An Introduction to NOAA's New IT Cost Accounting Codes

IT Cost Accounting Team

May 13 - 14, 2009

Presented by: Jim Goudouros, NESDIS OCIO

Introduction

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Approach

- To maximize the learning experience:
  - This will be an interactive training session
  - Many concepts will be repeated frequently
  - Active participation is strongly encouraged
  - Don't be afraid to ask questions
  - Number of questions will be limited to 2 per test question
  - You may be called upon for an answer
- Please check that you have the following materials:
  - Acronym List
  - Answer Sheet
  - Reference Sheet
  - Word Puzzle
- Please complete the Sign-up Sheet
- Please register at Commerce Learning Center
  - http://learning.doc.gov/index.htm

Learning Objectives

- Upon completion of this training, you should be able to:

  1. EXPLAIN the business driver for creating these IT cost categories

  2. DEFINE the accounting mechanism used for IT cost categories

  3. IDENTIFY the nine (9) IT cost categories

  4. UNDERSTAND the broad boundaries for each IT cost category

  5. APPLY IT cost categories in CPCS, C.Request and Travel Manager

  6. IDENTIFY the primary location for IT cost accounting information

 7. IDENTIFY the IT point of contact in your organization

Background

- The Department's accounting system did not adequately capture the cost for providing IT services across NOAA

- NOAA CFO requested additional granularity of IT cost by using no more than ten (10) categories

- NOAA CIO formulated a cross cutting team to develop a list of IT cost categories for <u>mission</u> and <u>non-mission</u> use

- Cross cutting team recommended the implementation of nine (9) IT cost categories

- NOAA CFO approved the use of Task Code in Q1 FY09 (except for NWS and OAR)

- Task codes will be used in conjunction with existing object class codes to capture labor and non-labor IT cost (i.e. training and travel)

- Capture of non-labor IT cost begins on July 1, 2009

- Capture of labor IT cost is expected to begin on October 1, 2009

IT Cost Categories

- Program Management
- Desktop Management
- End-User Service Center
- Collaboration
- Data Networks
- Telecom
- Data Center
- Application Management
- IT Security

IT cost categories can be thought of as basic IT services

Program Management

- Program Management includes strategic planning, capital planning, enterprise architecture, IT governance, activities related to Planning, Programming, Budgeting, and Execution System (PPBES) and consulting services.

- Also includes compliance with Government Performance Results Act (1993), Clinger-Cohen Act (1996), Government Paperwork Elimination Act (1998), E-Government Act (2002), Federal Information Security Management Act (2002) and other regulatory guidance.

- Normally reserved for overhead positions (e.g. IT personnel located in HQ/Field). Does not include costs associated with managing an IT Security program.

Use Task Code B00 for Program Management

Desktop Management

- Applies to desktops, laptops, kiosks, peripherals (e.g. printers, scanners, etc.), copiers, fax machines, USB storage devices, office productivity applications, tools and utilities.

- Involves desktop setup and delivery, customer support, problem tracking and resolution, hardware/software maintenance and repair, central administration/management of desktops, software deployment, removal and sanitization of assets.

- Includes Tier 2 (Field) & Tier 3 (Technical/Engineering) HW/SW support.

- Includes IT operational related functions/tasks such as configuration management, patch management and media sanitization.

- Does not include application development tools or items listed in Collaboration.

Use Task Code D00 for Desktop Management

End-User Service Center

- Includes Tier 0 (Self Help) & Tier 1 (Phone/Online) HW/SW support.

- Establishes a single point of contact to handle all customer inquiries spanning all IT related services.

- Includes incident creation, tracking, trending and resolution. Maintains the problem resolution database and works collaboratively with Tier 2 (Field) and Tier 3 (Technical/Engineering) to improve service delivery.

- Includes IT operational related functions/tasks such as accounts management and incident (security) notification.

Use Task Code E00 for End-User Service Center

Collaboration

- Installation, operation, securing and maintenance of E-Mail, Calendaring, Blackberry Enterprise services, Messaging, Video Streaming, Video Teleconferencing, Web Conferencing, Discussion Groups, Blogs, Wikis, Records and social networking (e.g. Twitter).

- Includes HW & SW purchases and maintenance.

- Includes IT operational related functions such as system administration, configuration management, patch management and spam filtering.

- <u>Does not</u> include items listed in Data Center, Data Networks or Telecom.

Use Task Code <u>G00</u> for Collaboration

Data Networks

- Installation, operation, securing and maintenance of the data networking infrastructure (e.g. cabling, switches, routers, LANs, NACs, remote access, firewalls, VPN, and web filtering). Includes Installs, Moves, Adds and Changes to equipment.

- Includes directory services and 24/7 Network Operations Center (i.e., data network portion).

- Includes IT operational related functions such as system/network administration, configuration management, patch management and media sanitization.

Use Task Code <u>J00</u> for Data Networks

Telecom

- Installation, operation, securing and maintenance of the telecommunications infrastructure (e.g. Voice, FAX, PBX, POTS, VoIP, CSU/ DSU, CATV, and Satellite).

- Includes Installs, Moves, Adds and Changes to equipment.

- Services for audio conferencing, local/long distance, voice mail, calling cards, cellular (i.e., cell phones & monthly bills), radio, paging, carrier circuits, dedicated/leased lines/trunks, Internet access/service and 24/7 Network Operations Center (i.e., Telecom portion).

- Includes IT operational related functions such as system administration, configuration management, patch management and media sanitization.

Use Task Code <u>N00</u> for Telecommunications

Data Center

- Installation, operation, securing and maintenance of all components within a data center or similar environment. Includes appliances, servers, minicomputers, mainframes, storage (e.g. SAN, NAS), backup (e.g. tape libraries/silos), high performance computing, job scheduling, enterprise monitoring and terminal services.

- Contractual services such as web hosting and web caching are also included.

- Includes IT operational related functions such as system administration, configuration management, patch management and media sanitization.

- <u>Does not</u> include items listed in Application Management or Collaboration.

Use Task Code <u>Q00</u> for Data Center

Application Management

- Includes designing, developing, testing, securing, operating, and maintaining n-tier applications. Applies equally to algorithms, archives, content management, data acquisition, databases, data/statistical modeling, data mining, data warehouses, firmware, GIS, metadata, scripting, web design & maintenance, utilities, and wrappers.

- Includes application development suites/tools (e.g. IDEs, SDKs, CASE, ETL) and version control. Also includes development and maintenance of security related documentation.

- Includes IT operational related functions such as database administration, configuration management and patch management.
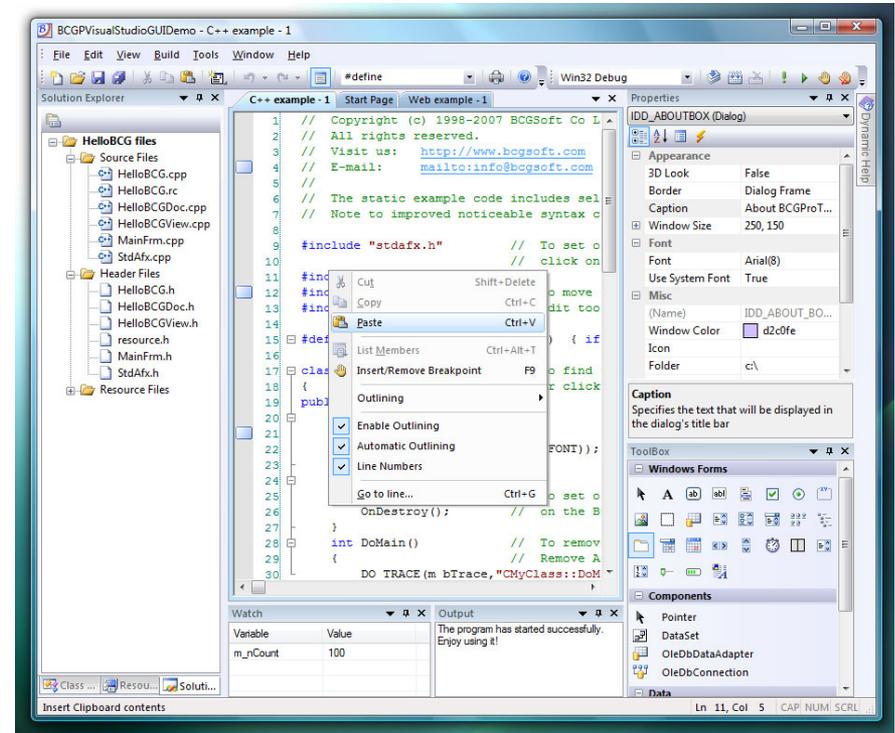
Use Task Code <u>R00</u> for Application Management

IT Security

- Includes cost associated with managing an IT Security Program.
- Includes <u>centralized</u> enterprise security services such as annual awareness training, computer forensics, creating, testing & maintaining common controls, audit log reviews, disaster recovery, COOP, incident handling, intrusion detection/prevention, 24/7 Security Operations Center, C&A activities (i.e., FIPS-199, SSP, CP, RA, ST&E, CT&E, SAR, and POA&Ms) and Continuous Monitoring activities (i.e., SSP updates, CP tests, assessment of security controls, and POA&M management).
- Includes labor associated with ITSOs, ISSOs, Security Administrators and Auditors.
- Typically <u>does not</u> include operational functions/tasks performed by other IT professionals (i.e. system administrators, developers) or non-IT security personnel (e.g. scientists)
- Includes cost for implementing new mandates imposed by OMB, DOC, IG, or NOAA requiring significant resources to meet short term (i.e. ≤ 1 Year) deadlines.

Use Task Code <u>U00</u> for IT Security

Word Puzzle

Can you find the IT categories hidden in the box? They may be horizontal, vertical, diagonal, forwards or backwards.
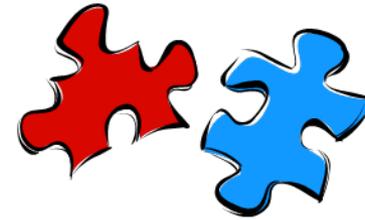
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P R O G R A M M A N A G E M E N T Y L
D C E R T I F I C A T I O N C E I R A
E M E T A D A T A C E N T E R H T R P
S V G R L A N A W U S G F D R C E E T
K P C H O T A P Q E R T Y T E T L B O
T N O I T A R O B A L L O C P I E K P
O L E R S N Y A U F I L I R P W C C Y
P R I N T E R & P I O V R I A S O A T
M O N E R T Z M A D R B E Y R G M L I
A U C S E W A E O E D I V T W D E B R
N T I A M O S G S Y F I R E W A L L U
A E D B O R A R C H I T E C T U R E C
G R E A T K E X U P S R S U O I A E E
E F N T S S W E B H O S T I N G B Y S
M P T A U A P P L I C A T I O N M G T
E & N D C P Y S C R I P T I N G U N I
N H N O I T A T I D E R C C A T R Q X
T E K C T N E M S S E S S A K S I R G
H I G H P E R F O R M A N C E O S T I
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IT Categories

Application Mgt., Collaboration, Data Center, Data Networks, Desktop Management, End-User Service Ctr., IT Security, Program Management, Telecom

Miscellaneous

Accreditation, Architecture, Blackberry, Certification, Customer, Database, Desktop, Firewall, High Performance, Incident, ITSO, LAN, Laptop, Metadata, NAS, POA&M, Printer, Risk Assess-ment, Router, SAN, Scripting, Server, Storage, Switch, Video, VoIP, VPN, WAN, Web Hosting, Wrapper

Matching

Match the items on the right with the items on the left.

IT Category	Examples	
A. Program Management	___ 1) Cell Phone	___ 10) Server
B. Desktop Management	___ 2) Disaster Recovery	___ 11) Wiki
C. End-User Service Center	___ 3) Storage	___ 12) Switch
D. Collaboration	___ 4) SW Development	___ 13) C&A
E. Data Network	___ 5) Desktop	___ 14) Blogs
F. Telecom	___ 6) Incident Handling	___ 15) USB Thumb Drive
G. Data Center	___ 7) Router	___ 16) Call Center
H. Application Management	___ 8) Email	___ 17) Long Distance
I. IT Security	___ 9) Laptop	___ 19) Strategic Planning
	___ 10) Video Streaming	___ 20) Copier

Selection of IT Cost Categories

- The proper selection of IT cost categories may appear difficult at first, but it will become easier over time with practice

- IT cost categories are just broad high-level "IT services" performed within NOAA

- When we acquire a specific product or service from a vendor, we must understand how the acquisition or service aligns or fits with our nine (9) broad high-level "IT services" (i.e. IT cost categories)

- Once you understand how the specific product or service aligns or fits with an "IT Service", selecting a task code should become easier
  - Be inquisitive and get in the habit of asking something like:
    - "What IT service (category) does this acquisition/product align with?"
    - "What IT service (category) does this acquisition/product link to?"
    - "What IT service (category) does this acquisition/product ultimately support?"

- If you have trouble selecting an IT cost category, ask your IT point of contact for assistance

Help is right around the corner. Don't be afraid to ask your IT point of contact!

Practice Exercises

- Ten (10) practice exercises are provided

- All are multiple choice questions

- Take your time

- Read carefully

- Select the best answer

- Click your mouse to see the best answer and explanation
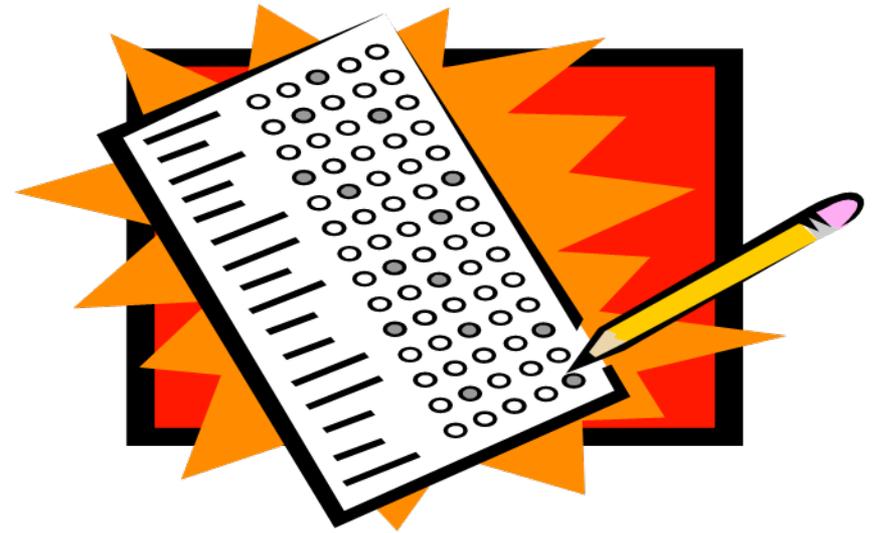
Let's get started!

Practice Exercise (1)

Situation

The NOAA OCIO is planning to hire a consultant to study the feasibility of implementing a customer support center in Silver Spring. The study will also include a brief comparative analysis with other agencies similar in size. Which IT category would you select?

A.   Collaboration
B.   Data Center
C.   End-User Call Center
D.   Program Management

Situation

DOC policy requires that all laptop hard drives be encrypted with a product called Safeboot. The NOAA OCIO collects funds from all the Line Offices to purchase annual maintenance for this product. Which IT cost category would you select?

A.   Application Management

B.   Desktop Management

C.   IT Security

D.   Telecom

Practice Exercise (3)

Situation

The NESDIS OCIO requires six (6) laptops for certification and accreditation (C&A) work. The laptops will be used by contractors at the National Climatic Data Center and NESDIS HQ LAN. Which IT cost category would you select?

A. Data Center
B. Data Networks
C. Desktop Management
D. IT Security

Situation

The NOAA OCIO is purchasing new software and servers to host a new messaging platform, such as Microsoft Exchange. The new servers will be installed in the Data Center. Which IT cost category would you select?

A.   Collaboration

B.   Data Center

C.   Data Networks

D.   Telecom

Situation

The NESDIS OCIO hired a contractor to implement a call center in Silver Spring. The call center will be used by NOAA employees to obtain various IT support services involved with applications, desktops, laptops, email, calendaring, landline and cell phones and VTC. Which IT category would you select?

A.   Desktop Management
B.   End-User Call Center
C.   Telecom
D.   Application Management

Practice Exercise (6)

Situation

The IPO is purchasing Cisco Network Access Control (NAC) equipment in order to improve IT Security. The equipment will be installed in the LAN room. Which IT cost category would you select?

A. Data Center
B. Data Networks
C. IT Security
D. Telecom

Situation

The NWS OCIO has decided to lease additional T1 & T3 lines that will connect to the MAN and provide backup capability for Silver Spring. This capability is required to support contingency planning and close a POA&M item. Which IT category would you select?

A. Data Center
B. Data Networks
C. IT Security
D. Telecom

Practice Exercise (8)

Situation

Due to age, the Office of Satellite Operations needs to replace some of its servers and storage devices that support a satellite ground system. A contractor is also hired to assist in developing configuration baselines for the new equipment. Which IT category would you select?

A. Data Center
B. Data Networks
C. End-User Service Center
D. IT Security

Practice Exercise (9)

Situation

The OMAO needs to improve its correspondence and action tracking system. OMAO hires a contractor to develop a replacement using Linux, Apache, MySQL, PHP—software installed and running on servers in the OMAO data center. Which IT category would you select?

A. Application Management

B. Data Center

C. Desktop Management

D. Program Management

Situation

The NMFS OCIO must certify and accredit its HQ LAN system by Christmas. It procures contractor support to update its existing C&A package. Which IT cost category would you select?

A. Program Management
B. Data Networks
C. End-User Service
D. IT Security

10 Minute Break

Program Management

IT Security

Desktop Management

Application Management

End-User Service Center

Data Center

Collaboration

Data Network

Telecommunications

0 1 2 3 4 5 6 7 8 9 10

Time Remaining

Self Examination

- Now it's your turn to test your knowledge
- Twenty (20) multiple choice questions
- Hints
  - Read carefully
  - Look for key words
  - Identify fit or alignment with the IT service
  - Select the best answer
  - Click the mouse to reveal the answer
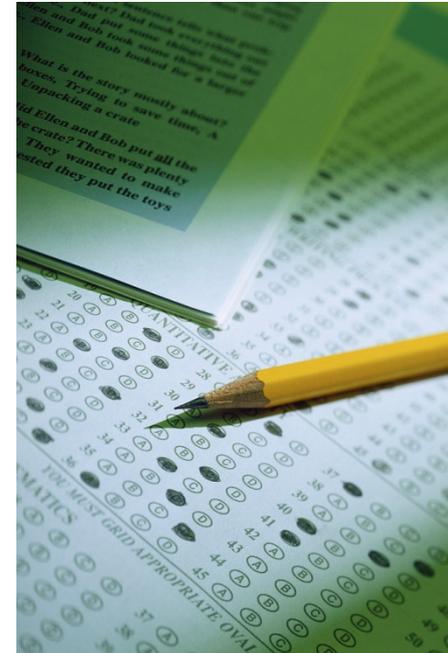
Don't hesitate to discuss any question or answer with your IT point of contact.

Self Examination (1)

The DOC OCIO requires your office to perform a self assessment of your IT investment management practices to determine overall maturity. Which IT cost category would you select?

A. Program Management
B. End-User Center
C. Desktop Management
D. IT Security

The NOAA CFO wants to replace the Program Information Reporting System (PIRS). A contractor is hired to develop, implement and maintain the new system. Which IT cost category would you select?

A. Application Management
B. Collaboration
C. Data Center
D. Program Management

Self Examination (3)

? OAR requires 12 additional blackberry cell phones and monthly service for its senior program managers. Which IT cost category would you select?

A. Application Management

B. Collaboration

C. Program Management

D. Telecom

The NESDIS OCIO requires contractor support to define the organization's current and target IT architecture. Which IT cost category would you select?

A. Data Networks
B. Application Management
C. Program Management
D. Collaboration

The NOAA OCIO manages and operates the NOAA Computer Incident Response Team (N-CIRT). The N-CIRT requires the purchase of new intrusion detection equipment. Which IT cost category would you select?

A.   End-User Service Center
B.   Data Center
C.   IT Security
D.   Program Management

The Search and Rescue Satellite Aided Tracking (SARSAT) Program will be procuring contractor support to register and maintain emergency beacon information supplied by the public. Which IT cost category would you select?

A. Application Management
B. Desktop Management
C. Collaboration
D. End-User Service Center

COSPAS-SARSAT System Overview
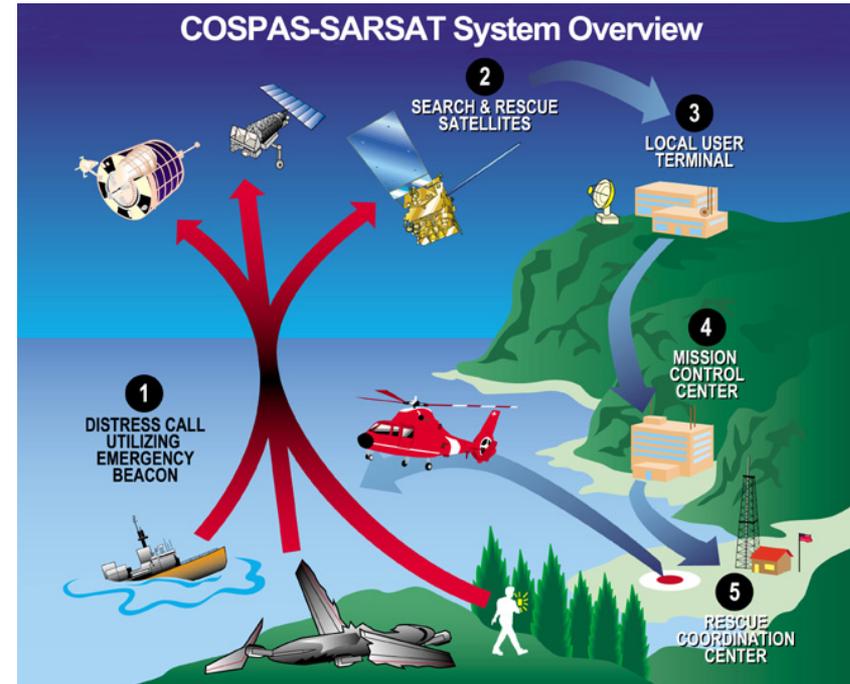
The NWS OCIO requires contractor support in developing an Exhibit 300 (IT Capital Planning) for OMB. Which IT cost category would you select?

A.   Collaboration
B.   Data Center
C.   IT Security
D.   Program Management

NWS requires a new satellite antenna for the National Hurricane Center in Miami. Which IT cost category would you select?

A. Telecom
B. Data Networks
C. Collaboration
D. Application Management

The National Geophysical Data Center needs to replace some of its switches, routers and firewalls. Which IT cost category would you select?

A. Data Center
B. Data Networks
C. Collaboration
D. Application Management

The NESDIS OCIO is replacing its outdated video teleconferencing equipment with new high definition Polycom equipment. Which IT cost category would you select?

A.   Application Management

B.   Data Center

C.   Desktop Management

D.   Collaboration

The NOS OCIO is purchasing annual maintenance for HEAT—software used by the Help Desk for incident tracking. Which IT cost category would you select?

A. Desktop Management
B. End-User Service Center
C. IT Security
D. Telecom

The NMFS CFO is purchasing 25 OptiPlex 960 desktops loaded with Windows XP Professional and 10 Fujitsu ScanSnap S510 scanners. Which IT cost category would you select?

A. Desktop Management
B. End-User Service Center
C. Application Management
D. Collaboration

The NMFS CIO is purchasing a one year online subscription service called "Gartner for IT Leaders". The office plans to access articles regarding data center consolidation, unified messaging and software development tool sets. Which IT cost category would you select?

A. Application Management
B. Data Center
C. Collaboration
D. Program Management

Gartner Benchmarking Capabilities

- Where You are Now
- Where Your Competition is Now
- Where You Need to Go

The NOAA OCIO received funds through the Stimulus Package to improve its High Performance Computing platform. Funds will be used to replace aging hardware and software. Which IT cost category would you select?

A. Data Center
B. Data Networks
C. Desktop Management
D. Telecom
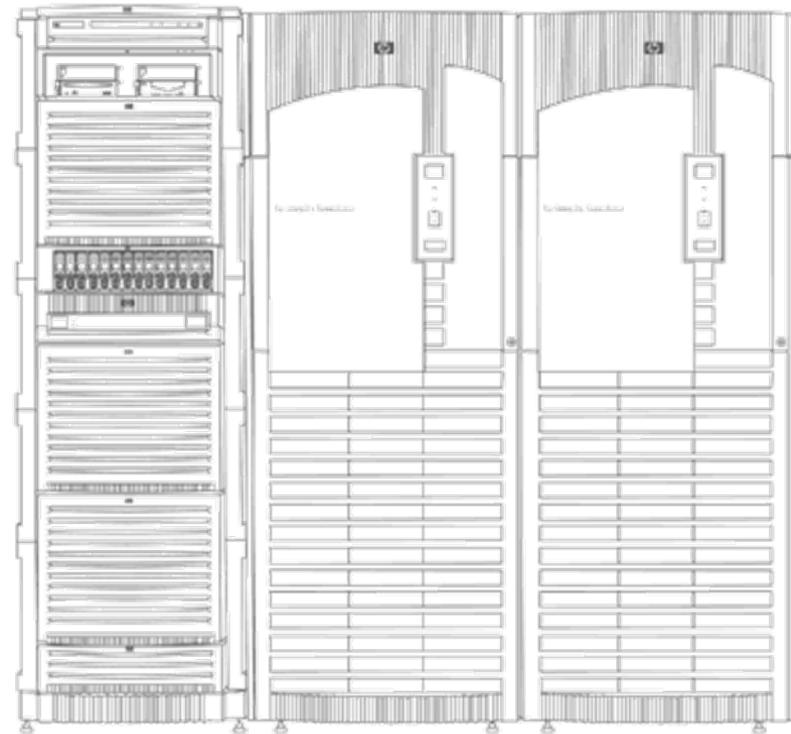
The NWS OCIO is purchasing IBM Tivoli Storage Manager—software used to backup and recover enterprise data. The software also meets IT security requirements. Consulting support will be included to assist with the installation. Which IT cost category would you select?
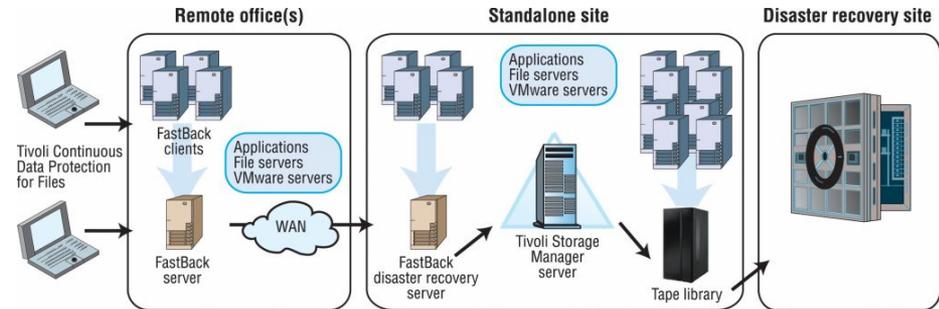
A. Collaboration
B. Data Center
C. Data Networks
D. IT Security

The Center for Satellite Applications and Research is purchasing annual maintenance for MATLAB—software used for algorithm development and numeric computation. Which IT cost category would you select?

A.   IT Security

B.   Desktop Management

C.   Collaboration
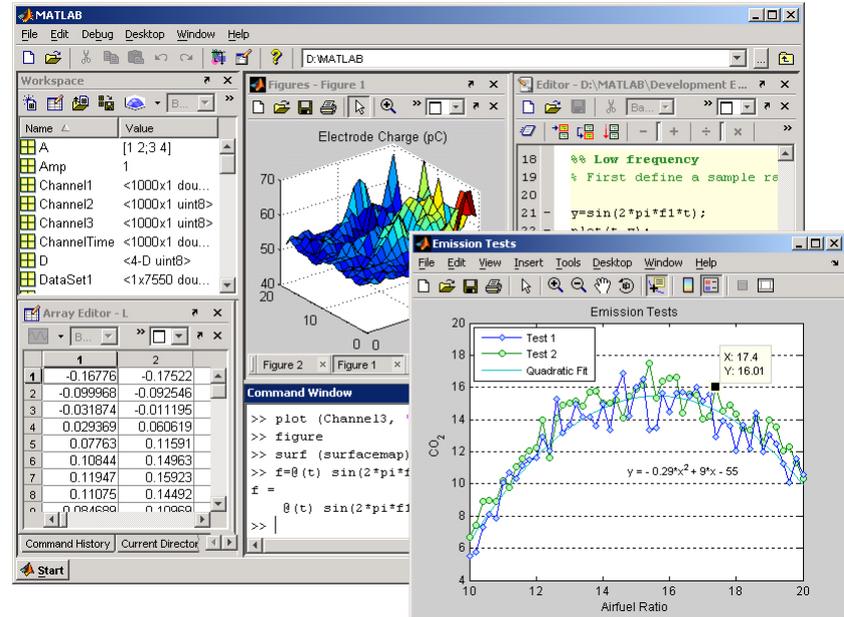
D.   Application Management

The OMAO CIO will be acquiring contractor support for the annual IT security controls test and to review evidence for POA&M closure. Which IT cost category would you select?

A. Application Management
B. Desktop Management
C. IT Security
D. Telecom

The NOS OCIO has agreed to send several of its system administrators to Monterey, CA to attend a SANS class on securing Windows servers. Which IT cost category would you select?

A.   Data Center
B.   Data Networks
C.   IT Security
D.   Program Management

The Integrated Program Office is procuring a remote access server and Voice over IP (VoIP) phones from Cisco. The remote access server will be used by scientists to access calibration and validation data. The VoIP phones will be used by the Help Desk. Which IT cost <u>categories</u> would you select?
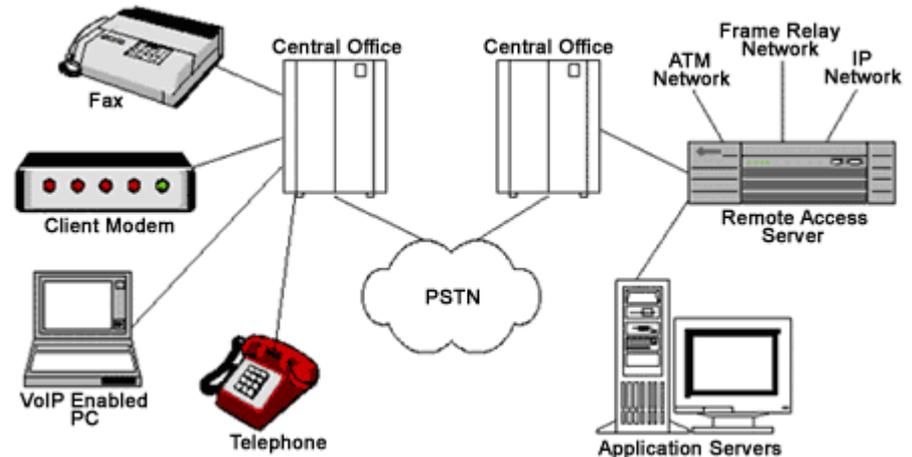
A. Data Center
B. Data Networks
C. End-User Service Center
D. Telecom

The NMFS CIO is acquiring contractor support to maintain its IT infrastructure composed of desktops, laptops, peripherals, switches, routers and servers. Which IT cost categories would you select?

A. Desktop Management
B. Data Center
C. Data Networks
D. All of the Above

Applications

- Commerce Purchase Card System (CPCS)
- C.Request
- Travel Manager

CPCS - Navigator

Click on Reconcile Transactions

CPCS – Reconcile Transactions

Click on a Transaction (e.g., GUS*GLOBALSTAR USA)

CPCS – ACCS Details

Click the line to view the Partial Account Classification Code Structure

CPCS – Partial ACCS

Update the Task Field with the appropriate IT Cost Category (e.g., N00)

- Purchase card holders are now required to update and reconcile transactions with the proper IT cost category

- Purchase card holders should get in the habit of reviewing task codes in conjunction with object class codes
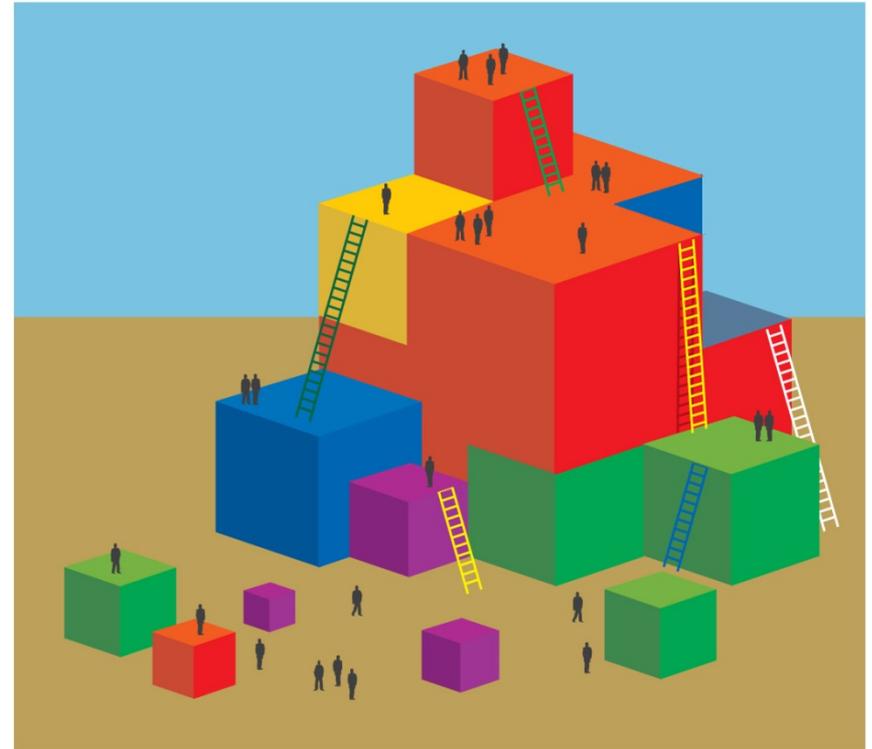
C.Request – Requisition Summary

Click on Sections → Line Items for Line Item Management

C.Request – Line Item Management

Click on Line Item 0001 for Line Item Detail

C.Request – Line Item Detail

Click on Tools → Accounting for Account Code Management

C.Request – Account Code Mgt.

Click on any Account Code String to enter Account Code Detail

C.Request – Account Code Detail

Update the Task (3) Field with the appropriate IT Cost Category

C.Request Implications

- C.Request initiator must create at least one Line Item with one or more accounting strings to capture all IT cost categories that may apply

- Creation of multiple accounting strings may cause rounding errors [Known issue]

- Contact C.Request Help Desk for assistance
   - M - F, 7 AM – 5 PM
    - (301) 427-1023, Option 2

Travel Manager

Click on the Travel Voucher (TV) icon

Travel Manager

Click on Accounting or Accounting Details

Travel Manager

Click on the Pencil Icon to Edit

Travel Manager

Examine the PROJ/TSK(10) field and update accordingly (e.g. P00 → B00)

Travel Manager Implications

- Travel Manager preparers need to create a unique accounting code for each IT cost category and add them to the Master Accounting Code List

- Travel Authorizations, Travel Vouchers created from Travel Authorizations, and Local Vouchers must use the proper IT cost category
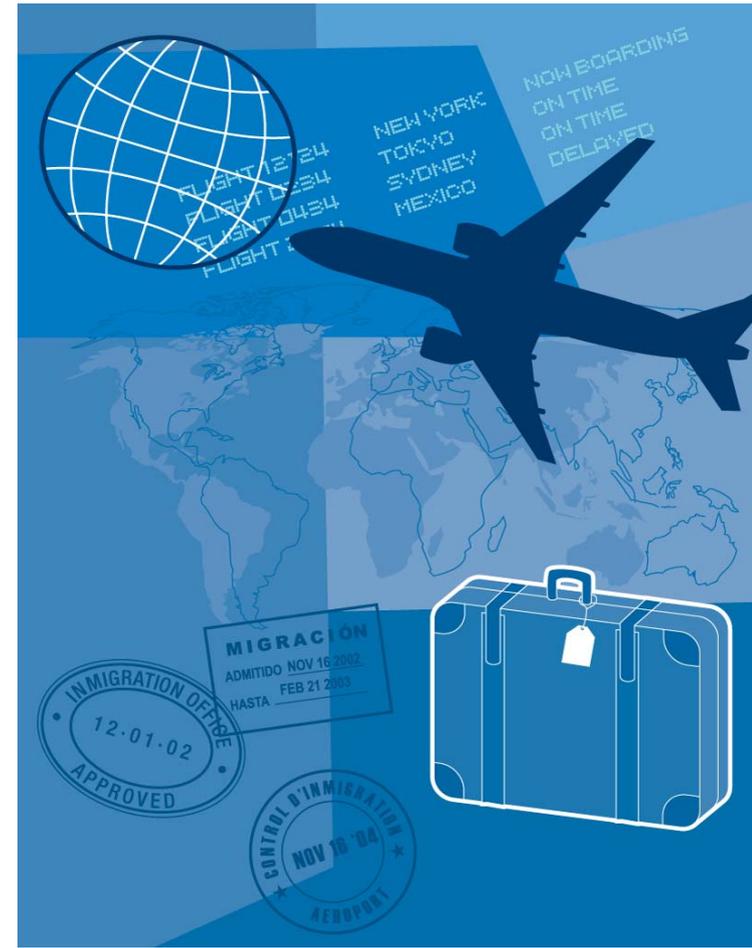
Resources

- The NOAA CFO Finance Office web site is the official location to find the latest in IT cost accounting information

  - http://www.corporateservices.noaa.gov/~finance/

- Consult with your organization's IT point of contact

Getting Help

- Employees are suggested to use the following approach when encountering difficulty in determining the proper IT cost category
  - Review the Reference Sheet
  - Consult with the person requesting the IT product or service
  - Consult with your nearby IT Power/Super User
  - Consult with your organization's IT point of contact

Points of Contact

Line/Staff Office	IT Points of Contact	Financial Points of Contact
NESDIS	Angela Kuhn, (301) 713-1201 Jim Gouduros, (301) 713-3388 x298	Jim Lewis, (301) 713-1259
NMFS	Kevin Holland, (301) 713-2372 x176 Nancy Majower (301) 713-2372 x174	Tonya Coleman, (301) 713-2245 x182
NOS	Iris Kole, (301) 713-1156 x101	Renee Galloway, (301) 713-3050 x119 Lorne Williams, (301) 713-3050 x 168 (alt)
NWS	Maria Sims, (301) 713-0262 x133	Sue Bracey, (301) 713-9050 x160 Jeff Hare, (301) 713-9050 x183
OAR	Eugene Burger (206) 526-4586 Vince Garcia, (301) 734-1109 (alt)	Dinara Holmes, (301) 734-1162
OMAO	Doug Perry, (301) 713-7673	Gerald Thomas, (301) 713-7627
PPI	Tejuana Hickerson, (301) 713-1622 x191	Tejuana Hickerson, (301) 713-1622 x191
OCIO	Dave McClure, (301) 713-3555 x198	Kathy Stowe, (301) 713-3573 x165
CFO, FSD	Kathy Stowe, (301) 713-3573 x165	Annette Brown, (301) 444-2833
CFMD	Kathy Stowe, (301) 713-3573 x165	Jim LeDuc, (202) 482-3939 (Acting)
USAO	Kathy Stowe, (301) 713-3573 x165	Jim LeDuc, (202) 482-3939 (Acting)

Reference Sheet

IT Category	Brief Description
Program Management (B00)	Includes strategic planning, capital planning, enterprise architecture, IT governance, activities related to Planning, Programming, Budgeting, and Execution System (PPBES) and consulting services. Also includes compliance with Government Performance Results Act (1993), Clinger-Cohen Act (1996), Government Paperwork Elimination Act (1998), E-Government Act (2002), Federal Information Security Management Act (2002) and other regulatory guidance. Normally reserved for overhead positions (e.g. IT personnel located in HQ/Field). Does not include costs associated with managing an IT Security program.
Desktop Management (D00)	Includes Tier 2 (Field) & Tier 3 (Technical/Engineering) HW/SW support. Involves desktop setup and delivery, customer support, problem tracking and resolution, hardware/software maintenance and repair, central administration/management of desktops, software deployment, removal and sanitization of assets. Applies to desktops, laptops, kiosks, peripherals (e.g. printers, scanners, etc.), copiers, fax machines, USB storage devices, office productivity applications, tools and utilities. Includes IT operational related functions/tasks such as configuration management, patch management and media sanitization. Does not include application development tools or items listed in Collaboration.
End-User Service Center (E00)	Includes Tier 0 (Self Help) & Tier 1 (Phone/Online) HW/SW support. Establishes a single point of contact to handle all customer inquiries spanning all IT related services. Includes incident creation, tracking, trending and resolution. Maintains the problem resolution database and works collaboratively with Tier 2/3 to improve service delivery. Includes IT operational related functions/tasks such as accounts management and incident (security) notification.
Collaboration (G00)	Installation, operation, securing and maintenance of E-Mail, Calendaring, Blackberry Enterprise services, Messaging, Video Streaming/Teleconferencing, Web Conferencing, Discussion Groups, Blogs, Wikis, Records and social networking (e.g. Twitter). Includes HW & SW purchases and maintenance. Includes IT operational related functions such as system administration, configuration management, patch management and spam filtering. Does not include items listed in Data Center, Data Networks or Telecom.
Data Networks (J00)	Installation, operation, securing and maintenance of the data networking infrastructure (e.g. cabling, switches, routers, LANs, NACs, remote access, firewalls, VPN, and web filtering). Includes Installs, Moves, Adds and Changes to equipment. Includes directory services and 24/7 Network Operations Center (i.e., data network portion). Includes IT operational related functions such as system/network administration, configuration management, patch management and media sanitization.
Telecom (N00)	Installation, operation, securing and maintenance of the telecommunications infrastructure (e.g. Voice, FAX, PBX, POTS, VoIP, CSU/DSU, CATV, and Satellite). Includes Installs, Moves, Adds and Changes to equipment. Services for audio conferencing, local/long distance, voice mail, calling cards, cellular (e.g. cells phones & monthly bills), radio, paging, carrier circuits, dedicated/leased lines/trunks, Internet access/service and 24/7 Network Operations Center (i.e., Telecom portion). Includes IT operational related functions such as system administration, configuration management, patch management and media sanitization.
Data Center (Q00)	Installation, operation, securing and maintenance of all components within a data center or similar environment. Includes appliances, servers, minicomputers, mainframes, storage (e.g. SAN, NAS), backup (e.g. tape libraries/silos), high performance computing, job scheduling, enterprise monitoring and terminal services. Contractual services such as web hosting and web caching are also included. Includes IT operational related functions such as system administration, configuration management, patch management and media sanitization. Does not include items listed in Application Management or Collaboration.
Application Management (R00)	Includes designing, developing, testing, securing, operating and maintaining n-tier applications. Applies equally to algorithms, archives, content management, data acquisition, databases, data/statistical modeling, data mining, data warehouses, firmware, GIS, metadata, scripting, web design/maintenance, utilities, and wrappers. Includes application development suites/tools (e.g. IDEs, SDKs, CASE, ETL) and version control. Also includes development and maintenance of security related documentation. Includes IT security related functions such as database administration, configuration management and patch management.
IT Security (U00)	Includes all cost associated with managing an IT Security Program. Includes centralized enterprise security services such as annual awareness training, computer forensics, creating, testing & maintaining common controls, audit log reviews, disaster recovery, COOP, incident handling, intrusion detection/prevention, 24/7 Security Operations Center, C&A activities (i.e., FIPS-199, SSP, CP, RA, ST&E, CT&E, SAR, POA&Ms) and Continuous Monitoring activities (i.e., SSP updates, CP tests, assessment of security controls, and POA&M management). Includes labor associated with ITSOs, ISSOs, Security Administrators and Auditors. Typically does not include operational functions/tasks performed by other IT professionals (i.e., system administrators, developers) or non-IT security personnel (e.g. scientists). Includes cost for implementing new mandates imposed by OMB, DOC, IG, or NOAA requiring significant resources to meet short term (i.e., ≤ 1 Year) deadlines.

Acronym List (A thru M)

- Apache – An open source web server
- CASE – Computer Aided System Engineering
- CATV – Cable Television
- C&A – Certification and Accreditation
- COOP – Continuity of Operations
- COTS – Commercial Off The Shelf
- CP – Contingency Plan
- CPCS – Commerce Purchase Card System
- CSU – Channel Service Unit
- CT&E – Certification Test & Evaluation
- DOC – Department of Commerce
- DSU – Data Service Unit
- ETL – Extract, Transform and Load
- Fax – Facsimile
- FISMA – Federal Information Security Management Act

- GIS – Geographic Information System
- HW – Hardware
- IDE – Integrated Development Environment
- IG – Inspectors General
- IT – Information Technology
- ITSO – Information Technology Security Officer
- ISSO – Information System Security Officer
- LAN – Local Area Network
- Linux – An open source Unix-based operating system
- MAN – Metropolitan Area Network
- Metadata – Data that describes other data
- MySQL – An open source relational database system

Acronym List (N thru Z)

- NAC – Network Access Control
- NAS – Networked Attached Storage
- N-CIRT – NOAA Computer Incident Response Team
- OCIO – Office of the Chief Information Officer
- OMB – Office of Management and Budget
- PIRS – Program Information Reporting System
- PBX – Private Branch Exchange
- PHP – Pre Hypertext Processor, a scripting language for web servers POA&M – Plan of Action and Milestone
- POTS – Plain Old Telephone Service
- PPBES – Planning, Programming, Budgeting and Execution System
- SAN – Storage Area Network

- SAR – Security Assessment Report
- SSP – System Security Plan
- ST&E – Security Test & Evaluation
- RA – Risk Assessment
- SW – Software
- T1 & T3 – Type of telecommunication line, T1 (1.544 Mbps), T3 (44.736 Mbps)
- USB – Universal Serial Bus
- VoIP – Voice over Internet Protocol
- VPN – Virtual Private Network
- VTC – Video Teleconferencing
- WAN – Wide Area Network
- Wiki – Web site that can be edited by visitors
- Wrapper – Data structure or software that contains ("wraps around") other data or software so it can exist in a new system