Information Resources Management College National Defense University







Mutual Challenges

IRM College understands the current priorities of government executives.

President's Management Agenda

- Strategic Human Capital Management
- Improved Financial Performance
- Expanded Electronic Government
- Budget and Performance Integration
- Competitive Sourcing

Information Leaders

- Transformation
- Cybersecurity
- Enterprise Architecture
- Cross-Boundary Leadership
- Homeland Security
- IT Project
 Management

Congressional Reform Agenda

- Chief Financial Officers Act
- Government Performance and Results Act (GPRA)
- Clinger-Cohen Act
- Federal Information Security Management Act (FISMA)
- E-Government Act

IRM College

Transformation and Enabling Technologies

- Business Modernization
- Knowledge Management
- Networking and Integration
- Net-centricity
- Data Mining
- Business Intelligence



Global War on Terror

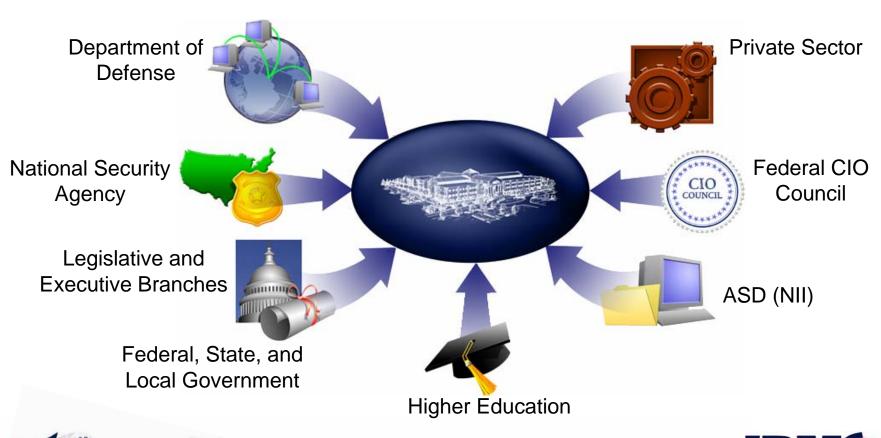
- Information Assurance
- Global Information Grid
- Domestic Preparedness
- Intelligence and Information Sharing

Twenty Years of Shaping the Future

The "Information War"

Shared Understanding

IRM College is uniquely positioned to address the most important issues in government.

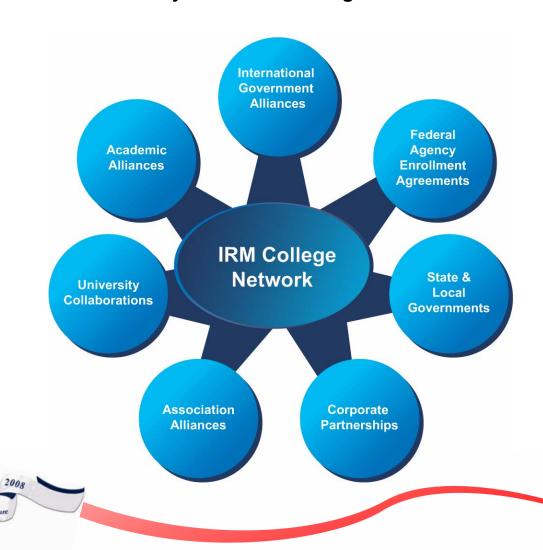


Twenty Years of Shaping the Fun



IRM College Network

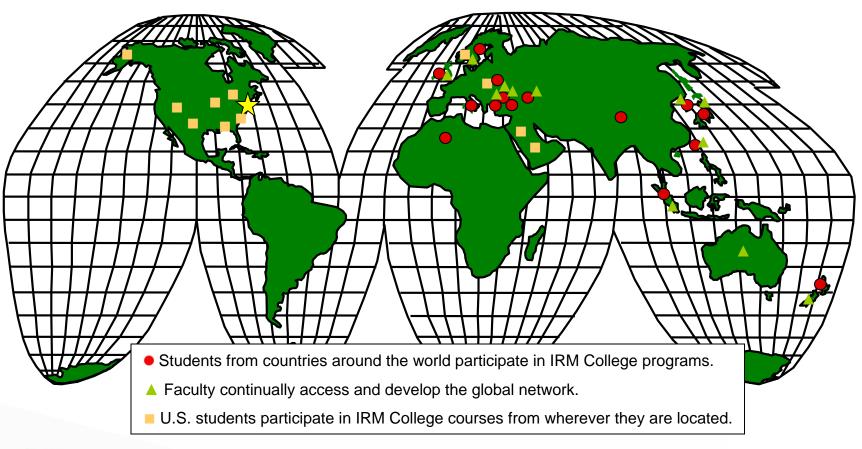
IRM College fosters collaboration, an essential element of success for today's leaders and organizations.



Twenty Years of Shaping the Future

Global Learning Community

IRM College promotes global connectedness through a diverse student body and opportunities to communicate with information leaders from around the world.

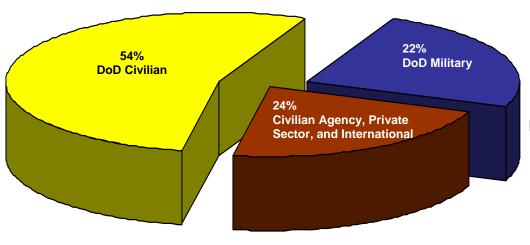






Just for You – Learning Communities

IRM College engages current and future government leaders in interdisciplinary learning communities that explore ideas, questions, and solutions to mutual challenges.



Twenty Years of Shaping the Funn

Students

- Mid-career professionals (GS-13+ and O5+)
- Includes DoD, federal agency, private sector, and international students
- Hold bachelor's degrees or higher from regionally accredited institutions of higher education
- Earn graduate credits toward certificates, master's and doctoral degrees, or participate in classes for professional development

Faculty

- 50 full-time faculty, 75% civilian, 75% with doctorates
- With a broad range of experiences and perspectives from academic, defense, federal, private sector, and international organizations
- Maintain interdisciplinary currency, relevance, and depth



Wherever You Are

Flexible learning programs accommodate the educational needs of students and their organizations.

Resident Program (Advanced Management Program)

- > 14 weeks at Fort McNair
- Offered fall and spring
- Government/private sector field studies

eResident Courses

- 1 week of online preparation
- 1 week in residence at Fort McNair
- 3 weeks to complete academic assignments for credit

Distributed Learning Courses

- ➤ 1 week of online preparation
- ➤ 12 weeks of online coursework
- 3 weeks to complete academic assignments for credit
- ➤ Global, 24/7 access

Through the NDU Electives Program, courses are available in elective or DL format for ICAF and NWC students to complete towards IRM College certificates.





Learning that is Current, Timely, and Future-Focused

IRM College concentrates on the relevant questions, challenges, and opportunities facing today's and tomorrow's government leaders.

- Students demonstrate learning through assignments relevant to their organizations' issues.
- Guest speakers from government and the private sector contribute unique perspectives.
- Innovative curricula prepare students to anticipate and create the future.
- Faculty facilitate participation in the IRM Community of Practice: http://community.ndu.edu.
- Graduates may join the IRM College Alumni Association: http://www.irmcollege.org.







Strategic Leader Development

IRM College prepares government and private sector leaders to direct the information component of national power.

Graduate-level courses, certificate programs, and educational services in:

- Chief Information Officer competencies
- Information assurance
- Organizational transformation
- Domestic preparedness
- eGovernment
- > Enterprise architecture
- Information technology project management
- Information operations
- Information technology acquisition







Academic Partners

IRM College graduates can apply 9-15 graduate credits toward selected master's and doctoral degree programs at these regionally accredited institutions.

- Auburn University
- Capitol College
- Central Michigan University
- Clemson University
- Eastern Michigan University
- East Carolina University
- George Mason University
- Georgia Institute of Technology
- James Madison University
- Johns Hopkins University
- Mississippi State University
- New Mexico Tech
- Northeastern University
- Pace University
- Polytechnic University
- Regis University
- Rochester Institute of Technology

- San Diego State University
- Syracuse University
- Texas A&M
- Towson University
- University of Dallas
- University of Detroit Mercy
- University of Illinois at Urbana-Champaign
- University of Maryland Baltimore County
- University of Maryland University College
- University of Nebraska at Omaha
- University of North Carolina at Charlotte
- University of Pittsburgh
- University of Texas at San Antonio
- University of Tulsa
- University of Washington
- Walsh College





Enrollment MOAs

U.S. Federal Government agencies have the opportunity to sign a Memorandum of Agreement (MOA) with the IRM College on an annual basis.

Benefits

- Reduced tuition
- Priority registration
- Seat utilization reports







Achievements and Recognition

IRM College has been recognized for outstanding achievements.

- "Best Practice Award" in Corporate/College Partnerships from Corporate University Xchange (February 2007)
- National Center of Academic Excellence (CAE) in Information Assurance Education (2006-2009)
- Tele-work in the Federal Government Leadership Award (October 2004)
- AFCEA Golden Link Award for partnering with industry (May 2003)

- eGovernment Trailblazer Award (June 2002)
- Federal 100 Award (2002 and 2001)
- "Best Practice Award" for Government Learning Organization from Corporate University Xchange (November 2000)
- "Excellence in Corporate Education"
 Award from London Financial Times
 (May 2000)





IRM College Contacts

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- Mr. Russell Quirici, Dean of Students and Administration; 202-685-3885; quiricire@ndu.edu
- > Registrar's Office; 202-685-6300; IRMCRegistrar@ndu.edu
- IRM College Website: http://www.ndu.edu/irmc
- > IRM Community: http://community.ndu.edu
- > IRM College Alumni Association: http://www.irmcollege.org
- Mailing Address:

National Defense University, Information Resources Management College Building 62, Marshall Hall 300 5th Avenue Fort McNair, DC 20319-5066





Information Resources Management College National Defense University







Introduction





Description

The EPA JumpStart Seminar is designed to develop the leadership pipeline of the Environmental Protection Agency. This three-day program, for up to 20 participants, offers EPA employees an opportunity to develop a more strategic view of the role of post-9/11 government and the issues and challenges of the 21st Century. The primary focus of this workshop is the effective use of collaboration, information, and human resources to improve organizational performance and mission accomplishment. After an examination of the business of government, participants will explore such topics as strategic thinking and planning, process improvement, information systems development, enterprise architecture, information assurance and privacy, and strategic management of both IT and human capital. Workshop participants will discuss best practices and lessons learned from real-world examples and will engage in seminar discussions and hands-on learning activities to develop their leadership capacity.





Participants

The workshop is appropriate for all emerging government leaders who seek to improve their organization's performance. While designed for personnel at the GS/GM 9 to 12 (or equivalent) levels, the workshop may also be of benefit to more senior personnel who have joined the government within the past three years. All participants will receive a certificate of completion





Location

This seminar is held at the National Defense University's campus in Washington, DC or at an EPA Regional Office.





FY08 Schedule

Feb 26-28, 2008

Apr 08-10, 2008

May 06-08, 2008

Jun 17-19, 2008

Aug 12-14, 2008





Program Manager

Ruby Pew

Office of the CIO, EPA 1200 Pennsylvania Avenue, NW Washington DC 20460

202-566-0347





Seminar Goal

Students will be able to successfully contribute to the accomplishment of the Environmental Protection Agency's mission.





Seminar Objectives

- > Develop a more strategic view of the role of post-9/11 government.
- ➤ Use collaboration, information, and human resources to improve organizational performance and mission accomplishment.
- Explore such topics as strategic thinking and planning, process improvement, information systems development, enterprise architecture, information assurance and privacy, and strategic management of both IT and human capital.
- Discuss best practices and lessons learned from real-world examples and will engage in seminar discussions and hands-on learning activities to develop their leadership capacity.





Seminar Components

Agency Leadership and Management Principles



Enterprise Architecture Planning Principles

Agency Specific Knowledge (Exercises)



Applying the Principles (Agency Case Studies)





Lessons

Lesson 1: Introduction to JumpStart Seminar

Lesson 2: The Business of Government

Lesson 3: Strategic Thinking and Strategic Planning

Lesson 4: Emerging Technologies

Lesson 5: Business Process Improvement

Lesson 6: Enterprise Architecture

Lesson 7: Case Study

Lesson 8: IT Capital Planning and Investment Management

Lesson 9: Information Assurance and Privacy

Lesson 10: Human Capital Management





Current Course Lesson

Lesson 1: Introduction to JumpStart Seminar

Scope

This lesson introduces the students to JumpStart Seminar. Students examine, in detail, the outline for all learning modules. Students are introduced to the several of the frameworks employed during the seminar. This module introduces participants to some of the tools that they will apply during their learning experience.

- a. Articulate the learning objectives of the course.
- b. Articulate the major topics of the course.





Current Course Lessons

Lesson 2: The Business of Government

Scope

Twenty Years of Shaping the Funn

This lesson examines government as a "business" by focusing on the differences in the public and private sectors. It describes trends in government reform with special attention to the reinvention, reform, and legislation of the last fifteen years. The lesson also explores the differences in industrial and information age organizations, and introduces the information age concepts of the knowledge worker and of intellectual and human capital. The lesson concludes with a discussion of the business of EPA and an examination of EPA's strategic plan.

- a. Compare the public and private sectors and identify their differences in leadership, management, operations, and cultures.
- b. Describe the key government reform efforts of the last fifteen years.
 - the differences in industrial and information age organizations.





Current Course Lessons

Lesson 3: Strategic Thinking and Strategic Planning

Scope

This lesson examines what it means to think and plan strategically. It compares strategic thinking, strategic planning, and strategic programming, and explores the concept of creativity and its relationship to strategic planning. The lesson also examines strategic planning methodologies. The lesson concludes with a discussion of the relationship between strategic planning and performance management.

- a. Distinguish between strategic thinking, strategic planning, and strategic programming.
- b. Use environmental assessment methodologies to enhance strategic thinking and strategic planning.
- c. Explain the relationship between strategic planning and performance management.





Current Course Lessons

Lesson 4: Emerging Technologies

Scope

This lesson explores the major technology trends that are likely to affect the achievement of EPA's mission in the coming years. It examines technological developments in several key areas and analyzes their associated risks, benefits, and costs. The lesson then explores approaches for responding to technological opportunities and challenges in order to maximize their benefits and minimize their risks.

- a. Categorize emerging technologies according to their potential effect on the achievement of EPA's mission.
- b. Develop possible approaches for responding to technological opportunities and challenges.
- ² Recommend different courses of action that EPA can take as a response to technology trends.





Current Course Lessons

Lesson 5: Business Process Improvement

Scope

This lesson examines the business processes involved in achieving EPA's mission and strategic goals. The lesson considers what EPA's core business processes are and how Information Technology (IT) enables the business processes. The lesson examines performance measurement and its role in assessing the outcomes of business processes and EPA mission achievement. It discusses the causative events for business process improvement. The lesson concludes by considering how EPA might use process improvement strategies as a means of organizational transformation.

Lesson Outcomes--Students will be able to:

Twenty Years of Shaping the Funt

- a. Identify EPA's mission-derived core business processes and describe how IT enables the business processes.
- b. Describe the role of performance measures in assessing the outcomes of business processes and in determining the level of mission achievement.
- c. Describe events which drive business process improvement and the types of process improvement strategies that influence organizational transformation.

Current Course Lessons

Lesson 6: Enterprise Architecture

Scope

Twenty Years of Shaping the Future

This lesson examines what an enterprise architecture (EA) is and how it might enable EPA business processes to accomplish the mission better. It considers OMB's concept of an EA and discusses EA costs and benefits. It contrasts business executives' support for an EA with the CIO's role in developing and implementing an EA and overcoming impediments to EA. The lesson concludes by discussing the implications and the benefits of EA for capital planning.

Lesson Outcomes--Students will be able to:

- a. Describe what an EA is and how it enables the business processes.
- b. Describe OMB's perspective of EA including the costs and benefits.
- c. Compare the CIO's role in leading EA implementation to business executive's role in supporting EA deployment.

d₁₉₈Discuss benefits, and implications of EA for capital planning.



Current Course Lessons

Lesson 7: Case Study

Scope

This lesson applies the concepts of the previous lessons in the IRMC JumpStart Program to a real-world case study that is directly related to EPA's mission. In particular, the case study relates and integrates the following topics: the business of government; strategic thinking; emerging technologies; business process improvement; and enterprise architecture.

- a. Apply concepts from the course to a real-world example in order to understand the challenges and opportunities facing EPA in the future.
- b. Compare and contrast how different management tools can be applied to complex problems.





Current Course Lessons

Lesson 8: IT Capital Planning and Investment Management

Scope

This lesson explores the concepts of capital planning and investment control (CPIC) activities. It considers how CPIC governance is performed, how value and risk criteria could serve as evaluation factors for IT projects, and how a collection of IT projects form an IT investment portfolio. The lesson examines investment proposal components and the relationships among the financial case, the business case, and the technical proposal. In the context of a portfolio, it compares acquisition of new investments with management of older legacy IT investments. The lesson concludes by examining how IT investment portfolio performance necessitates effective project management.

Lesson Outcomes--Students will be able to:

- a. Describe the concepts and activities in CPIC including governance structures.
- b. Identify value and risk criteria for assessing investments.
- c. Explain how finance, business, and IT components in an investment case address the agency's mission.
- Describe the relationship between an investment portfolio and acquisition concepts.
- e. Explain how investment portfolio performance (and mission achievement) depends upon successful project



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Current Course Lessons

Lesson 9: Information Assurance and Privacy

Scope

This lesson explores the concepts of information assurance (IA) and privacy within the broader context of risk management. It examines the definition of security and provides a framework for assessing security options within a risk management context. The lesson then explores how IA and privacy can be addressed within that framework. Finally, the lesson touches on Federal mandates in the areas of IA and privacy and discusses how they relate to EPA's mission.

Lesson Outcomes--Students will be able to:

- a. Define the concept of security within a risk management context and apply that concept via formal framework.
- b. Integrate information assurance and privacy into a formal security framework.

Assess how federal mandates in the areas of IA and privacy relate to EPA's mission.





Current Course Lessons

Lesson 10: Human Capital Management

Scope

This lesson focuses on the information age concepts of the knowledge worker and of intellectual capital, examining their importance to 21st century government. It explores strategies for smarter recruiting, motivating, and retaining of the knowledge worker and discusses the criticality of education and training to a high performing, competitive workforce. It concludes with an examination of generational differences in the workplace.

- a. Explain the importance of the knowledge worker and of intellectual capital to 21st century government.
- b. Develop strategies for smarter recruiting, motivating, and retaining of the knowledge worker.
- c. Identify and describe the key differences in generations in today's workplace.





Questions and Comments





Information Resources Management College National Defense University





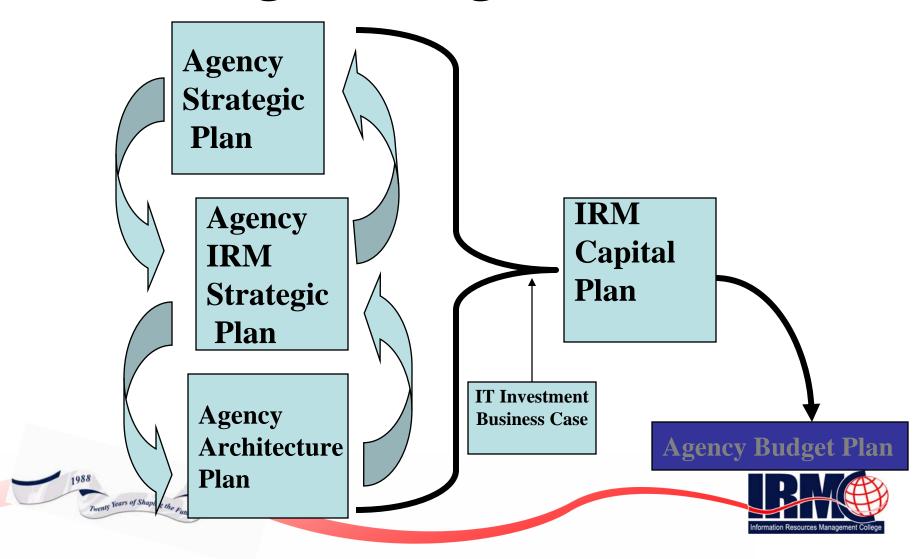


Introduction





Strategic Management Process



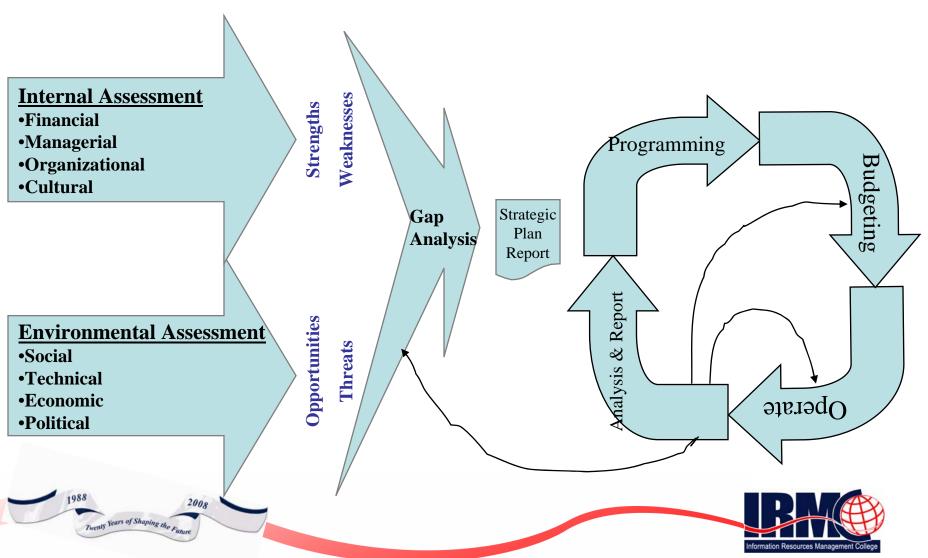
Strategic Thinking vs. Strategic Programming

ITEM	Analytic Thinking	Systems Thinking		
Metaphor	Well-oiled Machine Swiss Clock	Biological Organism		
Slogan	"One best way"	"There is more than one right way"		
Unit of Study Parts/Atoms		Wholes/System		
Characterized by	Reductionism and Mechanism	Expansionism Teleology		
Nature of the Environment	Closed/Very Stable	Open/Dynamic		
Assumption	Whole = Sum of Parts	Whole > Sum of Parts		
Cause and Effect	Linear and Static	Nonlinear and dynamic		
Problem Type	Tame	Wicked		

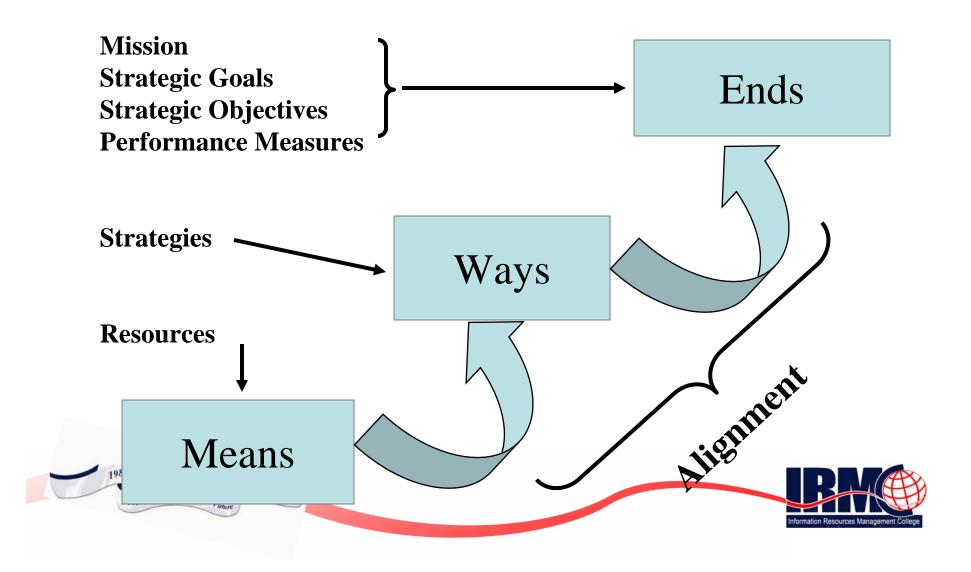
Twenty Years of Shaping the Future



Typical Strategic Planning Process



GPRA-CCA Planning Framework



GAO/OMB Strategic Plan Components

- Mission Statement
- Vision Statement (optional)
- General (Strategic) Goals and General (Strategic) Objectives
- Strategies to achieve goals and objectives
- Relationship between general and annual performance goals
- Key External Factors over which you have no control
- Program Evaluations
- Treatment/coordination of Cross-Cutting Functions (Optional)
- Data Capacity (Optional)
- Major Management Problems and High-Risk Areas (Optional)
- Congressional and Stakeholder Consultations





Best Practice Plan Components

- Purpose of Plan Statement
- Introduction to Agency or Program
- Environmental Assessment (STEP Analysis) Summary
- Mission Statement with narrative
- Vision Statement with narrative
- General (Strategic) Goals with narrative description
 - Performance measure with definition
 - General (Strategic) Objectives
 - Strategies to achieve goals and objectives
 - Program Evaluations
 - External Factors
- Congressional and Stakeholder Consultations
- Migration Strategy/Risk Management
- Appendix
 - Relationship between general and annual performance goals
 - External Factors Analysis
 - Treatment/coordination of Cross-Cutting Functions
 - Data Capacity
 - Treatment of Major Management Problems and High-Risk Areas
 - Legislation supporting mission areas



Today's Agency/IRM Strategic Issues

- ➤ Delivering products and services that Citizens and Customers want and need.
- Assuring Citizens and Customers that their information is protected.
- ➤ Demonstrating good stewardship of our resources by managing risks and delivering value.
- Leading a skilled workforce that delivers results that citizens and customers care about.
- > Improving our business processes to meet Citizen and Customer expectations.





Common Agency/IRM Strategies

- > Strategic Sourcing and eGovernment Initiatives (Lesson 3-Strategic Thinking).
- Leveraging "new" information technology (Lesson 4-Emerging Technologies).
- ➤ Business Process Improvement—"radically" changing a current business process (Lesson 5-Business Process Improvement).
- ➤ Shared Services and consolidation of assets (Lesson 6-Enterprise Architecture).
- ➤ IT Capital Planning and Investment Control (Lesson 8-IT CPIC).
- ➤ Information Assurance and Privacy Programs (Lesson 9-IA and Privacy).
- ➤ Workforce Shaping (Lesson 10-Human Capital).





A Strategic Thinking Framework

Porter's Generic Value Chain

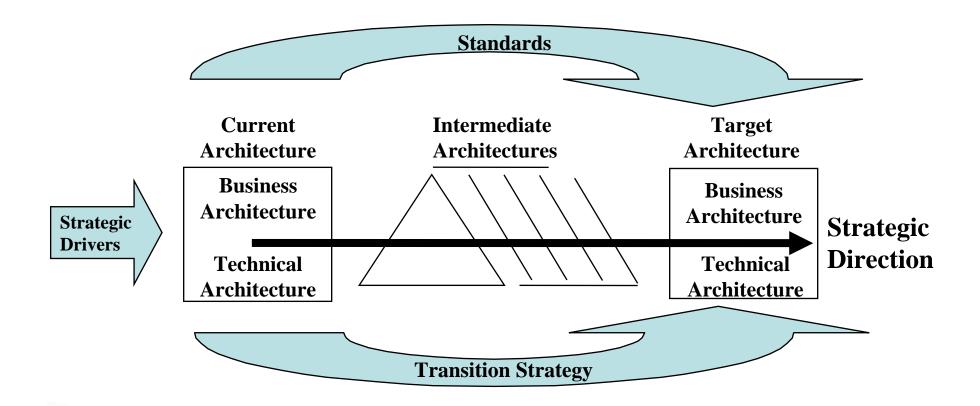
C	Firm Infrastructure			S		
Support Activities	Human Resource Management Technology Development					
	Technology Development					
	Procurement					
Primary Activities	Inbound Logistics	Operations	Outbound Logistics	Marketing & Sales	Service Service	

M. Porter's Value-Chain Analysis-Strategic Thinking as Operational Efficiency





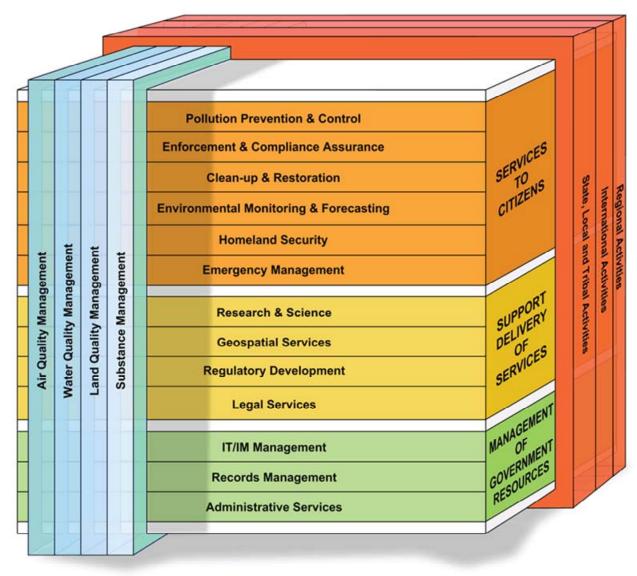
Federal Enterprise Architecture Framework







EPA Defined
Architecture
Segments
Based Upon Its
Primary
Business
Functions





Business Service Segment



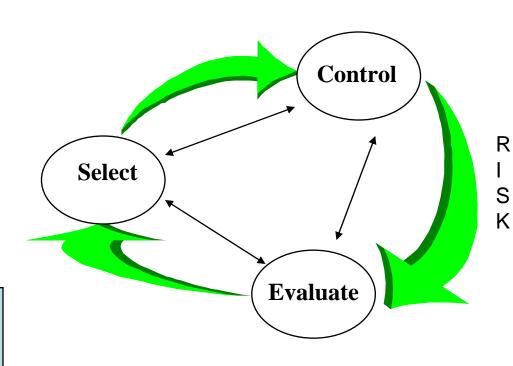
IT Portfolio Alignment

Agency Strategic Plan

Agency
IRM
Strategic
Plan

Agency Architecture Plan

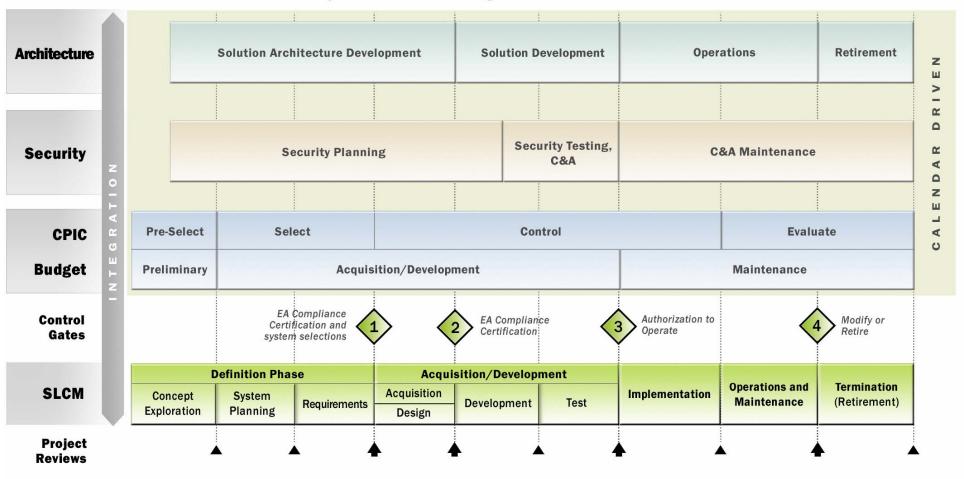
Twenty Years of Shaping the Fund



OOPPSS	Strategic Impact	
Keep The Lights On	Low Hanging Fruit	
Value		



Life Cycle Management Framework



Legend

C&A: Certification and Accreditation

CPIC: Capital Planning and Investment Control

EA: Enterprise Architecture

SLCM: System Life Cycle Management



Project Level Review



Project Level and Control Gate Review



Note:

- Reporting requirements for Architecture, Security, CPIC, and Budget are calendar driven and occur annually.
- Specific system reporting requirements depend on the System Life Cycle Management phase.

Human Capital

- > The information age organization key assests
 - Knowledge worker
 - Intellectual capital
- > Motivating and retaining the knowledge worker
- > Evaluating the knowledge worker
- > Generational differences





Generational Differences

- > The Veterans, 1922-1943
 - Also known as: the traditionalists, the WW II generation, the silent generation, seniors
- > The Baby Boomers, 1943-1960
 - Also known as: the boomers
- The Generation Xers, 1960-1980
 - Also know as: the Xers, the baby busters, the postboomers, the twentysomethings
- > The Nexters, 1980-2006
 - Also known as: the Millennials, generation Y, the Nintendo generation, generation net, the internet generation, echo boomers, the boomlet





Lessons

Lesson 1: Introduction to JumpStart Seminar

Lesson 2: The Business of Government

Lesson 3: Strategic Thinking and Strategic Planning

Lesson 4: Emerging Technologies

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Lesson 8: IT Capital Planning and Investment Management

Lesson 9: Information Assurance and Privacy

Lesson 10: Human Capital Management





Questions and Comments





Lesson 10 - Emerging Technology

Lesson 11 – Cyber Security



John H. Saunders, Ph.D.

"a global learning community for government's most promising information leaders"

Emerging Technology What you will see, do and discuss in the lesson

- Virtual Reality experience and understand how virtual reality and virtual worlds operate
- Wearable Computing Try one on
- SWOT Work in teams to brainstorm and analyze the Strengths, Weaknesses,
 Opportunities, and Threats of emerging technology related to the EPA







Emerging TechnologyA Little Taste - OQO





Emerging Technology A little taste - SWOT

What can/should EPA do, especially technologically, to promote Your group's goal

- Focus on both internal and external factors
 - Internal: Strengths and Weaknesses
 - External: Opportunities and Threats
- Tips from previous lesson
 - Keep it simple; avoid overanalysis
 - Be specific; avoid ambiguity
 - Be realistic
 - Focus on where you are today vs. where you want to be in the future
 - Remember that it's subjective & thus it's better to conduct as a team (leverage differing viewpoints)

Strengths:	Weaknesses:
What do you do well?	What could you improve?
What unique resources can you draw on?	Where do you have fewer resources than others?
What do others see as your strengths?	What are others likely to see as weaknesses?
Oiti	Thurston
Opportunities:	Threats:
What good opportunities are open to you? What trends could you take advantage of?	What trends could harm you? What is your competition doing?
How can you turn your strengths into opportunities?	What threats do your weaknesses expose you to?



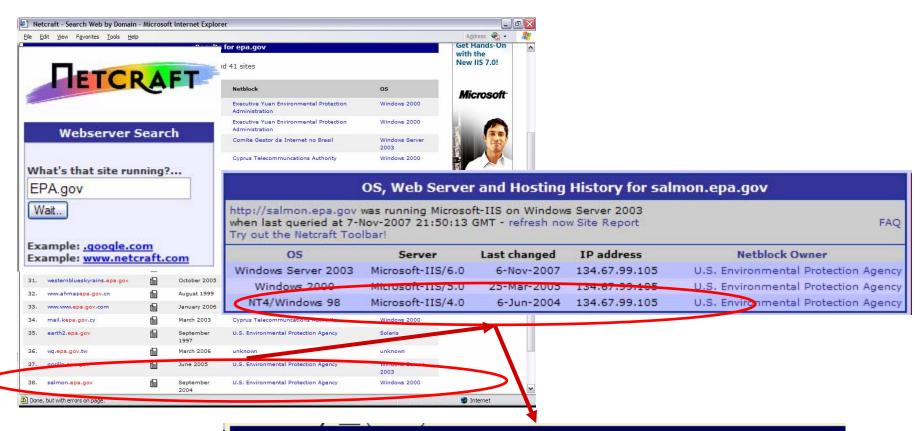
Cyber Security What you will see, do and discuss in the lesson

- Cyber Attacks What can I find out about you and the EPA? Are you really at Risk?
- Defending Yourself What can I do?





Cyber Security A Little Taste - Netcraft



Summary: Cross-site scripting vulnerability (XSS) in the ASP function responsible for redirection in Microsoft Internet Information Server (IIS) 4.0, 5.0, and 5.1 allows remote attackers to embed a URL containing script in a redirection message.

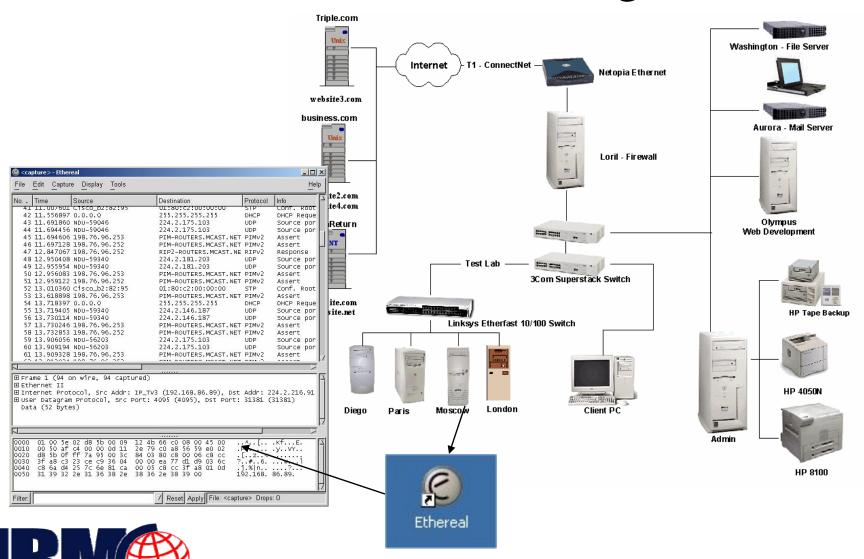
Published: 6/9/2003

CVSS Severity: 6.8 (Medium)

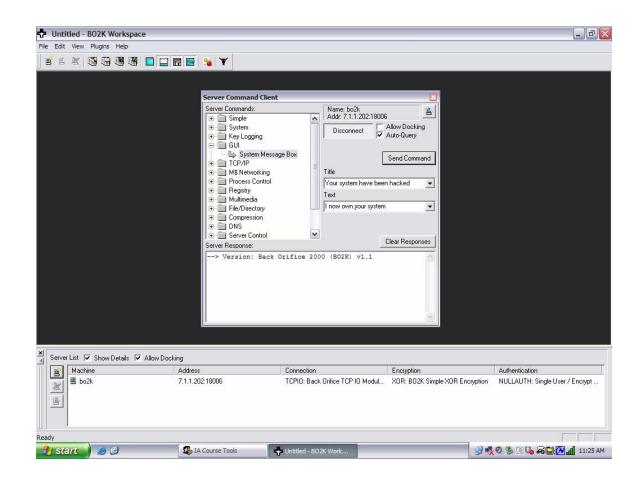


Threats

What - Sniffing



Cyber Security A Little Taste – Back Orifice 2K





Cyber Security For (almost) Every Technology Offense, A Defense

- Sniffingdifficult
- Trojan Horses → Antivirus
- Scanning
 Intrusion Detection System
- Shares
 Share Identification
- DDOS
 Firewall, Router Disconnect
- Worms
 Firewall, Antivirus, email guards

NIST 800-53 Recommended Security Controls for Federal Information Systems: 179 categories of controls/countermeasures e.g. Training, Firewalls, etc



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Pulling it All Together for the EPA JumpStart Seminar

November 14, 2007

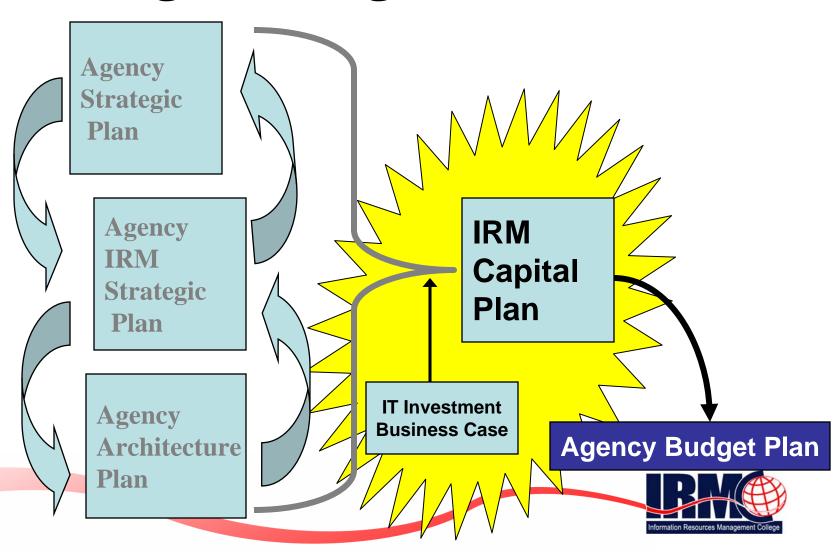




Capital Planning and Investment Control

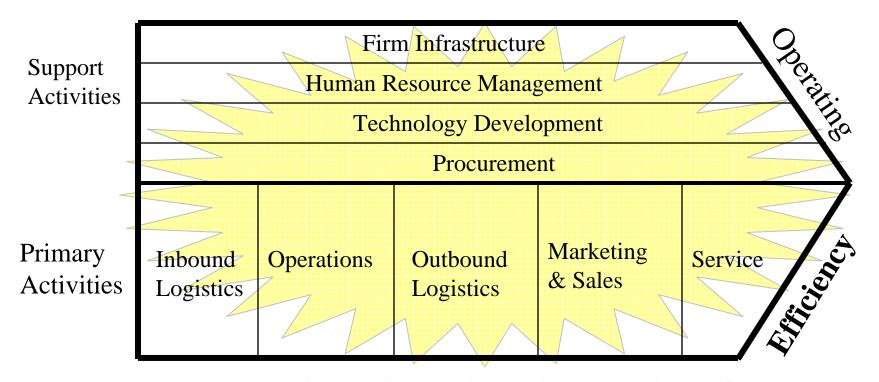


Strategic Management Process



A Strategic Thinking Framework

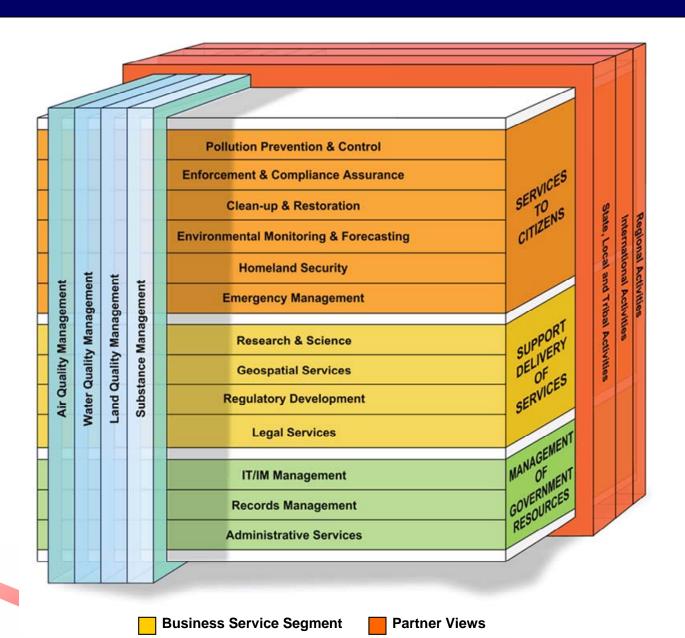
Porter's Generic Value Chain



M. Porter's Value-Chain Analysis-Strategic Thinking as Operational Efficiency



EPA Defined
Architecture
Segments
Based Upon Its
Primary
Business
Functions



CPIC Cycle

Evaluate completed projects using comprehensive criteria and decide to cancel, modify, replace, or continue. Feed lessons learned back to Select and Control phases.

Screen, evaluate, and select new projects based on a comprehensive set of investment assessment criteria.

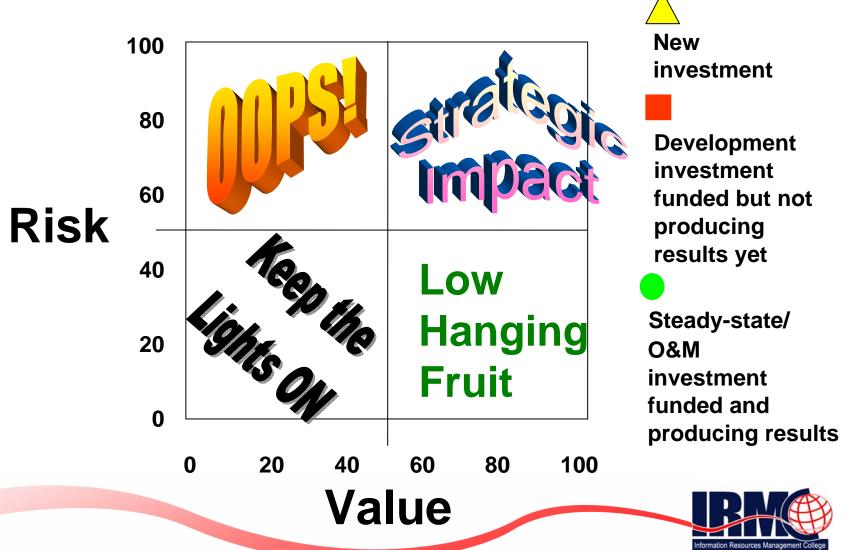
Evaluate

Select

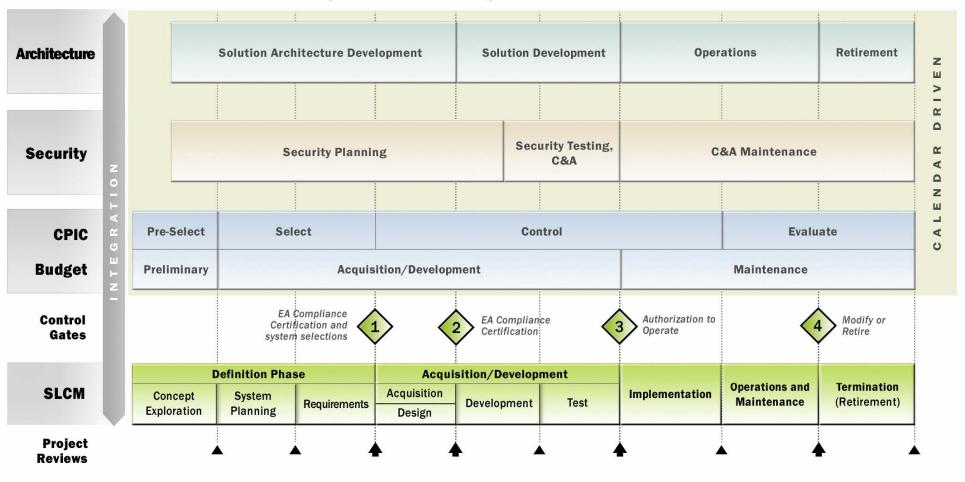
Control on-going projects using comprehensive criteria and decide to cancel, modify, continue, or accelerate.

Control

- > Financial, business, and IT case for investment
 - How do we recognize a useful idea?
 - How do we decide an idea does not fit?
 - How much money could/should be invested over what time period?
 - Who wants/needs/benefits from an investment?
 - What risks might/would we face?
 - When could/should an investment be in operation?
 - What else do we need to support the investment?
 - How do we decide to stop an investment?
 - How does an investment fit into our current and projected investment portfolio?
- Trading expected value, cost, and risk Harvesting actual value, cost, and risk



Life Cycle Management Framework



C&A: Certification and Accreditation

CPIC: Capital Planning and Investment Control

EA: Enterprise Architecture

Legend

SLCM: System Life Cycle Management

A Project Level Review

A Project Level and Control Gate Review



Source: EPA

Note:

- Reporting requirements for Architecture, Security, CPIC, and Budget are calendar driven and occur annually.
- Specific system reporting requirements depend on the System Life Cycle Management phase.

Questions? Comments?

