

2017

**National Cancer Institute
at Frederick
Information Technology (IT)
Service Catalog**

NCI at Frederick



**Data Science and
Information Technology**

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Computer Services:

Computer Software Training

What is the service?

Regularly scheduled courses for computer software commonly used at the NCI at Frederick and Frederick National Laboratory for Cancer Research. Custom training or closed sessions can be arranged to support program-specific requirements.

What is included?

- Course selection,
- Schedule posting,
- Training room management,
- Arranging custom training courses,
- Curriculum development,
- Student satisfaction surveying.

What should you expect?

Service availability –

Classes are held during normal business hours: Monday – Friday, 8:00am to 5:00pm ET, holidays excluded.

Provisioning Service Level Goals –

- NCI at Frederick employees register online for courses.
- Enrollment requires approval of employee’s supervisor.
- Applicable costs are charged to the employee’s project.

How do you request this service?

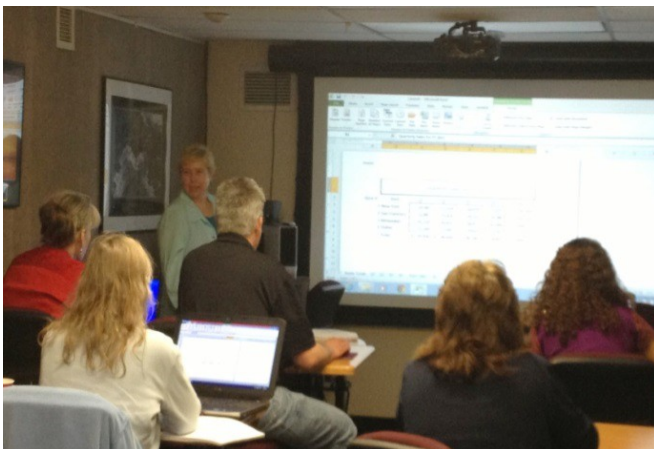
To obtain these services, please register online:

- Web: <http://css.ncifcrf.gov/training>

How do you inquire about this service?

To obtain these services, contact the Computer Software Training Coordinator:

- Phone: 301-846-5465 or 301-846-5115



Computer Services:

Consultancy and Advocacy

What is the service?

Advice, advocacy and assistance in leveraging information technology to best serve the research and business needs of the NCI at Frederick and Frederick National Laboratory for Cancer Research user communities.

What is included?

- IT planning and advice,
- IT cost/benefit, make/buy, return-on-investment analysis,
- IT governance,
- IT portfolio and application lifecycle management,
- Business process analysis and improvement,
- Relationship management,
- Quality assurance,
- Project management,
- Policy interpretation and development.

What should you expect?

Service availability –

Normal business hours: Monday – Friday, 8:00am to 5:00pm ET, holidays excluded.

Provisioning Service Level Goals –

- Response to inquiries responded to within one (1) working day.

How do you request this service?

To obtain these services, please contact the Principal Manager, Computer & Statistical Services or one of our Directors:

- Phone: 301-846-1060 or 301-846-5115
- Web: <http://css.ncifcrf.gov>



Computer Services:

Desktop Support Services

What is the service?

This covers all technical support services relating to desktop, laptop, and mobile computing devices as well as related peripherals and communications equipment.

What is included?

- General desktop and end-user device support from computer technicians,
- United States Government Configuration Baseline (USGCB) on all network desktops and laptops,
- Setup and configuration of Desktop Computers,
- Availability of NCI site-licensed software,
- Anti-Virus and IT security assistance,
- Use of a loaner computer (e.g., while primary computer rebuild is in progress.)



What should you expect?

Service availability –

Normal business hours: Monday – Friday, 8:00am to 5:00pm ET, holidays excluded.

Provisioning Service Level Goals –

- Normal priority requests are resolved within seven (7) working days.
- ASAP priority requests are resolved within five (5) working days.
- Urgent priority requests are resolved in less than two (2) working days.

How do you request this service?

To obtain these services, please log a Service Request ticket with the NCI at Frederick Helpdesk using one of the following methods:

- Phone: 301-846-5115
- Email: fredhelpdesk@nih.gov
- Web: <http://css.ncicrf.gov/helpdesk/requestor/submit.asp>

Computer Services:

Enterprise & Business Systems Support

What is the service?

Implementation, maintenance, integration and enhancement of systems that support the business, administrative and facilities operations requirements of the NCI at Frederick and Frederick National Laboratory. While many of these systems are used exclusively by "back-office" personnel, others are used by the general user population.

What is included?

- Full life-cycle application services for implementing, creating, designing, and managing enterprise and business applications.



What should you expect?

Service availability –

Systems are generally available 24x7, with the exception of planned maintenance.

Provisioning Service Level Goals –

- Response to inquiries typically responded to within one (1) working day. (Given the essential nature of these systems to on-going facility operations, support of these systems may take priority over general inquiries.)

How do you inquire about this service?

To inquire more about these services, please contact the Director of Enterprise and Business Systems Support at the number below.

How do you request support for an Enterprise or Business System?

To request support, please log a Service Request ticket with the NCI at Frederick Helpdesk using one of the following methods:

- Phone: 301-846-5115
- Email: fredhelpdesk@nih.gov

Web:

<http://css.ncifcrf.gov/helpdesk/requestor/submit.asp>

Computer Services:

Helpdesk Support Services

What is the service?

This covers all Level 1 Helpdesk support services relating to connectivity to IT network, computers, and applications.

What is included?

- Password resets,
- PIV card login issues,
- Network connectivity troubleshooting,
- Triaging of higher-level desktop and networking inquiries,
- Current policy waiver forms,
- Other Level 1 support inquiries.

What should you expect?

Service availability –

Normal business hours: Monday – Friday, 8:00am to 5:00pm ET, holidays excluded.

Provisioning Service Level Goals –

- Password resets and some Level 1 requests are handled immediately over the phone.
- Normal priority requests are resolved within seven (7) working days.
- ASAP priority requests are resolved within five (5) working days.
- Urgent priority requests are resolved in less than two (2) working days.



How do you request this service?

To obtain these services, please log a Service Request ticket with the NCI at Frederick Helpdesk using one of the following methods:

- Phone: 301-846-5115
- Email: fredhelpdesk@nih.gov
- Web: <http://css.ncifcrf.gov/helpdesk/requestor/submit.asp>

Computer Services:

Systems Administration and Operations

What is the service?

Implementation, administration, operations and maintenance of computer systems to support the mission of the NCI at Frederick enterprise as well as the requirements of laboratories, programs and users. Operating systems supported include Windows, UNIX and OSX running on physical or virtual hardware.

What is included?

- System provisioning and configuration,
- Configuration and change management,
- Systems administration and management,
- Database administration and management,
- Performance monitoring and tuning,
- Systems operations and data entry,
- Security monitoring and remediation,
- System and data assurance (backup and disaster recovery).



What should you expect?

Service availability –

Systems are generally available 24x7, with the exception of planned maintenance.

Provisioning Service Level Goals –

Response to inquiries typically responded to within one (1) working day. (Given the essential nature of these systems to on-going facility operations, support of these systems may take priority over general inquiries.)

How do you inquire about this service?

To inquire more about these services, please contact the Manager, Systems Administration and Operations at the number below.

How do you request support?

To request support, please log a Service Request ticket with the NCI at Frederick Helpdesk using one of the following methods:

- Phone: 301-846-5115
- Email: fredhelpdesk@nih.gov
- Web: <http://css.ncicrf.gov/helpdesk/requestor/submit.asp>

Computer Services:

Web Design

What is the service?

Design, development and support of web-based content, responsive web sites and web interfaces.

What is included?

- Requirements analysis,
- Graphics design,
- User experience (UX),
- Usability review and testing,
- Wireframes and prototyping,
- Styles programming,
- Web analytics,
- Content management,
- Section 508 (accessibility) compliance,
- Section 508 remediation.

What should you expect?

Service availability –

Normal business hours: Monday – Friday, 8:00am to 5:00pm ET, holidays excluded.

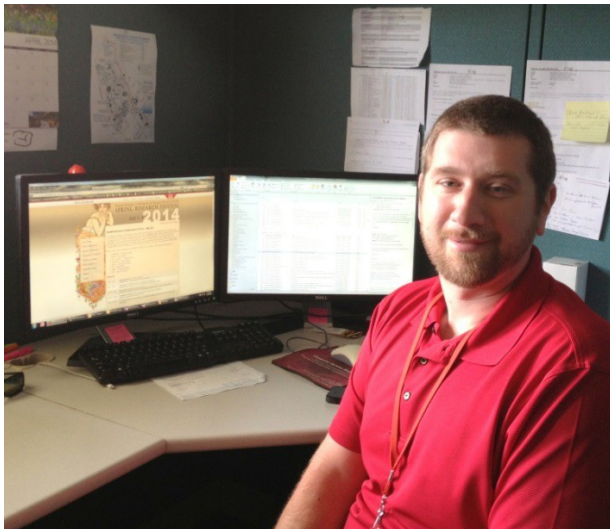
Provisioning Service Level Goals –

- Response to inquiries responded to within one (1) working day.

How do you request this service?

To obtain these services, please contact the Manager, Web Design and Development:

- Phone: 301-846-5115
- Web: <https://css.ncifcrf.gov/Pages/Services/Development.aspx>



Computer Services:

Web and Software Development

What is the service?

Design, development, implementation and full-cycle support of web sites, web-based systems and other custom applications that support the research and business needs of the NCI at Frederick and Frederick National Laboratory for Cancer Research user communities.

What is included?

- Requirements analysis and management,
- User experience (UX) and interface design,
- Business process analysis and process improvement,
- Systems architecture and design,
- Prototyping,
- Systems development,
- Implementation and roll-out management,
- Systems integration and service architecture,
- Unit testing.

What should you expect?

Service availability –

Normal business hours: Monday – Friday, 8:00am to 5:00pm ET, holidays excluded.

Provisioning Service Level Goals –

- Response to inquiries responded to within one (1) working day.

How do you request this service?

To obtain these services, please contact the Manager, Web Design and Development:

- Phone: 301-846-5115
- Web: <https://css.ncifcrf.gov/Pages/Services/Development.aspx>



Data Center Services:

Server Co-Location

What is the service?

The Frederick National Laboratory for Cancer Research (FNLCR) currently has two data centers capable of hosting physical and virtual servers for internal and external customers. The first data center is located in building 430 on the NCI at Frederick campus and the second is located at the Advanced Technology Research Facility (ATRF).

For servers not supporting a Frederick activity, customers must provide written documentation from their CIO that the server cannot be hosted by their own data center and then the request will be considered by NCI senior leadership for approval.

What is included?

- Physical rack space
- Commercial power, UPS, and backup generator power to the server
- HVAC Services
- Connectivity to NCI-Frederick/NIH-net network resources and the Internet
- Remote monitoring of server (when requested by customer)

What should you expect?

Once a request has been submitted, dedicated Data Center staff will be available to assist during each step of the process.

Service availability – 24x7

Support: Normal business hours Mon – Fri, 8:00 a.m. – 5:00 p.m., local time, holidays excluded

How do you request this service?

- Complete a Request for Service form available through the NCI at Frederick HelpDesk at fredhelpdesk@nih.gov or 301-846-5115.



Data Center Services:

Server Hosting

What is the service?

The Frederick National Laboratory for Cancer Research (FNLCR) currently has two data centers capable of hosting physical and virtual servers for Frederick customers. The first data center is located in building 430 on the Ft. Detrick campus and the second is located at the Advance Technology Research Facility (ATRF).

What is included?

- Physical or Virtual server
- Commercial power, UPS, and backup generator power to the server
- Cooling for the server
- Connectivity to NCI-Frederick/NIH-net network resources and the Internet
 - IP Address
 - Firewall Exceptions (as required)
- Remote monitoring of server uptime (if requested by customer)

What should you expect?

Once a request has been submitted, dedicated Data Center staff will be available to assist during each step of the process.

Service availability – 24x7

Support: Normal business hours Mon – Fri, 8:00 a.m. – 5:00 p.m., local time, holidays excluded



How do you request this service?

- Complete the attached Request for Service form (Appendix A) and submit it to the NCI at Frederick HelpDesk at fredhelpdesk@nih.gov or 301-846-5115.
 - If you are unsure of some of the fields in the form, leave them blank and the Information Technology Operations Group (ITOG) will help you complete the form.
- The form will be routed to the ITOG team in the form of a ticket.
 - A member of the ITOG team will be assigned the ticket and will meet with you to finalize the form.
 - Website and Physical Impact security scans will be required for new servers. The forms for the scans are listed in Appendix B.
 - If the server requires user connectivity from the NIHnet and/or the internet, then a Firewall Exception form will need to be completed. The form is listed in Appendix C.
 - Additional services, if required, are listed in Appendix D.



High Performance Computing Services:

Batch Processing

What is the service?

The batch processing service provides access to the FNLCR Linux HPC cluster. The cluster provides a uniform file system layout with shared and private storage and access to high-performance servers. Jobs are scheduled based on current usage of the cluster, the resource requirements of each individual job, and the job history of the submitter. Jobs can range from very short single-processor jobs to ones requiring multiple cores for several weeks.

What is included?

- A named user account is created with a private home directory
- Jobs can be submitted from the command line and arrangements can be made for web servers or other remote systems to access the batch facility
- Jobs can request all resources provided by a single node. Running across multiple nodes is discouraged due to the inherent poor performance penalty.
- Current nodes have 16-40 cores and 256GB-1.5TB RAM available.
- Detailed information on the batch system is available at

What should you expect?

Service availability – 24x7

Support is provided during normal business hours Mon – Fri, 8:00 a.m. – 5:00 p.m., local time, holidays excluded

Performance Measures –

- Service availability exceeds 99% uptime

How do you request this service?

To obtain these services, please fill out the form located at <http://isp.ncifcrf.gov/abcc/access-request/>

For Issues:

Service Request ticket with the NCI at Frederick Helpdesk using one of the following methods:

- Phone: 301-846-5115
- Email: fredhelpdesk@nih.gov
- Web: <http://css.ncifcrf.gov/helpdesk/requestor/submit.asp>



High Performance Computing Services:

MySQL Database Hosting

What is the service?

The ISP maintains both a production MySQL database cluster and a development MySQL server. Customers may request creation of their own database and have full administrative rights to manage the database.

What is included?

- Creation of a MySQL database and an account with full privileges on that database.
- Creation of additional accounts with more restrictive access to the database.
- Access to the database via network connections from within the FNLCR network.

What should you expect?

Service availability – 24x7

Support for new requests:
Normal business hours Mon – Fri, 8:00 a.m. – 5:00 p.m., local time, holidays excluded

Provisioning Service Levels –

- Requests for new databases within 10 business days
- Requests for additional restricted accounts within 5 business days

Performance Measures –

- Notification of downtime due to scheduled maintenance will be based on negotiated SLA.
- Service availability exceeds 99% uptime.

How do you request this service?

To obtain these services, please log a Service Request ticket with the NCI at Frederick Helpdesk using one of the following methods:

- Phone: 301-846-5115
- Email: fredhelpdesk@nih.gov
- Web: <http://css.ncifcrf.gov/helpdesk/requestor/submit.asp>



High Performance Computing Services:

Oracle Database Hosting

What is the service?

The ISP maintains both production and development Oracle database servers. Customers may request access to an existing database and/or the creation of a new instance commensurate with project requirements.

What is included?

- Creation of an Oracle database and an account with specified privileges on that database.
- Comprehensive backup procedures to ensure full database recoverability.
- Creation of additional accounts with more restrictive access to the database.
- Access to the database via network connections from within the FNLCR network.

What should you expect?

Service availability – 24x7

Support for new requests:

Normal business hours Mon – Fri, 8:00 a.m. – 5:00 p.m., local time, holidays excluded

Provisioning Service Levels –

- Requests for new databases within 1 business day.
- Requests for additional restricted accounts within 1 business day

Performance Measures –

- Notification of downtime due to quarterly maintenance will be based on negotiated SLA with 3 weeks prior notification of service interruption.
- Service reliability exceeds 99.99%. Service availability is at least 99%.

How do you request this service?

To obtain these services, please log a Service Request ticket with the NCI at Frederick Helpdesk using one of the following methods:

- Phone: 301-846-5115
- Email: fredhelpdesk@nih.gov
- Web: <http://css.ncifcrf.gov/helpdesk/requestor/submit.asp>



Infrastructure Services:

Hosted Server Backup

What is the service?

This service provides managed Server Backup and Recovery. The server files are protected in the event of accidental deletion, security incidents or disk drive failure.

What is included?

- Automatic backup of Server files
- Recovery of lost files
- Monitoring of backups to verify successful completion

What should you expect?

Service availability – 24x7

Normal business hours Mon – Fri, 8:00 a.m. – 5:00 p.m., local time, holidays excluded

Performance Measures –

- Backups are transparent to the users of the Server.
- Backups are kept for 90 days.
- In the event of data loss files can normally be recovered in one business day.
- Files are restored by the Backup Administrator.

How do you request this service?

To obtain these services, please log a Service Request ticket with the NCI at Frederick Helpdesk using one of the following methods:

- Phone: 301-846-5115
- Email: fredhelpdesk@nih.gov
- Web: <http://css.ncifcrf.gov/helpdesk/requestor/submit.asp>

Provide the name and location of the file or files to be restored, along with the approximate date of last change.



Infrastructure Services:

Offline Data Archive

What is the service?

This service provides long term storage of data on tape. Data is stored on archival system for 7 years.

- Archive data that is not needed to support current operations.
- Archive data that needs to be kept for legal reasons, but is no longer used.
- Archive data that is needed to support a scientific paper.
- Once data has been written to the archive, remove it from its original location.

What is included?

The archive service is mounted as a NFS file system accessible from moab.ncifcrf.gov. Users can copy their files to the NFS file system and they are automatically written to the archival system.

What should you expect?

A directory will be provided on moab.ncifcrf.gov to which the user can copy files. Files can be copied to the “archive” at any time. The files can be retrieved from the archive by copying them from the archive to another file system. The user has control over what files are placed in the archive and what files are recovered from the archive. There will be a delay in file recovery while the archive system loads the proper tape(s) and retrieves the data.

Service availability – 24x7

Normal business hours Mon – Fri, 8:00 a.m. – 5:00 p.m., local time, holidays excluded

Performance Measures –

- Archive services should be available 24x7 except during scheduled maintenance windows.
- Service reliability exceeds 99.9%.

How do you request this service?

To obtain these services, please log a Service Request ticket with the NCI at Frederick Helpdesk using one of the following methods:

- Phone: 301-846-5115
- Email: fredhelpdesk@nih.gov
- Web: <http://css.ncifcrf.gov/helpdesk/requestor/submit.asp>



Network Services:

Internet Protocol Address Management (IPAM)

What is the service?

IP Address Management (IPAM) refers to managing the allocation, administration, reporting and tracking of public and private IPv4 and IPv6 address space, IP devices and associated data. IPAM integrates Domain Name Services (DNS) and Dynamic Host Configuration Protocol (DHCP) so that each is aware of changes in the other. DNS provides the mechanism for translating internet domain and host names for network-attached devices into numeric Transmission Control Protocol/Internet Protocol (TCP/IP) addresses. DHCP is a standardized network protocol that is used by network devices to configure the IP settings of another device, such as a computer, laptop or printer.

What is included?

- Support, implementation, administration, maintenance and management of IPv4 and IPv6 addresses
- Network IPv4 and IPv6 addressing assignment
- DNS - Host record, A Record, CNAME, AAAA records
- DHCP – Dynamic assignment of IP address, subnet mask, gateway, DNS Servers and Domain
- Fixed DHCP address
- Static IP address assignment for servers

What should you expect?

Service availability – 24x7

Support: Normal business hours Mon – Fri, 8:00 a.m. – 5:00 p.m., local time, holidays excluded

Provisioning Service Levels –

- IP address assignment occurs within 3 business days of receipt of request.
- DNS record assignment occurs within 3 business days of receipt of request.
- DHCP addresses are assigned automatically for devices that are on the campus network
- Fixed/reserved DHCP requests occur within 3 business days of receipt of request.
- Static IP address requests occur within 3 business days of receipt of request.

How do you request this service?

To obtain these services, please log a Service Request ticket with the NCI at Frederick Helpdesk using one of the following methods:

- Phone: 301-846-5115
- Email: fredhelpdesk@nih.gov
- Web: <http://css.ncicrf.gov/helpdesk/requestor/submit.asp>

Network Services:

Local Area Network (LAN) Services

What is the service?

This covers design, implementation, support, administration, and management of LAN services

What is included?

- Connectivity to NCI-Frederick/NIH-net network resources and the Internet
- LAN Support, implementation, administration, maintenance and management of LAN Services
- Operational support of switch infrastructure
- Remote monitoring of critical production infrastructure
- Support of data communications cable plant
- Support of LAN infrastructure change control process
- Edge switch port configuration

What should you expect?

Service availability – 24x7

Support: Normal business hours Mon – Fri, 8:00 a.m. – 5:00 p.m., local time, holidays excluded

Provisioning Service Levels –

- Switch port activations to occur within 2 business days of receipt of request.
- End device locating on the network within 3 business days of receipt of request.
- New construction/renovation to be evaluated by Networking Group completion time TBD.

How do you request this service?

To obtain these services, please log a Service Request ticket with the NCI at Frederick Helpdesk using one of the following methods:

- Phone: 301-846-5115
- Email: fredhelpdesk@nih.gov
- Web: <http://css.ncicrf.gov/helpdesk/requestor/submit.asp>



Network Services:

Scientific Virtual Local Area Network (VLAN) Services

What is the service?

This covers design, implementation, support, administration, and management of secure, isolated protected VLANs

A Protected VLAN is a mechanism to isolate systems and devices from the Local Area Network (LAN), while still allowing limited access to network resources. This can be used as a compensating control as part of the security waiver process when systems should not have updates and patches applied to them as they may break applications running on the system, or when other provisions of the standard security policy need to be waived. The suitability of a Protected VLAN as a compensating control is determined by ISCO (Information Security and Compliance Office).



What is included?

- Implementation, support, administration, maintenance, and management of Protected VLANs
- Network IP addressing assignment and VLAN ID assignment
- Network configuration including trunk and edge ports
- Firewall configuration

What should you expect?

Service availability – 24x7

Support: Normal business hours Mon – Fri, 8:00 a.m. – 5:00 p.m., local time, holidays excluded

Provisioning Service Levels –

- Initial contact regarding implementation of new Protected VLANs, including scheduling of requirements discussion if needed and implementation scheduling occurs within 5 business days of receipt of request.
- Time required for implementation depends on the complexity of the VLAN
- Firewall configuration for new Protected VLANs is contingent on the requirements and possible consultation with ISCO

- New switch port provisioning for an existing Protected VLAN occurs within 2 business days of receipt of request.
- Firewall configuration changes and additions for existing Protected VLANs are contingent on the nature of the changes and possible consultation with ISCO

How do you request this service?

To obtain these services, please log a Service Request ticket with the NCI at Frederick Helpdesk using one of the following methods:

- Phone: 301-846-5115
- Email: fredhelpdesk@nih.gov
- Web: <http://css.ncifcrf.gov/helpdesk/requestor/submit.asp>



Network Services:

Wireless (Wi-Fi) Services

What is the service?

Wi-Fi service provides employees and guests the ability to connect to the Internet from Wi-Fi enabled laptops and mobile devices. Authorized employees have full access to NCI-Frederick network resources as well as the Internet; guests are only able to access Internet resources. The service is only available at locations where Wi-Fi infrastructure has been installed. Wi-Fi infrastructure installation, coverage and availability vary by location.

Two types of Service are offered:

- Secured employee service utilizing NIH Active Directory (AD) credentials with access to NCI-Frederick/NIH network resources and the Internet (SSID: NCIPRIV)
- Unsecured guest service with access to the Internet (SSID: NCIPUB)

What is included?

- Wireless connectivity to NCI-Frederick/NIH and Internet via 802.11 b/g /n protocols
- Centralized operational and maintenance support

What should you expect?

Service availability – 24x7

Support: Normal business hours Mon – Fri, 8:00 a.m. – 5:00 p.m., local time, holidays excluded

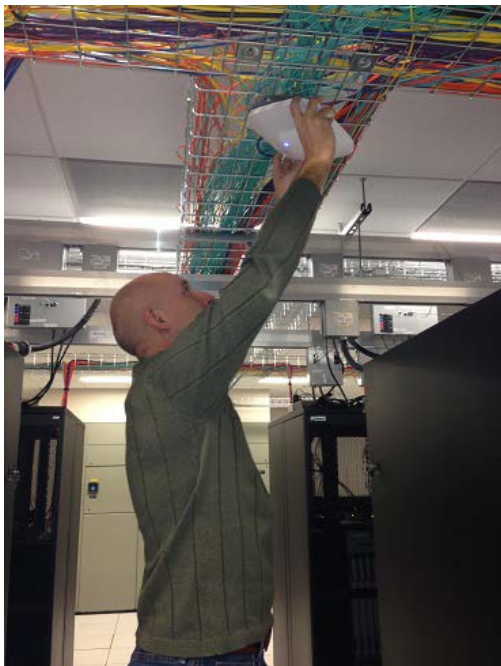
Provisioning Service Levels –

- Incident response occurs within 1 business day of receipt of request.
- New service response within 5 business days. Implementation depends on complexity of project.
- New construction/renovation to be evaluated by Networking Group and require OSO approval completion time TBD.

How do you request this service?

To obtain these services, please log a Service Request ticket with the NCI at Frederick Helpdesk using one of the following methods:

- Phone: 301-846-5115
- Email: fredhelpdesk@nih.gov
- Web: <http://css.ncicrf.gov/helpdesk/requestor/submit.asp>



Security Services:

Administrative Account Requests

What is the service?

ISCO processes requests for administrative accounts for users who need administrative rights to their system for job-related tasks.

This service is limited and will only be approved for users that require these rights.

What is included?

- Assistance with completing request form
- Verification of training in the NIH Security Awareness Training Database
- Reviewing the form for adequate justification and compensating controls
- Obtaining required approvals
- Providing approvals to C&SS for processing

What should you expect?

Service availability –

Support time: Normal business hours
Mon – Fri, 8:00 a.m. – 5:00 p.m., local time, holidays excluded

Provisioning Service Levels –

Requests are usually processed within 7-10 business days

How do you request this service?

To obtain these services, please log a Service Request ticket with the NCI at Frederick Helpdesk using one of the following methods:

- Phone: 301-846-5115
- Email: fredhelpdesk@nih.gov
- Web:
<http://css.ncifcrf.gov/helpdesk/requestor/submit.asp>



Security Services:

Application Vulnerability Scanning

What is the service?

This service includes scanning systems for application vulnerabilities using the NIH provided tool, IBM Security AppScan Enterprise

What is included?

- Application vulnerability scan using IBM AppScan
- Detailed report with all findings
- Explanation of findings (if requested)

What should you expect?

Service availability –

Normal business hours Mon – Fri, 8:00 a.m. – 5:00 p.m., local time, holidays excluded

Provisioning Service Levels –

- Once ISCO receives the request, scan results can be returned to requestor within 3-21 calendar days. This service uses NIH resources. The processing time depends on the size of the website and the availability of the scanners.



How do you request this service?

To obtain these services, please log a Service Request ticket with the NCI at Frederick Helpdesk using one of the following methods:

- Phone: 301-846-5115
- Email: fredhelpdesk@nih.gov
- Web: <http://css.ncifcrf.gov/helpdesk/requestor/submit.asp>

Security Services:

Encryption Waivers

What is the service?

All NIH/NCI issued portable devices require encryption, but occasionally encryption waivers are required for systems connected to a scientific device or if the system has special circumstances that meet specific criteria. Examples of Portable/Mobile Computing Devices include laptops, cell phones, iPads, portable hard drive and USB/Thumb Drive.

How do you request this service?

To obtain these services, please log a Service Request ticket with the NCI at Frederick Helpdesk using one of the following methods:

- Phone: 301-846-5115
- Email: fredhelpdesk@nih.gov
- Web: <http://css.ncifcrf.gov/helpdesk/requestor/submit.asp>

What is included?

- Assistance with completing request form
- Reviewing the form for adequate justification and compensating controls
- Obtaining the required approvals

What should you expect?

Service availability –

Normal business hours Mon – Fri, 8:00 a.m. – 5:00 p.m., local time, holidays excluded

Provisioning Service Levels –

- These requests require NIH CISO approval which adds a significant amount of time. Requests are usually processed within 14 business days.



Security Services:

Firewall Exception Requests

What is the service?

This service allows systems located within the Frederick firewall to be accessed by NIH users outside the Frederick firewall and/or by external users via the public internet.

What is included?

- Nessus Scan and Application Scan (if applicable) for verification of no critical, high or medium vulnerabilities
- System access from NCI or all of NIH
- System access from public internet (if required)



What should you expect?

Service availability –

Once request is approved, access is permitted 24x7

Support: Normal business hours Mon – Fri, 8:00 a.m. – 5:00 p.m., local time, holidays excluded

Provisioning Service Levels –

- If scans identify no critical, high or medium vulnerabilities:
 - Internal Requests: 3 business days
 - External Request: 5 business days
- If scans identify vulnerabilities, requests will be placed on hold until vulnerabilities are remediated. Once vulnerabilities have been remediated, the expected completion time is the same as a new request.

How do you request this service?

To obtain these services, please complete the firewall exception request form (available from C&SS) and submit to the NCI at Frederick Helpdesk using one of the following methods:

- Phone: 301-846-5115
- Email: fredhelpdesk@nih.gov
- Web: <http://css.ncifcrf.gov/helpdesk/requestor/submit.asp>

Security Services:

Incident Response

What is the service?

ISCO identifies computer security and privacy-related incidents, characterizes the nature and severity of incidents, and provides immediate diagnostic and corrective actions when appropriate.

ISCO also receives notification from NIH regarding potential infected machines, compromised passwords and vulnerable systems. ISCO determines the correct remediation steps and notifies the responsible personnel.

What is included?

- **Preparation.**
The NIH Incident Response Team (IRT) and ISCO undertake activities in preparation for responding to an incident before it occurs.
- **Detection and Analysis.**
When an actual or suspected security or privacy incident has been detected, IRT and ISCO perform an initial investigation to determine if an incident has occurred. If there is confirmation of an incident, the IRT and ISCO formulates an overall response strategy, briefs the NIH CISO and other concerned parties as to what has occurred, and reports the incident to the HHS CSIRC.
- **Containment, Eradication, and Recovery.**
This phase is used to gather electronic and physical evidence to determine exactly what has happened, who might

be responsible, and how this type of incident can be prevented in the future. ISCO will request remediation of affected resources and verify completion. As necessary, the IRT will take measures to limit the amount of damage to the rest of the NIH IT infrastructure or community.

- **Post-Incident Activity.**
Follow-up occurs in this phase. ISCO completes reports of the incident and subsequent recovery process and records lessons learned. The report is submitted to NIH and a final copy of the incident report is sent to the HHS CSIRC.

What should you expect?

Service availability –

Service is available 24x7

Support: Normal business hours Mon – Fri, 8:00 a.m. – 5:00 p.m., local time, holidays excluded

Provisioning Service Levels –

- This will vary the type and extent of the incident.

How do you request this service?

ISCO will contact C&SS for the remediation of all desktops and system owners will be contacted for server-related incidents.

If you suspect your computer is infected, please log a Service Request ticket with the NCI at Frederick Helpdesk using one of the following methods:

- Phone: 301-846-5115
- Email: fredhelpdesk@nih.gov
- Web: <http://css.ncifcrf.gov/helpdesk/requestor/submit.asp>

Security Services:

Policy Waivers

What is the service?

When joining the network, laptops, desktops and servers must adhere to minimum security requirements for federal information and information systems. Occasionally, systems need a waiver if the policies affect the intended purpose for the system.

What is included?

- Assistance with completing request form
- Reviewing the form for adequate justification and compensating controls
- Obtaining the required approvals

What should you expect?

Service availability –

Normal business hours Mon – Fri, 8:00 a.m. – 5:00 p.m., local time, holidays excluded

Provisioning Service Levels –

- These requests require NIH CISO approval which adds a significant amount of time. Requests are usually processed within 14 business days.

How do you request this service?

To obtain these services, please log a Service Request ticket with the NCI at Frederick Helpdesk using one of the following methods:

- Phone: 301-846-5115
- Email: fredhelpdesk@nih.gov
- Web: <http://css.ncifcrf.gov/helpdesk/requestor/submit.asp>



Security Services:

Security Assessment and Authorization (SA&A)

What is the service?

Per the NIH Security Assessment & Authorization Policy, all NIH systems must be assessed and authorized either individually or as a sub-component of a SA&A boundary. ISCO performs all steps of the security authorization process, which will result in an authorization to operate (ATO).

Note: This service is provided to systems that support the NCI at Frederick and Frederick National Labs mission.

What is included?

- Assistance with the categorization of the information system.
- Selecting security controls based on NIST 800-53
- Assistance with completing system security plan and obtaining approval from Authorization Official Designated Representative (AODR)
- Provide guidance during security control implementation
- Security control assessment
- Security authorization package that includes, security plan, security assessment report and Plan of Action and Milestones (POAM)

- Assistance with obtaining an Authorization to Operate (ATO)
- Quarterly POAM meetings to review progress

What should you expect?

Service availability –

Support: Normal business hours Mon – Fri, 8:00 a.m. – 5:00 p.m., local time, holidays excluded

Provisioning Service Levels –

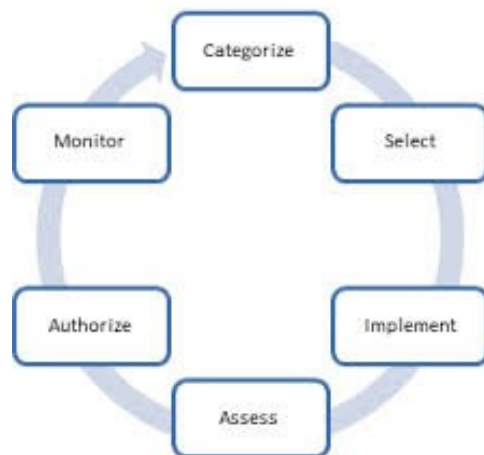
This will vary depending on the size of the system.

Please provide ISCO with at least 6 months prior to your operational date.

How do you request this service?

To obtain these services, please contact ISCO at:

- Phone: 301-846-1370
- Email: isc-ncif@mail.nih.gov



Security Services:

Security and Privacy Concerns

What is the service?

This service provides users with a resource to answer any questions related to security or privacy.

What is included?

- Address general security and privacy concerns
- Review of possible phishing emails
- Assistance with identifying personal identifiable information (PII) or sensitive information
- Recommendations for handling PII or sensitive information

What should you expect?

Service availability –

Normal business hours Mon – Fri, 8:00 a.m. – 5:00 p.m., local time, holidays excluded

Provisioning Service Levels –

Initial contact with requestor will be made within 1 business day. Resolution will vary depending on concern.

How do you request this service?

To obtain these services, please contact ISCO at:

- Phone: 301-846-1370
- Email: isc-ncif@mail.nih.gov



Security Services:

System Vulnerability Scanning

What is the service?

This covers scanning systems for operating system vulnerabilities using the NIH provided tool, Tenable Security Center (Nessus).

What is included?

- System vulnerability scan using Nessus
- Detailed report with all findings
- Explanation of findings (if requested)

What should you expect?

Service availability –

Normal business hours Mon – Fri, 8:00 a.m. – 5:00 p.m., local time, holidays excluded

Provisioning Service Levels –

- Once ISCO receives the request, scan results can be returned to requestor within 3 business days.

How do you request this service?

To obtain these services, please log a Service Request ticket with the C&SS Helpdesk using one of the following methods:

- Phone: 301-846-5115
- Email: fredhelpdesk@nih.gov
- Web: <http://css.ncifcrf.gov/helpdesk/requestor/submit.asp>



Server Services:

Globus GridFTP

What is the service?

Globus GridFTP is a data transfer protocol that enables the transfer and sharing of large amounts of data between users all over the world. GridFTP refers to grid computing, a collection of computational resources from multiple geographic locations. The Globus project connects these computing resources, so that users have dependable and consistent access to them.

NCI at Frederick researchers can use Globus GridFTP to securely transfer big data to and from the facility. Transferring the data gives researchers access for analysis and dissemination of the results to their customers.

What is included?

- Connectivity to the FNLCR network
- Connectivity to the NIH-net
- Globus GridFTP User Account
- Temporary disk space for transferring big data.

What should you expect?

Service availability – 24x7

Support for new requests:

Normal business hours Mon – Fri, 8:00 a.m. – 5:00 p.m., local time, holidays excluded

Provisioning service levels

- Once a moab (NCI Frederick HPC cluster) account is

- created, GridFTP access will be granted within 2 business days.

How do we charge?

- This is funded through the NCI-Frederick contract.

How do you request the service?

- Customer contacts the Frederick Helpdesk and opens a ticket
 - By calling extension 5115
 - By emailing Frederick helpdesk at NCI-FHelpdesk@mail.nih.gov
 - By web: <http://css.ncifcrf.gov/Pages/Helpdesk/Default.aspx>
- The user will need to create a Globus account tied to their NIH account
 - <https://hpc.nih.gov/docs/accounts.html>



Server Services:

Operating System Administration

What is the service?

Administration of Linux-based virtual or physical systems is provided. The operating system is installed and maintained while leaving the system owner responsible for the management of the system's applications.

What is included?

- Initial installation and configuration of the operating system and basic utilities.
- Timely application subsequent patches to the system.
- Assistance in passing ISCO security scans.
- System owner(s) will be granted limited privileges necessary to manage their applications.
- Recommended operating systems are RedHat, CentOS, and Ubuntu Linux.

What should you expect?

Service availability – 24x7

Support for new requests:
Normal business hours Mon – Fri, 8:00 a.m. – 5:00 p.m., local time, holidays excluded

Provisioning Service Levels –

- Requests for new system installs within 15 business days
- Requests for patch application within 5 business days
- Installation of non-standard operating systems will be considered on a case-by-case basis and turn-around time will depend on the OS involved and the complexity of the system.

Performance Measures –

- Notification of downtime due to scheduled maintenance will be based on negotiated SLA.
- Service availability exceeds 99% uptime.

How do you request this service?

To obtain these services, please log a Service Request ticket with the NCI at Frederick Helpdesk using one of the following methods:

- Phone: 301-846-5115
- Email: fredhelpdesk@nih.gov

Web:

<http://css.ncifcrf.gov/helpdesk/requestor/submit.asp>

Server Services:

SSL Server Certificates

What is the service?

This service provides customers with an SSL certificate that enables secure services such as encrypted web traffic (https). A commercial certificate must be installed if a service is available outside the NIH network.

What is included?

- Commercial certificates are available at no charge for systems in the ncifcrf.gov or cancer.gov networks.
- The user must purchase a commercial certificate if the available wildcard certificates above are not suitable for any services.
- Assistance can be provided with installing certificates on Linux servers.

What should you expect?

Service availability –

Normal business hours Mon – Fri, 8:00 a.m. – 5:00 p.m., local time, holidays excluded

Provisioning Service Levels –

The SSL certificate will be issued within 3 business days

How do you request this service?

To obtain these services, please log a Service Request ticket with NCI Frederick Helpdesk using one of the following methods:

- Phone: 301-846-5115
- Email: fredhelpdesk@nih.gov
- Web: <http://css.ncifcrf.gov/helpdesk/requestor/submit.asp>

Server Services:

Systems and Application Monitoring

What is the service?

The systems and application monitoring service provides automated monitoring of system availability, responsiveness, and performance. Thresholds for each monitored metric are set and electronic notifications are sent out when the thresholds are exceeded.

What is included?

- Monitoring of systems and services 24x7
- Access to a web-based portal of real-time monitoring results and trends
- Emailed notification of exceeded thresholds

What should you expect?

Service availability – 24x7

Support for new requests:
Normal business hours Mon – Fri, 8:00 a.m. – 5:00 p.m., local time, holidays excluded

Provisioning Service Levels –

- Requests for changes to existing monitors within 5 business days
- Requests for new monitors within 10 business days
- Custom monitors can be considered and turn-around time will depend on the complexity of the service

Performance Measures –

- Notification of exceeded thresholds within 10 minutes of event
- Notification of downtime due to scheduled maintenance 5 business days in advance
- Service availability exceeds 99% uptime

How do you request this service?

To obtain these services, please log a Service Request ticket with the NCI at Frederick Helpdesk using one of the following methods:

- Phone: 301-846-5115
- Email: fredhelpdesk@nih.gov
- Web:
<http://css.ncifcrf.gov/helpdesk/requestor/submit.asp>



Server Services:

Virtual Server Hosting

What is the service?

The ISP offers the ability to host servers on the ISP infrastructure. The Servers are centrally managed and don't require individual hardware for each server hosted.

What is included?

- Standard servers include 2 CPU, 2GB of RAM and up to 50GB of hard drive space over and above what the OS requires.
- Nonstandard servers require further discussion.
- Initial installation and configuration of the operating system and basic utilities.
- Assistance with administering of the Server if required.
- Assistance in passing ISCO security scans.
- System owner(s) can be granted limited privileges necessary to manage their servers.
- Recommended operating systems are Windows Server, RedHat, CentOS, and Ubuntu Linux. Mac OS/X is not supported at this time.
- Daily Backups performed and retained for 30 days.

What should you expect?

Service availability – 24x7

Support for new requests:
Normal business hours Mon – Fri, 8:00 a.m. – 5:00 p.m., local time, holidays excluded

Provisioning Service Levels –

- Requests for new system installs within 15 business days
- Requests for patch application within 5 business days
- Installation of non-standard operating systems will be considered on a case-by-case basis and turn-around time will depend on the OS involved and the complexity of the system.

Performance Measures –

- Notification of downtime due to scheduled maintenance will be based on negotiated SLA.
- Service availability exceeds 99% uptime.

How do you request this service?

To obtain these services, please log a Service Request ticket with NCI at Frederick Helpdesk using one of the following methods:

- Phone: 301-846-5115
- Email: fredhelpdesk@nih.gov

Web:

<http://css.ncifcrf.gov/helpdesk/requestor/submit.asp>

Statistical Services:

Scientific Programming Services

What is the service?

Data analysis and organization of scientific data generated at the NCI at Frederick through the employment of a variety of generally available and specialized tools to best support the specific research aims of the investigators.

What is included?

- Implementing and, if possible, automating analysis methods to be used by the laboratory staff,
- Creating techniques for the collection of data from instrumentation,
- Generally providing tools to support the researcher.

What should you expect?

Service availability –

Normal business hours: Monday – Friday, 8:00am to 5:00pm ET, holidays excluded

Provisioning Service Level Goals –

- Response to inquiries responded to within one (1) working day.

How do you request this service?

To obtain these services, please contact the Manager, Scientific Programming:

- Phone: 301-846-1060 or 301-846-5115
- Email: ncifstatistics@nih.gov
- Web: <http://css.ncifcrf.gov/Pages/Services/Statistics.aspx>



Statistical Services:

Statistical Consultation

What is the service?

Statistical consulting, statistical data analysis, manuscript preparation, and scientific programming services. Consultations directly coincide with the research interests and timeliness of requesting investigators.

What is included?

- Investigator collaborations
 - Conference/consultation with senior scientists and principal investigators
 - Written reports
 - Oral presentations
- Analytical consulting
 - Experimental design
 - Data processing and exploration
 - Analysis and modeling
 - Interpretation and visualization
 - Development and application of advanced statistical methods
 - Monte Carlo/simulation studies
 - Generalized linear modeling
 - Univariate/multivariate analyses
 - Development and application of advanced statistical method
- Manuscript preparation
 - State of the art graphics
 - Cutting edge statistical methodology

What should you expect?

Service availability –

Normal business hours: Monday – Friday, 8:00am to 5:00pm ET, holidays excluded.

Provisioning Service Level Goals –

- Response to inquiries responded to within one (1) working day.

How do you request this service?

To obtain these services, please contact the Director of Statistical Services:

- Phone: 301-846-1060 or 301-846-5115
- Email: ncifstatistics@nih.gov
- Web: <http://css.ncicrf.gov/Pages/Services/Statistics.aspx>



Storage Services:

ITOG System / Storage Account Permissions

What is the service?

Provide customer access to batch and storage resources hosted in the B430 and ATRF data centers.

What is included?

Account updates to allow access to computing and storage resources

What should you expect?

Service availability –

Normal business hours Mon – Fri, 8:00 a.m. – 5:00 p.m., local time, holidays excluded

Provisioning Service Levels –

Incident and service response per Appendix C

- A valid and active NIH AD account is required. AD account creation must be completed prior to permissions being granted for system and/or storage access
- One-week processing turnaround for properly approved requests for basic compute and related storage resources

- Complex storage permissions can extend permissions update by several days

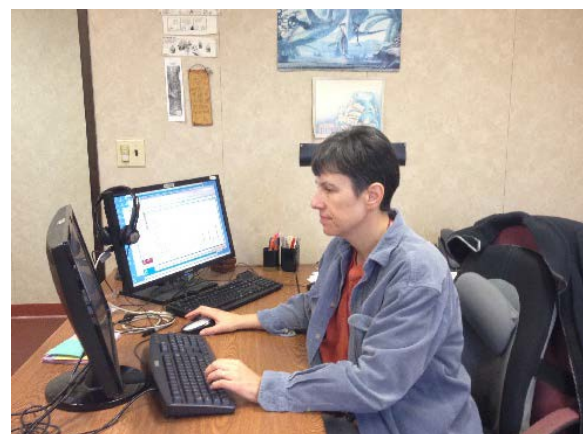
Performance Measures –

Services are provided by the ITOG Systems and Storage groups, in cooperation with the NCI Frederick IT helpdesk and the NIH helpdesk.

How do you request this service?

To obtain these services, please log a Service Request ticket with the NCI at Frederick Helpdesk using one of the following methods:

- Phone: 301-846-5115
- Email: fredhelpdesk@nih.gov
- Web: <http://css.ncicrf.gov/helpdesk/requestor/submit.asp>



Storage Services:

Storage and Data Protection Services

What is the service?

The Storage and Data Protection service provides data storage on SAN and NAS devices. Service includes offline and online storage with high availability configuration of SAN and NAS devices.

SAN – Storage Area Network, “direct-attach” disk storage accessible across a private fibre-channel network. Available only to Virtual Machine (VM) hosts in the B430 and ATRF data centers

NAS – Network-Attached storage, available to authorized servers and workstations as a mapped network drive (Windows) or directory (UNIX/Linux) across a network connection

What is included?

- SAN storage is provided for Virtual Machine (VM) backend operations only. There is no direct customer access to SAN storage.
- NAS storage is provided for scientific projects to allow for analysis and protection of large data sets.
- NAS storage can be made accessible via the CIFS/SMB (Windows) and/or NFS (UNIX/Linux) protocols
- Data protection of NAS storage is provided via high-availability hardware configuration, data snapshots, data replication, and/or offline data backup



What should you expect?

Service availability – 24x7

Support: Normal business hours Mon – Fri, 8:00 a.m. – 5:00 p.m., local time, holidays excluded

Provisioning Service Levels –

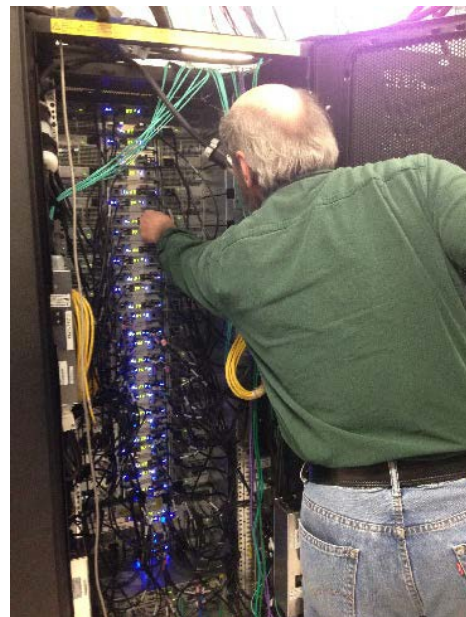
- 14-day onsite data backups (snapshots and/or replication)
- Initial requests for NAS storage may require one or more requirements meetings to ensure proper storage provisioning
- Initial requests for NAS storage may require two to four weeks for requirements gathering and storage provisioning
- Requests for additional storage within two weeks. Additional storage may be subject to further approval.

How do you request this service?

To obtain these services, please log a Service Request ticket with the NCI at Frederick Helpdesk using one of the following methods:

- Phone: 301-846-5115
- Email: fredhelpdesk@nih.gov
- Web: <http://css.ncifcrf.gov/helpdesk/requestor/submit.asp>

Storage services are charged based on the amount of online and offline storage allocated. Customers may request up to 5 terabytes (5 TB) of space for scientific program use. Customer allocations which total greater than 5 TB may incur additional cost to offset the price of storage acquisition and provisioning.



Telecommunications Services:

Voice over Internet Protocol (VoIP)

What is the service?

This service provides telephone functionality utilizing the NCI at Frederick network for all users at the ATRF and a significant portion of the NCI Campus at Frederick.

What is included?

- Standard audio phone by default. Video phones and soft phone clients for use on laptops and mobile devices available by request
- Analog connectivity for devices such as fax machines
- Voicemail mailbox, including relay to Outlook Exchange Email
- Basic phone features including
- Call Transfer
- Call Forwarding (to internal or external numbers)
- Ad hoc conference calls with up to six participants
- Ability to move the phone to any working network jack on the NCI at Frederick network with no need for back end programming (please inform us when moving phones between buildings so we can update our records)
- Advanced features include the following
- Abbreviated dialing (speed dials) allowing frequently called numbers to

- be programmed into the phone and dialed by pressing only a few buttons
- Group paging, allowing an announcement to be broadcast through the speakers of a previously designated group of phones.
- Extension mobility, allowing you to “sign in” to a phone in another office and have it acquire your number
- The ability to use a soft phone client on VPN connected laptop to make and receive calls as though you were at your desk
- Call Handlers and Automated Attendants allowing for basic phone menu systems to be created.
- Access to voicemail from off campus by dialing 301-228-4900

What should you expect?

Service availability – 24x7

Support: Normal business hours Mon – Fri, 8:00 a.m. – 5:00 p.m., local time, holidays excluded

Provisioning Service Levels –

Port activations and desk phone installation occur within 3 days of receipt of request for standard issued phones, assuming available wall jack for connectivity to NCI at Frederick network (phones have pass through port that allows one computer and one phone to share a single wall jack).

Non-standard phones, accessory headsets, and installations that require FME assistance for new wall jacks

and/or wall mounts will take additional time and may incur an additional cost to your program.

Configuration of advanced features may require a discussion of requirements and a schedule for implementation and testing to be developed

How do you request this service?

To obtain these services, please log a Service Request ticket with the NCI at Frederick Helpdesk using one of the following methods:

- Phone: 301-846-5115
- Email: fredhelpdesk@nih.gov
- Web: <http://css.ncifcrf.gov/helpdesk/requestor/submit.asp>

