

VA



U.S. Department of Veterans Affairs

Office of Information and Technology
Service Delivery and Engineering
| Enterprise Operations

Enterprise Operations (EO)

Service Catalog

Version 1.2

December 2015

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Overview of Services

Enterprise Operations (EO) is a Franchise Fund provider of IT services within the Department of Veterans Affairs (VA), pre-authorized to do business with any federal agency. We operate on a fee-for-service basis, as authorized under the Government Management Reform Act of 1994.

As the data center operator for a major federal cabinet, EO operates 24x7x365. State-of-the-art tools and computing environment, combined with an experienced IT staff, provide a processing infrastructure that is highly scalable, reliable, and secure. In addition to health; benefits; management; web applications; virtual and imaging platforms; Microsoft Exchange; and financial applications, several VA-wide healthcare systems are supported that promote VA and Department of Defense (DoD) information sharing. EO offers the following services:

- Fully Managed Environment
- Infrastructure Services
- Platform Services
- Professional Services
- Security Services

How to Request Services

EO Hosting Services are tracked using the Office of Information and Technology's (OI&T) Service Delivery and Engineering (SDE) Intake Process. To begin this process, please send an e-mail to [VA IT SDE Requests](#).

Customer-Managed Environment

Customers have the option of managing their own environment; funding an EO-managed environment; or managing certain elements of their environment by resources they provide themselves—depending on the services selected. Note however, that customer-managed services put the burden of project compliance with VA requirements on the customer. The customer-managed option is a one-time, perpetual option that applies to the entire hosting package. If the customer-managed option is selected, EO resources are available on an as-needed, hourly basis.

Why EO?

Experience

As a corporate data center for the VA, EO has provided IT services to customers since 1967. Over the years, EO has continued to evolve in order to meet the changing national landscape and the modern technology requirements of our customers. EO now operates multiple datacenters across the country providing customers with state-of-the-art technologies and the experience necessary to support large-scale enterprise solutions.

Innovation

The EO-managed National Data Center is a federally owned cloud services provider, offering agencies enterprise class infrastructure built from the ground up with market leading technologies. EO continues to innovate with the introduction of new cloud services and virtualization and we use green industry best practices as much as possible to improve energy efficiency and reduce greenhouse gas emissions.

Robust Infrastructure

EO has a diverse and robust infrastructure that includes more than 4,000 physical and virtual Windows and UNIX servers. Most of the UNIX servers support the Office of Management and Budget's (OMB) Exhibit 300 programs. The processing power of the primary z13 Mainframe is 20,793+ million instructions per second (MIPS) (2,093 z/OS and 18,700 z/VM). The processing power of the secondary zEC12 Mainframe is 17,453+ MIPS (459 z/OS and 16,994 z/VM). Together they provide a highly secure and reliable processing environment for Human Resources processing, pre- and post-payroll needs for all of VA, and support for Financial Management System (FMS) and Decision Support System (DSS) processing. The z13 is augmented by four IBM mainframe servers. In addition to the diverse server offering, EO is a network hub for VA. As the primary gateway for Department of Defense (DoD) traffic, EO supports DoD-VA lab and pharmacy efforts.

Supported Availability Levels

By deploying and managing VA standard enterprise platforms, networks, storage, and facilities, EO efficiently provides VA with the required enterprise services that meet the Service Level Requirements of VA.

System Classification		Mission Critical	Essential Support	Routine Support
Service Availability		SLA=99.9%	SLA=99.5%	SLA=99%
Percentage Converted to Actual Time (Based on a Business Requirement of 24x7 Availability) Excludes planned outages or outages caused by lack of performance testing or application tuning issues.		525.6 Minutes Outage Per Year	2,628.0 Minutes Outage Per Year	5,256.0 Minutes Outage Per Year
Standard Disaster Recovery Service Level	Recovery Time Objective*	<12 hours	<72 hours	<30 days
	Recovery Point Objective*	<2 hours	<24 hours	<24 hours

**The recovery time objective is the length of time it takes for the system to be restored to operation after a declared disaster. The recovery point objective refers to the point in time to which data will be restored.*

Key Benefits of Choosing EO

- Pre-authorized to do business with any federal agency
- Standardized and consistent services
- Scalable
- Central management (24x7)
- Technical Reference Model (TRM) approved
- Activity-based costing of EO support
- Successful large scale migrations
 - Government Accountability Office (GAO)
 - Environmental Protection Agency (EPA)
 - Federal Data Center Consolidation Initiative (FDCCI)
- Federal and national standards compliance
 - National Institute of Standards and Technology (NIST)
 - Federal Information Security Management Act (FISMA)
 - Health Insurance Portability and Accountability Act (HIPAA)
 - Privacy Management
 - VA Security Directive 6500 Series

Core Service Areas and Components

Solution Layer	Core Service Areas and Components				
Data Center Layer	Power Monitoring (Uninterruptible Power Supply (UPS) and generator)	Cooling	Space	Racks and Cable Plant	Physical Security and Access Controls: Guards, Gates and Guns
Networking Layer	Routers	Switches	Firewalls	Load Balancers	Internet Protocol (IP) Addresses
Device Layer	Servers	Storage	Backup Libraries	Disaster Recovery (DR)	High-Availability (HA)
Security Layer	*Administering/Auditing Logical Access	Risk and Audit Management	Assessment and Authorization	Privacy and Health Insurance Portability and Accountability (HIPAA)	Security Monitoring and Scanning
Operating System Layer	*Windows	*Linux	*z/OS	z/VM and Linux virtual server environment	VMWare/Solaris Virtualization Platforms
Services Layer	*Database	*Middleware	*Web	*Messaging	Monitoring and Performance, Domain Name Server (DNS) Management
Application Layer	*Veterans Health Administration (VHA)	*Veterans Benefits Administration (VBA)	*National Cemetery Administration (VCA)	*Financial	*Management and Productivity
	<p>Services marked with an asterisk (*) may optionally be managed by a Customer. All other services are required to be managed by EO.</p>		<p>NOTE: At this time, co-location (Power and Space Only) is available only for customers moving to EO as part of the Federal Data Center Consolidation Initiative (FDCCI). FDCCI requests will be required to follow EO processes and to transition to EO IT standards within six (6) months, unless granted an explicit exception by EO leadership.</p>		

Infrastructure Services

The Enterprise Operations (EO) Infrastructure Services offering is provided for customers to maintain control of their hosting platform while allowing EO to control the infrastructure on which it resides. EO also offers four tiers of storage that are available to customers on demand.

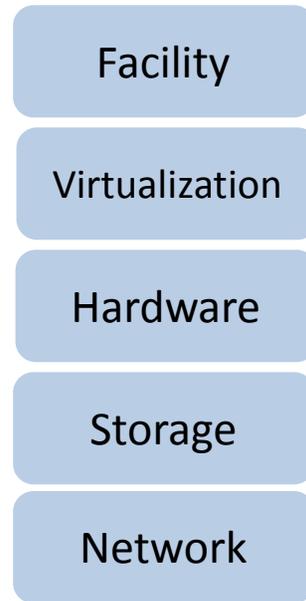
EO offers the following Infrastructure Services:

- Backup/Archive
- Disaster Recovery
- Disk Storage
- Facility (National Data Center)
- Monitoring
- Network

The customer must provide the following documentation for Infrastructure Services:

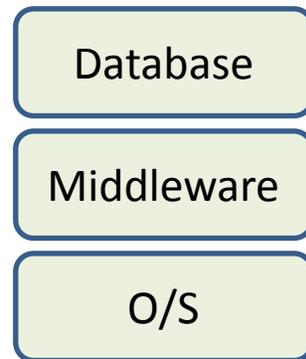
- System Design Document (SDD)
- Business Requirements Document (BRD), emphasis on section 7.2.2 Performance, Capacity, and Availability Requirements
- Master Test Plan, emphasis on Performance, Capacity, and Availability Testing
- Production Operations Manual (POM)
- Operations and Maintenance (O&M) Plan
- Install Guide (with each release)
- Authority to Operate (ATO) and supporting documentation
- Operational Acceptance Plan (OAP)

Infrastructure Services



EO Managed

Platform Services



Customer Managed Optional

Backup/Archive

Service Description

The EO Backup/Archive service provides a robust combination of hardware and software technologies for customers' data protection and archive requirements. EO exploits tape virtualization and automation technologies to enable the delivery of cost-effective, fully managed data protection and data lifecycle storage solutions.

What's Included?

- Fully managed data protection and archive solutions
- Both onsite and offsite storage is available
- Enterprise-class virtual tape technology
 - High scalability
 - High performance
 - Remote data replication features
- Automated tape technology
 - High-capacity tape drives
 - Fully automated tape libraries
- Automated data protection software
 - Network and Storage Area Network (SAN) client software
 - Optional database client software
- Automated Archive Management Software
 - Automated archiving from disk to tape
 - SAN and Network Attached Storage (NAS) disk storage required
- Fully secured data access and inheritable controls
- Proper disposal of failed data components
- Disaster recovery support
- Server-based monitoring

How We Charge

Charges are based on the amount of actual backup and archived data stored.

Price Drivers:

- Change rate of protected data
- Required backup schedule
- Type of archive storage required
- Data retention periods

Metrics

Measure	Target
System Monitoring	24x7
Incident Response	24x7
System Availability	Mission Critical: 99.9% Mission Essential: 99.5% Routine: 99%

Disaster Recovery

Service Description

The EO Disaster Recovery service provides documentation support for planning in case of emergency, contingency event, or disaster. Plans are created and updated to maintain systems in the event of a disaster. Plans are reviewed annually and tested through Disaster Recovery training exercises.

What's Included?

- EO will develop, maintain, and execute continuity of operations plans to support recovery of production operations should a disaster occur
- Defined requirements for system recovery and resumption of services
- Facilitated communications among OI&T stakeholders
- Defined system criticality service levels
- Managed and executed contingency plans, disaster recovery exercises, and tabletop testing
- Documentation of data recovery capabilities in contingency plans
- Remote IT recovery procedures when a disaster is formally declared
- Defined pre-conditions that constitute a disaster
- Ensured availability and rapid restoration of IT services and business functions in the event of a declared disaster
- Annual disaster recovery exercises

How We Charge

The cost of this service is included with the following hosting services:

- Infrastructure Services
- Platform Services
- Fully Managed Services

Metrics

Measure	Target
Inquiry Response	8x5

Disk Storage

Service Description

The EO Disk Storage service provides a robust disk storage infrastructure for customers. EO uses storage virtualization technologies, strict standards, and economies of scale to enable rapid delivery of cost effective, fully managed disk storage cost and performance options.

What's Included?

- Enterprise-class virtualized disk storage controllers
 - High scalability
 - High performance
 - High availability
 - Robust data replication and migration features
- Local disk cloning
- Remote replication for disaster recovery
 - Primary Disk – Continuous
 - Backup Disk – Manual or Scripted
 - Three virtualized disk storage options
- Redundant SAN architecture
 - Dual-fabric architecture
 - Enterprise-class directors and switches
- Highly available NAS infrastructure
 - Utilizes the same virtualized disk architecture
 - Supports both NFS and CIFS file sharing
 - Robust data snapshot and replication technology
- Security of mission-critical data provided through management of access rights
- Periodic technology refresh
- Fully secured data access and inheritable controls
- Proper disposal of failed data components
- Disaster recovery support for replicated data
- Dynamic load balancing path management software
- Recommended Backup/Archive services are also available.

How We Charge

Charges are based on connectivity requirements and actual disk allocations by tier.

Price Drivers:

- Storage Allocation in Gigabytes
- Additional charges may apply for storage allocation associated with any local or remote replication

Metrics

Measure	Target
System Monitoring	24x7
Incident Response	24x7
System Availability	Mission Critical: 99.9% Mission Essential: 99.5% Routine: 99%

Facility (National Data Center)

Service Description

The EO Facility (National Data Center) service provides an optimal National Data Center (NDC) operating environment for production customer application hosting. All EO NDCs adhere to federal and VA standards. EO is also committed to green computing by using chilled water technology with computer room air conditioning units, a 17,000-square-foot rooftop solar array and data center power monitoring meters to optimize performance and energy consumption.

What's Included?

- Power monitoring (uninterruptible power supply (UPS) and generator)
- Cooling/temperature management
- Fuel systems
- Facilities operations monitoring
- Computer room space
- Cable management (copper and fiber)
- Remote replication for disaster recovery
- Rack and hardware installation
- Compliance / Standards
- Environmental stewardship and sustainment
- Workplace environment management
- Physical security
- Workplace safety

How We Charge

The cost of this service is included with other hosting services that rely on this service.

Price Drivers:

Hosting services that include Facility Services

- Infrastructure Services
- Platform Services
- Fully Managed Services

Metrics

Measure	Target
Incident Response	24x7
Facility Availability	99.9%

Monitoring

Service Description

The EO Monitoring service provides performance assurance and availability monitoring for EO infrastructure and customer applications.

What's Included?

- Systems monitoring: status (up/down) performance issues
- Performance monitoring of resource use, all EO systems and VA-wide applications, storage, and middleware
- OS and hardware performance review
- Mainframe performance monitoring and tuning including: analysis and reporting of response times, throughput, use of computing resources, availability, communications, and I/O throughput
- Application performance monitoring, performance optimization, and document changes for stability
- Agent-based monitoring for customer applications hosted in the EO computer rooms
- Server-based monitoring is a shared infrastructure used to monitor customer applications hosted in EO computer rooms
- Reporting on performance and availability of systems and customer applications

How We Charge

Hosting charges are based on the following:

- Agent Based or Server Based
- Performance monitoring of resource use, all EO systems and VA-wide applications, storage and middleware
- Number of agents
- Number of servers

Metrics

Measure	Target
System Monitoring	24x7
Incident Response	24x7

Network

Service Description

The EO Network service includes Local Area Network (LAN) connectivity for hosted systems and applications, Wide Area Network (WAN) connectivity, Data Circuit provisioning, WAN Accelerators, Firewall and DMZ Services, IP Address Management, Network Security, and Full Network Management.

What's Included?

- Fully managed LAN infrastructure
 - Layer 3 Switching
 - Network Redundancy
 - VM, Storage, Backup, and Disaster Recovery network-based support
 - Switchport Security
 - IP Address Management
- Fully managed WAN infrastructure
 - Routing
 - Circuit Provisioning
 - WAN Acceleration
 - WAN Encryption
 - Network Contract Support
- VoIP Services
- Wireless Services
- RF and Bridging Services
- Network engineering and design consultation
- Network utilization monitoring and capacity planning
- Network load balancing and high availability solutions
- Firewall and DMZ Management
- Serve as a liaison with VA National Security Operations Center (NSOC) for VA WAN related issues

Optional Consulting Services:

- Network Engineer

How We Charge

The cost of this service is included with other hosting services that rely on network services based on port consumption.

Price Drivers:

- Fully Managed Services
- Additional charges may apply for Network Engineer support

Metrics

Measure	Target
Network Monitoring	24x7
Incident Response	24x7
Network Availability	Mission Critical: 99.9% Mission Essential: 99.5% Routine: 99%

Platform Services

The Enterprise Operations (EO) Platform Services offering builds on the EO Infrastructure Services offering to provide customers with robust hardware platforms that are virtualized for optimal cost efficiency and flexibility. EO matches the underlying hardware with EO Network and Disk Storage services to provide a fully managed operating platform for each of the supported operating systems. All Platform Services include software license management and essential Professional Services for the products included in the service.

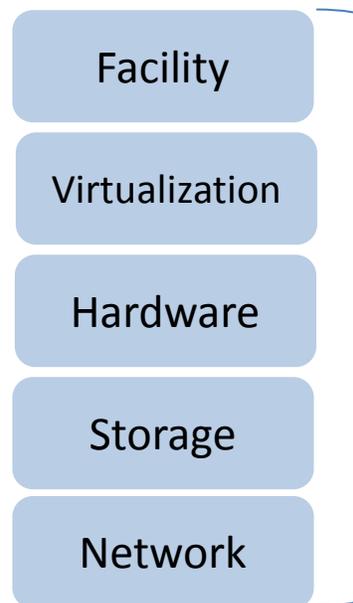
EO offers the following Platform Services:

- Database Administration
- Mainframe
- Middleware and Webserver Management
- Server
- Web Hosting

The customer must provide the following documentation for Platform Services:

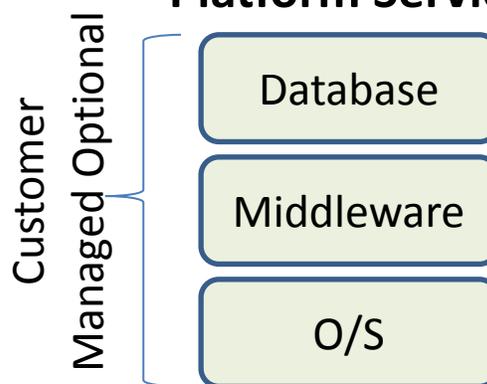
- System Design Document (SDD)
- Business Requirements Document (BRD), Emphasis on section 7.2.2—“Performance, Capacity, and Availability Requirements”
- Master Test Plan, Emphasis on “Performance, Capacity, and Availability Testing”
- Production Operations Manual (POM)
- Operations and Maintenance (O&M) Plan
- Install Guide (with each release)
- Authority to Operate (ATO) and supporting documentation
- Operational Acceptance Plan (OAP)

Infrastructure Services



EO Managed

Platform Services



Customer Managed Optional

Database Administration

Service Description

EO Database Administration service provides the necessary professional expertise to install, configure, operate, and maintain industry-standard database software.

What's Included?

- Database software installation and configuration
- Database operations, patching, and maintenance
- Initial database installation and integration
- Database backup and recovery
- Database storage allocation
- Database security access controls
- Management of privileged user accounts to manage tables, indexes, and other data structures
- Monitoring and optimization of database performance

Optional Services:

- Database Administration of customer applications
- Database Engineer

How We Charge

Charges are based on actual number of professional service hours.

Price Drivers:

- Size and number of database instances
- Number and frequency of database refreshes
- Actual software licensing and maintenance

Additional charges may apply for:

- Database Administrator for customer applications
- Database Engineer

Metrics

Measure	Target
System Monitoring	24x7
Incident Response	24x7
System Availability	Mission Critical: 99.9% Mission Essential: 99.5% Routine: 99%

Mainframe

Service Description

The EO Mainframe service includes a fully managed operating platform for mainframe-based applications. This service includes systems engineering services, software tools, storage services, technology refresh, and disaster recovery.

What's Included?

- Fully managed EO Network Services and infrastructure
- Fully managed z/OS™ operational environment
- Fully managed z/VM and Linux virtual server environment
- Third party software tools, utilities, and support
- System security administration and support
- Capacity planning and performance tuning
- Fully managed disk and tape storage services
- Fully managed Disaster Recovery of the operating platform
- Application data recovery support
- Job scheduling and related monitoring
- Standard database administration activities
- Support for the following Mainframe processes: Workload Management, Transaction Processing Administration, Mainframe Communications, and Print Output
- OS platform support services
 - Install, configure, customize, and maintain the Operating System and system utilities
 - Research, coordinate, and apply OS maintenance
 - Management, analysis, and review of system audit logging
 - Troubleshoot and resolve OS-related problems
 - Disk and tape storage

How We Charge

Hosting charges are based on actual usage measurements.

Price Drivers

- Amount of disk storage used
- Amount of tape storage used
- CPU usage
- Disaster Recovery Classification
- Production Support Analyst labor
- z/OS System Administrator labor

Additional charges may apply for:

- Specialized software
- Application support

Metrics

Measure	Target
System Monitoring	24x7
Incident Response	24x7
System Availability	Mission Critical: 99.9% Mission Essential: 99.5% Routine: 99%

Platform Options:

- z/OS
- z/VM
- Linux

Middleware and Web Server Management

Service Description

The EO Middleware and Web Server Management service provides operations and maintenance of middleware and web server software.

What's Included?

- Fully managed operating platform infrastructure
 - Standardized operating systems
 - Disk storage as required
 - Backup/Archive services as required
 - Highly available network services
 - Redundant server hardware
 - Periodic technology refresh
 - Security monitoring and scanning
 - Agent-based systems monitoring
- Full platform administration services
 - Middleware and/or web server software installation
 - Middleware and/or web server upgrades and patching
 - Security hardening per Federal Information Security Management Act (FISMA), National Institute of Standards and Technology (NIST) and VA standards
 - User management and audit log review
 - Virus protection and vulnerability mitigation
 - Disaster recovery support
 - Incident and Problem Management reporting and resolution
- Systems engineering based on application requirements
- Related inheritable management controls

How We Charge

Hosting charges are based on the number of virtual servers provided and actual allocated resources.

Price Drivers:

- Number and type of virtual servers
- Gigabytes of memory
- Amount of backup in gigabytes
- Tier level of disk storage
- System Administration labor

Metrics

Measure	Target
System Monitoring	24x7
Incident Response	24x7

Server

Service Description

The EO Server service provides standard physical and virtualized operating platforms to host customer applications securely. EO utilizes advanced server virtualization technologies, strict standards, and economies of scale to enable rapid delivery of cost-effective, fully managed operating platforms with expanded inheritable security controls.

What's Included?

- Fully managed operating platform infrastructure
 - Standardized operating systems
 - Disk storage as required
 - Backup/Archive services as required
 - Highly available Network services
 - Redundant server hardware
 - Periodic technology refresh
 - Security Monitoring and Scanning
 - Agent-based systems monitoring
 - Physical server hardware
 - Virtual server services (VMWare)
 - Virtual server services (z/VM)
 - Citrix based application publishing
- Full platform administration services
 - Virtual and physical server OS installation, configuration, upgrades, and patching
 - User management and audit log review
 - Virus protection and vulnerability mitigation
 - Disaster recovery support
 - Incident and Problem Management reporting and resolution
- Systems engineering based on application requirements
- Related inheritable management controls

How We Charge

Hosting charges are based on the number of virtual servers provided and actual allocated resources.

Price Drivers:

- Number and type of virtual servers
- Gigabytes of memory
- Amount of backup in gigabytes
- Tier level of disk storage
- System Administration labor

Metrics

Measure	Target
System Monitoring	24x7
Incident Response	24x7
System Availability	Mission Critical: 99.9% Mission Essential: 99.5% Routine: 99%

Platform Options:

- Windows
- Linux
- Unix

Web Hosting

Service Description

The EO Web Hosting service provides hosting services for websites on the VA Intranet and VA Internet.

What's Included?

- Static HTML hosting
- ASP and ColdFusion hosting
- SharePoint hosting
- Custom applications that require back-end SQL databases
- Infrastructure support for the web hosting environments (security, user management, database administration, configuration management)
- Reports on the status of hosted websites

How We Charge

Hosting charges are based on the number of websites hosted.

Price Drivers:

- System Administration labor
- Number of websites hosted
- Amount of memory required

Metrics

Measure	Target
Incident Response	24x7
Website Monitoring	24x7
Website Infrastructure Availability	99%

Fully Managed Services

Fully Managed Services builds on Infrastructure Services and Platform Services to provide customers with a fully managed EO environment to support customer applications. EO will ensure customer projects comply with VA requirements from the infrastructure level up through the application level. Some additional benefits to Fully Managed Services include:

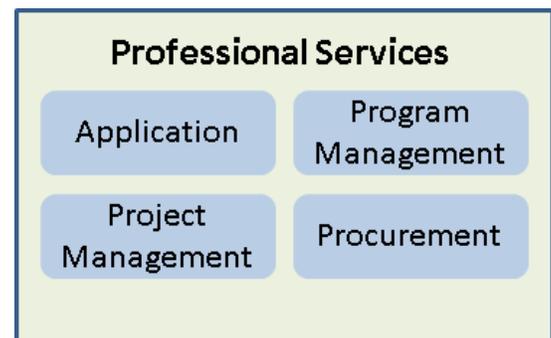
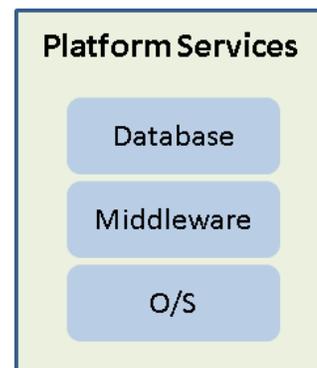
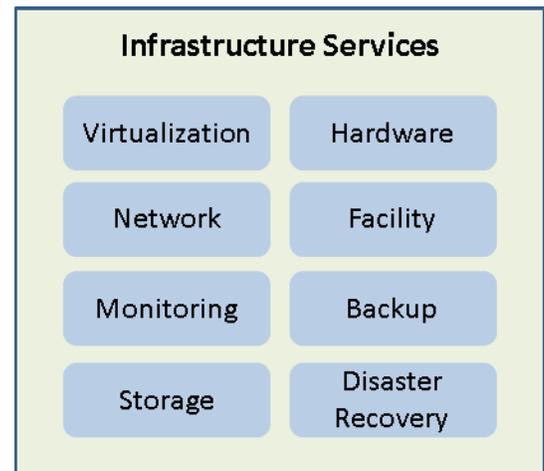
- Performance monitoring of customer applications
- Database Administration, OS and Application Administration
- System Architecture
- Program and Project Management
- Incident and Problem Management Reporting
- Federal Information Security Management Act (FISMA) system ownership
- Remediation of security vulnerabilities (NIST)
- Data protection and privacy
- Secure configuration of systems
- Response to audit findings and Plans of Action and Milestones (POAMs)
- VA Security Directive 6500 Series
- VA Directive 6004, Change, Release and Configuration Management
- Compliance with EO Change, Configuration and Release Management Policies
- Compliance with all Office of Information and Technology (OI&T) privacy, security and risk management policies
- Project Management Accountability System (PMAS) and Pro-Path
- VA Directive and Handbook 7002, Logistics Management Support
- Hardware and software warranty and service management in accordance with VA and EO policies
- Inventory and Lifecycle Management of Assets

The customer must provide the following documentation for Fully Managed Services:

- System Design Document (SDD)
- Business Requirements Document (BRD), Emphasis on section 7.2.2—“Performance, Capacity, and Availability Requirements”
- Master Test Plan, Emphasis on “Performance, Capacity, and Availability Testing”

- Production Operations Manual (POM)
- Operations and Maintenance (O&M) Plan
- Install Guide (with each release)
- Authority to Operate (ATO), and supporting documentation
- Operational Acceptance Plan (OAP)

With Fully Managed Services, EO is responsible for the following:



Assessment and Authorization

Service Description

The EO Assessment and Authorization (A&A) service provides Documentation support, Security and Compliance Support, Audit Support and Continuous Monitoring support. The EO A&A service allows customers the freedom to focus on business and operational requirements and issues while leaving IT system security and compliance to the experts.

What's Included?

- Documentation Support
 - Creation of all security-related documentation for A&A
 - Security Plans
 - Risk Assessments
 - Incident Response Plans
 - Contingency Plans
 - Interconnection Security Agreements
 - Configuration Management Plans
 - Full management of security documentation within the VA Federal Information Security Management Act (FISMA) reporting system
- Security and Compliance Support
 - Application support provided for adherence to FISMA, National Institute of Standards and Technology (NIST), Privacy Act, Office of Management and Budget (OMB), and other applicable VA and federal guidelines
- Audit Support
 - Expert audit assistance provided during any application audits, reviews or assessments
 - Track findings and update Plans of Actions and Milestones (POAMs) through resolution
- Continuous Monitoring
 - Monitor applications for continued compliance
 - Any changes will be documented and updated in security artifacts

How We Charge

Hosting charges are based on the number of virtual servers provided and actual allocated resources.

Price Drivers:

- Type of application (major or minor)
- Number of applications
- First-year effort costs consist of initiation, certification, documentation, and accreditation activities to establish the Authority to Operate (ATO)
- Maintenance years' activity consists of continuous monitoring to maintain the ATO

Security Monitoring and Scanning

Service Description

EO Security Monitoring and Scanning services provide automated vulnerability and compliance monitoring. These services align with Federal Information Security Management Act (FISMA) high controls—the highest level of security defined under NIST 800-53rev4—using cutting edge IT security solutions while working closely with the VA National Security Operations Center (NSOC). The Security Monitoring and Scanning IT security architecture is located in an isolated network that includes the use of VMWare technology dedicated to EO IT Security Operations, with access restricted strictly to the Security Monitoring and Scanning staff.

What's Included?

- **Vulnerability Scanning:** Using Tenable's Security Center centralizing Nessus active and passive vulnerability scanning activities to conduct assessments and ensure compliance of operating systems, network devices, databases, and applications.
- **Real-Time System and Network Monitoring, Auditing, Correlation, and Threat Analysis:** Collecting all operating systems logs, network device logs, network flows, intrusion protection and intrusion detection, vulnerability assessment, network firewall, web application firewall and virtual environment logs with IBM QRadar Security Information and Event Manager (SIEM), EO provides a centralized correlation, alerting, log archiving, asset discovery, and network behavior analysis.

- **Intrusion Prevention and Intrusion Detection:** Using real-time protection and detection with Sourcefire Intrusion Prevention System/Intrusion Detection System (IPS/IDS) and sensors that are centrally managed with Sourcefire Defense Center console, EO provides network protection, awareness, and vulnerability intelligence.
- **Web Application Vulnerability Assessment:** Using IBM AppScan Web, EO provides recommended vulnerability fixes and reports that add web application security intelligence to the current Web Application Firewall solution.
- **Web Application Firewall:** Protecting web applications in real-time against SQL injection attacks, malicious bots, zero-day attacks, data loss, and defacement protection. This includes other web application attacks such as Payment Card Industry Data Security Standard (PCI DSS) compliance using IMPERVA and Trustwave Web Application Firewall technology.
- **Malware Protection:** Protecting against command and control, zero day, and advanced persistent threat attacks using FireEye network security technology.

How We Charge

Charges for Security Monitoring and Scanning are based on application type and first-year costs versus maintenance years' costs.

Price Drivers:

- Type of application (major or minor)
- Number of applications
- First-year effort costs consist of initial security scan and assessment
- Maintenance years' activity consists of continuous monitoring

Metrics

Measure	Target
System Monitoring	24x7
Incident Response	24x7

Security Governance

Service Description

The EO Security Governance service provides information and assurance that all EO services comply with mandatory security controls.

What's Included?

- Federal Information Security Management Act (FISMA) compliance for EO-provided services
- Supervision and oversight of EO activity to ensure enforcement and monitor usage of information security access controls
- Risk management framework for security categorization, security control selection and implementation, control assessment, information system authorization, and control monitoring
- Privacy Management and Health Insurance Portability Accountability Act (HIPAA) compliance
- Data protection and privacy
- FISMA system ownership
- Response to audit findings and Plans of Action and Milestones (POAMs)
- Systems access management to ensure data security is maintained at the highest security level and that customers have the appropriate level of access to accomplish their job responsibilities completely

How We Charge

This critical value-added service is included with EO Hosting Services.

Hosting Services that include Security Governance:

- Infrastructure Services
- Platform Services
- Fully Managed Services

Metrics

Measure	Target
Incident Response	24x7
Audit Results	Annual

Professional Services

Enterprise Operations (EO) provides the professional services required for integrating and administering customer applications, including:

- Application Administration
- Customer Request Management
- Procurement
- Project Management
- Program Management



Application Administration

Service Description

The EO Application Administration service provides application administration and support for applications and IT solutions deployed.

What's Included?

- Full operations and maintenance of customer applications
 - Installation, configuration, scheduling of tasks
 - Application troubleshooting, security compliance, and remediation of application related vulnerabilities
 - Application performance tuning and optimization
 - Application monitoring and maintenance to keep applications current
 - Highly available network services
 - Redundant server hardware
 - Periodic technology refresh
- Application Account Management
- Application Growth/Capacity Planning
- Management of sustainment releases
 - Change Management
 - Release Management
 - Plan release deployments
 - Coordination with other releases and coordination with the EO Release Calendar

How We Charge

Charges are based on the actual number of professional service hours.

Price Drivers:

- Application Administrator labor
- Application Manager labor
- Build Manager labor
- Number of releases
- Size of application

Metrics

Measure	Target
Incident Response	24x7

Customer Request Management

Service Description

The EO Customer Request Management service provides an initial point of contact for customers requesting services through EO. Once customers request services through EO Intake, an architect will be assigned to work with the customer to understand requirements and ensure the best value and best technical fit for requested services.

What's Included?

- Architects work closely with the customer, security, technical subject matter experts (SMEs) from all operational technical disciplines, contracting personnel, and VA national groups to ensure best value and best technical fit for requested services
- Architects create an Architected Solutions Worksheet (ASW) that serves as a bill of materials
- The Business Office uses the ASW to create a Rough Order of Magnitude (ROM) pricing estimate

How We Charge

The cost of this service is included in all services.

Metrics

Measure	Target
Inquiry Response	8x5

Procurement

Service Description

EO Procurement services enhance the customer's experience by providing centralized support for key contract negotiations. This value-added, optional service can be used to acquire necessary equipment, software, and services to create a total customer solution.

What's Included?

- Acquisition consultation and assistance
- Cost savings through economies of scale
- Acquisition support for funded procurements
 - Equipment
 - Software
 - Services
 - Maintenance
- Acquisition Life Cycle Management
 - Requirements definition
 - Request for Proposal (RFP) development support
 - Technical and Business proposal evaluation
 - Contract Management
- Vendor management

How We Charge

A service fee is applicable to new hardware and software procurements.

Acquisition costs for hardware, software, and services are passed on to customers via reimbursable agreements.

Project Management

Service Description

The EO Project Management service provides experienced project managers working closely with customers to coordinate transition of products to sustainment and to provide necessary project management functions to ensure timely project success.

What's Included?

- Project planning
- Monitoring, control, and closure of a project delivering a quality product within planned costs, time, and scope
- Identifying, monitoring, and responding to risk
- High availability
- Plan, execute, and finalize projects according to project schedules and budgets and in coordination with senior management
- Define project scope, goals, objectives, and manage work activities of team members and contractors
- Maintain project work breakdown structure (WBS)
- Monitor project performance

How We Charge

Project Management charges are based on the actual number of professional service hours. Customers will be billed only for actual hours worked.

Price Drivers:

- Project Manager labor
- Complexity and scope of the project
- Technology requirements
- Travel requirements

Program Management

Service Description

The EO Program Management Service provides portfolio program management for all of Enterprise Operations.

How We Charge

Charges are based on actual number of professional service hours.

What's Included?

- Monitoring and control of actionable procurement package
- Monitoring and control of customer agreement performance metrics
- Serve as main point of contact for customer applications
- Management of project portfolios
- Management of Operations and Maintenance phase of Software Development Lifecycle (SDLC)
- Management of system closeout phase of the SDLC
- Customer relationship management
- Serve as programmatic system owner of EO-owned systems to:
 - Coordinate sustainment efforts
 - Manage sustainment budget
 - Manage contracts for hardware, software, and maintenance
 - Ensure upgrades are planned and performed
 - Ensure hardware refreshes
 - Handle disaster recovery procedures

About EO

Enterprise Operations (EO) is a Franchise Fund provider of IT services, pre-authorized to do business with any federal agency.

We operate on a fee-for-service basis, as authorized under the Government Management Reform Act of 1994.

By consolidating state-of-the-art monitoring, security, and support services for more than 300 systems, EO reduces administrative costs to each customer.

Enterprise Operations:

- Employs cloud computing and virtualization technologies to maximize resources
- Processes more than \$100 billion in VA benefits, payments, and payroll every year
- Manages medical data exchanges between the Department of Veterans Affairs and the Department of Defense
- Processes Veterans' benefits systems such as Benefits Delivery Network, Veterans Network, Chapter 33, and Insurance
- Operates multiple large-scale databases, data warehouses, and web portals that support Veterans health care services, health care enrollment, and planning for clinical service delivery

Define Responsibilities

To delineate EO and customer responsibilities upfront, the assigned EO Program Manager and customer representative will complete and sign a High-Level Responsibility Matrix found [here](#).

Business Plan

Please click [here](#) to download the current EO Business Plan.

Goals

EO's goal is to be the leader among federal IT organizations in providing secure, high quality, and responsive service to supported organizations. EO meets federal organizations' business needs by leveraging state-of-the-art technologies and by building a high-performing workforce dedicated to the success of those they serve. The priorities are to establish a high-performing IT organization; standardize IT infrastructure and business processes; make the VA IT systems more interoperable; and effect better management of the VA IT Systems appropriation.

Mission

The mission of EO is to support OneVA world-class service to Veterans and their families by delivering results-oriented, secure, highly available, and cost effective information technology services.

Vision

EO will fulfill its mission by being a recognized leader in providing results-oriented information technology services to our customers. We will do this by:

- Maintaining a full partnership with our customers in solving their business problems
- Continually improving service delivery
- Demonstrating measureable value
- Having a culture that fosters teamwork, pride in jobs, respect for people, innovation, and excellence

EO is comprised of four program offices:

- Data Center Operations (DCO)
- Enterprise Infrastructure Support (EIS)
- Enterprise Application Support (EAS)
- Enterprise Telecommunications Management (ETM)