U.S. NUCLEAR REGULATORY COMMISSION MANAGEMENT DIRECTIVE (MD)

MD 2.3	TELECOMMUNICATIONS	DT-17-101
Volume 2	Information Technology	
Approved By:	R. W. Borchardt Executive Director for Operations	
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Issuing Office:	Office of Information Services Infrastructure and Computer Operations Division	
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EXECUTIVE SUMMARY

Directive and Handbook 2.3 ensure that telecommunications services are acquired, engineered, implemented, operated, managed, and governed in accordance with Federal laws, regulations, circulars, and other applicable telecommunications.

Directive and Handbook 2.3 are being updated to reflect changes in the organizational structure, processes, and technologies that support NRC Telecommunications. In addition, Federal Telecommunications laws, mandates, and leading practices have been introduced or modified to include the Clinger Cohen Act, the Federal Information Security Management Act (FISMA), the Paperwork Reduction Act of 1995, and Office of Management and Budget (OMB) guidance.

The purpose of this revision is as follows:

- Update roles and responsibilities to accurately reflect organizational changes at the NRC.
- Align policies, requirements, and procedures with the new laws, regulations, and applicable guidance from other agencies.
- Update the language and guidance to address current and expected advances in telecommunications technology.
- Clarify that MD 2.3 and its associated handbook only address unclassified (non-secure) telecommunications systems and services.

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I. POLICY

A. It is the policy of the U.S. Nuclear Regulatory Commission to ensure that unclassified (non-secure) telecommunications services are acquired, engineered, implemented, operated, managed, and governed in accordance with Federal laws, regulations, circulars, and other applicable telecommunications guidance.

B. Exceptions to or deviations from this directive and handbook may be granted on a case-by-case basis by the Executive Director for Operations (EDO) or his/her designee.

II. OBJECTIVES

- Design, acquire, and operate efficient, effective, and economical telecommunications services that support the NRC's business needs and ensure accountability through the development and application of appropriate cost effective controls.
- Provide adequate and reliable telecommunications services that ensure the continued operation of essential NRC functions under all circumstances.
- Ensure that NRC telecommunication services adhere to applicable standards, criteria, codes, security controls, and requirements.
- Ensure that NRC adheres to Federal policies, standards, procedures, and practices governing the appropriate usage of telecommunications activities and the appropriate handling and protection of privacy related information and data.

III. ORGANIZATIONAL RESPONSIBILITIES AND DELEGATIONS OF AUTHORITY

A. Executive Director for Operations (EDO)

Authorizes, directly or by designee, exceptions to or deviations from this directive within the limitations of authority set by law and Federal regulation.

B. Deputy Executive Director for Corporate Management (DEDCM)

1. Represents the NRC telecommunications team on the Federal Chief Information Officer (CIO) Council.
2. Chairs the Information Technology Senior Advisory Council (ITSAC), and oversees the Information Technology Business Council (ITBC) to provide executive review for telecommunications investments as required by the Office of Management and Budget (OMB).
3. Operates in conjunction with the EDO, ITSAC, and ITBC to provide an executive review of proposed telecommunication investments.

C. Inspector General (IG)

Conducts audits and investigations of the NRC telecommunications program, not only to promote economy, efficiency, and effectiveness but also to prevent and detect fraud, waste, abuse, and mismanagement.

D. Director, Office of Information Services (OIS)

1. Develops policies and procedures for the management of NRC telecommunications services.
2. Approves the appointment of an Information Technology Coordinator (ITC) and alternate(s) within each office.

E. Director, Office of Nuclear Security and Incident Response (NSIR)

Implements National Security and Emergency Preparedness (NS/EP) telecommunications procedures to support an effective response to public health and safety, or environmental threats at NRC-licensed facilities.

F. Office Directors

1. Ensure that NRC employees and contractors, under their supervision, understand and comply with the provisions of this directive and the accompanying handbook.
2. Obtain approval from the Computer Operations and Telecommunications Branch (COTB) Branch Chief before acquiring, deploying, or modifying any telecommunications services excluding those exceptions outlined by Directive Handbook 2.3.
3. Review and validate records of local, long distance, and cellular usage according to acceptable practices. Initiate administrative actions to collect charges incurred for unauthorized usage, where appropriate and economically feasible, in accordance with OMB Circular No. A-123, “Management Accountability and Control.”
4. Appoint an Information Technology Coordinator (ITC) and alternate(s) within each office, by memorandum to the Director, OIS.
5. Initiate administrative actions to collect charges incurred for unauthorized usage where appropriate and economically feasible, in accordance with OMB Circular No. A-123.

G. Regional Administrators

1. Ensure that NRC employees and contractors, under their supervision, understand and comply with the provisions of this directive and the accompanying handbook.
2. Obtain approval from the COTB Branch Chief before acquiring, deploying, or modifying any telecommunications services. This approval requirement does not apply to the acquisition, deployment, or modification of local non-secure telecommunications services. Additional exceptions are outlined in the handbook to this directive.
3. Direct the provisioning of local non-secure voice telecommunications services.
4. Establish regional procedures to manage the use and acquisition of local non-secure telecommunications services.
5. Appoint regional ITCs and alternate(s), by memorandum to the Director, OIS.
6. Initiate administrative actions to collect charges incurred for unauthorized usage where appropriate and economically feasible, in accordance with OMB Circular No. A-123.
7. Ensure that all local unclassified telecommunications systems are properly documented and accredited as stipulated under the Federal Information Security Management Act (FISMA).

H. Chief Information Security Officer (CISO)

1. Develops and maintains the agency-wide computer security program.
2. Develops and maintains risk-based computer security policies, procedures, and control techniques that cost-effectively reduce security risks to an acceptable level and ensures that computer security is addressed throughout the life cycle of each NRC Information Technology (IT) system.
3. Oversees implementation of NRC IT systems to ensure computer security controls are correctly implemented and maintained.
4. Assures agencywide compliance with FISMA through the development and implementation of compliance monitoring and periodic reporting processes.
5. Establishes and maintains an NRC-wide situational awareness capability to ensure that vulnerabilities in computer security controls are identified and remediated in a timely fashion, and that security related incidents are appropriately reported and investigated.

6. Reviews written requests to waive a particular policy requirement. The CISO reviews these requests and makes a written recommendation to the DAA regarding the request.

I. Designated Approving Authority (DAA)

1. The Designated Approving Authority (DAA) is a committee comprised of the DEDCM, the Deputy Executive Director for Reactor and Preparedness Programs, and the Deputy Executive Director for Materials, Waste, Research, State, Tribal, and Compliance Programs.
2. The DAA formally assumes responsibility for operating a computer system at an acceptable level of risk to agency operations, agency assets, or individuals based on the implementation of an agreed-upon set of security controls. The DAA, along with the system owner, is accountable for the associated security risk.
3. When existing policy presents an unacceptable barrier to the accomplishment of business requirements, a system owner may submit a written request to the DAA to waive a particular policy requirement.

J. Director, Division of the Controller (DOC), Office of the Chief Financial Officer (OCFO)

Develops and maintains procedures to collect costs associated with the personal use of Government telecommunication services.

K. Director, Infrastructure and Computer Operations Division (ICOD), OIS

Delegates to the COTB the authority to manage all unclassified telecommunications services and facilities. This includes the role of System Owner of the Telecommunications General Support System and all telecommunications services with the exception of regional telephone land line and cellular service, which is managed by each region.

L. Director, Business Process Improvement and Applications Division (BPIAD), OIS

Coordinates business requests for IT services, including telecommunications, and receives input and approval from the COTB Branch Chief for all telecommunications projects within the Capital Planning and Investment Control (CPIC) process.

M. Associate Director, Associate Directorate for Space Planning and Consolidation (ADSC), Office of Administration (ADM)

Plans, develops, and evaluates space planning, design, and construction in coordination with the Branch Chief of COTB, as appropriate.

N. Chief, Computer Operations and Telecommunications Branch (COTB), Infrastructure and Computer Operations Division (ICOD), OIS

1. Manages all unclassified telecommunications services and facilities. This includes the role of System Owner of the Telecommunications General Support System and all telecommunications services with the exception of regional telephone land line and cellular service, which is managed by each region. This authority is delegated to COTB by ICOD.
2. Directs the acquisition, management, maintenance, disposal, and monitoring of telecommunications services. Reports to the Director, OIS both appropriate and inappropriate usage of these services.
3. Ensures that Federal and agency standards and regulations concerning telecommunications services are implemented within the NRC and comply with all other management directives and handbooks.
4. Assists in the development of NRC secure communications proposals as described in Management Directive (MD) 12.4, "NRC Telecommunications Systems Security Program." Provides technical support for development and operation of secure communications facilities and systems as defined in that directive.
5. Reviews requests for all non-secure telecommunications services at NRC headquarters and at NRC regional offices, excluding those exceptions outlined by the handbook to this directive.
6. Develops and maintains procedures to collect costs associated with the personal use of Government telecommunication services.
7. Validates and approves all agencywide and headquarters requests for telecommunications services.
8. Reviews, approves, assists, and coordinates with the regional DRMA, IRB/ITB, Chiefs to integrate voice systems and data telecommunications services into the agency enterprise architecture (EA).
9. Monitors available telecommunications services to ensure their full and efficient use as stipulated under the Paperwork Reduction Act of 1995 (PRA).
10. Provides the NRC office directors with information for validating telephone usage, when appropriate and economically feasible, in accordance with Office of Management and Budget (OMB) Circular No. A-123, "Management Accountability and Control," and acceptable statistical sampling methods.
11. Develops NRC headquarters telecommunications and agency circuit budget to ensure adequate funds are requested.

12. Represents the NRC before Government, public, and private organizations concerned with telecommunications policies, procedures, regulations, rules, facilities, systems, and operations.
13. Develops, coordinates, and submits, through prescribed channels, all telecommunications reports required by Federal standards and regulations.
14. Serves as lead in responding to all external and internal telecommunications inquiries, including but not limited to, those directed at the OMB, Government Accountability Office (GAO), General Services Administration (GSA), and Department of Homeland Security (DHS).

O. Chief, Facilities Management Branch (FMB), Division of Facilities Security (DFS), ADM

Conducts necessary inventories for headquarters telecommunications equipment every 2 years and give its findings to COTB.

P. Regional Chiefs of the Information Resources Branch or Information Technology Branch (IRB/ITB), Division of Resource Management and Administration (DRMA)

Each region has its own Chief, IRB/ITB, DRMA, who is responsible for overseeing the following activities related to telecommunications services in his or her respective regional area. Each regional DRMA, IRB/ITB, Chief does the following:

1. Develops, maintains, and enforces processes and procedures to deliver unclassified, local telecommunication services, in accordance with NRC agencywide standards and policies.
2. Submits all regional requests for agencywide telecommunications services to the COTB Chief for approval, a solution, or both. Regions are encouraged to coordinate plans with the COTB Chief as they are being developed.
3. Acts as a liaison between the region and COTB for all agencywide service requests.
4. Manages and maintains all local telecommunication services and related processes and procedures.

Q. Information Technology Coordinator (ITC)

The ITC serves as the liaison between each NRC office and COTB for the approval of telecommunications services, as a designee of the respective office staff.

1. Accepts telecommunications service requests from the program office staff.
2. Submits all requests for telecommunications-related services to the COTB through the Customer Service Center (CSC).

3. Reviews and validates records of local, long distance, and cellular usage according to acceptable practices.

IV. APPLICABILITY

The policy and guidance in this directive and handbook apply to all NRC staff and all NRC contractors to whom they apply as a condition of a contract or a purchase order.

V. HANDBOOK

Directive Handbook 2.3 provides guidelines and procedures for the acquisition, management, maintenance, and appropriate usage of NRC telecommunications services.

VI. REFERENCES

Code of Federal Regulations

"Standards of Ethical Conduct for Employees of the Executive Branch" (5 C.F.R. Part 2635, as amended at 67 FR 61761-61762).

Federal Acquisition Regulations (FAR) (Title 48 CFR, Chapters 1 and 20).

Executive Orders

Executive Order 12472, "Assignment of National Security and Emergency Preparedness Telecommunications Functions."

Executive Order 12656, "Assignment of Emergency Preparedness Responsibilities."

Federal Emergency Management Agency

Federal Emergency Management Agency's (FEMA) Federal Preparedness Circular 65 (FPC 65).

General Services Administration

Federal Standard 1037C, "Telecommunications Glossary of Telecommunication Terms."

General Services Administration (Federal CIO Council), "Recommended Executive Branch Model Policy/Guidance on 'Limited Personal Use' of Government Office Equipment Including Information Technology," May 19, 1999.

National Archives and Records Administration

National Archives and Records Administration General Records Schedule 12.

National Communications System Directives

National Communications System (NCS) Directive 2-1, "Plans, Programs, and Fiscal Management National Security and Emergency Preparedness (NS/EP) Telecommunications Planning Process."

NCS Directive 3-1, "Telecommunications Operations Telecommunications Service Priority (TSP) System for NS/EP."

NCS Directive 3-3, "Telecommunications Operations Shared Resources (SHARES) High Frequency (HF) Radio Program."

NCS Directive 3-4, "Telecommunications Operations National Telecommunications Management Structure (NTMS)."

NCS Directive 3-8, "Telecommunications Operations Provisioning of Emergency Power in Support of NS/EP Telecommunications."

NCS Directive 3-9, "Telecommunications Operations Communications Resource Information Sharing Initiative."

NCS Directive 3-10, "Minimum Requirements for Continuity Communications Capabilities."

NCS Directive 4-1, "Technology and Standards Federal Telecommunications Standards Program."

NCS Directive 4-3, "Technology and Standards Interoperability of Telecommunications in Support of NS/EP."

National Institute of Standards and Technology

Federal Information Processing Standard 140-2, "Security Requirements for Crytographic Modules."

National Institute of Standards and Technology (NIST) Special Publication 800-13, Telecommunications Security Guidelines for Telecommunications Management Network.

National Security Agency

National Security Telecommunications and Information Systems Security Policy (NSTISSP) No. 101, "National Policy on Securing Voice Communications."

National Telecommunications and Information Administration

National Telecommunications and Information Administration, "Manual of Regulations and Procedures for Federal Radio Frequency Management."

Non-Federal Guidance and Web Sites

ATIS Telecom Glossary 2007, published by the Alliance for Telecommunication Industry Solutions, 2007.

Building Industry Consulting Service International (BICSI)
https://www.bicsi.org/default.aspx.

National Fire Protection Association (NFPA)
http://www.nfpa.org.

Telecommunications Industry Association (TIA)
http://www.tiaonline.org.

NRC Management Directives

MD 2.7, "Personal Use of Information Technology."

MD 2.8, "Project Management Methodology (PMM)."

MD 7.4, "Reporting Suspected Wrongdoing and Processing OIG Referrals."

MD 8.2, "NRC Incident Response Program."

MD 11.1, "NRC Acquisition of Supplies and Services."

MD 11.8, "NRC Procedures for Placement and Monitoring Working with Other Federal Agencies Other than DOE."

MD 12.1, "NRC Facility Security Program."

MD 12.4, "NRC Telecommunications Systems Security Program."

MD 12.5, "NRC Automated Information Security Program."

MD 13.1, "Property Management."

NRC Organization Charts and Functional Descriptions

NRC Organizations
http://www.internal.nrc.gov/HR/organization.html.

NRC IT Coordinators
http://www.internal.nrc.gov/ois/it-infrastructure/customer-service/it-coordinator.html.

NRC Project Management Methodology (PMM)
http://www.internal.nrc.gov/pmm/index.htm#Published%20Content%20Plugin/guidances/supportingmaterials/CPIC_Overview_16E69D8B.html.

NRC Technical Change Request (TCR)
http://www.internal.nrc.gov/pmm/PMM%20Methodology/tasks/Submit%20Technical%20Change%20Request,_rhfCcIFJEdugx8BFv3o4Zg.html.

Telecommunications Team Web Site
http://www.internal.nrc.gov/ois/it-infrastructure/telecommunications/index.html.

NRC Memorandum to L. Joseph Callan, Executive Director for Operations, from John C. Hoyle, Secretary; Staff Requirements—COMNJD-98-003—NRC Staff Office Procedures; May 18, 1998 (see ML003753754).

Office of the Attorney General

The Attorney General, Office of the Attorney General Memorandum to the Heads and Inspectors General of Executive Departments and Agencies, "Procedures for Lawful, Warrantless Monitoring of Verbal Communications," May 30, 2002, available at http://www.justice.gov/ag/readingroom/ag-053002.pdf.

Office of Management and Budget (OMB)

OMB Circular A-123, "Management Accountability and Control."

OMB Circular A-130, "Management of Federal Information Resources."

OMB Memorandum M-05-16, "Regulation on Maintaining Telecommunication Services During a Crisis or Emergency in Federally-owned Buildings."

OMB Memorandum M-08-05, "Trusted Internet Connection."

Presidential Directives

Homeland Security Presidential Directive 8 (HSPD-8), "National Preparedness."

HSPD-12, "Policy for a Common Identification Standard for Federal Employees and Contractors."

United States Code

The Clinger-Cohen Act of 1996 (40 U.S.C. 1401(3)), also known as the Information Technology Management Reform Act.

Electronic Freedom of Information Act (5 U.S.C. 552).

Federal Information Security Management Act of 2002 (44 U.S.C. § 3541, et seq.).

The Inspector General Act (5 U.S.C., Appendix 3).

Paperwork Reduction Act of 1995 (44 U.S.C. 3501 et seq.).

The Privacy Act of 1974 (5 U.S.C. 552a).

Telecommunications Accessibility Enhancement Act of 1988 (40 USC 762a-d).

The Telecommunications Act of 1996 (47 U.S.C. 153, 255).

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I. INTRODUCTION

A. What is Telecommunications at the U.S. Nuclear Regulatory Commission?

Telecommunications at the NRC facilitate the ongoing communication of official agency business. This handbook describes telecommunications and their impact on the user community.

B. What is the Purpose of this Handbook?

1. While the directive provides high-level responsibilities and requirements, this handbook provides more detailed information and should be relied upon for information specific to individual roles and responsibilities, general services, processes, and procedures. This handbook—

   (a) Describes the services provided through the NRC telecommunications program,

   (b) Explains the processes and procedures essential to the program, and

   (c) Presents the roles and responsibilities required to successfully support the program.

2. This handbook is organized to reflect the structure described in Figure 1 and provides the following:

   (a) A brief introduction;

   (b) Documentation of roles and responsibilities;

   (c) Descriptions of agencywide versus local services; and

   (d) Definitions of common processes and procedures that help NRC employees and contractors acquire, use, and maintain telecommunications at the NRC.

3. For specific information and questions regarding how to obtain, use, and maintain specific services or for timely news and information regarding telecommunications, please visit the Telecommunications Team Web site located at http://www.internal.nrc.gov/ois/it-infrastructure/telecommunications/index.html.

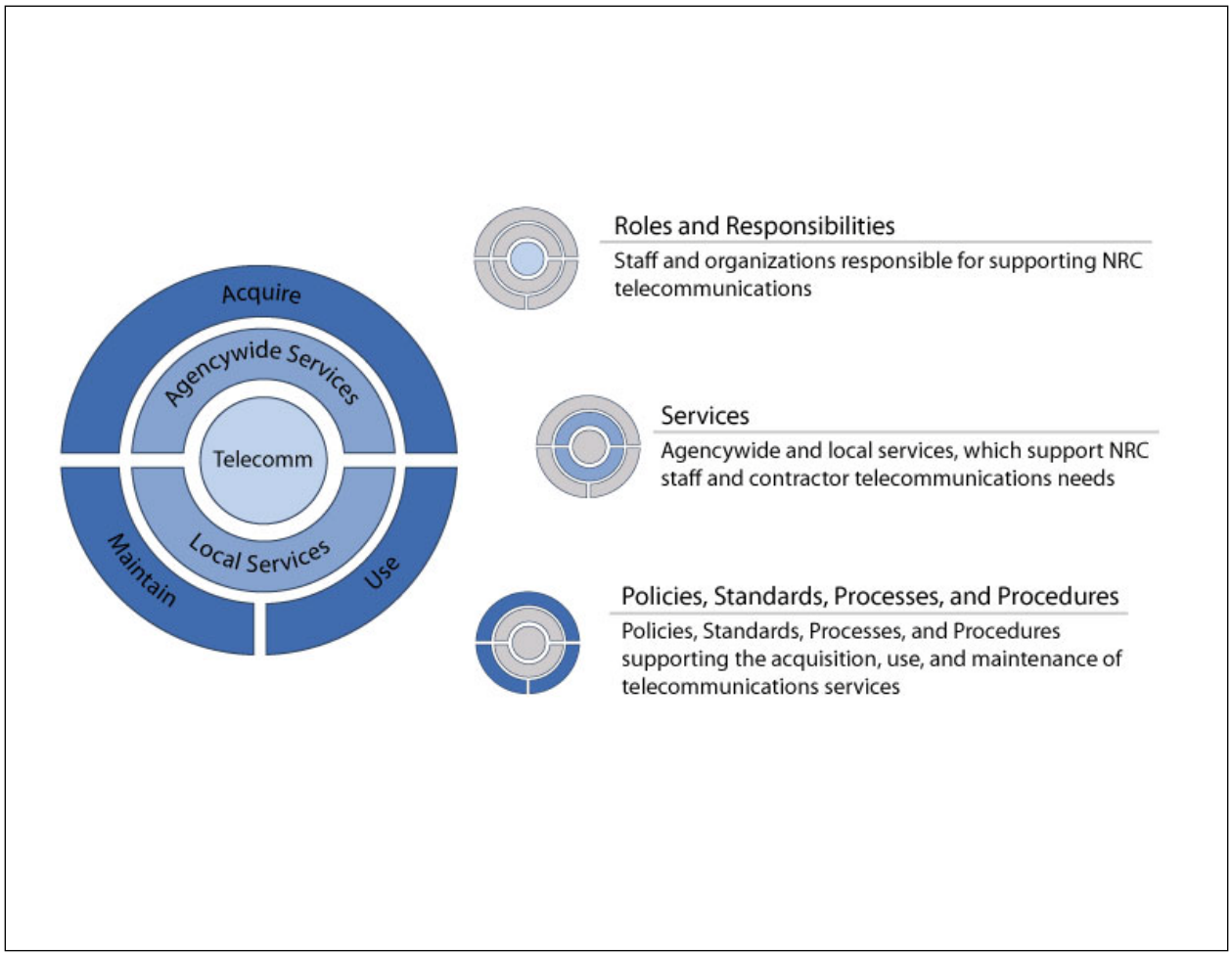

Figure 1 NRC Telecommunications Framework

C. Why is this Handbook Required?

1. Telecommunications solutions are critical to the daily operation of the NRC. Voice, data, and video transmissions would not be possible without the effective management of supporting telecommunications staff, processes, and technologies.
2. This handbook ensures that telecommunications requirements are satisfied, including Federal communication laws, regulations, mandates, circulars, and applicable directives from authorized Federal agencies. For a complete list of these requirements, see Section VI, “References,” of the directive.

D. How NRC’s Telecommunications are Operated and Managed

As illustrated in Figure 2, the following organizations work together to ensure the availability and security of telecommunications services:

1. Office of Information Services (OIS), Infrastructure and Computer Operations Division (ICOD), Computer Operations and Telecommunications Branch (COTB);
2. The Regional Chiefs of the Information Resource Branch or Information Technology Branch (IRB/ITB), Division of Resource Management and Administration (DRMA); and
3. Information Technology Coordinators (ITC).

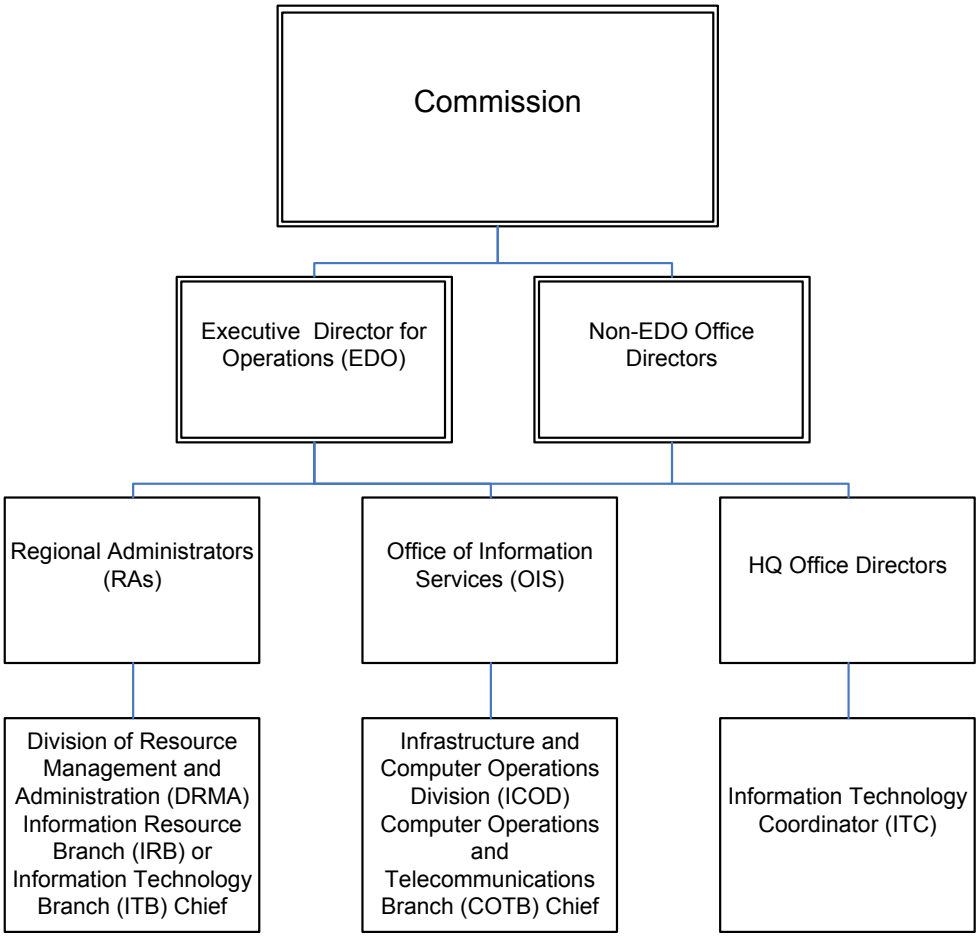

Figure 2 NRC Primary Telecommunications Support Roles

II. TELECOMMUNICATIONS SERVICES

The National Communications System (NCS) Technology and Standards Division, defines telecommunications as “any transmission, emission, or reception of signs, signals, writing, images and sounds or intelligence of any nature by wire, radio, optical or other electromagnetic systems,” in accordance with the Alliance for Telecommunication Industry

Solutions Telecom Glossary 2007. At the NRC, telecommunications includes local and agencywide services such as desktop phones, cellular phones and BlackBerry devices, pagers, facsimiles, leased lines, and other technologies that facilitate communications. Together these services allow the NRC to provide a portfolio of telecommunications services, which meet the business needs of the agency and satisfy applicable telecommunications requirements.

A. Which Local Services are Available?

COTB and regional DRMA, IRB/ITB, Chiefs manage and support local telecommunications services to facilitate appropriate and efficient communication at headquarters and in the regions. These services and systems include the following:

1. Local Phone Service (Including Facsimile)

   Allows staff and contractors to make calls within a defined geographical area.

2. Wire/Cable Infrastructure Support

   Supports the transmission of voice, data, and video communications. Once a building telecommunications distribution system has been approved by COTB, the regions may add additional capacity utilizing the approved architecture. However, regions must seek approval from COTB for exceptions to the agency cabling and wiring standards.

3. Voice Messaging System

   Allows callers to leave voice messages for NRC employees and contractors.

4. Audio Teleconferencing Service

   Provides live exchange of information among remote NRC employees, contractors, and other NRC stakeholders.

5. Cellular Service

   Allows NRC employees to make phone calls and access remote data from any location within the United States and, with special provisioning, international locations.

B. Which Agencywide Services are Available?

COTB manages and supports agencywide telecommunications services and systems to facilitate appropriate and efficient communication at the NRC. These services and systems include the following:

1. Long Distance Phone Service

   Permits NRC staff and contractors to call a destination outside the local service area. Long distance service is centrally managed by COTB.

2. Wire/Cable Infrastructure Support

   Supports the transmission of voice, data, and video communications. Regions must seek approval from COTB for exceptions to the agency cabling and wiring standards when a building or location is being wired or cabled.

3. Calling Cards

   Allow authorized NRC employees to make long distance phone calls in support of official business while traveling or away from their assigned Government office space.

4. Priority Calling Services

   Government Emergency Telecommunications Service (GETS) and Wireless Priority Service (WPS) are services acquired through the National Communications System (NCS) that provide priority calling through the telephone network to support mission requirements during an emergency.

5. Toll-Free Service Telephone Numbers

   Allow the public, employees, and contractors to contact the NRC without charge.

6. Radio Frequencies

   (a) Are acquired for use by the NRC from the Department of Commerce, National Telecommunications and Information Administration (NTIA).

   (b) Radio services are typically used to support emergency preparedness or legacy communications.

7. Federal Relay Services

   Federal Government telecommunications service that is facilitated by GSA enables equal communication access for Federal employees with hearing or speech disabilities.

8. Paging Services

   Serves as a mobile receiver for paging communication.

9. Leased Lines and Virtual Circuits (Communications Links)

   Transport data across networks within and outside of the NRC.

10. Internet Access Services

    Provide both dedicated and switched access to the Internet in support of the agency mission.

III. ACQUIRING TELECOMMUNICATIONS SERVICES

A. How are Telecommunication Services Acquired?

1. COTB is the primary organization responsible for managing and approving the acquisition of all NRC telecommunications services. The COTB or the regional DRMA IRB/ITB will determine the appropriate method for satisfying telecommunications requirements by conducting an analysis of these requirements and identifying alternatives in accordance with Federal law and regulation. In general, acquisition methods are to be considered in the following order:

   (a) Established NRC telecommunications services must be leveraged, when available.

   (b) Governmentwide telecommunications contract vehicles (e.g., GSA Federal Acquisition Service (FAS), Office of Integrated Technology Services (ITS) contracts under authority of GSA negotiated-contracts or interagency agreements).

   (c) The NRC must enter into Interagency Agreements (IA) with other Federal agencies, when telecommunications policies, mutual interests, and cost considerations deem such action appropriate. The management of these agreements will be conducted in accordance with MD 11.8, “NRC Procedures for Placement and Monitoring Work with Other Federal Agencies Other Than DOE.”

2. When telecommunications service requirements cannot be met by existing NRC telecommunication systems, and other Government-provided systems and interagency support are not available, commercial telecommunications services may be considered for use, consistent with the requirements of the Federal Acquisition Regulations (FAR) and Nuclear Regulatory Commission Acquisition Regulations (NRCAR). Telecommunications equipment or facilities must be leased or purchased in accordance with the comparative cost analysis prescribed by the FAR, as appropriate. The specific processes and procedures for requesting telecommunications services are provided in Section IV.B and Section IV.C of this handbook. Figure 3 illustrates the basic process for obtaining established telecommunications services.

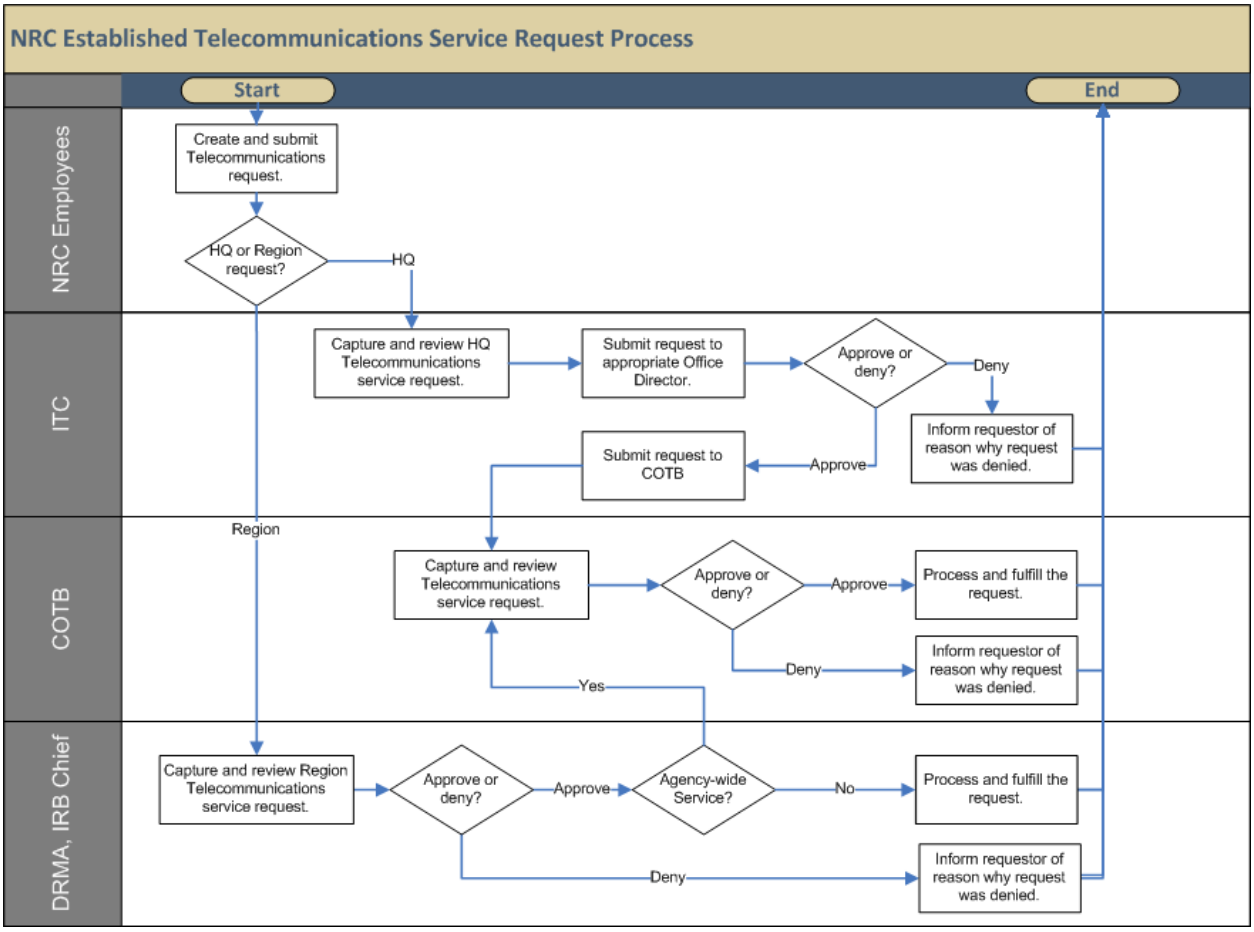

Figure 3 Process for Obtaining Established Telecommunications Services

B. How are NRC Established Telecommunications Services Obtained?

1. The following questions are considered when established telecommunications services are obtained:

   (a) What type of service is required, if known?

   (b) What do you intend to accomplish?

   (c) When is service required?

   (d) Where is service to be located (including room numbers)?

   (e) What additional information might assist in efficiently acquiring the service?

2. How to Request, Based on Your Location

   Established telecommunications requests are routine requests whose requirements have been previously identified and can be processed within normal purchasing

channels and time constraints. Examples of this type of request include a cell phone or BlackBerry, which fall under already established telecommunications services at the NRC. The process for obtaining existing telecommunications services at headquarters and within the regions is described below.

(a) Headquarters

To obtain established telecommunications services, follow the process described below:

(i) The IT Coordinator (ITC) must receive a telecommunications service request from the respective headquarters office or Technical Training Center (TTC). A list of all office ITCs can be found on the OIS Web site located at http://www.internal.nrc.gov/ois/it-infrastructure/customer-service/it-coordinator.html.

(ii) The ITC then forwards the requests to the Customer Service Center (CSC@nrc.gov), where COTB will review for authorization. As a designee of the office director, the ITC acts under the authority of that delegation. A directory of NRC office directors is available on the NRC Office of Human Resources Web site at http://www.internal.nrc.gov/HR/organization.html.

(iii) COTB will review and approve or deny the request. COTB will determine if the request can be satisfied within budget limitations, determine the most efficient and cost effective way to satisfy the request, and respond appropriately to the originator through his or her ITC.

(iv) For procurement of telecommunications hardware devices, the ITC should send an e-mail requesting to procure the specific item with the manufacturer, make, and model information along with a description of the device or a reference to a Web page. The COTB to performs a technical review and ensures that the proposed equipment is covered by the Telecommunications General Support System, will function properly in the agency environment, and does not adversely impact the agency infrastructure.

(b) Regions

To obtain established telecommunications services, follow the process described below:

(i) The appropriate DRMA, IRB/ITB, Chief must receive telecommunications service request from within the respective region, following regional guidelines. A list of all DRMA, IRB/ITB, Chiefs can be found on the NRC organizational chart for Region I, Region II, Region III, and Region IV.

(ii) The DRMA, IRB/ITB, Chiefs must forward all agencywide requests related to existing services to COTB for review and implementation. For existing local telecommunications services, the DRMA, IRB/ITB, Chiefs will determine if the

request can be satisfied within budget limitations, determine the solution that meets the customer's needs that provides the best value to the Government, and respond to the originator regarding the outcome of the request.

(iii) COTB will review agencywide requests related to existing service and either approve or deny the request. COTB will determine if the request can be satisfied within budget limitations, determine the most efficient and cost effective way to satisfy the request, and respond to the originator regarding the outcome of the request.

C. How are new Telecommunications Services Obtained?

New telecommunication service requests occur when an office requires functionality that cannot be satisfied without modification to existing telecommunications services or the purchase of a new service. A new telecommunications service request might include a new wireless technology, a private branch exchange (PBX) supporting a specific program, or modifications to an existing system that interfaces with an agencywide or headquarters telecommunications system. To obtain new telecommunications services within the NRC, follow the process described below.

1. Follow the Capital Planning and Investment Process (CPIC) as defined within MD 2.8, "Project Management Methodology (PMM)," and on the PMM Web site located at http://www.internal.nrc.gov/pmm/index.htm#Published%20Content%20Plugin/guidances/supportingmaterials/CPIC_Overview_16E69D8B.html.

2. As part of the CPIC process, COTB will examine the scope, size, and complexity of the request, and COTB will approve or deny the request. If the request is approved, COTB will identify potential solutions to satisfy the requirement and may consult with the requestor to fulfill the request for the new service.

D. What Standards Must Be Considered When Acquiring Telecommunications Services?

1. The COTB identifies and establishes telecommunications standards that must be used across all program offices and regions.

   (a) This ensures that the NRC remains compliant with telecommunications requirements and discourages inefficiencies resulting from differing standards.

   (b) All the NRC locations, employees, and contractors must understand and apply these standards to current or planned telecommunications solutions.

2. In accordance with NRC policy, telecommunications systems comply with the standards and specifications of published agencywide enterprise architecture (EA).

(a) This architecture is established and maintained by Office of Information Services, Business Process Improvement and Applications Division (BPIAD).

(b) The NRC relies on common standards as defined by the Telecommunications Industry Association (TIA) located at http://www.tiaonline.org/, National Fire Protection Association (NFPA) located at http://www.nfpa.org/index.asp, and Building Industry Consulting Service International (BICSI) located at https://www.bicsi.org/default.aspx. Together these standards help define specific installation and safety requirements for cabling, communications, and other components necessary to ensure a compatible and safe enterprise telecommunications program. These standards must be followed by all telecommunications systems and services at the NRC, regardless of whether they are local or agencywide.

IV. USING TELECOMMUNICATIONS SERVICES

A. What is Appropriate Use of Telecommunications Services?

1. NRC employees are permitted to use agency telecommunications services for authorized purposes only. These services should be used primarily for agency business, although some personal use is permitted in accordance with the minimum personal use allowance rules established within MD 2.7, “Personal Use of Information Technology.” This section details specific guidance regarding appropriate and inappropriate personal use of NRC telecommunications services and the processes used to monitor and control acceptable use. For more specific information, including proper etiquette and technology specific guidance, please consult the Telecommunications Team Web site located at http://www.internal.nrc.gov/ois/it-infrastructure/telecommunications/index.html.

2. Usage of NRC telecommunications services must follow both agency and Federal guidelines for appropriate use. Appropriate use includes official Government business, emergency use, and use determined to be within the best interest of the Federal Government. Examples of appropriate use are provided below.

   (a) Official Government business use of telecommunications services.

      (i) A call between an NRC employee and another party to discuss official Government business.

      (ii) Transmission of a facsimile, which contains information related to official Government business.

   (b) Emergency use of telecommunications services.

   (c) Calls to 911 or security to report any legitimate emergency.

(d) Use of telecommunications services which are determined to be within the best interest of the Federal Government.

(e) Limited personal use of NRC telecommunication services as defined in Section V.B of this handbook, "What is Appropriate Personal Use of Telecommunications Services?"

B. What is Appropriate Personal Use of Telecommunications Services?

1. Personal use of telecommunications services involves the use of NRC telecommunications services for purposes other than official business.

2. Federal employees are permitted limited personal use of Government telecommunications services if the use does not interfere with official business and involves minimal additional cost to the NRC. Limited personal use of NRC telecommunications should take place during the employee's non-work time, and this privilege may be revoked or limited at any time by COTB. Employee non-work time is defined as when the employee is not otherwise expected to be addressing official business. Employees may, for example, use agency information technology during their own off-duty hours such as—

   (a) Before or after a workday (subject to local office hours),

   (b) Lunch periods, or

   (c) Weekends or holidays (if their duty station is normally available at such times).

3. See MD 2.7 and the General Services Administration (Federal CIO Council), "Recommended Executive Branch Model Policy/Guidance on 'Limited Personal Use' of Government Office Equipment including Information Technology," May 19, 1999.

4. The following are examples of acceptable personal use of NRC telecommunications services:

   (a) An employee calls to notify a family member, doctor, and so forth, when an employee is injured on the job.

   (b) An employee is required to work overtime without advance notice and calls within the local commuting area (the area from which the employee regularly commutes) to advise his or her family of the change in schedule or to make alternate transportation or child-care arrangements.

   (c) An employee makes brief calls of approximately 5 minutes to locations within the local commuting area to arrange for emergency repairs to the employee's residence or automobile.

   (d) An employee makes a brief daily call of approximately 5 minutes to locations within the local commuting area to speak to spouse of minor children, or those responsible for the children, for example, a school or day-care center.

(e) An employee makes brief calls of approximately 5 minutes to establishments within the local commuting area that can be reached only during working hours, such as a local government agency or a physician's office.

C. What is Inappropriate Use of Telecommunications Services?

COTB provides many agencywide telecommunications services, which facilitate the mission of the NRC. For a more complete list of inappropriate use of telecommunications services, consult MD 2.7. The following list provides representative examples of inappropriate use of NRC telecommunications services.

1. Non-secure use of NRC telecommunications services.

   (a) Discussion of classified information on non-secure or unapproved telecommunications devices.

   (b) Modification of telecommunications settings or configurations without proper approval or authority as defined in MD 12.5, "NRC Automated Information Security Program."

   (c) Introduction of unapproved services or devices to the NRC network without prior approvals as defined within MD 12.5 and other applicable agency guidance.

2. Personal use of telecommunications services, which interfere with official NRC business or involve significant additional cost to the NRC. (See Section III.H, "Chief Information Security Officer (CISO)," of this directive.)

   (a) Unnecessary, repeated lengthy phone calls with friends or family.

   (b) Use of telecommunications services to maintain or support a personal business.

   (c) Initiating a phone call to a 900 or 976 number, or any other number that results in a charge-back to the NRC.

   (d) Purchase and use of unauthorized cell phones or air cards with Government funding.

3. Use of unauthorized cell phones or air cards with the agency infrastructure.

4. Use of telecommunication services for any unethical or criminal activities as specified by NRC policy and local, State, or Federal laws.

   (a) Offensive or harassing phone calls.

   (b) Use of any telecommunications service as a staging ground for unauthorized access to another system.

   (c) Eavesdropping or recording telephone conversations, except as authorized in accordance with applicable laws.

   (d) Inappropriate use of telephone call detail records.

D. How is Telecommunications Usage Monitored?

1. Organizations managing telecommunications services have a responsibility to monitor and report on usage that is inconsistent with policies and guidance provided within this directive.
2. COTB will maintain a methodology for monitoring telecommunications usage. Other organizations within NRC may request a copy of this methodology.

E. Does the NRC Monitor or Record Telephone Conversations?

For guidance, see MD 12.1, “NRC Facility Security Program," specifically, Section VI.E of the handbook entitled “Advance Approval of Attachment of Any Devices to Telephone or Other Telecommunications Equipment and Notice of Use.”

F. What Sanction Does the NRC Impose for Misuse of Telecommunications Services?

1. Unauthorized use of telecommunications could result in any or all of the following:
   (a) Loss of use or limitations on use of equipment,
   (b) Disciplinary or adverse actions,
   (c) Criminal penalties, and
   (d) Financial liability for the cost of anything other than acceptable personal or official business use.
2. The cost of unauthorized calls will include two charges:
   (a) The value of the service, based on commercial rates rounded to the nearest dollar; and
   (b) The administrative cost, rounded to the nearest dollar, incurred by the NRC to identify and collect on the unauthorized service.
3. The Division of the Controller/Financial Management, OCFO, is responsible for determining the appropriate account for the monies collected.
4. Reimbursing the Government for unauthorized calls does not exempt an employee from appropriate administrative, civil, or criminal action.

G. Use of Government Equipment at Non-Government Locations and the Removal of Government Equipment from Government Property

Non-Government locations include, but are not limited to private homes, personally owned vehicles, boats, and so forth.

1. To use Government equipment at a non-Government location, the appropriate division director must send the following to the COTB:

   (a) An approval memo certifying that the use of Government equipment at a non-Government location is "advantageous to the Government;" and

   (b) A signed copy of NRC Form 119, "Custodial Receipt for Sensitive and Non-Sensitive Personal Property."

2. To remove telecommunications equipment from NRC buildings, the user must obtain a property pass from the COTB property custodian (See NRC Form 466, "Property Pass."

3. Telecommunications services specifically excluded from this policy include the following:

   (a) Portable devices intended for mobile use, including cell phones;

   (b) BlackBerry devices; and

   (c) Portable radios.

V. MAINTAINING TELECOMMUNICATIONS SERVICES

Proper maintenance of telecommunications services is necessary to efficiently satisfy telecommunications needs at the NRC. This includes maintaining an accurate inventory of telecommunications devices and services, continually reviewing the adequacy of services, supporting staff and contractor maintenance requests, and properly retiring telecommunications services. This section explains policies, processes, and procedures to properly maintain NRC telecommunications services.

A. How is an Accurate Telecommunications Inventory Collected?

1. The NRC manages a number of telecommunications services and devices to ensure the continued and successful operation of its mission. COTB and regional DRMA, IRB/ITB, Chiefs are responsible for maintaining an inventory of services and devices to ensure that adequate levels of equipment are available to meet the agency's requirements. COTB and DRMA, IRB/ITB, Chiefs track and monitor the use of telecommunications resources, and maintain a record of the types of equipment and resources that are available to the agency either in-house services or through negotiated contracts.

2. To fulfill this responsibility, COTB and DRMA, IRB/ITB, Chiefs will perform the following functions:

   (a) Update the Space and Property Management System (SPMS) for all transfers of custody for telecommunications equipment to record the appropriate user and property custodian;

   (b) Ensure Property Custodians complete appropriate forms, as designated in MD 13.1, "Property Management," for all changes in the status of sensitive equipment; and

   (c) Apply Federal configuration management standards and practices to ensure that changes to telecommunications services and equipment are properly recorded and analyzed. Where appropriate, COTB and DRMA, IRB/ITB, Chiefs will follow the agency Technical Change Review (TCR) process located at http://www.internal.nrc.gov/pmm/PMM%20Methodology/tasks/Submit%20Technical%20Change%20Request,_rhfCcIFJEdugx8BFv3o4Zg.html.

B. How is an Accurate Inventory of Telecommunications Maintained?

1. Biannual Utilization Survey

   (a) The NRC conducts a biannual utilization survey and physical inventory of all telecommunications equipment that the agency owns or for which the agency pays a recurring charge, such as customer premises equipment at headquarters, regional, and cost-type contractor's offices.

   (b) The biannual utilization survey is conducted using sampling techniques.

   (c) A complete survey is conducted at least once every 2 years and in any year in which sampling shows significant discrepancies.

   (d) This survey ensures that—

      (i) OMB and the NRC telephone management standards are maintained,

      (ii) The number of pieces of equipment on hand matches the number listed on the current vendor's record as well as the agency's inventory,

      (iii) The equipment installed is adequate to meet user requirements, and

      (iv) Any unnecessary equipment and features are removed.

2. COTB will maintain an inventory of all telecommunications equipment at each NRC headquarters office. COTB will use the Telecommunications Service Center (TSC) tracking systems, SPMS, and other NRC inventory systems. Regional offices will be responsible for the management and control of their equipment and property inventory.

3. The inventory of all cryptographic equipment, including Secure Telephone Units III (STU-IIIs) and Secure Telephone Equipment (STE), is an exception to the normal telecommunications equipment inventory. The inventory of cryptographic material is conducted semiannually by the NRC COMSEC Custodians and monitored by the NRC Central Office of Record in the Information Security Branch of the Office of Nuclear Security and Incident Response (NSIR).

C. How are Telecommunications Services Maintained?

1. Telecommunications services are maintained through existing contracts and acceptable engineering standards. COTB and regional DRMA, IRB/ITB, Chiefs are responsible for ensuring that telecommunication services are functioning optimally to specifications, for the NRC headquarters and regional offices. These parties are responsible for receiving, processing, and acting upon maintenance requests.

2. To properly maintain existing services at the NRC, COTB or the regional DRMA, IRB/ITB, Chiefs may reevaluate telecommunications services to ensure that—

   (a) Services are modern and efficient,

   (b) Services are economical and competitive with alternative solutions,

   (c) Services leverage optimal plans and service level agreements, and

   (d) Unnecessary services are not in use.

3. All maintenance involving telecommunications networks must be coordinated though the COTB or the regional DRMA, IRB/ITB, Chiefs and be presented for approval through the TCR process.

D. How is Maintenance for Telecommunications Services Requested?

Requests for telecommunications maintenance must be reported promptly to the NRC Customer Service Center (301-415-1234), or in accordance with locally established procedures. Recurring problems, undue delays, and prolonged outages should be documented and brought to the attention of COTB at headquarters or the applicable regional DRMA, IRB/ITB, Chief.

E. How are Telecommunications Services Retired?

1. When equipment or services no longer satisfy a valid requirement, or when upgrading, replacing, terminating, or removing equipment is necessary, the responsible party (i.e., employee, program office) must submit a telecommunications request to their ITC to the CSC for COTB approval if located at headquarters or through their respective DRMA, IRB/ITB, Chief in the regions.

2. In the case of cryptographic equipment, the COMSEC Custodian must be informed in writing. The custodian should consult MD 12.5 and NSIR for the proper handling of cryptographic systems equipment and cryptographic keying material.

F. How is Equipment Returned or Transferred?

1. Requests for transfers or returns of telecommunications equipment should be submitted to the COTB or the regional DRMA, IRB/ITB, Chief for processing under local procedures. If the equipment is sensitive as defined by MD 13.1 a completed NRC Form 119, must be forwarded to the TSC, and the DRMA, IRB/ITB, Chief, in addition to the Division of Administrative Services, ADM. A detailed procedure can be found on the Telecommunications Team Web site at http://www.internal.nrc.gov/ois/it-infrastructure/telecommunications/index.html. The TSC also uses the NCR Form 119 as a method of hand receipt for non-sensitive equipment.

2. The regional offices are required to submit a completed NRC Form 119 to COTB on the receipt, issuance, and transfer of telephone calling cards, both Federal Calling Cards and Government Emergency Telecommunications Service Cards. Regional offices shall inform COTB by e-mail to the TSC (TSC.Resource@nrc.gov) when issuing, transferring, or cancelling telephone calling cards.

3. Employees holding cryptographic equipment, keying material, or cryptographic keys, must contact the COMSEC custodian for disposition instructions before leaving the NRC in accordance with MD 12.4, “NRC Telecommunications Systems Security Program,” and MD 12.5.