

**PART I: CAPITAL ASSET PLAN AND BUSINESS CASE (All Assets)**

Agency U.S. Nuclear Regulatory Commission  
 Bureau N/A  
 Account Title Salaries and Expenses  
 Account Identification Code 31-0200-0-1-276  
 Program Activity Information Technology Infrastructure  
 Name of Project Infrastructure Services and Seat Management Support  
 Unique Project Identifier: 429-00-02-06-02-2015-00  
 (IT only)(See section 53)  
 Project Initiation Date September 28, 2001 (contract award)  
 Project Planned Completion Date September 2010  
 This Project is: Initial Concept  Planning  Full Acquisition  Steady State   
 Mixed Life Cycle

Project/useful segment is funded: Incrementally  Fully

Was this project approved by OMB for previous Year Budget Cycle? Yes  No

Did the Executive/Investment Review Committee approve funding for this project this year? Yes  No

Did the CFO review the cost goal? Yes  No

Did the Procurement Executive review the acquisition strategy? Yes  No

Is this investment included in your agency's annual performance plan or multiple agency annual performance plans? Yes  No

Does the project support homeland security goals and objectives, i.e., 1) improve border and transportation security, 2) combat bio-terrorism, 3) enhance first responder programs; 4) improve information sharing to decrease response times for actions and improve the quality of decision making? Yes  No

Is this project information technology? (See section 300.4 for definition) Yes  No

For information technology projects only:

a. Is this Project a Financial Management System? (see section 53.3 for a definition) Yes  No

If so, does this project address a FFMI compliance area? Yes  No

If yes, which compliance area?

b. Does this project implement electronic transactions or record keeping that is covered by the Government Paperwork Elimination Act (GPEA)? Yes  No

If so, is it included in your GPEA plan (and does not yet provide an electronic option)? Yes  No

Does the project already provide an electronic option? Yes  No

c. Was a privacy impact assessment performed for this project? Yes  No

d. Was this project reviewed as part of the FY 2002 Government Information Security Reform Act review process? Yes  No

Information in this record was deleted

in accordance with the Freedom of Information

Act, exemptions 5

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- d.1 If yes, were any weaknesses found? Yes  No
- d.2. Have the weaknesses been incorporated into the agency's corrective action plans? Yes  No
- e. Has this project been identified as a national critical operation or asset by a Project Matrix review or other agency determination? Yes  No

Preparations for NRC's Project Matrix Review are just underway. The Review will not be completed until the first quarter FY 2003, at the earliest.

- e.1 If no, is this an agency mission critical or essential service, system, operation, or asset (such as those documented in the agency's COOP Plan), other than those identified above as national critical infrastructures? Yes  No

**SUMMARY OF SPENDING FOR PROJECT STAGES**  
(In Millions)

(Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions)

	PY-1 and Earlier	PY 2002	CY 2003	BY 2004
<b>Planning:</b>				
Budgetary Resources				
Outlays				
<b>Acquisition:</b>				
Budgetary Resources	1.244			
Outlays	1.244			
<b>Total, sum of stages:</b>				
Budgetary Resources				
Outlays				
<b>Maintenance:</b>				
Budgetary Resources		10.771	11.661	12.306
Outlays				
<b>Total, All Stages:</b>				
Budgetary Resources	1.244	10.771	11.661	12.306
Outlays	1.244			

**I. A. Project Description**

- Provide a brief description of this project and its status through your capital planning and investment control (CPIC) or capital programming "control" review for the current cycle.

The ISSC (Infrastructure Services and Seat Management Support Contract) program provides continuing information technology (IT) infrastructure services for employees and contractors at NRC headquarters, its four regional offices (King of Prussia, PA, Atlanta, GA, Lisle, IL, and Arlington, TX) and remote sites using a task order under the GSA Seat Management Services Contract GS00T98ALD0017. The goals of the ISSC program are to: 1) continue the provisioning of business essential IT Infrastructure services and maintain the current high level of services and user satisfaction, 2) provide standard infrastructure services to meet current and future Agency automation and business application needs, and 3) provide required IT Infrastructure services at the lowest possible cost, consistent with the highest value to the Agency.

The services included under the ISSC program are:

- User support Help Desk for computer equipment and software
- Desktop computers, installation, maintenance, upgrade, and moves
- Network operations and control including computer and printer connectivity, e-mail and web services
- Infrastructure management for configuration and inventory management, security, and disaster recovery
- Infrastructure and Systems Integration and expert hardware and software support

The ISSC program is in the operations/evaluation phase. Under the ISSC program, NRC receives services it needs for infrastructure support from a single contractor based on a fixed monthly charge per seat for stipulated performance levels. This program replaced an outsourcing program that consisted of acquiring services on a cost or labor hour basis under several different contracts. NRC developed the ISSC approach after reviewing NRC customer requirements (with customer participation) and IT infrastructure services being provided, and alternatives for providing the services. NRC competed a performance-based task order for the ISSC program among the eight contractors who participate in the GSA Seat Management Services program, and awarded the task order to the contractor offering the best value to the NRC. The program is managed by an integrated project team to ensure performance goals are met and culture and technology changes are well planned and managed.

## **2. What assumptions are made about this project and why?**

The following assumptions are made about the ISSC program:

- Services provided under ISSC are critical for providing automation and business application services to Agency employees to facilitate the accomplishment of NRC's mission
- ISSC Services will incorporate industry best practices and be at the same or a higher level than services provided under previous contracts
- A regular, periodic, predictable schedule for refreshes will be provided to keep pace with improving technology
- IT Infrastructure services will be provided at the lowest possible cost, consistent with the highest value to the Agency
- Disruption to customers will be minimized

## **3. Provide any other supporting information derived from research, interviews, and other documentation.**

An ISSC project team of Headquarters and Regional IT administrators and business office representatives was formed to develop a business case and develop one or more contracts to support the effort.

The ISSC program team met with representatives from the National Aeronautic and Space Administration, the Department of Justice, and the General Services Administration to discuss their experience and lessons learned with large infrastructure contract efforts and seat management.

The ISSC team conducted several surveys and numerous interviews with NRC Headquarters and Regional senior management and IT representatives. The team identified several Business Objectives that needed to be addressed to meet the ISSC program goals. Implementation options for each Business Objective were defined and evaluated based on how each option could affect the factors of cost, flexibility, rate of change, additional administrative burden, and service effectiveness. The Business Objectives and recommended implementation options were as follows:

**Service Levels** – The implementation options evaluated were to: 1) provide one service level for all users, 2) provide three to five different service levels, and 3) provide two service levels: Standard and Premium (current method). The selected alternative was to provide two service levels: Standard and Premium. The standard level of service provides a minimum standard environment for using NRC business applications and meets the requirements for most users. The premium service level meets most NRC users special needs and requirements.

**Technology Refresh** – The implementation options evaluated were to refresh IT components: 1) on a planned yearly basis, 2) when business requirements necessitate it, and 3) when funds are budgeted (current method). The selected option was to adopt a planned, yearly refresh of a percentage of IT components as a required maintenance expense.

**Service Approach** – A market research survey was conducted to determine if commercial services were available to meet NRC needs. The survey found that two primary contract types, level of effort (LOE) contracts and seat management, would meet ISSC program requirements. Four approaches were then evaluated: 1) use multiple LOE contracts to acquire services (status quo), 2) use a single LOE contract, 3) use a single seat management contract, and 4) use a combination of LOE and services under a single contract. The approved alternative was to use a combination of LOE and seat services under a single contract.

The ISSC project team developed a statement of work and acquisition plan, which were approved by the head of the agency, Chairman Richard A. Meserve. NRC competed a performance-based task order for the ISSC program among the eight contractors who participate in the GSA Seat Management Services program, and awarded the task order to the contractor offering the best value to the NRC. The task order has a 3-year base period, plus six 1-year options.

Award of the contract was publicized through an agencywide network announcement. As part of the overall ISSC communications plan, additional information has been provided through memoranda to NRC office directors, meetings with office IT coordinators, brochures distributed to customers, and a series of open forum meetings. The ISSC approach of providing a combination of seat management and LOE services under the same contract is working well for the NRC; periodic surveys and feedback from customers and NRC management indicate a high level of satisfaction with the program.

**I.B. Justification (All Assets)**

**1. How does this investment support your agency's mission and strategic goals and objectives?**

NRC's Strategic Goals	NRC Strategies	Supports	How Does Your Initiative Support this NRC Goal or Corporate Management Strategy
1. Nuclear Reactor Safety: Prevent radiation-related deaths and illnesses, promote the common defense	<ul style="list-style-type: none"> <li>- Make public participation in the regulatory process more accessible.</li> <li>- Use risk information to improve the effectiveness</li> </ul>	X	Provides standard infrastructure services to meet current and future Agency automation and

<p>and security, and protect the environment in the use of civilian nuclear reactors.</p>	<p>and efficiency of NRC activities and decisions.</p> <ul style="list-style-type: none"> <li>- Anticipate challenges posed by the introduction of new technologies and changing regulatory demands.</li> <li>- Identify, prioritize, and modify processes based on effectiveness reviews to maximize opportunities to improve those processes.</li> <li>- Actively seek stakeholder input to identify opportunities for reducing unnecessary regulatory burden.</li> </ul>		<p>business application needs. Supports all applications necessary to support NRC's mission, including the Reactor Program System.</p>
<p><b>2. Nuclear Materials Safety:</b> Prevent radiation-related deaths and illnesses, promote the common defense and security, and protect the environment in the use of source, byproduct, and special nuclear material for medical, academic, and industrial purposes.</p>	<ul style="list-style-type: none"> <li>- Make public participation in the regulatory process more accessible.</li> <li>- Identify, prioritize, and modify processes based on effectiveness reviews to maximize opportunities to improve those processes.</li> <li>- Improve NRC's regulatory framework in order to reduce unnecessary regulatory burden.</li> <li>- Actively seek stakeholder input to identify opportunities for reducing unnecessary regulatory burden.</li> </ul>	X	<p>Provides standard infrastructure services to meet current and future Agency automation and business application needs. Supports all applications necessary to support NRC's mission, including the General License Data Base and the License Tracking System.</p>
<p><b>3. Nuclear Waste Safety:</b> Prevent adverse impacts from radioactive waste to the current and future public health and safety and the environment, and promote common defense and security.</p>	<ul style="list-style-type: none"> <li>- Make public participation in the regulatory process more accessible.</li> <li>- Identify, prioritize, and modify processes based on effectiveness reviews to maximize opportunities to improve those processes.</li> <li>- Continue to improve NRC's regulatory framework in order to reduce unnecessary regulatory burden.</li> <li>- Actively seek stakeholder input to identify opportunities for reducing unnecessary regulatory burden.</li> </ul>	X	<p>Provides standard infrastructure services to meet current and future Agency automation and business application needs.</p>
<p><b>4. International Nuclear Safety Support:</b> Support U.S. interests in the safe and secure use of nuclear materials and in nuclear non-proliferation.</p>	<ul style="list-style-type: none"> <li>- Focus appropriate agency activities and resources on significant international obligations and U.S. and the NRC international priorities.</li> </ul>	X	<p>Provides standard infrastructure services to meet current and future Agency automation and business application needs.</p>
<p><b>NRC Corporate Management Strategy 1:</b> Employ innovative and sound business practices.</p>	<ul style="list-style-type: none"> <li>- Strengthen NRC's financial systems and processes to ensure that NRC financial assets are adequately protected consistent with risk and that our financial information is better integrated with decision-making.</li> <li>- Improve customer service, balancing internal customer needs with overall agency priorities and available resources.</li> <li>- Find new and better ways of doing business to increase effectiveness and efficiency of operations.</li> </ul>	X	<p>Provides standard infrastructure services to meet current and future Agency automation and business application needs. Supports all applications necessary to support NRC's mission, including the Human Resources Management System.</p>
<p><b>NRC Corporate Management Strategy 2:</b> Sustain a high-performing, diverse workforce.</p>	<ul style="list-style-type: none"> <li>- Recruit, hire, and retain a high-quality, diverse workforce with the skills needed to achieve NRC's mission.</li> <li>- Base NRC's human resource decisions on sound workforce planning and analysis.</li> </ul>	X	<p>Provides standard infrastructure services to meet current and future Agency automation and business application needs. Supports all applications necessary to support NRC's mission, including the Human Resources Management System.</p>
<p><b>NRC Corporate Management Strategy 3:</b> Provide proactive information management and information technology services.</p>	<ul style="list-style-type: none"> <li>- Work jointly with program and support offices to integrate information technology and business planning as a means of achieving agency goals and strategies.</li> <li>- Make it easier for NRC staff to acquire, access, and use the information they need to perform their work.</li> <li>- Assume leadership role in improving the agency staff's capability to use current and planned information technology to enhance performance.</li> <li>- Provide and maintain a robust, reliable, cost-</li> </ul>	X	<p>Provides standard infrastructure services to meet current and future Agency automation and business application needs. Supports all applications necessary to support NRC's mission, including the Agencywide Documents Access and Management System (ADAMS), email, and web access.</p>

	<p>effective, and "user-friendly" information technology infrastructure that is driven by the agency business needs.</p> <ul style="list-style-type: none"> <li>- Work jointly with stakeholders to optimize the delivery of information technology and management service.</li> <li>- Improve the ability of the NRC and external entities to conduct our mutual business electronically.</li> <li>- Provide external stakeholders the ability to easily access desired publicly available information to aid in their participation in the NRC's regulatory processes, and to enhance understanding of the agency's mission, goals and performance.</li> </ul>		
<p>NRC Corporate Management Strategy 4: Communicate strategic change.</p>	<ul style="list-style-type: none"> <li>- Review and assess the effectiveness of communication channels and methods within NRC to ensure that they support the needs of a changing environment.</li> <li>- Assess the effectiveness of communications by evaluating the effectiveness of communication channels or methods used to provide information to the public.</li> </ul>	X	<p>Provides standard infrastructure services to meet current and future Agency automation and business application needs. Supports all applications necessary to support NRC's mission, including public web access.</p>

**2. How does it support the strategic goals from the President's Management Agenda?**

President's Management Agenda (PMA)	Supports	How Does Your Initiative Support This PMA Item?
Human Capital	X	Provides standard infrastructure services to meet current and future strategic management of human and resources management needs
Competitive Sourcing	X	Provides standard infrastructure services to meet current and future NRC acquisition and competitive sourcing needs
Financial Performance	X	Provides standard infrastructure services to meet current and future NRC financial performance and information systems needs
E-Government	X	Provides standard infrastructure services to meet current and future NRC e-Government initiatives to better provide information to the public, decrease regulatory burden, and optimize interaction with stakeholders
Budget and Performance Integration	X	Provides standard infrastructure services to meet current and future needs for NRC's Planning, Budgeting, and Program Management process

**3. Are there any alternative sources in the public or private sectors that could perform this function?**

Yes. Other sources include commercial and government level-of-effort and seat management contracts.

**4. If so, explain why your agency did not select one of these alternatives.**

NRC evaluated four approaches: 1) use multiple level of effort (LOE) contracts to acquire services (status quo), 2) use a single LOE contract, 3) use a single seat management contract, and 4) use a combination of LOE and services under a single contract. The approved alternative was to use a combination of LOE and seat services under a single contract. NRC evaluated available contracts that provided LOE and seat management services and determined that the best value to the government could be achieved by acquiring ISSC services using a contract that had been developed and competitively awarded by GSA for use by multiple agencies (GSA contract GS00T98ALD0017).

**5. Who are the customers for this project?**

The customers for this project are NRC employees and contractors located at:

- NRC Headquarters in Rockville, MD
- NRC regional offices in King of Prussia, PA, Atlanta, GA, Lisle, IL, Arlington TX

- 69 nuclear reactor sites
- NRC Technical Training Center, Chattanooga, TN
- NRC High-Level Waste Management Office, Las Vegas NV

Additional customers include stakeholders, licensees, and members of the public who communicate with the NRC or access NRC data via the Internet or other electronic means.

**6. Who are the stakeholders of this project?**

The stakeholders of the ISSC program are many. Because IT Infrastructure services affect every user at the NRC, several surveys and numerous interviews with Headquarters and Regional senior management and IT representatives were conducted during the Requirements Phase. The purpose of these interviews and surveys was to obtain information from users about their current and future IT Infrastructure requirements. The results emphasized the differences in IT requirements among OCIO, Headquarters, and the Regions, and the need for flexible services.

The NRC Executive Council (Executive Director for Operations, Chief Information Officer, and Chief Financial Officer) was briefed at the beginning of the ISSC program and reviewed the goals, objectives and approach being taken to implement the ISSC program.

The NRC IT Business Council (ITBC) has been involved since the beginning of the project through a series of project status briefings. Several members of the ITBC participated in the ISSC surveys and interviews.

An ISSC Team was established to provide direct stakeholder guidance on ISSC project objectives, requirements, implementation options, and progress. Members of the ISSC Team included OCIO, Headquarters, and Regional IT representatives. Guidance on licensee and general public needs was provided by ISSC team members who work with those groups.

**7. If this is a multi-agency initiative, identify the agencies and organizations affected by this initiative.**

No, the ISSC program is not a multi-agency initiative; however ISSC services are provided and managed under contracting authority delegated by GSA Federal Technology Services. NRC has benefited from GSA's efforts to make services available at the lowest possible cost, consistent with the highest value to the government.

**8. How will this investment reduce costs or improve efficiencies?**

The ISSC program will reduce costs and improve efficiencies by:

- Implementing a performance-based contract to promote risk sharing and encourage high quality service
- Adopting industry best practices to reduce integration and maintenance costs
- Reducing asset/inventory management costs for the government
- Reducing loss of staff time due to service outages
- Permitting NRC staff to focus more on agency mission rather than day-to-day infrastructure management

**9. List all other assets that interface with this asset \_\_\_\_\_. Have these assets been reengineered as part of this project? Yes \_\_\_ No X**

The ISSC program provides the underlying infrastructure needed for NRC IT applications to interface with each other. Major applications supported include the agency Human Resources Management System (HRMS), the Agencywide Documents Access and Management System (ADAMS), the Office of Nuclear Reactor Regulation Reactor Program System (RPS), and NRC Electronic Information Exchange (EIE) efforts.

**I.C. Performance Goals and Measures (All Assets)**

This Exhibit 300 provides the initial baseline for the ISSC program.

Fiscal Year	Strategic Goal(s) Supported	Existing Baseline	Planned Performance Improvement Goal	Actual Performance Improvement Results	Planned Performance Metric	Actual Performance Metric Results
2002	All	Key infrastructure services will be available 99.6 % of the time	Maintain current level		99.6 % availability	
2003	All	Key infrastructure services will be available 99.6 % of the time	Maintain current level		99.6 % availability	
2004	All	Key infrastructure services will be available 99.6 % of the time	Maintain current level		99.6 % availability	

**I.D. Program Management [All Assets]**

1. Is there a program manager assigned to the project? If so, what is his/her name? Yes  No

The ISSC program manager is Supervisory IT Specialist, James A. Shields, Customer Service Branch, Information Technology Infrastructure Division, Office of the Chief Information Officer (CSB/ITID/OCIO), 301-415-7200.

2. Is there a contracting officer assigned to the project? If so, what is his/her name? Yes  No

The contracting officer assigned to the ISSC project is Donald A. King, Senior Contract Specialist, Division of Contracts, Office of Administration, 301-415-6731.

3. Is there an Integrated Project Team? Yes  No

In addition to the program manager and the contracting officer, the integrated project team includes a Supervisory IT Specialist from each of NRC's four regional offices, and a senior program analyst.

3.A. If so, list the skill set represented.

The skill set represented includes: Information Technology Management, Government and Commercial Contracts Management, Financial Management, and Budget Planning & Execution.

4. Is there a sponsor/owner? Yes  No

The ISSC program sponsor is Arnold E. Levin, Director, Information Technology Infrastructure Division, Office of the Chief Information Officer.



**Part II: Additional Business Case Criteria for Information Technology****II. A. Enterprise Architecture****II.A.1 Business****A. Is this project identified in your agency's enterprise architecture? If not, why?**

Yes, the Infrastructure Services and Support Contract (ISSC) program has been identified in NRC's in-progress enterprise architecture (EA).

**B. Explain how this project conforms to your departmental (entire agency) enterprise architecture.**

The ISSC program falls within the scope of NRC's baseline EA. As such, this program supports the performance of the business functions identified in the agency enterprise business model, documented in the NRC publication, "NRC Enterprise Model," by providing the infrastructure required to carry out NRC's mission. The ISSC program utilizes products and components that are aligned with NRC's current application and technology standards and future direction as specified in NRC's existing technology planning documents. Although NRC's existing technology planning documents are being updated, the current documents identify some core technology needs. These core technology needs are in the process of being updated and expanded through an evolving organizational EA governance process that will ensure that all current and future technology needs are vetted by NRC business managers to validate links to NRC business drivers for the identified technologies. When fully functional, NRC's integrated EA and CPIC processes will enable NRC to apply the same sound risk management strategies to its IT investments that have long characterized NRC's core business operations. NRC has also provided the Federal Enterprise Business Reference Model (FEBRM) with high level business functions and subfunctions derived from the NRC Enterprise Model. NRC is working to uncover additional internal cross-cutting initiatives and has begun to look at other agency business processes and State business processes to identify potential areas for collaborative efforts.

**C. Identify the Lines of Business and Sub-Functions within the Federal Enterprise Architecture Business Reference Model that will be supported by this initiative.**

As an infrastructure project, the ISSC program primarily supports the NRC internal operations/infrastructure intra-agency operations administration IT infrastructure maintenance and help desk services lines of business. The ISSC program also provides support for the support delivery of services IT management system maintenance line of business.

Additionally, as an infrastructure project, the NRC Services to the Citizens Lines of Business (and associated Sub-Functions) that are supported by the ISSC program are: Defense and National Security Operations (Weapons Control), Public Health (Illness Prevention), Research and Development and Science (Technology Research and Development), Environmental Management (Pollution Prevention and Control), and Regulated Activity Approvals (License Issuing and Control, Permit Issuing and Control).

**D. Briefly describe how this initiative supports the identified Lines of Business and Sub-Functions of the Federal Business Architecture.**

The ISSC program provides the underlying agency infrastructure for the data and information required to support the identified Lines of Business and Sub-Functions. These services include: user support help desk for computer equipment and software; desktop computers, installations, maintenance, upgrade, and moves; network operations and control including computer and printer connectivity, e-mail and web services; infrastructure management for configuration and inventory management, security, and disaster recovery; and infrastructure and systems integration and expert hardware and software support.

**E. Was this project approved through the EA Review committee at your agency?**

Yes, the ISSC program was approved through the NRC EA Review committee.

**F. What are the major process simplification/reengineering/design projects that are required as part of this initiative?**

There were no formal business process reengineering tasks required as a result of the ISSC program.

**G. What are the major organization restructuring, training, and change management projects that are required?**

There were no major organization restructuring, training or change management projects that were required as a result of the ISSC program.

**H. What are the Agency lines of business involved in this project?**

One of the agency support functions is Information Resources Management. Within the IT Infrastructure area under Information Resources Management are the following activities: perform life-cycle management; assess and analyze new technologies; analyze requirements; design, build, test, and install infrastructure; and operate and maintain infrastructure.

**I. What are the implications for the agency business architecture?**

Currently there are no implications for the agency business architecture since the ISSC program is in the operational phase.

**II.A.2 Data**

**A. What types of data will be used in this project?**

Since the ISSC program only provides infrastructure services, no data is used in this project.

**B. Does the data needed for this project already exist at the Federal, State, or Local level? If so, what are your plans to gain access to that data?**

Since the ISSC program only provides infrastructure services, no data is used in this project.

**B. Are there legal reasons why this data cannot be transferred? If so, what are they and did you address them in the barriers and risk sections above?**

Since the ISSC program only provides infrastructure services, no data is used in this project.

**C. If this initiative processes spatial data, identify planned investments for spatial data and demonstrate how the agency ensures compliance with the Federal Geographic Data Committee standards required by OMB Circular A-16.**

Since the ISSC program only provides infrastructure services, no data is used in this project.

**II.A.3 Application and Technology**

- A. Discuss this initiative/project in relationship to the application and technology layers of the EA. Include a discussion of hardware, applications, infrastructure, etc.**

The ISSC program is an infrastructure project, not an application. However, within the services provided in this program, seat management in particular, there are global applications (i.e., WordPerfect, Groupwise) that are part of the program. The ISSC program staff is working with the NRC EA team members to ensure that the ISSC program remains in compliance with the technology layer of the EA as migration planning is completed.

- B. Are all of the hardware, applications, and infrastructure requirements for this project included in the EA Technical Reference Model? If not, please explain.**

Yes, all of the hardware, applications, and infrastructure requirements for the ISSC program are included in the NRC EA Technical Reference Model.

## **II. B. Security and Privacy**

**NOTE: Each category below must be addressed at the project (system/application) level, not at a program or agency level. Referring to security plans or other documents is not an acceptable response.**

- II.B.1. How is security provided and funded for this project (e.g., by program office or by the CIO through the general support system/network)?**

The ISSC program provides the general support system (GSS) - the local area network/wide area network (LAN/WAN) - for NRC, and is funded and managed by the Office of the Chief Information Officer.

- A. What is the total dollar amount allocated to security for this project in FY 2004?**

In FY 2004, \$67K is allocated to security for the ISSC program

- II.B.2 Does the project (system/application) meet the following security requirements of the Government Information Security Reform Act, OMB policy, and NIST guidance?**

Yes. The ISSC program meets the security requirements of the Government Information Security Reform Act, OMB policy, and NIST guidance, because it is the core component of NRC's LAN/WAN general support system, which was formally certified and accredited in July 2002.

- A. Does the project (system/application) have an up-to-date security plan that meets the requirements of OMB policy and NIST guidance? What is the date of the plan?**

Yes. The ISSC program has an up-to-date security plan that meets the requirements of OMB policy and NIST guidance, because it is the core component of NRC's LAN/WAN GSS. The LAN/WAN plan was completed in July 2001.

- B. Has the project undergone an approved certification and accreditation process? Specify the C&A methodology used (e.g., NIST guidance) and the date of the last review.**

Yes. The ISSC program was formally certified and accredited in July 2002, using NIST approved processes, because it is the core component of NRC's LAN/WAN GSS.

- C. Have the management, operational, and technical security controls been tested for effectiveness? When were most recent tests performed?**

Yes, management, operational, and technical security controls have been tested for effectiveness, and all were accomplished as part of the certification and accreditation process completed in July 2002.

**D. Have all system users been appropriately trained in the past year, including rules of behavior and consequences for violating the rules?**

Yes. Training for all agency employees is addressed under the Agency Computer Security training program, conducted annually.

**E. How has incident handling capability been incorporated into the system, including intrusion detection monitoring and audit log reviews? Are incidents reported to GSA's FedCIRC?**

NRC has recently implemented information systems security incident response procedures. These are part of the underlying security services provided by the NRC LAN/WAN general support system. The incident response procedures have been reviewed and approved by GSA's FedCIRC, and the NRC is reporting incidents to the GSA FedCIRC.

**F. Is the system operated by contractors either on-site or at a contractor facility? If yes, does any such contract include specific security requirements required by law and policy? How are contractor security procedures monitored, verified, and validated by the agency?**

No, the ISSC program is government operated at NRC Headquarters.

**II.B.3 How does the agency ensure the effective use of security controls and authentication tools to protect privacy for those systems that promote or permit public access?**

These controls are discussed in the Security Plan for the LAN/WAN GSS, and all security controls and authentication tools were tested during the certification and accreditation process completed in July 2002.

**II.B.4 How does the agency ensure that the handling of personal information is consistent with relevant government-wide and agency policies?**

The issue of the handling personal information is addressed in the security controls that are designed into the security services provided by the LAN/WAN GSS. The security controls to ensure that personal information is properly handled were verified during system security certification testing.

**II.B.5 If a Privacy Impact Assessment was conducted, please provide a copy to OMB.**

The ISSC program does not contain personal information about individuals.

**II. C. Government Paperwork Elimination Act (GPEA)**

**II.C.1 If this project supports electronic transactions or record-keeping that is covered by GPEA, briefly describe the transaction or record-keeping functions and how this investment relates to your agency's GPEA plan.**

The ISSC program does not include any record-keeping functions or transactions with the public or other government agencies.

**II.C.2 What is the date of your GPEA plan?**

The ISSC program does not include any record-keeping functions or transactions with the public or other government agencies.

**II.C.3 Identify any OMB Paperwork Reduction Act (PRA) control numbers from information collections that are tied to this investment.**

The ISSC program does not include any record-keeping functions or transactions with the public or other government agencies.