

## POLICY ISSUE INFORMATION

April 7, 2009

SECY-09-0055

FOR: The Commissioners

FROM: R. W. Borchardt  
Executive Director for Operations

SUBJECT: RESPONSE TO STAFF REQUIREMENTS MEMORANDUM  
M081215A TO DEVELOP A PLAN TO CENTRALIZE THE  
MANAGEMENT OF LAPTOPS IN THE AGENCY TO ENSURE  
SECURITY, RATHER THAN INDIVIDUAL OFFICES  
PURCHASING LAPTOPS WITH GOVERNMENT CREDIT  
CARDS

PURPOSE:

This paper responds to Staff Requirements Memorandum M081215A, dated January 8, 2009, requesting that the U.S. Nuclear Regulatory Commission (NRC) staff develop a plan to centralize the management of laptops in the agency to ensure security.

BACKGROUND:

Historically, the Office of Information Services (OIS) has provided dockable laptops in place of standard desktops as part of the Infrastructure Services and Support Contract (ISSC) when requested. Although these laptops can be used at other locations, they cannot be used to connect to the Internet outside of the NRC network. Additionally, recent NRC Computer Security Office (CSO) policy requires that NRC-issued laptops use full disk encryption before being removed from NRC controlled space.

In the "Report on the Nuclear Regulatory Commission's Infrastructure," issued March 2008, the Infrastructure Planning Team identified the need for a more robust laptop capability and a consistent user experience, whether working in the office, on travel, or at home. A September 2008 audit report (OIG-08-A-19) of the NRC's laptop management process by the Office of the Inspector General (OIG) noted that a majority of the laptops purchased by individual offices lacked security controls. In addition, the recent Infrastructure Technology (IT) Summit workshop in March 2009 identified mobile computing as a focus for the coming years.

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DISCUSSION:

OIS has a program underway to research and integrate technologies necessary to provide a secure, centrally managed laptop computing capability which includes the processing of Sensitive Unclassified Non-Safeguards Information (SUNSI). Additionally, OIS will coordinate with the CSO and the Office of Administration (ADM) as they develop associated policies and procedures in support of this program. This program consists of three phases. Phase I is complete and Phase II is currently underway. Phase III is targeted to be completed by the middle of fiscal year (FY) 2011 at which time the laptop computing solution will be fully implemented. The capabilities of these phases are described below.

**Phase I (Completed)**

In Phase I, OIS developed a secure laptop configuration based on CSO's standards for securing SUNSI. This configuration was designed specifically for travel and work at home and complies with the Office of Management and Budget's directives and the National Institute of Standards and Technology's standards. This configuration increases the level of assurance that data stored on the laptop cannot be compromised if the device is lost or stolen. The configuration also addresses the security concerns raised in the September 2008 OIG audit report. In addition to utilizing this new laptop configuration, OIS awarded new contracts and implemented support processes to provide the following services:

- The laptop update program provides the means to secure and maintain office-purchased laptops until they are replaced with OIS-provided laptops. This program provides the capability for agency laptops that have been purchased individually with agency purchase cards to be updated with operating system security patches and anti-virus software. This service is currently available for laptops with Microsoft (MS) Windows XP or newer operating systems. Staff can obtain this service directly through the OIS Customer Support Center (CSC). For those laptops with operating systems older than MS Windows XP, the staff is advised to purchase new laptops.
- The laptop loaner program allows Headquarters' staff to borrow a laptop for a limited period of time. Employees can request a laptop from the CSC through their office IT coordinators. The laptop is available in two versions. The first is a secured version for travel use only and can be connected to the Internet via wireless broadband. This form is optimized for remote access; however, it does not have the necessary components to replace a standard desktop computer and cannot be connected directly to the NRC network. The second version can connect to the NRC network and is for internal NRC use only, but it cannot be used for travel or to connect to the Internet outside of the NRC network.
- OIS recently initiated the encrypted universal serial bus (USB) thumb drive program to enhance a user's ability to transfer non-Safeguards Information data and documents from his or her desktop to a laptop, providing staff with a secure device to store and transport data, including personally identifiable information.

An increasing number of staff are using these services at Headquarters. OIS provided laptop management, support services and encrypted USB thumb drives to several offices. For example, OIS provided laptop management and support services to the Atomic Safety and Licensing Board Panel for approximately 50 laptops to enhance the staff's ability to work while away from the office.

### **Phase II (Planned Completion 3rd Quarter of FY 2010)**

Phase II of the program is underway and focuses on expanding Phase I programs and establishing the framework for the implementation of the final laptop computing solution. Phase II will expand the laptop update and loaner programs to the regional offices, improve communication to staff on the laptop services that are currently available, enhance technology for remote access to the NRC network and provide the updated policies and procedures necessary to centralize purchasing of agency laptops. The primary activities currently underway include the following:

- Expand and enhance the laptop loaner program to include NRC's regional offices and increase the number of loaner laptops available at Headquarters.
- Expand and enhance the laptop update program to include NRC's regional offices.
- Continue to provide encrypted USB thumb drives to Headquarters and the regions.
- Develop and execute a communication plan to increase agency awareness of OIS laptop computing services, including communication related to the NRC's policy and laptop rules of behavior.
- Provide enhanced technologies for accessing the NRC remotely (e.g., Internet, virtual private network, wireless, etc.).
- Develop and test a single laptop configuration that complies with the mandatory CSO laptop secure configuration standard and provide the capability to securely connect both directly and remotely to the NRC network.
- In conjunction with ADM and CSO, develop the NRC's policy and procedures and the contract statement of work to provide new laptops and to keep existing agency laptops up to date.
- Award the new OIS contract vehicle that will provide the centralized management and security for agency laptops.

### **Phase III (Planned Completion 2nd Quarter of FY 2011)**

Phase III activities will focus on the development and deployment of the architecture and network infrastructure developed in Phase II to provide necessary services and support for a single secure laptop platform. This platform will allow the NRC staff to seamlessly and securely move between office, home, and travel using a single laptop to access the NRC's applications

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and data from any location. OIS envisions that these laptops will be made available through one centralized contract vehicle as an optional replacement for the traditional desktop system. The primary activities in Phase III include the following:

- Deploy a single laptop configuration that provides secure connectivity to the NRC network.
- The OIS contract will be in place to provide laptop services for the agency including purchases and maintenance.
- Implement upgrades to the network infrastructure to automatically ensure that laptops connecting to the NRC's network have the appropriate secure configuration. Those laptops that are not configured appropriately will be denied access.
- Begin evaluating requirements necessary to centrally manage laptops containing classified and safeguards information.

RESOURCES:

The Chairman's November 26, 2008, memorandum approved a ceiling increase to the ISSC contract and subsequently OIS submitted a request for \$3,460K to support a number of initiatives including \$2,790K required for centralizing the management of laptops in FY 2009 and FY 2010. OIS requested \$723K in the FY 2010 budget request for this effort. The remaining funding required is \$2,067K. Upon Commission approval of the staff's proposal to fund additional work with funds carried forward from prior years, OIS will fund the FY 2009 and FY 2010 requirements. The required funding for FY 2011 will be addressed in the Planning, Budgeting, and Performance Management process.

LAPTOP PROGRAM	FY 2009		FY 2010		FY 2011	
	\$K	FTE	\$K	FTE	\$K	FTE
<b>Total Program Cost</b>	<b>\$590</b>	<b>0</b>	<b>2,200</b>	<b>0</b>	<b>\$2,443</b>	<b>0</b>
<b>Budgeted Funds</b>	<b>0</b>		<b>\$723</b>			
<b>Shortfall</b>	<b>\$2,067*</b>					

\*Part of the FY 2009 midyear/shortfall request of \$3.46 million

CONCLUSION:

OIS developed a plan that will provide centralized management for laptops. The laptop program will implement the technology and policies to help staff work securely in the office, on travel, or at home. To address immediate laptop security requirements, OIS implemented the laptop

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update program. This program provides the means to secure and maintain office-purchased laptops until they are replaced with OIS-provided laptops. Additionally, OIS will continue the laptop loaner program as a service to offices requiring the short-term use of laptops.

COORDINATION:

The Chief Financial Officer has reviewed this Commission Paper for resource implications and has no objections.

This document contains budget and planning information that if released, could provide a competitive advantage to potential awardees of new IT acquisitions. To comply with various provisions of the Federal Acquisition Regulation for safeguarding the acquisition process, it is requested that this information be treated as Official Use Only.

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