MS 129 Office of the Chief Information Officer: Organization, Mission, and Functions

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Technology Advisory Board Charter

1.0 Authorities

Peace Corps Act, 22 USC 2501, et seq.; Paperwork Reduction Act, 44 USC 3506, as amended by the Information Technology Management Reform Act of 1996, Section 5125(a) of Pub. L. 104-106 (Clinger-Cohen Act); Federal Information Security Management Act of 2002 (FISMA), Public Law 107-347, Title III (44 USC 3541 et. seq.), as amended by the Federal Information Security Modernization Act of 2014, Public Law 113-283; OMB Circular A-130, Management of Information Resources; Federal Information Technology Acquisition Reform Act (FITARA), Pub. L. No. 113-291 and related information technology management guidance from the U.S. Office of Management and Budget.

2.0 Purpose

The purpose of this Manual Section is to describe the organization, mission and functions of the Office of the Chief Information Officer (OCIO).

3.0 Organization

The OCIO is headed by the Chief Information Officer (CIO), reporting to the Deputy Director. The OCIO has five functional areas of OCIO activity, each represented by a sub-unit of OCIO. The five OCIO activities are:

(a) the governance, strategic planning and program management of agency information technology (IT) projects;

(b) the provision of business process design and software development services;

(c) the assurance of IT security and compliance;

(d) the management of IT production operations and infrastructure; and

(e) the delivery of IT customer support services.

The OCIO organization is restructured from time to time to reflect changes in the agency's strategic business direction, human and financial resources availability, and technology and/or environmental changes.

4.0   OCIO Mission

The mission of the OCIO is to:

(a) Provide advice and other assistance to the Director and senior management to ensure that IT is acquired and information resources are managed in a manner that implements the policies, procedures and the priorities established by the Director.

(b) Develop, maintain, and facilitate the implementation of sound and integrated enterprise architecture.

(c) Develop, implement and maintain an enterprise-wide IT and non-classified information security program.

(d) Promote the effective, efficient, and compliant design and operation of all agency major information resources management processes, including improvements to work processes.

(e) Monitor and evaluate the performance of all Peace Corps information technology programs and systems.

5.0   OCIO Functions

The OCIO supports these functions:

(a) The governance, strategic planning and IT agency program management function includes activities such as designing and executing the agency IT strategic planning process and agency IT governance process; developing and enforcing agency and OCIO internal IT policies and practices; applying OCIO internal methodologies and audits; providing management oversight for all agency IT programs and projects; maintaining a coherent enterprise architecture; and leadership for projects that affect agency-wide or cross office audiences.

(b) The provision of business process design and software development services function includes activities such as business consulting (process re-engineering, project definition, market research); database management and administration; legacy application maintenance; new application development and software package integration; software testing; and software quality assurance.

(c) The management of IT production operations and infrastructure function includes activities such as global network and infrastructure planning, engineering, deployment

and maintenance; procuring IT professional services, hardware and licenses; managing and supporting telecommunications, remote access, Voice over Internet Protocols, portal device loaner program; performing preventative maintenance and operational continuity support; participating in business Continuity of Operations; and supporting electronic messaging, video- and tele- conferencing services.

(d) The Peace Corps enterprise risk management (ERM) program through the development and reporting of metrics which contribute to determining the agency's mission, business process and IT security posture.

(e) The assurance of IT security and compliance function includes all activities under the agency's information security program, such as: agency cyber security awareness and role based training; conducting systems assessment and authorization; advising on IT security and risk management; testing systems security; assessing agency infrastructure and operations security vulnerability and patch management; monitoring and reporting enterprise information and systems breaches and incidents; cyber security policy and configuration development.

(f) The delivery of IT customer support services function includes activities such as managing customer relationships; procuring and delivering IT equipment and software as necessary to meeting mission and business needs; providing Help Desk services, performance metrics, IT training and reference materials; managing the ITS Specialist and RRO programs; and developing and executing Customer Service Level Agreements.

(g) The administrative support function includes activities such as managing the IT budget planning and execution; overseeing IT human resources staffing, appraisal process and professional development planning; and providing oversight for IT administrative practices and office management.

6.0 Effective Date

The effective date of the Manual Section is the date of issuance.