

MEMORANDUM OF UNDERSTANDING
BETWEEN
THE U.S. ARMY CORPS OF ENGINEERS INFORMATION TECHNOLOGY
AND
THE U.S. ARMY CORPS OF ENGINEERS OPERATIONS DIVISION,
RECREATION-ONE-STOP/RECREATION.GOV

SUBJECT: This Memorandum of Understanding (MOU) is entered into by and between the U.S. Army Corps of Engineers Information Technology (ACE-IT) and U.S. Army Corps of Engineers Operations Division, Recreation-One-Stop/Recreation.gov

1. Purpose: The purpose of this MOU is to establish a cooperative relationship between ACE-IT and the Operations Division regarding the support that ACE-IT provides related to the computing infrastructure in support of the Recreation-One-Stop (R1S)/Recreation.gov program, formally known as the National Recreation Reservation Service (NRRS). The goal of this effort is to provide the support and ability to refresh existing personal electronic devices herein referred to as R1S workstations (PC's) and peripherals required for operating the R1S/Recreation.gov services.

2. Background: USACE, in concert with other federal agencies, entered into a contract to provide recreation reservation and trip planning 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 R1S/Recreation.gov contractor web applications. This R1S/Recreation.gov contract includes services to support the satellite network and devices that connect the workstations (personal computers or PC's) at the USACE recreational sites back to the R1S/Recreation.gov contractor applications. However, the R1S/Recreation.gov contract does not include the provision and ongoing support to the actual workstations and peripherals. In that, these workstations 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 purchase, refresh, and replace R1S/Recreation.gov workstations and peripherals including 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, bankcard swipes and other personal electronic devices required for operating R1S/Recreation.gov services, thru the ACE-IT surge ordering process. Required R1S/Recreation.gov workstations and peripherals

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may also be supplied by R1S or purchased locally if approved. The local USACE District Operations Division may also acquire these workstations and peripherals through the use of a MIPR to ACE-IT to include delivery, imaging and support. All R1S/Recreation.gov workstations and peripherals shall include the necessary hardware and software, and imaged, setup and configured according to the current R1S Computer Hardware and Software Specifications for R1S/Recreation.gov workstations and peripherals (reference attached R1S Computer Hardware and Software Specifications for R1S/Recreation.gov workstations and peripherals).

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

c. ACE-IT shall build, provide and maintain an R1S system image specifically built for the R1S/Recreation.gov workstations and peripherals in support of the current R1S Computer Hardware and Software Specifications (reference section 3.A. of this MOU). The R1S image shall be configured specifically for the required computing infrastructure to support of the R1S/Recreation.gov program.

d. The R1S image shall include the latest licensed version of the Microsoft Office Suite.

e. The R1S image and/or installation and setup requirements may include but are not limited to, Adobe Reader, Adobe Flash Player, Adobe Shockwave Player, Adobe SVG Viewer, Java Runtime Environment (JRE), Local Print Drivers, Antivirus Software, MS Visio Viewer, Microsoft Excel Viewer, and Internet browsers.

f. R1S/Recreation.gov workstations (PC's) and peripherals shall not be configured with the Army-standard security practices, including but not limited to, the Army Gold Master (AGM), DataMobile/Armor, Bitlocker, Active Directory user-id authentication, Common Access Card (CAC), or other data at rest security solutions.

2) Support:

a. Provide setup, configuration, and break-fix services over the phone, repair/replacement, or requested on-site services for R1S/Recreation.gov workstations (PC's), peripherals and image deployed at the various recreational sites across USACE, required for operating R1S/Recreation.gov services.

b. Provide setup and configuration support for R1S workstations (PC's) and peripherals supplied by R1S and/or the R1S contractor that were purchased by the Government outside the ACE-IT surge ordering process.

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c. Provide requested on-site return to service of R1S workstations (PC's) including peripherals 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 shall be provided or paid by the local USACE District Operations Division.

d. Reimaging/configuring of workstations (PC's) and peripherals as needed if the system is repaired or replaced using the currently R1S Computer Hardware and Software Specifications (reference section 3.A. of this MOU).

e. ACE-IT shall configure the R1S workstations (PC's) and image so the PC admin rights are left open and unrestricted. This shall 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 shall build and provide an updated R1S workstation (PC) image if necessary to fully support revised and updated R1S Computer Hardware and Software Specifications (reference section 3.A. of this MOU).

g. ACE-IT shall provide limited 24x7 call-in services thru the ACE-IT Enterprise Service Desk to generate a ticket or walk thru minor fixes that do not require remote system access or requested on-site repairs for the R1S/Recreation.gov workstations (PC's) and peripherals.

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 R1S/Recreation.gov contractor satellite network or local Internet service provider and the lack of a remote control agent on the workstations (PC's). Note that the R1S/Recreation.gov workstations (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 R1S/Recreation.gov contractor web applications shall be the responsibility of the R1S/Recreation.gov contractor.

iii. Work with local lake staff including park rangers as needed to perform remote troubleshooting.

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B. USACE Operations Division shall:

- 1) Provide the minimal R1S Computer Hardware and Software Specifications for R1S/Recreation.gov workstations (PC's) and peripherals. These requirements may be modified and updated as needed to reflect changes in system requirements, software and hardware requirements [reference section A. 2) f) of this MOU].
- 2) Provide initial troubleshooting through the use of the R1S/Recreation.gov CATT support team, local park rangers, or R1S/Recreation.gov contractor help desk.
- 3) Contact the ACE-IT ESD to report R1S hardware and supported peripherals and software related problems.
- 4) Contact the R1S/Recreation.gov contractor for issues related to the reservation processing with the R1S/Recreation.gov contractor web applications.
- 5) Contact the R1S/Recreation.gov contractor for issues related to R1S/Recreation.gov contractor provided satellite connectivity.
- 6) Not load any additional applications or changing configuration on the workstation (PC's) or image that is not required for operation of the R1S/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).
- 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) 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.
- 11) Receive and accept R1S required workstation (PC) and peripherals procured through ACE-IT and/or provided by the R1S and R1S contractor, including but not limited to the R1S satellite equipment and EMV credit card devices.
- 12) Add all R1S workstations (PCs) and peripherals purchased by the government to the local lake's property record as government owned property.

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4. Mutual Understandings: It is mutually agreed and understood by the parties that:

A. It is assumed that the R1S/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. PC's shall be refreshed as determined by the local lake manager or as required due to updates to the R1S system requirements.

E. The PC admin rights shall 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 the R1S 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. The R1S workstations (PS's) and peripherals shall not be physically connected to the USACE networking infrastructure (CorpsNet).

I. ACE-IT shall not perform any break-fix services on workstations (PC's) and peripherals that were not acquired by the government.

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 R1S/Recreation.gov web application shall be reported and coordinated with the associated non-ACE-IT helpdesks and shall typically be performed by R1S/Recreation.gov support staff.

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L. ACE-IT shall receive and respond only to issues related to the R1S/Recreation.gov workstation (PC's) hardware, software and peripherals required for operating R1S/Recreation.gov services (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 shall pay for their services.

5. Points of Contact:

The following individuals shall be the points of contact for this MOU:

- a. For ACE-IT: Mark Leber
- b. For USACE Operations Division: Scott Strotman
- c. USACE R1S/Recreation.gov Program Manager: Jason Owen



Thomas P. Smith, P.E.
Chief, Operations and Regulatory Division
U.S. Army Corps of Engineers

Date: May 13 2019

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Steven Alsedek
Director, U.S. Army Corps of Engineers
Information Technology

Date: May 10, 2019

R1S FIELD PC CONFIGURATION GUIDE

This document provides the Hardware and Software requirements for a Windows based PC to be able to support field sales using the new Recreation.gov system.





Peripheral equipment (e.g. printers, cash drawer) used with the current Aspira system will continue to be used with the new Recreation.gov system. All field locations who want to process credit card sales through The Hub, Field Sales must also install an EMV credit card reader, see the Supported Peripherals table below.

Peripheral equipment requires installation of middleware software (printers, cash drawer) and device client software (EMV) on each computer in order for the equipment to function with the new Recreation.gov system. Installation instructions for all peripheral equipment are being developed and will be provided later in a separate document before go-live.

FIELD PC CONFIGURATION REQUIREMENTS

The following tables outline the required field equipment and supported peripherals:

Minimum PC Hardware Requirements	Notes
<ul style="list-style-type: none"> <input type="checkbox"/> 3 GHz Processor (recommend Intel i5 or higher) <input type="checkbox"/> 4GB RAM Memory <input type="checkbox"/> 40 GB of available hard drive storage <input type="checkbox"/> CD ROM drive (recommended) <input type="checkbox"/> Internet Connectivity (Wireless or Wired) <input type="checkbox"/> Keyboard <input type="checkbox"/> Mouse 	<p>A high speed internet connection is required for using the field sales capabilities of the Recreation.gov Hub website.</p> <p>While the field sale capability will most likely function with a lower processor speed, no support will be provided for configurations that are lower than the specified minimum.</p>
Display Requirements	Notes
<ul style="list-style-type: none"> <input type="checkbox"/> Monitor with minimum 1024 x 768 screen resolution 	1280 x 800 or higher recommended
Minimum PC Software Requirements	Notes
<ul style="list-style-type: none"> <input type="checkbox"/> Operating System <ul style="list-style-type: none"> o Windows 10 <input type="checkbox"/> Supported Browsers <ul style="list-style-type: none"> o Google Chrome (recommended) o Microsoft Edge o Firefox o Internet Explorer 11 	<p>Windows 10 is required for optimal speed and functionality within field sales. No support will be provided for configurations that are lower than the specified minimum.</p> <p>*Windows 7 will most likely work although extra clicks or steps will be required for the cash drawer, receipt printer, or boca printers to function.</p>

Supported Peripherals	Notes
<p><input type="checkbox"/> Euro Mastercard Visa (EMV) Credit Card Reader</p> <ul style="list-style-type: none"> o Manufacturer: Vantiv o Ingenico IPP320 <p>NOTE: This product must be acquired directly from the Recreation.gov Program. Please contact your Agency Program Manager (APM) for ordering details. **EMV card reader orders have already been submitted for a majority of the field sales locations. These locations will receive their new EMV card reader and installation instructions by early September.</p> 	<p>Required for each computer that is used to complete credit card transactions through the Recreation.gov Hub Field Sales. Only EMV credit card readers that have been set up and activated by the Recreation.gov program will enable credit card transactions.</p> <p>Hand entry of credit card numbers can only be processed through this EMV credit card reader.</p> <p>Device Client software installation required.</p>
<p><input type="checkbox"/> Receipt Printer</p> <ul style="list-style-type: none"> o Manufacturer: Citizen o Device Model: CT-S2000 (PAU-B) 	<p>High speed memory thermal printer required for printing formatted receipts for any purchase through the Recreation.gov Hub Field Sales.</p> <p>Middleware software installation required.</p> <p>*A standard laser printer may be used to print receipts on non-thermal paper stock.</p>
<p><input type="checkbox"/> Cash Drawer (Connected to Receipt Printer)</p> <ul style="list-style-type: none"> o Manufacturer: Hewlett Packard o Device: QT457AA 	<p>Required for processing cash payments through the Recreation.gov Hub Field Sales.</p> <p>The cash drawer requires the CD-001A-HP cash drawer interface cable to connect to the Receipt Printer.</p> <p>Middleware software installation required.</p>
<p><input type="checkbox"/> Ticket Printer</p> <ul style="list-style-type: none"> o Manufacturer: Boca Printers o Device Model: Lemur-S 	<p>Thermal printer required for printing formatted tickets for tours through the Recreation.gov Hub Field Sales.</p> <p>Middleware software installation required.</p>
<p><input type="checkbox"/> Standard Laser Printer</p>	<p>Required for printing any reports (e.g. Daily Arrival Report).</p> <p>Can also be used to print receipts if you do not want to use the receipt printer for the smaller formatted receipts.</p>

Questions?

Direct hardware or software specification questions to hardwarespec-recgov@r1s-test.com. After October 1, 2018 field support will be available by submitting a Help Desk Ticket through the Recreation.gov Hub.