



INSPECTOR GENERAL
DEPARTMENT OF DEFENSE
400 ARMY NAVY DRIVE
ARLINGTON, VIRGINIA 22202-4704

March 28, 2002

INSPECTOR GENERAL INSTRUCTION 8000.2¹

SUBJECT: Request for Information Systems Directorate (ISD) Services

References: *See Appendix A.*

A. Purpose. This Instruction updates procedures for requesting ISD, Office of the Chief of Staff (OCoS), services. It is limited to requesting services, such as field office or Headquarters personnel move support, installing wall jacks, Local Area Network (LAN) cables, maintenance or repair services for telecommunication desksets, peripheral equipment, and lines.

B. Cancellation. This Instruction cancels IGDINST 8000.2, *Request for Information Systems Directorate (ISD) Services*, September 15, 1998.

C. Applicability and Scope. This Instruction applies to the Offices of the Inspector General, the Deputy Inspectors General, the Assistant Inspectors General who report to the Inspector General, the Deputy Chief Human Capital Officer, the Dean of Instruction, the Chief of Staff, and the Equal Employment Opportunity Director, hereafter referred to collectively as OIG Components. This Instruction does not supersede established procedures for reporting hardware and software problems to the Information Center Help Desk, or Network Access and Authorization Requests. Further, it does not apply to purchasing hardware or software.

D. Definitions. *See Appendix B.*

E. Policy

1. The ISD, OCoS, is committed to providing information resource and telecommunication services that shall enhance mission objectives.

2. The OIG Component Heads shall plan and anticipate requirements before requesting ISD, OCoS, services according to procedures in this Instruction.

F. Responsibilities

1. The **ISD, OCoS**, shall:

a. Provide OIG DoD information resource and telecommunication services in accordance with budget restrictions, references a through c, and other applicable laws, guidelines, regulations, and

¹ This instruction has been updated administratively to reflect the current organizational structure of the OIG DoD. No policy changes have been made. December 2004.

standards, internal and external. These include, but are not limited to, public laws and OIG, General Services Administration (GSA), Department of Defense (DoD), and Office of Management and Budget (OMB) publications.

- b. Review the requirements documentation for ISD, OCoS, services submitted by the OIG components.
- c. Analyze advances in information resource and telecommunications technology.
- d. Appoint a Telecommunications Service Control Officer (TSCO) in accordance with reference a.
- e. Devise standard operating procedures for all information resource and telecommunications services.
- f. Coordinate with and provide to the Administration and Logistics Services Directorate (ALSD), OCoS, technical requirements for telecommunications.

2. The **ALSD, OCoS**, shall:

a. Notify the ISD, OCoS, as soon as possible in the planning stages of potential or planned changes to headquarters or field activity office space. This shall include information necessary for ISD to determine requirements. These requirements may include telecommunication requirements, applications, servers, or revised policies. The notification shall include building/room blueprints for identifying proposed and planned changes to headquarters and field component office space and logistics for placement of personnel and equipment.

b. Provide copies of floor plans to the ISD, OCoS, for identifying proposed, planned, or potential changes at either headquarters or field activity office space. These plans will be provided as soon as possible in the planning stages, but not later than:

(1) Receipt of the final office space layout plans from the GSA or Architectural and Engineering firm for relocated, new, or renovated office space;

(2) Acceptance of a contract for relocated or new office space if the ALS, OCoS, is doing the initial space layout plans; or

(3) The final space layout approval by the OIG Component Head.

c. Provide copies of floor plans to the OIG Component Head's designated representatives for identifying proposed, planned, or potential changes at either headquarters or field component office space. These drawings will be provided no later than:

(1) Completion of ALS, OCoS, approved office space layout plans for planned and/or proposed changes to the OIG component office space; or

(2) Upon notification by the OIG Component Head's designated representative that moves, adds, and changes are required.

3. The **Office of Security, OCoS**, shall:

a. Ensure that all OIG DoD information resources and secure telecommunications comply with applicable security laws, guidelines, regulations, and standards, internal and external. These include, but are not limited to, public laws and OIG, GSA, DoD, and OMB publications.

b. Perform the duties delegated by the Designated Approving Authority in connection with any OIG DoD information resources and secure telecommunications systems or devices that process sensitive materials in accordance with reference b.

4. The **OIG Component Heads** shall appoint an Information Systems Liaison and a Telecommunications Point of Contact (TPOC).

5. The **Information Systems Liaisons** shall submit requests for information resource services to the ISD, OCoS, on SD Form 474, *OSD Office Services Request Form* (see page 5). The form may be submitted via the OIG DoD Intranet and shall provide as much lead time as possible.

6. The **Component TPOCs** shall:

a. Submit all requests for new and additional telecommunications technology, systems, equipment services, lines, and features to the TSCO on SD Form 474.

b. Submit changes and modifications to existing equipment and maintenance and repair service requests for disconnects and lines to the TSCO by completing an online service request located on the OIG DoD Intranet. All of the information requested on the web-based form is required.

c. Include as much lead time as possible on all requests.

G. Procedures

1. Information System Liaisons shall submit **Information Resource Services Requests**, such as setting up workstations and installing software, to the Information Center on SD Form 474 or via the OIG DoD Intranet. The Technical Support Center shall log the request as a call into its tracking system, following existing procedures. In the case of equipment installation or moves, the Information Systems Liaison shall also provide an OCoS provided floor plan showing the seating arrangements by name, wall jack number (if marked), etc., of the new or moved positions. The ISD, OCoS, shall coordinate actions with the Information Systems Liaison and contract technicians, if appropriate.

2. The TPOCs shall submit **Telecommunications Requests**. The methods of submission shall depend on the service requested. The TPOCs shall:

a. Submit Maintenance and Repair Services for Desksets and Lines to the TSCO by completing the online service request available on the OIG DoD Intranet, or by placing a request through the ISD, OCoS, help desk.

b. Request new and additional Equipment, Lines, Features, Services, or Peripheral Equipment, such as desksets, analog or digital lines, feature changes, cellular phones, pagers, modems, facsimile, Telecommunications Devices for the Deaf (TDDS), and answering machines, by:

(1) Submitting requests to the TSCO on SD Form 474, specifying what service is needed and including justification.

(2) Requesting a telephone move or placement, LAN or wall jack installation, or field office move, on SD Form 474, along with a current floor plan provided by the OCoS showing the seating arrangements by name, telephone number, wall jack number, etc., of the new or moved positions.

(3) Submitting SD Form 474, along with the floor plans, if the move request is for six (6) or more personnel, desksets, or wall jacks, or is to support a field office.

c. Facsimile (Fax) Requests require careful planning by the TPOC who shall:

(1) Submit requests for a new fax in accordance with reference c. The procurement team, in turn, shall request an analog line from the TSCO for the new fax using the web-based form, if needed.


(2) Submit requests for fax repair or services to:

(a) The TSCO if the analog line is not working. If unsure, notify the TSCO to check the analog line.

(b) The ALSD, OCoS, procurement section for service or repair.

H. Effective Date and Implementation. This Instruction is effective immediately.

FOR THE INSPECTOR GENERAL:



Gregg E. Bauer
Chief of Staff

2 Appendices - a/s

OSD OFFICE SERVICES REQUEST FORM			
REQUEST FOR <input type="checkbox"/> EQUIPMENT <input type="checkbox"/> SUPPLIES <input type="checkbox"/> TELEPHONE <input type="checkbox"/> CONSTRUCTION <input type="checkbox"/> MOVE <input type="checkbox"/> OTHER			
ACTIVITY	ROOM No.	DATE	LOG NUMBER
TYPED NAME OF REQUESTING OFFICIAL	TELEPHONE NUMBER	TYPED NAME OF ADMINISTRATIVE OFFICER	
SIGNATURE OF REQUESTING OFFICIAL		SIGNATURE OF ADMINISTRATIVE OFFICER	
THE FOLLOWING SERVICES ARE REQUESTED. ACCOMPLISHMENT IS CONSIDERED NECESSARY AND IN THE BEST INTEREST OF THE GOVERNMENT (Describe in detail. Attach additional information as necessary).			
JUSTIFICATION (Use Reverse side, if necessary)			
NAME, ORGANIZAT OF PERSON TO CALL FOR ADDITIONAL INFORMATION		DATE ITEM and/or SERVICE IS REQUIRED	DELIVERY POINT
TO:			
ACTION <input type="checkbox"/> APPROVED <input type="checkbox"/> RETURNED FOR <input type="checkbox"/> DISAPPROVED (See Remarks)		ESTIMATED COST	DATE
		JOB ORDER NUMBER	ESTIMATED COMPLETION DATE
REMARKS:			
		<input type="checkbox"/>	SIGNATURE BY ADMIN OFFICER
		<input type="checkbox"/>	INSUFFICIENT FUNDS
		<input type="checkbox"/>	ADDITIONAL INFORMATION
		<input type="checkbox"/>	NOT AUTHORIZED BELOW
		<input type="checkbox"/>	UNBUDGETED ITEM
		<input type="checkbox"/>	NOT A STOCKED ITEM
_____			SIGNATURE OF

SD Form 474, JUN 76

ELECTRONIC FORM EXCEPHONAPPROVED BY WHSIDIOR, AL4YJ990

SD Form 474, OSD Office Services Request Form

**APPENDIX A
REFERENCES**

- a. DoD Directive 4640.7, "Defense Telecommunications Services-Washington (DTS-W) Handbook, DoD Telecommunications System in the National Capital Region (NCR)," October 7, 1993.
- b. IGDINST 5200.40, *Security Requirements for Automated Information Systems*, July 20, 2000, including Change 1, January 2001 and Change 2, February 2002.
- c. IGDINST 7950.1, *Acquisition of Automated Information System (AIS) Resources*, May 23, 2000.
- d. IGDINST 8000.1, *Inspector General Automated Information Systems (AIS) Management*, February 1, 2001.
- e. Public Law 100-235, Computer Security Act of 1987.

APPENDIX B DEFINITIONS

1. **Designated Approving Authority (DAA)** is the official, appointed by the Inspector General of the DoD, who has the authority to decide on accepting the security safeguards prescribed for an information system. The DAA issues an accreditation statement that records the decision to accept those standards. The DAA is currently the Director of Information Systems, Office of the Chief of Staff.
2. **Hardware** is the equipment supporting an automated information system.
3. **Information Resources** are any combination of microcomputer hardware and software that provide the capabilities necessary to accomplish organizational missions and objectives.
4. **Peripheral** is a term used for devices connected to a computer and controlled by its microprocessor (Microsoft).
5. **Software** is a prewritten program used to perform a specific task, such as word processing, desktop publishing, etc.
6. **System** is a collection of people, equipment, policies, and methods organized to accomplish an activity.
7. **Telecommunications** include data and voice lines, the local area network, wall jacks, telephone desksets, cellular phones, pagers, modems, facsimile machines, Telecommunications Devices for the Deaf (TDDS), and answering machines.