



DEPARTMENT OF THE ARMY  
US ARMY CORPS OF ENGINEERS  
441 G STREET NW  
WASHINGTON DC 20314-1000

**MEMORANDUM OF UNDERSTANDING  
BETWEEN  
The US Army Corps of Engineers Information Technology (ACE-IT)  
AND  
The USACE Operations Division, National Recreation Reservation Service  
(NRRS)/Recreation.gov  
June 2014**

**Subject:** Memorandum of Understanding

**1. PURPOSE.** The purpose of this Memorandum of Understanding (MOU) is to establish a cooperative relationship between USACE ACE-IT and the USACE Operations Division regarding the support that ACE-IT provides related to the computing infrastructure in support of the National Recreation Reservation Service (NRRS)/Recreation.gov program. The goal of this effort is to provide the support and ability to refresh existing personal electronic devices herein referred to as workstations (PC's) and peripherals, or provide additional equipment across USACE for NRRS/Recreation.gov services.

**2. BACKGROUND.** USACE, in concert with other federal recreation entities, entered into a contract to provide reservation processing services to USACE recreation sites. This includes the reservation processing support (web and phone) to call centers and also includes the provision of satellite based network connectivity between various USACE reservation sites and the NRRS/Recreation.gov contractor web applications. This NRRS/Recreation.gov contract for reservation processing services and connectivity includes services to support the network and devices that connect the workstations (PC's) at the USACE recreational sites back to the NRRS/Recreation.gov contractor applications. However, the NRRS/Recreation.gov contract does not include the provision and ongoing support to the actual workstations (PC's) and peripherals. In that these workstations (PC's) should not have the USACE standard image, standard Army security model, or data at rest security solutions installed and are not connected to the USACE networking infrastructure.

**3. RESPONSIBILITIES:**

a. ACE-IT shall:

(1) Acquisition:

(a) Provide a method for sites to, as a reimbursable item, to purchase, refresh and/or replace NRRS/Recreation.gov workstations (PC's) and peripherals to include but not limited to desktop PC's, laptop PC's, laptop docking stations, USB hubs, monitors, touch screens, tablets, cash drawers, receipt printers, report printers,

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bankcard swipes, other personal electronic devices required for operating NRRS/Recreation.gov services, etc., through the ACE-IT Surge ordering process unless local purchase is approved. The local USACE District Operations Division can acquire these workstations (PC's) and peripherals through the use of a MIPR to ACE-IT to include delivery, imaging and support. See attached Hardware -- Software Requirements Guide for NRRS/Recreation.gov workstations (PC's).

(b) Pre-imaged workstations (PC's) are to be shipped to district project/lake offices for subsequent installation at the recreation site by local non-ACE-IT staff/park rangers or may be delivered and installed by ACE-IT staff if installation is purchased.

### (2) Support:

(a) Support ACE-IT purchased workstations (PC's) and peripherals and NRRS specific image that are deployed at the various recreational sites across USACE by providing break-fix services over the phone, repair/replacement, or requested on-site services. Support for peripherals not acquired/purchased through ACE-IT shall be provided by the manufacturer.

(b) Provide requested on-site return to service of workstations (PC's) including peripherals acquired by ACE-IT and image related to hardware failure unless service can be restored quicker by shipment of a new system, peripheral or image. Equipment may also be delivered to ACE-IT at a specified District or Division site or delivered to the specified Lake Office for service during an ACE-IT Lake Office service call. If an on-site, at the park, service call is requested by the lake manager the expense of travel to the parks will be provided or paid by the local USACE District Operations Division.

(c) ACE-IT will provide and maintain a system image specifically built for the NRRS workstations (PC's) and standard peripherals. The image configured for these workstations (PC's) will be with non-Army-standard security practices. Workstations (PC's) shall not be configured with the Standard Army Security settings, DataMobile/Armor, Bitlocker, or other data at rest security solutions and shall also not be configured with Active Directory user-id authentication systems or Common Access Card (CAC).

(d) Reimaging/configuring of workstations (PC's) as needed if the system is repaired or replaced using the currently available requirements for NRRS/Recreation.gov workstation (PC's) image (reference section 3.A. of this MOU).

(e) Admin Rights on the PC: ACE-IT will configure the image so that the PC admin rights shall also be left open and unrestricted. This will be done so local staff can maintain and manage a local user account with passwords for full admin support and access by the customer. ACE-IT may also setup their own separate user account with passwords for full admin support and access by ACE-IT.

(f) ACE-IT will provide limited 24x7 call-in services through the ACE-IT



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Enterprise Service Desk to generate a ticket or walk through minor fixes that do not require remote system access or requested on-site repairs for the NRRS/Recreation.gov workstations (PC's).

(i) Phone support shall be limited in that ACE-IT does not have remote access to these workstations (PC's) due to their configuration on the NRRS/Recreation.gov contractor satellite network and the lack of a remote control agent on the workstations (PC's). Note that NRRS/Recreation.gov PC's are not connected to the Corps networking infrastructure.

(ii) Phone support shall be limited to the operation of the workstations (PC's) hardware and supported software as it relates to the operating system, supported peripherals and the browser only. Support to the NRRS/Recreation.gov contractor web applications shall be the responsibility of the NRRS/Recreation.gov contractor.

(iii) Work with local park rangers as needed to perform remote troubleshooting.

### b. USACE Operations Division shall:

(1) Hardware – Software Requirements Guide for NRRS/Recreation.gov workstations (PC's). These requirements may be modified and updated as needed to reflect changes in system requirements, software and hardware updates, etc. Updated requirements shall be provided to ACE-IT by the USACE NRRS/Recreation.gov Program Manager.

(2) Provide initial troubleshooting through the use of the NRRS/Recreation.gov CATT support team, local park rangers, or NRRS/Recreation.gov contractor help desk.

(3) Contact the ACE-IT ESD to report hardware and supported peripherals problems, and supported software related problems with the operating system the browser only for the workstations (PC's) and peripherals.

(4) Contact the NRRS/Recreation.gov contractor for issues related to the reservation processing with the NRRS/Recreation.gov contractor web applications.

(5) Contact the NRRS/Recreation.gov contractor for issues related to NRRS/Recreation.gov contractor provided satellite connectivity.

(6) Will not load any additional applications or changing configuration on the workstation (PC's) or image that is not required for operation of the NRRS/Recreation.gov services.

(7) Provide physical access to the workstation (PC's) as coordinated by the ACE-IT ESD for requested on-site break-fix services (reference section 3.A. of this MOU).

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(8) Reboot the workstation (PC's) system as needed and prompted by the Microsoft automatic update processes.

(9) Maintain and manage a local user account with passwords for full admin support and access by the park rangers. Allow ACE-IT to setup their own user account with password for full admin support and access by ACE-IT.

(10) Will purchase only ACE-IT approved hardware and peripherals. The purchased will be done through ACE-IT or local with prior approval.

(11) Will protect the necessary PII and financial information and that this information, if stored locally on the PC either on a permanent or transient (memory or disk-cache) basis would be encrypted/protected.

**4. MUTUAL UNDERSTANDINGS.** It is mutually agreed and understood by the parties that:

a. It is assumed that the NRRS/Recreation.gov contractor solution shall protect the necessary PII and financial information and that this information, if stored locally on the PC either on a permanent or transient (memory or disk-cache) basis would be encrypted/protected.

b. Password and security protocols required in AR 25-2 and other Army security directives shall not apply to the local user accounts setup by the customer.

c. The workstations (PC's) shall be configured with non Army-standard security practices (reference section 3.A. of this MOU).

d. Workstations (PC's) are not required to be refreshed under the standard PC LifeCycle Management and Operating System guidance and may be utilized for a maximum 6-year life-cycle. PC's may also be refreshed sooner than 6 years as determined by the local lake manager.

e. The PC admin rights shall also be left open and unrestricted so local staff can maintain and manage a local user account with passwords for full admin support and access by the customer, to manage local system functions, updates and apply password security and system time out functions as needed. ACE-IT may also setup their own separate user account with passwords for full admin support and access by ACE-IT (reference sections 3.A. and 3.B. of this MOU).

f. Patching and securing of these workstations (PC's) shall be via local antivirus software, Microsoft Automatic updates, as determined and installed by the customer.

g. Remote access to perform troubleshooting is not possible by ACE-IT.

h. ACE-IT shall not perform any break-fix services on workstations (PC's) that were not acquired through ACE-IT.



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i. NRRS workstation (PC's) and peripherals shall not be physically connected to CorpsNet. IP based access will be provided by the NRRS/Recreation.gov contractor.

j. There shall be local staff/park rangers on-site at the project office to perform the physical installation and troubleshooting of workstation (PC's) and peripherals at the recreation site.

k. Issues related to satellite connectivity of the site and related reservation processing with the NRRS/Recreation.gov web application shall be reported and coordinated with the associated non-ACE-IT helpdesks and shall typically be performed by NRRS/Recreation.gov support staff.

l. ACE-IT shall receive and respond only to issues related to the NRRS/Recreation.gov workstation (PC's) hardware, software and peripherals acquired through ACE-IT (reference section 3.A. of this MOU).

m. If USACE Computer Incident and Response (CIRT) personnel are called upon to investigate Internet abuse, the local USACE District Operations Division will pay for their services.

5. **POINTS OF CONTACT.** The following individuals shall be the points of contact for this MOU:

- c. ACE-IT- Mark Leber
- d. USACE Operations Division - Peppino Persio
- e. USACE NRRS/Recreation.gov Program Manager -- Greg Webb



JAMES R. HANNON  
Chief, Operations  
Directorate of Civil Works

9 Sept 2014

(Date)



ROBERT V. KAZIMER  
DAA Representative  
Director Corporate Information

5 SEP 2014

(Date)