

**FDA STAFF MANUAL GUIDES, VOLUME I - ORGANIZATIONS AND FUNCTIONS**

**FOOD AND DRUG ADMINISTRATION**

**OFFICE OF OPERATIONS**

**OFFICE OF INFORMATION MANAGEMENT AND TECHNOLOGY**

**OFFICE OF INFORMATION MANAGEMENT**

**OFFICE OF TECHNOLOGY AND DELIVERY**

**DIVISION OF INFRASTRUCTURE OPERATIONS**

Effective Date: 01/27/2014

**1. DIVISION OF INFRASTRUCTURE OPERATIONS (DMMHAAA)**

- A. Partners with the Department and other interagency groups to guide and align Agency to government-wide initiatives regarding information security, technologies and mandates.
- B. Manages Disaster Recovery and Continuity of Operations Plan (COOP) Activities.
- C. Designs, deploys, monitors, implements and operates infrastructure hardware and software including servers, storage, network scientific computing, and security devices and infrastructure management related software.
- D. Manages Enterprise-level configuration design and Tier-3 support of specific core configurations and services that are critical to the IT infrastructure.
- E. Provides direct systems support for dedicated specialized systems within the Cyber Security/Intelligence Office.

**2. INFRASTRUCTURE MANAGEMENT SERVICES STAFF (DMMHAAA1)**

- A. Manages Information Computing Technologies for the 21st century (ICT21) and other enterprise-wide contract task orders.
- B. Manages the budget and coordinates with the Division Office Infrastructure Operations (DOI) Branches to establish branch-level budgets.
- C. Provides project and program management for DOI projects.

- D. Provides structured oversight procedures for contract management including roles and responsibilities for proper metric analysis to ensure DOI contracts are meeting the needs of DOI and FDA.
- E. Collects and analyzes overall contract performance metrics for DOI support contracts. This includes the creation of management reporting for DOI senior managers on a routine, recurring basis.
- F. Assists with the development and implementation of technical specifications and plans for procurement of IT equipment, software and support services.
- G. Serves as IT Facilities Management of Agency data centers; including space, cooling, emergency power, physical storage of IT systems and components, and property accounting for Agency data centers.
- H. Manages and tracks all accountable property for DOI including all laptops, desktops, servers, storage devices, network devices, multi-function equipment, etc.
- I. Provides Human Resource support for all DOI branches
- J. Provided general administration services for DOI including order and inventory management of sundries.

### **3. IMPLEMENTATION BRANCH (DMMHAAA2)**

- A. Manages infrastructure policies and ensures that proper environmental controls are used to ensure compliance with Agency and other applicable government policies.
- B. Manages agency-wide server and storage environment for the development, testing, validation and integration of technology throughout the agency to include deployment activities related to servers, storage, virtualized environments, etc.
- C. Ensures that system configurations are consistent for use on desktops, laptops, & servers to enable the systems to accomplish the Agency mission.
- D. Manages and delivers Tier-2 support for servers, storage, Citrix, desktops, and other infrastructure monitoring, management & administration products.
- E. Provides management and oversight for deployment/implementation related contracts in coordination with Office of Acquisitions and Grants Services (OAGS) or other contracting authorities.

- F. Manages and conducts capacity planning including utilization analysis, maximum capacities, workload forecasts, and resource requirements.
- G. Manages Disaster Recovery and COOP Activities.

#### **4. INFRASTRUCTURE ENGINEERING BRANCH (DMMHAAA3)**

- A. Conducts and performs the enterprise-level configuration design and Tier-3 support of specific core configurations and services.
- B. Designs, implements, configures, and integrates specifications of new or updated IT hardware and software infrastructure.
- C. Analyzes requirements, plans and design a solution, develop integration processes, deploy hardware and software when necessary, and providing business process improvement.
- D. Oversees the establishment and implementation of technology through an Enterprise approach of common IT frameworks, connectivity and consistent practices, standards and policies to enable and support interoperability and consistency throughout the Agency.
- E. Provides direct systems support for dedicated specialized systems within the Cyber Security/Intelligence Office.

#### **5. SYSTEMS MONITORING & RESPONSE BRANCH (DMMHAAA4)**

- A. Provides real-time status tracking, alerting, and communication of Agency IT environments including hardware, software, network, IT security, and agency applications.
- B. Manages and monitors mobile storage device encryption, continuous diagnostics and mitigation strategies.
- C. Develops new information security threat-indicators and advises related parties of potential threat vectors.
- D. Ensures compliance with Department mandates for reporting incidents.
- E. Recommends and implements programs to ensure that security controls are in compliance with Federal government security requirements.

#### **7. SYSTEMS OPERATIONS BRANCH (DMMHAAA5)**

- A. Monitors automated deployments of new software and updates.

- B. Manages and deploys workstation & server anti-virus, and intrusion prevention solutions.
- C. Manages and operates server hardware and software updates including patching, operational break/fix, and performance optimization.
- D. Monitors, operates, and provides Tier-1 break/fix for applications supporting infrastructure, and server virtualization environments.
- E. Manages and operates the storage systems in the datacenters and optimizes storage device operations.

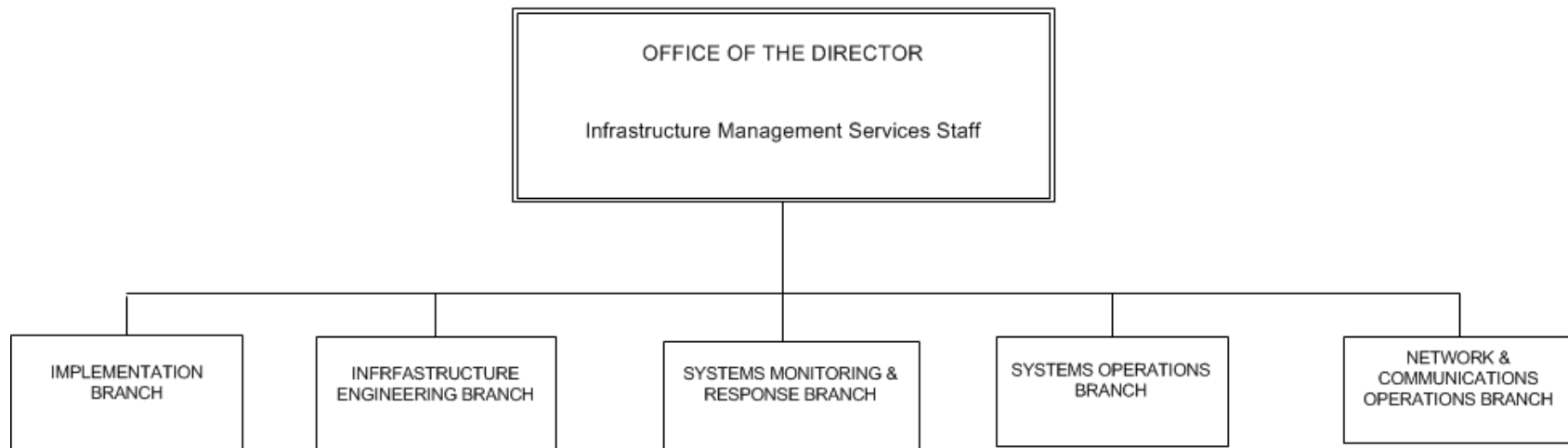
#### **8. NETWORK & COMMUNICATIONS OPERATIONS BRANCH (DMMHAAA6)**

- A. Manages and monitors day-to-day operations of all Agency telecommunications activities and hardware including, VoIP systems, E-Conference and Collaboration, cellular, wireless, data and video networking services.
- B. Performs capacity planning and performs voice, video, and data network infrastructure refresh.
- C. Develops and implements technical standards, policies and procedures to operate and control the Agency network systems and infrastructure services.
- D. Ensures network systems security solutions.
- E. Manages Agency-wide LAN/WAN/MAN network environments, secure remote access structure, and provides Tier-2 troubleshooting support for the development and testing of IT systems throughout the agency.

#### **9. AUTHORITY AND EFFECTIVE DATE**

The functional statements for this Division were approved by the Deputy Commissioner for Operations and Chief Operating Officer, effective January 27, 2014.

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EFFECTIVE DATE: January 27, 2014

The following is the Food and Drug Administration, Office of Operations, Office of Information Management and Technology, Office of Information Management, Office of Technology and Delivery, Division of Infrastructure Operations organization structure depicting all the organizational structures reporting to the Office Director.

OFFICE OF THE DIRECTOR:

- INFRASTRUCTURE MANAGEMENT SERVICES STAFF
- IMPLEMENTATION BRANCH
- INFRASTRUCTURE ENGINEERING BRANCH
- SYSTEMS MONITORING AND RESPONSE BRANCH
- SYSTEMS OPERATIONS BRANCH
- NETWORK AND COMMUNICATIONS OPERATIONS BRANCH