

Office of Information Services

Director: Edward Baker

Deputy Director: Kathryn Greene

Plans, directs, and oversees the delivery of centralized information technology (IT) infrastructure, applications, and information management (IM) services, and the development and implementation of IT and IM plans, architecture, and policies to support the mission, goals, and priorities of the agency. Advances the achievement of NRC's mission by assisting management in recognizing where IT can add value while transforming or supporting agency operations.

Provides principal advice and assistance to the Chairman, the Commissioners, the EDO, Deputy Executive Director for Information Services and Administration, and other agency executives to ensure that agency IT and IM resources are selected and managed in a manner that maximizes their value to accomplishment of the agency's mission and manages risks. Directs and coordinates agencywide information resources planning. Coordinates development and annual update of OIS-related information in the NRC Strategic Plan, directs the agency's IT Capital Planning and Investment Control Process, and coordinates the activities of the IT Business Council charged with reviewing the business case for major information technology initiatives and providing office input on OIS plans, policy, and standards. Develops coordinated responses to Commission, OMB, and congressional inquiries, and coordinates activities associated with NRC's participation in the Federal CIO Council. Coordinates the development and update of agencywide information resources management policy. Provides authoritative assistance, consultation, and guidance to senior agency management in the area of computer security and compliance.

The OIS provides advice and oversight to ensure the NRC complies with Best Practices and applicable Federal Laws and regulation. These laws and regulations include the Clinger-Cohen Act, the Government Paperwork Reduction Act, and the Federal Information Security Act.

Computer Security Team

Senior IT Security Officer/Team Leader: Kathy Lyons-Burke

Provides direction and coordination of the agency's computer security program, including conducting IT security risk analysis and reviews, certifying and accrediting the agency's IT systems, and directing the agency's computer security awareness program. Provides authoritative assistance, consultation, and guidance in the area of computer security and compliance and ensures that agency programs comply with Federal guidance including, but not limited to FISMA, OMB, and GAO guidance.

Program Management, Policy Development, and Analysis Staff

Director: Sharon Stewart

Deputy Director: (Vacant)

Provides focus and management attention on major programs and issues and assists in the development of office policy. Provides direction and coordination of strategic planning, administrative and financial support functions that include: long-range and short-range program planning, budget development, financial management, performance monitoring, internal control reviews, human resource analysis, and resource control, and administrative services such as facilities management and other general administrative matters. Reviews and recommends general administrative procedures. As the Office spokesman, formulates coordinated responses to the Commission, Office of Management and Budget (OMB), Congressional inquiries, and assists in the office coordination of intra- and inter-agency special projects.

Program Planning and Budget Formulation Team

Team Leader: (Vacant)

Provides direction and coordination of strategic planning and short-range resource planning and forecasting, budget development, and coordination. Coordinates the annual OIS budget submission. Provides analysis of cost management and performance management data. Provides central coordination of OMB Circular A-11 IT exhibits, including the OMB Exhibit 53 (Agency IT Resources). Coordinates the execution of the office's financial resources, including approval of funds certification and requests for resources reprogrammings and transfers. Manages and coordinates OIS quarterly budget execution reviews. Manages and coordinates the annual development and quarterly updates of the OIS Operating Plan.

Policy, Planning and Administrative Support Section

Chief: Leslie Donaldson

Provides direction and coordination of Office of Information Services program planning activities, including development of internal policies and procedures, long-range training strategies, strategic workforce planning, and acquisition planning. Manages the office Internal Management Control Program, conducts program evaluations, and serves as office point of contact for OIG and GAO audits. Provides administrative and management support and coordination in areas including personnel action processing, facility management, training, and time and labor reporting.

Infrastructure and Computer Operations Division

Director: Thomas Rich

Deputy Director: Karen Paradiso

Responsible for the development, integration, implementation, management, and support of the agency's information technology (IT) infrastructure to support the mission and program activities of the NRC. Manages and operates the agency Customer Support Center which functions as a single point of contact for service questions, service requests, problem reporting, and request status. Responsible for the operation and support of agency wide application systems and timesharing services. Provides operations and services, voice mail system, local and long distance voice service, personnel communications equipment (pagers, faxes, modems, cellular), and support for the NRC Operations Center. Responsible for installation, maintenance, and support of all agency desktop systems. Provides hardware and software maintenance, support, and acquisition. Develops components of the agency's information technology architecture pertaining to IT infrastructure development, standards, and practices. Provides technical guidance and direct assistance as needed to headquarters and regional offices concerning implementation of agency wide application systems and IT infrastructure issues and practices. Serves as a liaison with application development teams and coordinates program office infrastructure development, operations, and support requirements.

Network Operations and Customer Services Branch

Chief: James Shields

Serves as the central organization for information technology infrastructure support and service. Manages and operates the Network Control Center, Hardware/Software Support Desk, and Customer Support Center, which provide a single point of contact for service questions, service requests, problem reporting, request status, desktop hardware/software support, maintenance, acquisition, and installation, network maintenance, support, and administration, and central management of all desktop and network resources and services. Answers user questions and resolves problems as appropriate. Implements and supports network, operating system, integration, desktop, hardware, and software standards. Provides virus protection, eradication and data recovery services. Forwards requests/problems requiring resolution or action by other units to the appropriate group. Coordinates infrastructure support and service activities with office IT coordinators and Regional office IT staff. Tracks the status of open requests and coordinates problem/request resolution as necessary. Serves as project lead for customer support activities.

Customer Services Team

Team Leader: Joseph Turner

Responsible for Customer Satisfaction Surveys; Asset Management - laptops, desktops; Property Accounting for ITID; Help Desk Management; Hardware/Software Refresh; handle OCM, OEDO, SECY, and OIS purchases; Service Request Tracking System; Moves/Adds/Changes; Consolidated Test Facility Administration; and Training Liaison.

Network and Security Operations Team

Team Leader: David Offutt

Responsible for Address/Domain Management; Application and E-mail Services; Configuration Management; LAN/MAN/WAN Services; File and Print Services; Remote Access Services; Maintenance Support; Mobile/Telecommuting Support; Network Management; Network Operations; Operations Configuration Control Board; Backup/Recovery Services for network servers, Unix/NT servers; and High Performance Computing Support. Responsible for GISRA/FISMA Reporting; Configuration Baseline Management; Firewall/DMZ Management; FedCIRC Incident Reporting; Patch Application and Tracking; OMB Reporting; and LAN/WAN Security Assessments and Reviews.

Development and Deployment Branch

Chief: William Szyperski

Responsible for the development, integration, and implementation of all information technology infrastructure resources including local and wide area networks, desktop systems, network servers, Intranet/Internet services high performance UNIX systems; emergency telecommunications; network and desktop integration standards; integration of network and desktop operating systems; network operating systems and software; IT infrastructure security; and videoconferencing development. Develops network, desktop, and infrastructure standards for all infrastructure resources. Serves as a liaison with applications development teams and coordinates infrastructure development, operations, and support requirements.

Network Integration Team

Team Leader: Michael Williams

Responsible for the planning, development, integration, and implementation of back-end network resources such as routers, switches, firewalls, domain servers, file servers, e-mail servers, high performance computing servers, etc. Develops standards for these resources and serves as project lead for planning, integration, and coordination of these evolutionary system upgrades for agency wide IT infrastructure systems.

Computer Operations and Telecommunications Branch

Chief: Marvin Bell

Responsible for the management, operation, and support of agencywide production application environments, timesharing services, and telecommunications. Provides operations and administrative support for the agency Data Center, communications systems including operation of the NRC message center, videoconferencing services, voice mail system, local and long distance voice service, personnel communications equipment (pagers, faxes, modems, cellular), emergency telecommunications and support for the NRC Operations Center emergency telecommunications. Serves as project lead for the development and management of production application environment activities.

Telecommunications Team

Team Leader: Stanley Wood

Responsible for FTS Support for Emergency Telecommunications; FTS Designated Agency Representative; FTS Support for WAN - Monitoring, Ordering, Design; Conferencing Support (Video and Audio); Internet Services; Emergency Telecommunications Support to NSIR (On-call); Fax Machine Support; FTS 2001 Contract Administration; Inventory Administration (Cells, Modems, Pagers, Conference Phones, etc.); Local Phone Service Administration; Miscellaneous Telecommunications Services; Support and Consultation to NSIR/Regions; and Telephone Operators.

Business Process Improvement and Applications Division

Director: James Corbett

Deputy Director: Virginia Huth

Provides comprehensive strategic, analytical, business, and technical services in support of efficient and effective planning, acquisition, development, and management of IT investments and applications. Responsible for the development and implementation of the agency's Information Systems Security Program (ISSP), including administering the certification and accreditation process. These services include developing and maintaining the agency's Enterprise Architecture (EA), including Strategic Planning and Technology Assessment; Business Process Improvement and Project Management; and Business and Application Support Services, including database administration, development of business cases, and a Single Point of Contact for coordinating IT requests from across the Agency. Develops, plans, and implements the NRC's Enterprise Architecture program, including development of a "To-Be" EA that is driven by the NRC's IT/IM Strategic Direction. Responsible for external interface in support of Federal task groups and other interagency initiatives. Works with NRC program offices to improve awareness and acceptance of the role of Enterprise Architecture in achieving the agency Strategic and Programmatic goals. Coordinates Enterprise Architecture with other key tools in support of the IT Governance process, including IT Strategic Planning, Capital Planning and Investment Control, portfolio management, and project management. Responsible for the Secretariat function for the IT Governance boards.

Enterprise Architecture and Standards Branch

Chief: Susan Daniel

Implements the NR's Enterprise Architecture (EA) program. Provides support for development of the IT/IM Strategic Plan. Works with customers to understand business needs and to identify opportunities where IT/IM may be used to make their activities more effective and efficient. Presents key EA and IT/IM Strategic Planning recommendations to the various IT Governance boards for review. Coordinates with the Business and Application Support Branch to ensure that the IT investment portfolio is in alignment with the EA.

Enterprise Architecture Team

Team Leader: (Vacant)

Implements the NRC's Enterprise Architecture program, including documenting NRC's EA models, proposing and maintaining an Enterprise Transition and Sequencing Plan in support of the "To-Be" EA, alignment of the program with the Federal Enterprise Architecture, and ensuring compliance with OMB and other federal requirements. Maintains a repository of the Agency's business processes and associated data, technology, standards, applications, and other EA components. Provides support to the Chief Enterprise Architect for external interface initiatives in support of Federal task groups and other interagency initiatives. Responsible for the Secretariat function for the NRC Enterprise Architecture Review Board (ERB) and provides staff support, including making recommendations regarding opportunities to reduce duplication

among systems, increase data and application reuse, and otherwise improve efficiencies and synergies in enterprise wide business processes through improved use of IT.

IT Strategic Planning and Analysis Team

Team Leader: (Vacant)

Provides support for development of the IT/IM Strategic Plan, consistent with the Agency Strategic Plan and the Enterprise Architecture. Develops and coordinates agency business system planning functions in support of IT investment portfolio management. Responsible for the Secretariat function for the NRC IT Senior Advisory Council (ITSAC) and provides staff support, including making recommendations regarding opportunities to reduce duplication among systems, increase data and application reuse, and otherwise improve efficiencies and synergies in enterprise wide business processes through improved use of IT. Provides support to the Chief Enterprise Architect for external interface initiatives in support of Federal task groups and other interagency initiatives.

Technology Direction and Standards Team

Team Leader: Clarissa Brown

Coordinates with customers to identify opportunities where specific technologies may be used to make their activities more effective and efficient, including reviewing emerging technologies, conducting pilots, assessing results for broader application at the Agency, and reviewing and implementing best practices. Hosts regular IT Focus Group meetings to bring together business and IT staff to jointly identify business needs and identify possible technology solutions. Serves as a review forum for validating the use of technical standards, technology policies, and particular technology solutions as a precursor to incorporating them into the Technical Reference Model under the EA. Develops and implements policies for management and use of new and emerging technologies.

Business Process and Project Management Branch

Chief: Sophonia Simms

Provides enterprise-wide Project Management oversight services to promote and ensure the effective use of IT services to support agency business needs while meeting project performance standards. These Project Management services include providing expertise in Business Process Improvement, Systems Development Life Cycle methods, and Earned Value Management. These services also include providing support to program managers throughout the agency, including developing and maintaining project plans, providing standard reports to business owners, and providing training on the agency's Project Management Methodology and associated procedures. Presents reviews of project performance at major milestones for review by appropriate IT Governance boards. Provides input to the office's educational outreach activities and to support compliance with Clinger-Cohen requirements for IT learning initiatives for project management. Coordinates with Business and Application Support Branch to ensure that project performance is incorporated into the Control and Evaluate phases of CPIC.

Project Management Team 1

Team Leader: Wilfred Madison

Provides project management expertise and services to the program offices in the development of applications.

Project Management Team 2

Team Leader: (Vacant)

Provides project management expertise and services to the program offices in the development of applications.

Business and Application Support Branch

Chief: Myron Kemerer

Responsible for a range of technical services and processes in direct support of customer requirements and the IT Governance process, including technical support of enterprise-wide applications, and technical support for achieving security certification and accreditation during application development or re-accreditation of legacy systems. Responsible for the development of the agency's Information Systems Security Program and ensuring that IT security policies related to certification and accreditation, training, and awareness are communicated to agency staff. Responsible for a range of business services, including assisting customers with the development of business cases and other materials in support of the Capital Planning and Investment Control (CPIC) process (also known as "Select, Control, Evaluate"). Presents IT investment portfolio recommendations to the various IT Governance boards for review. Manages enterprise-wide contract vehicles for systems development, operation, maintenance, and security support. Provides a Single Point of Contact for IT/IM inquiries within the NRC and directs those inquiries to appropriate channels. Coordinates with the Enterprise Architecture and Standards Branch to ensure that the enterprise architecture is aligned with the IT investment portfolio. Coordinates with the Business Process and Project Management Branch to ensure that project performance is incorporated into the Control and Evaluate phases of CPIC.

Information Systems Security Team

Team Leader: Mark Resner

Coordinates Information Systems Security Program activities and communicates with the program offices on the implementation of the Program's policies. Provides technical information systems security support and consultation services to NRC programs in support of achieving and maintaining certification and accreditation of NRC's IT systems. Works with system sponsors during new system development to ensure that IT security requirements are addressed as part of the initial system development.

Application Support and Maintenance Team

Team Leader: Tu Tran

Ensures that all application systems documentation, program modules, and software engineering and development tools are controlled through rigorous application of a central configuration management process. Provides centers of expertise to assist customers with their application projects (e.g., requirements analysis, testing, web, etc.) Provides services that form the foundation for all applications development, maintenance, and operational support activities. Provides resources for problem tracking and resolution assistance for users of agency applications systems. Maintains the applications development and testing environment within which all software under enterprise-wide contracting vehicles are developed, modified, and tested. Provides ongoing technical support for enterprise-wide applications and technical platforms. Provides ongoing support for implementation of the three-tier web architecture, including support for development of small web applications across NRC using reusable, shareable code.

Capital Planning Team

Team Leader: (Vacant)

Coordinates with other functional areas throughout the Office of Information Services to support the development and review of IT business cases. Provides business case and capital planning training to NRC program officials. Manages the agency's enterprise-wide development and operations program, which provides contract resources for developing and maintaining applications systems within a structured methodology. Provides a Secretariat function for the IT Business Council (ITBC), including scheduling meetings, developing agendas, coordinating briefings and presentations, and taking minutes. Serves as a Single Point of Contact for NRC inquiries regarding IT services and policies, including coordinating appropriate OIS resources. Provides guidance, analysis, and technical assistance to offices throughout NRC to support development of personal productivity tools and small databases. Coordinates BPIAD's input to the annual IT/IM Planning and Budgeting Guidance. Coordinates the BPIAD's budget formulation activities and oversees budget execution. Provides input to the office's educational outreach activities in compliance with Clinger-Cohen requirements for IT learning initiatives.

Information and Records Services Division

Division Director: John Linehan

Deputy Director: Jennifer Golder

Plans, develops, and delivers programs and services related to the storage, retrieval, protection, and preservation of NRC information in paper and electronic media. Assists internal and external stakeholders to obtain NRC information through the Public Document Room, ADAMS Support Center, the Technical Library, the File Center, the NRC internal and external Web Sites, and the FOIA and Privacy Act programs. Manages a centralized system for the electronic search and retrieval of internal and external agency documents. Develops and administers the agency information collection budget, and directs the agency's records management services.

Information Services Branch

Chief: Susan Johnson

Assists internal and external stakeholders in obtaining information through the NRC Technical Library, the Public Document Room (PDR), the NRC's internal and external Web sites, and the Agencywide Documents Access and Management System (ADAMS). Establishes and implements policies and standards governing these functions. Plans, develops or acquires, and maintains paper and electronic repositories of books, journals, documents, graphics, and other content made accessible to internal and external users through the Library, PDR, ADAMS and NRC's internal and external Web sites. Serves as the business sponsor for ADAMS and for Web content management software. Develops the business case, defines requirements, evaluates alternatives, and develops and executes test plans for new or enhanced software. Provides document processing services for the capture, conversion to electronic form, indexing, and dissemination of documents stored in ADAMS. Provides services for development and maintenance of Web content.

ADAMS Development and Document Processing Section

Chief: Wayne Davis

Responsible for document management policy and procedures; business sponsor for ADAMS; functional requirements definition and acceptance testing; consulting services to support NRC business processes; document processing and distribution; ADAMS database QA; user reference guides, job aids; and PDC ADAMS course development.

Technical Information Center Section

Chief: Anna McGowan

Provides public services in direct compliance with 10CFR. Relative to publically available NRC information, the section is responsible for information collection maintenance and public access; public reference assistance; provides collection user guides and aids; training; and copying

services as administered by staff and performed for the public through a contractor. Provides Tier I support for users of the Electronic Information Exchange (EIE). Directly supports the NRC goal of openness: "The NRC views nuclear regulation as the public's business and, as such, it should be transacted openly and candidly in order to maintain the public's confidence. The goal to ensure openness explicitly recognizes that the public must be informed about, and have a reasonable opportunity to participate meaningfully in, the NRC's regulatory processes." This section identifies, collects, disseminates, manages, and preserves the scientific and technical information required by NRC staff to carry out the regulatory responsibilities and research duties of the agency nationwide. The section makes these information resources readily available and easily accessible to agency staff at Headquarters and in the regions through its vendor agreements, subscriptions, and acquisitions. Serves agency staff through reference assistance with both internal and external sources of the scientific and technical literature, including international materials.

ADAMS Support Center Team

Team Leader: Jeryll Dorsey

Responsible for ADAMS system administration functions including user account maintenance (new accounts, password resets, password expirations, and account deletions) and interaction with the Infrastructure and Computer Operations Division. Provides "Help Desk" services to the NRC staff via groups, one-on-one on-site visits, telephone, or e-mail. Staff services include on-site training; guidance on policy and procedure; document indexing/profiling rules; immediate public release of documents; withdrawing individual documents from public access due to inadvertent release; user assistance relating to Document Processing Center (DPC) operations; modifying official agency records (OARs) and OAR profile data as appropriate; assisting with document searching techniques; and any general assistance on how and when to use ADAMS. Works in conjunction with the ADAMS Development and Document Processing Section in performing pre-defined tests of new and enhanced software for both internal and external ADAMS applications, and in keeping the ADAMS Desk Reference Guide up to date with current ADAMS technology.

Web Content Services Team

Team Leader: Joan Hoffman

Responsible for internal and external Web policies, and procedures; business sponsor for Web content management technology; management and, design of internal and external Web sites; Web content repository configuration, operation, and administration; assistance, and job aids for office Web liaisons and content providers; response to Web mail; Web content development and maintenance services ; PDC Web course development.

Records and FOIA/Privacy Services Branch

Chief: Margie Janney

Develops and implements the agency's records management program. (The branch chief serves as NRC's Records Management Officer). Manages the operations of the NRC File

Center and the NRC archives, providing assistance to the NRC staff for the collection, maintenance, retrieval, and access to records required by NRC technical and legal programs, whether in paper, micrographic, or electronic form. Electronically files all agency records for which the electronic image in ADAMS is designated as the official record copy. Develops and administers the agency's information collection budget, and reviews and approves OMB Clearance Packages. Manages and implements NRC's Freedom of Information Act, Privacy Act, and Information Quality programs. (The FOIA team leader serves as the agency's FOIA Officer). Establishes agency policy for these programs and manages NRC's response to FOIA, privacy, and information quality requests and appeals in coordination with NRC office staff. Maintains required information concerning Privacy Act Systems of Records, and manages the maintenance and dissemination of information concerning NRC public meetings.

Records and Archives Services Section

Chief: Deborah Armentrout

Responsible for agency records management program: records schedules; records retirement and retrieval; reference services; and vital records.

Information Collections Team

Team Leader: Christopher Colburn

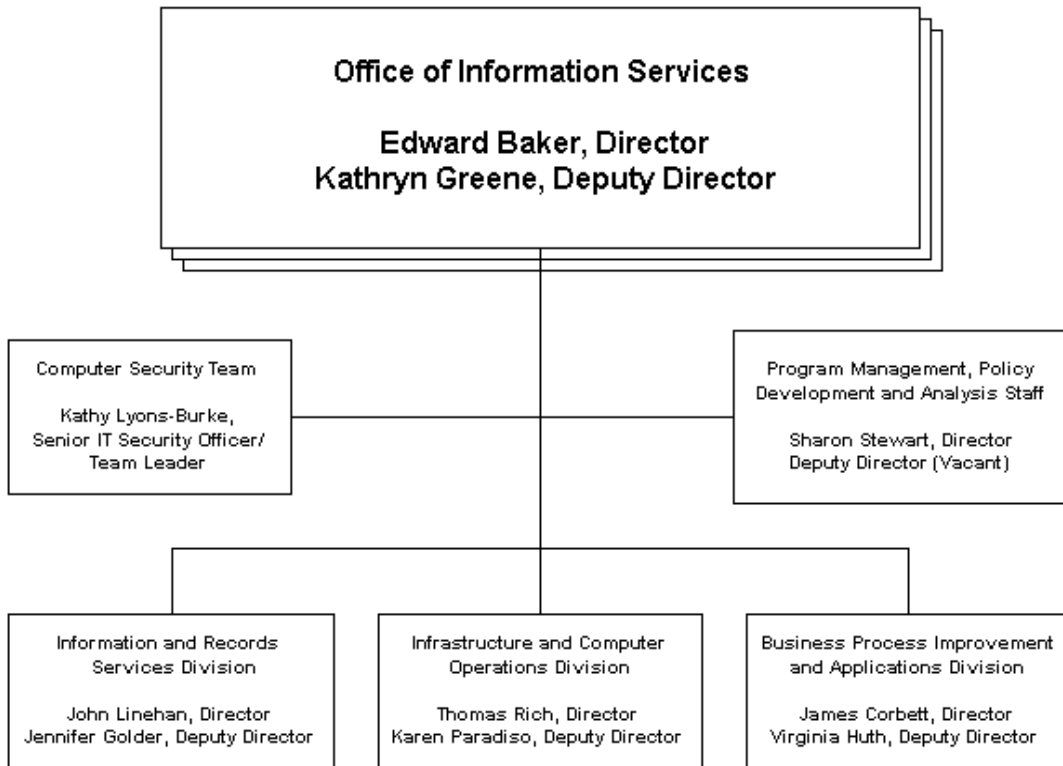
Responsible for Information Collection Budget and OMB Clearance Packages.

FOIA/Privacy Team

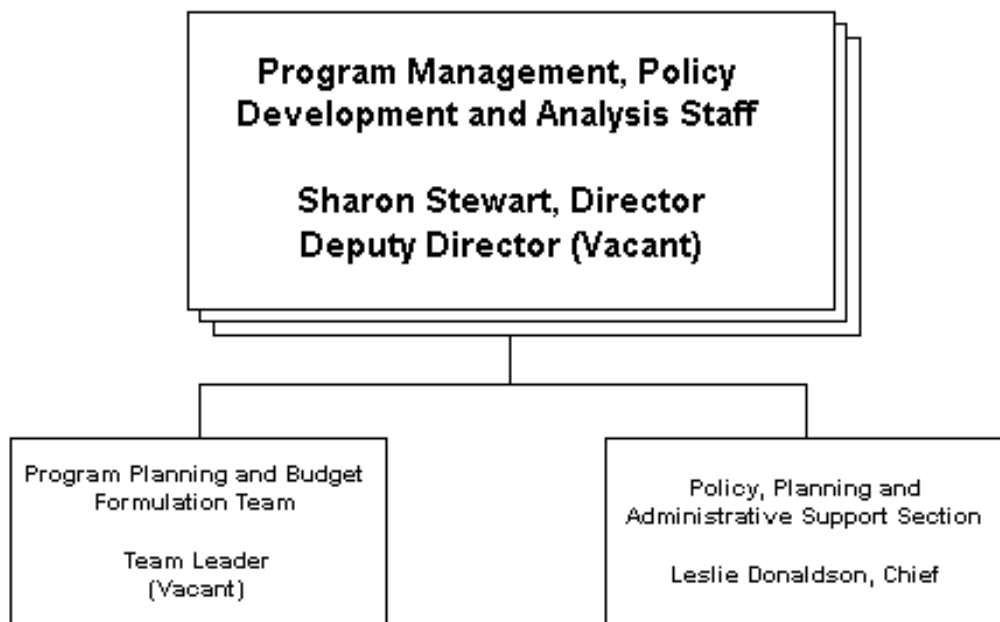
Team Leader: Russell Nichols

Responsible for FOIA policy, training, request processing, tracking, annual report; privacy policy, awareness, and request processing, systems of records; Information Quality policy, awareness, request processing; and Public Meeting Notice information maintenance and dissemination.

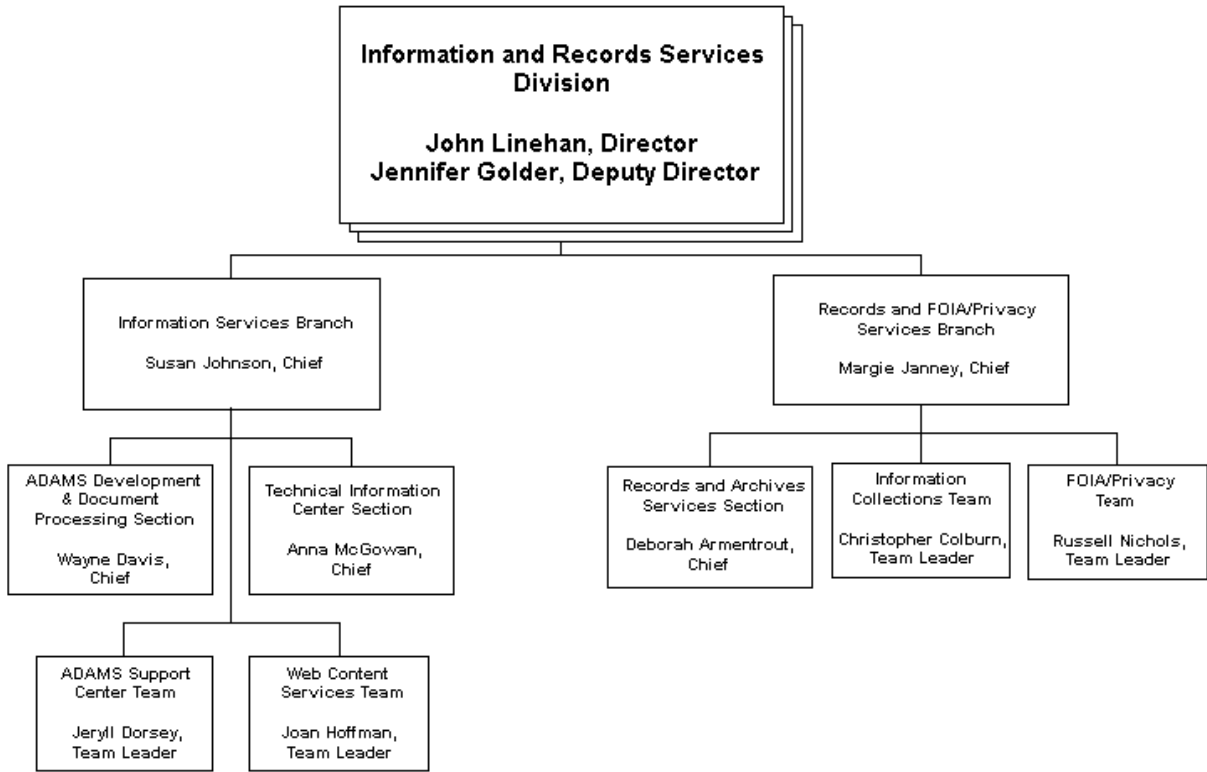
NRC Office of Information Services Organizational Chart



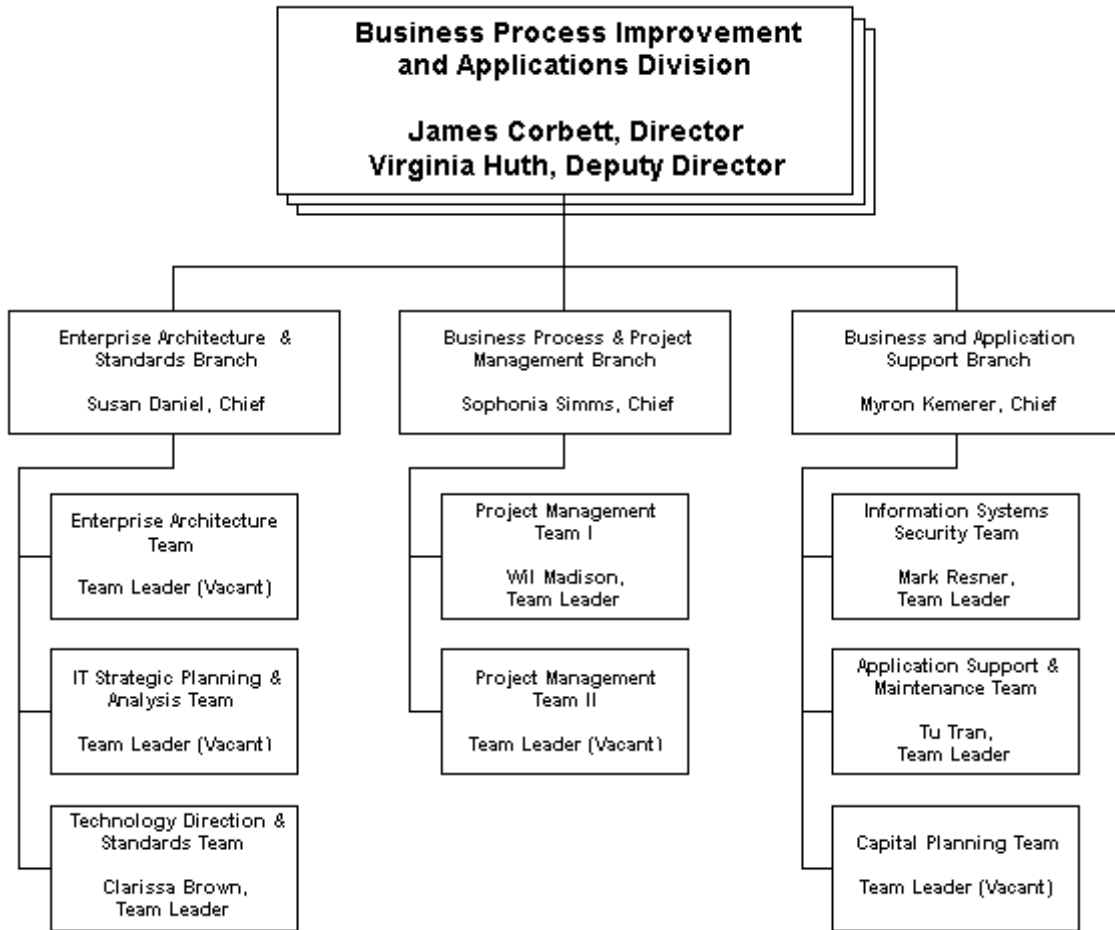
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