

**MEMORANDUM OF AGREEMENT
REGARDING SUPPORT FOR THE
Auxiliary Management Information System II
Application
AT THE
OPERATIONS SYSTEMS CENTER**

1. **BACKGROUND:** The Auxiliary Management Information System II (AUXMIS-II) is a program management tool and personnel system designed to provide Coast Guard Headquarters and the Coast Guard Auxiliary leadership with the capability to track, analyze, and report Auxiliary activity in a timely manner. Information derived from this data is reported to upper level managers and Auxiliarists in order to coordinate specific activities and monitor the Auxiliary program.

2. **STATEMENT OF OBJECTIVE:** The objective of this Memorandum of Agreement (MOA) is to set forth the basic agreements between Commandant (G-OCX), Commandant (G-OCC) and the Operations Systems Center (OSC). These agreements provide for full software life cycle support for AUXMIS-II residing at the OSC. This MOA is intended to help the parties cooperate more effectively with the following goals in mind:
 - Improve the capabilities and performance of AUXMIS-II to better support Coast Guard personnel
 - Improve the management and support of AUXMIS-II in the most cost effective way

3. **PROJECT MANAGEMENT:** The OSC will provide environmental requirements necessary for the operation of the systems, including computer floor space, office space, uninterrupted power, air conditioning and facility maintenance. Operations and maintenance will be provided by technical personnel located at the OSC. Assistance will also be available for the development and implementation of any contractual vehicles necessary for system support. The existing contract and any modifications to other OSC system support contracts will be administered by the OSC.

G-OCX is the Designated Approving Authority (DAA) for AUXMIS-II accreditation and as such will provide policy guidance and overall program requirements.

G-OCC will provide system and fiscal support, overall capability requirements and handle day-to-day implementation of these functions.

The primary points of contact will be the "Program POC" as designated by

G-OCX, the "G-OCC Project Officer" and the "OSC Project Officer".

4. **SIGNATORY RESPONSIBILITIES:** The undersigned agree to undertake responsibilities as summarized below:

- a. Commandant (G-OCX) will:
 1. Provide a Program Point of Contact for resolving policy questions regarding AUXMIS-II.
 2. Develop Commandant Instruction(s) for AUXMIS-II which outlines the business process(es) the system supports, requirements for entering data, etc.
 3. Provide business and performance requirements, to G-OCC and OSC for consideration, which may require cooperation with other Coast Guard units, contractors and non-Coast Guard entities.
 4. Provide list of authorized user types for AUXMIS-II to OSC as needed. Periodically review current list of authorized users and request account modifications/deletions as necessary.
 5. Review/approve user training and target audience. Review/approve Operational Familiarity Demonstration (OFD) tests for AUXMIS-II that each Hotline staff member must complete before responding to user calls.
 6. Review and approve the AIS Security Risk Management Program and the AIS Business Recovery Plan for the system.
 7. Identify and task beta test sites for software testing if necessary.
 8. Provide a designated member to the AUXMIS-II Configuration Control Board.
 9. Support G-OCC and OSC on funding issues. Provide assistance in the development of Resource Proposals, spend plan justifications, IBUDS submissions, etc. as warranted.
 10. The data within AUXMIS-II belongs to G-OCX who is responsible for data analysis and providing periodic feedback to the AUXMIS-II user community on data quality and timeliness.

b. G-OCC will:

1. Provide the OSC with funding required for ongoing support of all G-O IT Systems. Funds will be administered to meet the business and performance requirements of all G-O systems while ensuring that the overall goals and objectives of each program are met.
2. Develop an Engineering Integrated Logistics Support Plan (EILSP) for AUXMIS-II.
3. Chair the G-O IT Steering Committee consisting of G-OCC and the OSC Project Officers for the G-O systems. This groups' focus will be leveraging IT costs across the G-O directorate to include the following tasks:
 - Review and prioritize Change Requests that are common to more than one application.
 - Review Hardware and Software upgrades for all G-O systems to influence standardization and commonality among applications and make recommendations to the AUXMIS-II CCB for additional improvements
 - Identify common business processes across G-O applications in an effort to identify opportunities for system consolidation.
 - Explore and propose modifications to individual applications and identify new products/technical solutions that create process and fiscal efficiencies.

Members of each System CCB will have the opportunity to provide feedback on proposed changes and recommendations being made by the G-O IT Steering Committee. Every attempt will be made to achieve consensus on all proposals prior to implementation.

c. The OSC will:

1. Provide computer floor space, office space for OSC and Contractor personnel supporting AUXMIS-II, uninterrupted power, and air conditioning and facility maintenance to support the system at the OSC.
2. Provide an OSC Point of Contact (POC/Project Officer) to be responsible for administering the project and resolving any problems regarding AUXMIS-II.
3. Provide the Program Manager with advisory information on all plans or changes to OSC policies, standard operating procedures, functional management or physical facilities that could have an impact on the operation of the system.
4. Procure, administer, and maintain any contract vehicles needed to provide support personnel, and provide technical oversight of support personnel.
5. Provide hardware and system software maintenance support for the central database.
6. Provide operating system licenses and maintain responsibility for renewals as needed.
7. Manage system hardware upgrades. This includes procurement, testing and fielding coordination with G-OCX and the Engineering Logistics Center. (ELC involvement applicable to systems that require distributed hardware).
8. Provide OSC AIS systems security policy and guidance to the Program Manager's Information Systems Security Administrator (ISSA). Provide for physical security to protect the system.
9. Provide an OSC ISSA to develop and implement an AIS Risk Management Program that results in an AIS Security Plan, a Risk Analysis, and a Business Recovery Plan for AUXMIS-II. The OSC ISSA will establish and execute security procedures to support maintenance of system accounts and passwords. The OSC ISSA will review audit logs/trails, system security logs, and execute procedures to support physical security and risk management subject to availability of funds.

10. Maintain a master library of all AUXMIS-II software and documentation. Provide redundant storage of the current released version on and off site. The following is a list of items that should comprise the software library. Some of these items may not exist.
 - a. The complete software development library for AUXMIS-II and AUXMIS-II DMU including code documentation
 - b. The complete AUXMIS-II and AUXMIS-II DMU software source code CD.
 - c. System's Operating Procedures
 - d. Hardware and OS Configuration Document
 - e. The Software Requirements Document (CG-SRD).
 - f. The Software Design Document (CG-SDD).
 - g. The Software Support Document
 - h. The Software Test Document
 - i. The Software Users and Operators Manual
 - j. The Data Migration Utility Software Users and Operators Manual

11. Provide technical support to help the Program Manager and Project Officer evaluate new requirements or proposed changes and to resolve user-reported problems and questions. Hotline will respond to user-reported problems during the normal business hours of 0630 and 1830 Monday through Friday. Additional responsibilities of the hotline include:
 - a. The Hotline will respond to customer calls with questions and problems related to the current version of AUXMIS-II.
 - b. The Hotline will distribute and track software CDs, installation instructions, PC card modems and seed numbers. (Applicable only for distributed applications).
 - c. The Hotline staff will make technical visits to the field and HQ as necessary.
 - d. The Hotline staff will provide user training to the target audience identified by G-OCX. The members of the Hotline staff will receive some Mission Area training and/or exposure to the Mission Area program in the field before being required to provide this type of support. The hotline staff will have successfully completed the Operational Familiarization

Demonstrations (OFDs) prior to manning the helpdesk for AUXMIS-II.

- e. The Hotline staff will provide IV&V testing for any changes/enhancements to the base lined system.
 - f. Maintain a helpdesk database for AUXMIS-II, which includes the helpdesk call volume and typical reported trouble calls.
12. Notify AUXMIS-II users of major releases as well as know bugs or errors via e-mail, record messages, Application web page or a combination thereof as warranted.
13. Provide configuration management for AUXMIS-II in accordance with the OSC Configuration Management Plan and OSC Standard Operating Procedure for Change Requests and Release Packages. The OSC will host regularly scheduled CCB meetings. The OSC Configuration Manager will chair the CCB. Voting membership will consist of the G-OCC, Program POC, the OSC AUXMIS-II Project Officer, and the Configuration Manager. Every attempt will be made to achieve consensus while reviewing CRS and establishing their priorities.
14. Develop new versions, make changes, fix bugs, test, and deploy per approval of CCB Change Requests.
15. In the event of difficulties such as failed/suspect backups, abnormal database conditions or any other system state that precludes normal operations of the system, the OSC will take appropriate action as outlined in the SOP.
16. Provide support for connectivity and operation of the system over the Program Manager's selected and USCG approved communications paths. Assist the Program Manager with determining feasibility, requirements and implementation of future communication needs.
17. Provide the Program Manager with periodic reports as to operational performance, financial expenditures, system administration, and general management of the system.
18. Participate in the G-O IT Steering Committee.

19. Issue user accounts and passwords IAW established user types provided by G-OCX.

5. **COORDINATION:** The following guidelines provide communications paths for information flow relating to the management of AUXMIS-II:
- a. Day-to-day communication will normally flow between G-OCC project managers and the project officer at OSC regarding technical or fiscal issues. The program office representative may communicate directly with OSC for other issues or problems related to AUXMIS-II. Problem or issue resolution will be discussed at the regular CCB meeting.
 - b. Changes or addenda to, or abrogation of this MOA will be by agreement of the Office of Command Control and Architecture Chief, G-OCX Chief and the Commanding Officer of Operations Systems Center.
 - c. Communication from the Government to any contractor will be through the assigned COTR/Project Officer, unless direct liaison is specifically authorized for a defined goal.
 - d. Inquiries relating to policy, performance and training requirements will be handled by G-OCX.
 - e. Inquiries relating to administration of the system will be handled by G-OCC.
 - f. Differences or complaints among parties to this agreement shall only be elevated to higher levels after attempting to resolve problems at the Program POC, G-OCC Project Officer and OSC Project Officer level.
6. **SECURITY:** AUXMIS-II is an unclassified but sensitive system.

7. **PERIOD OF AGREEMENT and ABROGRATION:** This MOA remains in effect until superseded by formal agreement or until canceled in writing by one or more of the participating parties. To ensure continuity of AUXMIS-II operations and maintenance, it is agreed that any abrogation of this agreement will be provided in writing 90 days in advance. If abrogation becomes necessary, both parties agree to fulfill the obligations during the orderly ramp-down or relocation of system support. Abrogation will proceed so as to minimize the negative impact on AUXMIS-II functions, OSC support personnel, and other Information Systems hosted or serviced at the OSC.

8. **SIGNATURES:**

 APPROVED Commandant (G-OCX)	 Date	7/26/00
 APPROVED Commandant (G-OCC)	 Date	8/14/00
 APPROVED Commanding Officer, USCG Operations Systems Center	 Date	8/22/00