authority of stakeholders to issue actions; and
- Provide a forum for discussing IT actions, but leaves responsibility for action responses with appropriate EROS projects.

3.0 Definitions.

Assessment and Authorization (A&A) Boundary – Every Government information system must reside in an A&A boundary. Assessment is defined as testing and/or evaluation of the management, operational, and technical security controls in an information system to determine the extent to which the controls are implemented correctly, operating as intended, and producing the desired outcome with respect to meeting the security requirements for the system. Authorization (to operate) is defined as the official management decision given by a senior organizational official to authorize operation of an information system and to explicitly accept the risk to organizational operations (including mission, functions, image, or reputation), organizational assets, individuals, other organizations, and the Nation based on the implementation of an agreed-upon set of security controls.

As of June 1, 2014, the A&A boundary of three USGS systems extend into the EROS Center (i.e., Science and Support Systems (S&SS), Land Satellites Data

System (LSDS), National Map Re-Engineering Project (NMRP)). Systems of collaborator agencies will also need to fall within an A&A boundary, but not necessarily a USGS boundary.

Collaborator Agency – This is an informal term to categorize the organizations that are separate from EROS, but have IT systems that physically reside at EROS. (e.g., Bureau of Indian Affairs).

Configuration Management (CM) – Process of managing and controlling modifications to hardware, firmware, software, and documentation to protect the information system against improper modification prior to, during, and after system implementation.

Desktop Support Services (DSS) – Provides day-to-day support services for desktop and laptop personal computer usage at EROS, and manages the EROS reuse pool of replacement desktop and laptop systems. The DSS task is part of the Center Information Technology Team (CITT) project. For the purpose of this procedure, DSS will maintain the system of record of all actions.

EROS IT Infrastructure CCB – The EROS IT Infrastructure Configuration Control Board (CCB) identifies and reviews the configuration change and coordinates the implementation of change to the IT Infrastructure at EROS.

Information System – A discrete set of information resources organized for the collection, processing, maintenance, use, sharing, dissemination, or disposition of information.

4.0 Procedure

4.1 Roles and Responsibilities.

Action Point of Contact (POC) – Each action will be assigned one or many POCs responsible for the daily management of an action. The POC(s) will update the tracking ticket in DSS and report status to the EROS IT Infrastructure CCB.

EROS IT Infrastructure CCB – Reviews and monitors IT actions. The CCB serves as an advisory body that monitors progress on IT actions and may influence the method in which an action is responded.

EROS IT Infrastructure CCB Members and Other EROS IT Professionals – Receive requests for action and initiate this process. Given that actions and data calls come from a variety of sources, any of the EROS IT Government and contractor professionals may be the first to receive initial contact. They are responsible for initiating this procedure by having it included on the EROS IT Infrastructure CCB agenda.

Depending on the scope of an action item, these individuals may need to respond to an action in accordance with their respective system's CM processes. If project resources are required, then these individuals work with project managers to ensure the resources are available.

EROS IT Infrastructure CCB Secretary – Initiates a tracking ticket with DSS for the collections of action directions and outcomes. Places the action item on the EROS IT Infrastructure CCB agenda until it has been satisfactorily resolved.

Project Managers – If project resources are required to address an action then Government and contractor project managers authorize the work and funds required in accordance with project procedures.

4.2 Process.

A diagram of the following IT action process flow elements is included as Appendix A.

Initiate. The process is initiated by any EROS IT professional that may receive actions and data calls. EROS IT Infrastructure CCB members communicate IT actions informing CCB chair and secretary. Depending on the perceived urgency of the action, IT personnel are permitted to begin addressing action items and validate their approach with the CCB.

Record. The action is opened in the tracking system by the CCB secretary or CCB member.

Approach. EROS IT Infrastructure CCB will assign an approach, action POC, and actions team. Membership of the team is dependent on the scope of the action item. In the case of an urgent action, the CCB will validate the approach already started.

Implement. The action POC and team then implements the necessary changes within their projects according to the project's CM process. In the case of a data call, information is gathered by the action team.

Status. The action POC documents action within the DSS-supported tracking systems. Some action attributes that should be documented include description, team members, urgency, extent (i.e., individual project, public facing servers, desk tops, collaborators, A&A boundary). The action POC also provides daily oversight of the action and provides status of the action to the EROS IT Infrastructure CCB.

Close. Upon satisfactory resolution of the action, the action POC documents the results, attaches the results to the ticket, and closes the tracking ticket. CCB secretary removes the action from the CCB agenda.

5.0 Appendices.

Appendix A. IT Action Process Flow Diagram.

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IT Action Process Flow

