DEPARTMENT OF THE INTERIOR

MINERALS MANAGEMENT SERVICE MANUAL

TRANSMITTAL SHEET

Release No. 176 July 16, 1990

Subject: Administrative Series
Part 376 Automated Data Processing
Chapter 2 Development of Office of Administration ADP Systems

EXPLANATION OF MATERIAL TRANSMITTED:

This chapter establishes policy, defines responsibilities, and prescribes procedures for the development, implementation, and operation of the Minerals Management Service (MMS) Office of Administration (OA) automated data processing (ADP) systems. Additionally, it establishes policy for ADP procurements in support of these systems.

Director

FILING INSTRUCTIONS:

REMOVE:

None

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OPR: Administrative Systems Branch
Information Resources Management Division
Office of Administration
Office of Management and Budget

1. Purpose. This chapter establishes policy, defines responsibilities, and prescribes procedures for the development, implementation, and operation of the Minerals Management Service (MMS) Office of Administration (OA) automated data processing (ADP) systems. Additionally, it establishes policy for ADP procurements in support of these systems.

2. Objectives.

A. Satisfy the continuing OA ADP systems needs of all OA users consistent with the long-range plans and goals of the OA.

B. Avoid duplication of effort by various organizations within OA through centralized direction of the development of ADP systems.

C. Achieve maximum utilization of OA ADP systems and compatibility of equipment.

D. Establish uniform procedures so that identified needs can be properly documented and prioritized to assure that all user requests receive prompt attention and optimum service.

3. Definitions.

A. OA ADP Systems. MMS nonprogram-related computerized systems such as payroll/personnel that support administrative functions performed by the OA.

B. Systems Service Request. Form MMS-072 used to request new or revised administrative systems, or analyses of systems including software and/or hardware requirements.

C. Data Entry. The conversion of written or other types of information into digital form for use on a computerized system (usually performed on a terminal or microprocessor using keyboard entry).

D. Software Compatibility. The ability of computer applications software to execute properly on a given computer's central processing unit (CPU) without major change.

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E. Hardware Compatibility. The ability to connect computer peripherals, such as magnetic tape drives, terminals, disk drives, etc., to a computer's CPU without major modification to the CPU or the peripheral.

F. Ad Hoc Information Retrievals. Reports of an ad hoc, nonrecurring nature that can be submitted interactively to one of the OA minicomputers by use of manufacturer supplied software.

G. Standard Reports. Reports of a recurring nature that can be submitted interactively to one of the OA minicomputers by the user.

H. System Configuration. The arrangement of computerized components such as terminals, printers, telecommunications devices, disk drives, CPU, etc., that form a viable computer hardware environment.

4. Policy.

A. All OA ADP systems will be developed and maintained under the direction of the Administrative Systems Branch (ASB), Information Resources Management Division (IRM).

B. All ADP hardware and software procurements in support of OA ADP systems must be reviewed with ASB prior to issuance of any purchase order, to ensure hardware and software compatibility and proper system configuration with the existing minicomputers and microprocessors. This applies to the OA headquarters offices and Administrative Service Centers (ASC's).

5. Responsibilities.

A. The Deputy Associate Director for Administration has overall responsibility to direct activities, set priorities, and resolve questions regarding the provisions of this chapter.

B. The Chief, Information Resources Management Division, has responsibility for establishing policies and procedures for all OA ADP systems.

C. The Administrative Systems Branch, IRM, is responsible for:

(1) Assisting the user, on an as-needed basis, in the process of defining systems problems/requirements.

(2) Performing the analysis of alternatives to solve a problem or meet a requirement.

(3) Performing any systems analysis and design required and developing an implementation plan.

(4) Designing and programming OA ADP systems including preparing and maintaining all necessary documentation.

(5) Testing OA ADP systems to ensure that they perform in accordance with the system design specifications and coordinating the final acceptance testing of systems using user-defined test data and plans.

(6) Providing and/or arranging for appropriate training for users of OA ADP systems.

(7) Coordinating the actual implementation of a system with the user.

(8) Operating and providing for the maintenance of the hardware and software which support OA ADP systems at the headquarters location.

(9) Providing support for OA ADP systems and other software applications residing on microprocessors.

(10) Performing the functions of the ADP Installation Security Officer at the OA headquarters office including planning and documenting appropriate contingency plans to support ADP operations in the event the computer systems are rendered inoperative.

(11) Monitoring system performance to ensure the optimal response and turnaround time possible given the computer hardware and software being utilized.

(12) Reviewing, prior to their release to the appropriate procurement office, all hardware and software procurement requests in support of OA ADP systems for compatibility with existing equipment and consistency with long-range plans and goals.

(13) Assisting with requests for ADP procurement when development of or changes to an OA ADP system result in the need for new or additional ADP hardware and/or software.

(14) Initiating Form MMS-072 when ASB personnel identify a problem with an existing system or the need to develop a new one.

(15) Distributing to MMS users, when appropriate, various ADP administrative systems developed at headquarters, the ASC's, or by third party vendors.

D. The Chiefs of Administration Divisions and Managers of ASCs, as prospective users of ASB services, are responsible for:

(1) Defining problems/requirements in clear, concise terms and communicating them in writing using the Systems Service Request (SSR), Form MMS-072.

(2) Providing information and assistance to the ASB in the analysis, design, and development required to solve problems or satisfy requirements.

(3) Developing test plans and input data, in conjunction with the ASB, to be used for program performance evaluation.

(4) Reviewing acceptance test output to ensure that the functional requirements are met. Informing ASB of the acceptance of the modified/new system in writing using Form MMS-072.

(5) Performing data entry, generating standard reports, and performing basic ad hoc information retrievals for OA ADP systems.

(6) Performing periodic reviews and evaluation of OA ADP systems following implementation to ensure that the systems are functioning as requested.

E. ASC ADP Coordinators or Designees, performing liaison functions for ASB, at their respective locations, are responsible for:

(1) Coordinating in-house systems development efforts with the Chief, ASB, to facilitate ASB's responsibility as the "clearinghouse" for distribution of ADP administrative systems for all MMS users.

(2) Operating and providing for the maintenance of the hardware and software which support OA ADP systems.

(3) Performing the duties of the Alternate ADP Installation Security Officer at their respective locations including planning, documenting, and implementing appropriate contingency plans to support ADP operations in the event the computer systems are rendered inoperative.

(4) Providing support for OA ADP systems and other microprocessor software applications.

(5) Providing programming and analysis assistance for OA ADP systems as requested by the ASB through the ASC Manager.

(6) Providing and/or arranging for appropriate training for users of OA ADP systems.

6. Procedures.

A. All changes to existing OA ADP systems, development of new systems or requirements analyses will be initiated by Form MMS-072. The Form MMS-072 will serve as a mechanism to control, document, and prioritize all OA ADP system requests.

The Form MMS-072 will also be used by the requestor to signify acceptance of the modified/new system and by ASB to document system problems for action. Instructions for the preparation of Form MMS-072 are contained in Illustration 1 (Continued). Guidelines for its use and the design, development, and implementation of OA ADP systems are contained in Appendix 1.

B. ASB will assist in preparing requisitions for additional hardware and software necessitated by the development or modification of an OA ADP system.

C. Requisitions for ADP hardware or software relative to OA ADP systems, including requisitions for personal computers, printers, and modems, will be reviewed by the ASB prior to release to Information Technology Branch (ITB) or the next appropriate reviewing office. This requirement does not include requisitions for supplies or maintenance services.

(1) The OA Divisions will forward requisitions to ASB for review. Upon completion of the review, ASB personnel will annotate the requisition with the name of the reviewer and the date the review was performed.

(2) The ASB review of requisitions initiated by the ASC's may be accomplished by telephone. A telefaxed copy of the requisition may be required by the ASB to complete the review. Upon completion of the review the ASC ADP coordinator or designee will annotate the requisition with the name of the ASB reviewer and the date the review was performed.

UNITED STATES
DEPARTMENT OF THE INTERIOR
MINERALS MANAGEMENT SERVICE
SYSTEMS SERVICE REQUEST (SSR)

PART A (REQUESTOR) (SEE REVERSE FOR INSTRUCTION)

1. Requesting Office:
2. New System ____ Other ____
Modification ____
3. Date of Request:

4. Person(s) to Contact:
5. Phone Number:
6. Date System/Change Required:

7. Description and objective of the requirement:

8. Reviewed and Approved by:

Division Chief/ASC Manager
Date

PART B (IRM DIVISION)

9. Date Rec'd in IRM:
10. Reviewed:
Chief, IRM Division Date

11. Reviewed:
Chief, ASB Date
12. Review Control No. & Date for Reply
13. Assigned To & Date

14. IRM Recommendation/Comments:

Chief, IRM Division Date

15. Project Initiation
16. Project Control No. & Due Date
17. Assigned To:
18. Date Completed

PART C (USER ACCEPTANCE)

19. System/Change Accepted ____ Not Accepted ____ Date _____

Comments:

Division Chief/ASC Manager

Form MMS-072 (December 1989)

Instructions for the Preparation of Systems Service Request

Part A to be completed by the requestor:

1. Fill in ASC, Division, Section, etc., as appropriate.
2. Place an "X" in appropriate block to indicate if the request is for a new system, a modification to an existing one, a requirements analysis, etc.
3. Date of request.
4. Name of person(s) for ASB personnel to contact regarding the details of the requirement.
5. Phone number of contact person.
6. Date that new/modified system should be operational.
7. Give a brief description of problem/requirement. If additional space is needed, type on bond paper and attach to this form.
8. Signature of requesting Division Chief/ASC Manager and date.

Part B to be completed by IRM Division:

9. Affix IRM Division "received" stamp.
10. Signature of IRM Division Chief and date of review.
11. Signature of Chief, ASB, and date of review.
12. Enter Activities/Correspondence Tracking System (ACTS) generated control number and due date.
13. Name of ASB employee assigned to analyze the problem/requirement and date assignment is made.
14. IRM recommendation/comments, including suggested course of action, timeframe required for development of new/changed system or requirements analysis and whether request should be referred to the Deputy Associate Director for Administration for approval. Signature of the Chief, IRM Division, and date.
15. Date actual work on the approved request is begun by IRM.
16. Enter ACTS generated control number and due date.
17. Name of ASB employee to whom the project is assigned.
18. Date project is completed.

Part C to be completed by requestor:

19. Requesting Division Chief/ASC Manager indicates acceptance, partial acceptance or nonacceptance of the new/changed system together with appropriate comments, signature, and date.

GUIDELINES FOR THE DESIGN, DEVELOPMENT, IMPLEMENTATION, AND OPERATION OF OA ADP SYSTEMS

1. In situations that require immediate attention, the user may informally contact IRM/ASB to initiate action. However, a written request, Systems Service Request (SSR), Form MMS-072, must be submitted to IRM/ASB within 5 days. The ASB will assist the user in defining the problem or request.

2. Upon receipt of the SSR in the IRM Division, a computer specialist in ASB will be assigned the task of reviewing the problem/requirement with appropriate personnel from the Division/ASC making the request.

3. Upon completion of the review, a copy of the SSR with comments/recommendations will be sent to the requesting Division/ASC. Included will be an analysis of the problem/requirement together with a recommendation of the course of action to be taken and an estimation of the time required.

4. The requesting Division/ASC, with the assistance of ASB if required, will obtain any necessary approval and return Form MMS-072 to IRM advising them to proceed with the project.

5. The ADP systems development, implementation, and operation cycle consists of the following major steps:

A. Problem/Requirement Definition

B. Alternatives Analysis (feasibility study, cost benefit analysis).

C. Systems Analysis and Design

D. Computer Programming

E. Procurement (if required)

F. Testing and Validation

G. Training

H. Implementation

I. Operation and Maintenance

J. Evaluation

Each of these steps requires mutual cooperation between user organizations within OA, the ASC's, and the ASB to ensure that ADP administrative systems fulfill all requirements.

A. As problems/requirements are identified, action will be initiated using the SSR, Form MMS-072 as defined in the Procedures paragraph.

B. During the analysis of alternatives, the ASB will conduct and prepare feasibility studies, cost benefit analyses, determine if the system can be developed "in-house," and recommend alternatives and solutions, as required. The user will be consulted throughout the process to ensure a comprehensive analysis.

C. The ASB will perform the systems analysis and design required and keep the user informed of project status.

D. Unless the project is of such magnitude that contractor assistance is required, the ASB will perform any programming required and will properly document every new system developed and all system changes.

E. If the development/modification of a system results in the need for new or additional ADP hardware, software, or services, ASB will assist the users with the request for procurement action.

F. The users will provide ASB with test plans and test input data. Actual testing will typically be conducted independently by ASB. However, when testing large data entry systems, a prototyping method may be employed in which the user may be asked to assist the ASB with data entry and the generation of reports. Test results will be given to the user for validation. The user will notify ASB on Form MMS-072 of acceptance of the new/modified system. No change or new system will be implemented without this verification.

G. ASB will provide and/or arrange for training for users on the functional capabilities of the changed or new system. ASB will also provide technical assistance to the system owners in the preparation of user guides/manuals, as required.

H. The user and ASB will mutually agree upon a time for implementation of the change or new system.

I. Data entry, standard reports, and basic information retrievals will typically be performed by the user. In situations requiring scheduled execution of a procedure(s) or when the operation is complex and requires the knowledge of a

computer operator, the ASB will provide the needed support. The ASB will provide maintenance for the minicomputers and their peripherals at the headquarters location. The ASB will provide operational support for the Office of Administration computer facility.

J. Following the implementation of any new or changed ADP system, the user will report in writing to ASB any comments, suggested changes, concerns, etc., for review and possible incorporation into the system.