



Quality Assurance Procedure

CP-00-10000

Approved:

Date: 7 September 2004

Title: Information Systems

REV
NC

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1.0 POLICY/PURPOSE

Santa Barbara Applied Research (SBAR), Inc. maintains sound business practices for controlling its information systems. This includes planning, procurement, and maintenance of all hardware and software assets; customizing commercial software applications and/or developing and maintaining new software solutions using software development tools; complying with federal requirements for maintaining classified information systems (when required); providing operational support to computer users; and ensuring compliance with customer and company computer use policy. The purpose of this work instruction is to define the SBAR information systems process.

2.0 SCOPE

This procedure is applicable to all SBAR offices where SBAR information systems assets are used.

3.0 REFERENCES AND DEFINITIONS

3.1 References

ISO 9000: Quality Management Systems-Fundamentals and Vocabulary, Second Edition (2000-12-15)

ISO 9001: Quality Management Systems-Requirements, Third Edition (2000-12-15)

- ISO 9001 Element 6.3b (Infrastructure – Process Equipment)

Some definitions obtained from *whatis.com* and *dictionary.com*.

SBAR, Inc. Documentation


- *SBAR Organization Manual, Charter Code 0040-I*
- *SBAR Employee Handbook*

3.2 Definitions

Functional Area Manager (FAM): A senior supervisory individual who is responsible for the leadership, direction, and overall success of an area of SBAR, such as software systems, contracts, logistics, quality, safety, information systems, accounting, security, etc.

Management Review: Periodic examination of the organization's quality management system, to ensure its continuing suitability, adequacy, and effectiveness. This includes assessing the need for changes to the quality policy and/or quality objectives.



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Network: A group of computers and other electronic equipment connected together by various means for the purpose of sharing information.

Organization: A group of people and facilities with an arrangement of responsibilities, authorities and relationships.

Quality: The degree to which a set of inherent characteristics (of a product) fulfills requirements.

Quality Steering Committee (QSC): A group of SBAR senior managers, and others, who gather to perform the management review function (as described in ISO 9001:2000, para. 5.6) for all SBAR programs and departments.

Information Systems (IS): A general term (a.k.a. management information systems) for the computer systems in an enterprise that provide information about its business operations. It's also used to refer to the people who manage these systems.

Information Systems Asset: Any computer (e.g. desktop, notebook, server), associated peripheral (e.g. monitor, printer, keyboard, mouse), or networking equipment (e.g. routers, switches, modems) used for data processing.

Information Technology (IT): All forms of technology used to create, store, exchange, and use information in its various forms (business data, voice conversations, still images, motion pictures, multimedia presentations, and other forms, including those not yet conceived).

4.0 RESPONSIBILITIES

4.1 Information Systems Manager

The Information Systems Manager has the following responsibilities:

- Monitor the IS process to ensure that it is viable, effective, and continually improving.
- Represent the Information Systems functional area at Quality Steering Committee meetings (as required).
- Obtain and communicate internal customer requirements to the appropriate management level
- Ensure that qualified, skilled, and trained personnel, as well as other resources, are used to implement the IS process.
- Ensure that internal customer requirements are identified and achieved to enhance customer satisfaction.
- Establish and maintain communication processes to ensure that there is feedback regarding the effectiveness of the IS process.

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4.2 Desktop, Network, and Website Administrators and Specialists

IT administrators and specialists have the following responsibilities:

- Comply with applicable standards, specifications, and documented procedures / work instructions.
- Perform tasks assigned by an external governing authority (e.g. Workgroup Manager tasks assigned by the Air Force for machines attached to an Air Force network).
- Prioritize work in a manner that is consistent with stated or written goals.
- Keep interested parties informed as to the status of any work-in-progress, and update estimated completion dates/times as applicable.

4.3 Systems Analysts and Programmers

Computer Systems Analysts and Computer Programmers have the following responsibilities:

- Comply with applicable standards, specifications, and documented procedures / work instructions.
- Ensure that products and services satisfy customer requirements, including quality, safety, cost, timeliness, performance, reliability, durability, accuracy, and maintainability.
- Stop work in-progress and notify the FAM when quality is in doubt or compromised.

4.4 Computer End Users

All employees who use information systems assets are required to:


- Abide by the computer rules of use and other established policies related to information systems assets as set forth in the Employee Handbook.
- Notify information systems personnel when hardware or software failures occur.
- Notify information systems personnel if the security of any information or asset has been compromised, or if such a compromise has been attempted.

5.0 REQUIREMENTS/PROCEDURES

5.1 General

The primary objectives of the IS functions are to: Protect the network, maximize equipment uptime, minimize costs, inform the staff, and plan for the future.



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5.2 Protecting the Network

To fulfill customer requirements, SBAR maintains a secure information systems network. This network is continually subject to threats to its integrity, both internal and external. Information systems personnel perform the following activities to minimize the risks from these threats:

- Systematically apply software updates and security patches (e.g. to antivirus, firewall, email, and operating system software).
- Monitor and control network, email, and website usage.
- Comply with government security regulations and contract specific security requirements.
- Maintain accreditation packages on classified information systems (when required).
- Use data encryption methods where appropriate.
- Keep management apprised of any information systems issues that could affect SBAR's ability to fulfill its obligations to customers (e.g. aging equipment or software).
- Monitor security bulletins, and propagate time sensitive threat information.
- Maintain and enforce the corporate policy for the use of IS assets.

5.3 Maximizing Uptime

Nonfunctioning or malfunctioning equipment or software can adversely affect the ability of SBAR's personnel to fulfill customer requirements. In order to help ensure that customers are not impacted by information systems problems, information systems personnel perform the following activities:

- Use a coordinated method for handling computer problems (such as a help desk) at each site.
- Ensure that adequate backups are maintained for business critical data.
- Maintain a disaster recovery plan (at each site).
- Establish and maintain points of contact (both SBAR IT personnel and vendors that provide technical support) to handle specific PC / Network / Website issues.
- Keep Program Managers apprised of the level of support needed for IS issues (i.e. number of man hours per week), to minimize personnel resource conflicts with tasks that are not SBAR IS related.
- Spot check or otherwise monitor PCs to ensure no unauthorized hardware or software is in use.

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- Design new and reconfigure old networks (as needed) to keep them simple and easy to maintain.

5.4 Minimizing Costs

With ever-changing technology, there are frequent opportunities both to save money (e.g. by replacing older resources with newer, more efficient ones) and to waste money (e.g. by investing in technology that is superfluous, has hidden costs, or is incompatible with business goals). There is also potential for loss due to theft or negligence of information systems assets. In order to help improve the company's bottom line, information systems personnel perform the following:

- Control hardware and software assets through a central database, or through an instance of a common database at each site.
- Establish standard software configurations, and control and minimize deviations from the standards.
- Seek to purchase in larger quantities at a discount whenever possible.
- Discover and implement the most cost effective maintenance solutions.
- Consolidate redundant resources.

5.5 Informing the Staff

Achieving the goals of protecting the network, maximizing uptime, and minimizing costs relies in part on the behavior of computer end users. To help end users to use IT resources most effectively, information systems personnel:

- Keep all personnel aware of their responsibilities in relation to company IT policy (through initial training, ongoing training, memos, etc.).
- Conduct or recommend software application or productivity training to help users to make the best use of their equipment.
- Prepare users for deployments of new hardware and/or software.

5.6 Planning for the Future

A proactive approach to maintaining SBAR's IS assets are the best way to make sure that we are prepared to meet the future demands. In order to stay forward-looking and to fulfill requirements for capability enhancements IS personnel:

- Plan and schedule the refresh of IS assets so as to minimize sharp fiscal impacts. Include contingencies in case of premature equipment failures.
- Provide input on IS impacts for bids and proposals.



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- Plan for and respond to changes in business needs (e.g. new contract awarded, contract expiration).
- Propose IT capability enhancements with costs / benefits.
- Configure commercial software applications, or design and/or develop new applications (using software development tools) to provide productivity / capability enhancements.


5.7 Records

Information systems records are maintained in accordance with the SBAR *Control of Quality Records Procedure (CP-00-9016)*. Specifically, Information Systems work instructions list the objectives for the process, and what records are kept to show that the objectives have been fulfilled. These records are listed in the Master Documentation / Records List for each SBAR site.



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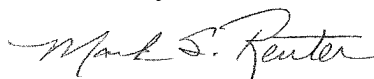
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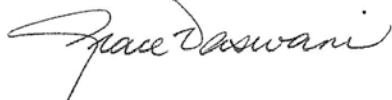
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