

U.S. DEPARTMENT OF AGRICULTURE  
WASHINGTON, D.C. 20250

<b>DEPARTMENTAL REGULATION</b>	NUMBER: DR 3300-020
SUBJECT: Telecommunications Mission Area Control Officer Roles and Responsibilities	DATE: July 12, 2019
OPI: Office of the Chief Information Officer, Digital Infrastructure Services Center, Enterprise Network Services	EXPIRATION DATE: July 12, 2024

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1. PURPOSE

- a. This Departmental Regulation (DR) establishes the United States Department of Agriculture (USDA) policy that defines the roles and responsibilities of the Telecommunications Mission Area Control Officers (TMACO). This DR also delineates the level of collaboration and involvement of the TMACOs in the planning, acquisition, deployment, management, and disposition of information technology (IT) investments for telecommunications services, equipment, facilities, and resources.
- b. This DR updates and revises TMACO roles and responsibilities related to management of all data, voice, wireless, and other telecommunication products and services.

## 2. SPECIAL INSTRUCTIONS/CANCELLATIONS

- a. This regulation supersedes DR 3300-020, *Telecommunications Mission Area Control Officer (TMACO) - Roles and Responsibilities*, dated October 13, 2016.
- b. This DR will be in effect until superseded or the expiration date.
- c. The term “agency” or phrase “agency and staff office,” unless otherwise noted in this directive, will be considered to encompass the Mission Areas, agencies, and staff offices of USDA.
- d. All agencies and staff offices will align their policies and procedures with this DR within 6 months of the publication date.
- e. All agencies and staff offices may supplement this DR when developing their internal guidance. Modifications to the intent or purpose of this DR are not allowed. If agencies and staff offices publish internal guidance that supplements this DR, one copy of each supplement will be forwarded to the Office of the Chief Information Officer (OCIO), Digital Infrastructure Services Center (DISC), Enterprise Network Services (ENS), Telecommunications Infrastructure Management and Governance (TIMG) at [ens.policy@ocio.usda.gov](mailto:ens.policy@ocio.usda.gov).

## 3. BACKGROUND

In June 1998, the Government Accountability Office (GAO) issued an audit report, [GAO/AIMD-98-131](#), *USDA Telecommunications: Strong Leadership Needed to Resolve Management Weaknesses, Achieve Savings*, that reiterated the need for USDA to address its telecommunications management practices. The USDA Chief Information Officer (CIO) directed the agencies and staff offices to establish the TMACO role in response to this audit. The TMACOs serve as the agency or staff office single point of contact (POC) for telecommunications services to ensure compliance with Departmental telecommunications requirements and guidance.

## 4. SCOPE

This DR applies to all USDA Mission Areas, agencies, and staff offices.

## 5. POLICY

- a. USDA agencies and staff offices will support all Departmental and Federal laws, regulations, policies, and initiatives for streamlining, consolidating, and achieving cost savings related to the planning, acquisition, deployment, management, and disposition of IT investments for telecommunications services, equipment, facilities, and resources in accordance with [DR-3300-001](#), *Telecommunications & Internet Services and Use*.

- b. TMACOs will have demonstrated knowledge and experience with telecommunications and IT for acquisition development and management, policies, practices, services and technologies, financial and inventory management processes, ordering and billing methodologies, and automated telecommunication enterprise management tools.

## 6. ROLES AND RESPONSIBILITIES

- a. The USDA CIO will:

- (1) Work with Mission Area Assistant CIOs and agency and staff office IT Directors to formulate and communicate vision, business values, goals, and objectives for telecommunications management in USDA; and
- (2) Ensure the overall TMACO program objectives are aligned and integrated with the General Services Administration (GSA) *Federal Strategic Sourcing Initiative (FSSI)*, direction from the Federal CIO, and the current [USDA Information Technology Strategic Plan](#).
- (3) Perform management and/or oversight responsibilities in accordance with the *Federal Information Technology Acquisition Reform Act (FITARA)*, [Public Law \(P.L.\) 113-291](#), as applicable to this directive.

- b. The ENS Director will:

- (1) Develop policy guidance to formally establish the TMACO Program and define the roles and responsibilities for agency and staff office TMACOs;
- (2) Ensure that a formal organization structure and resources are in place to support the TMACO Program goals and objectives;
- (3) Ensure that a governance program is in place that measures agency and staff office compliance against stated goals, objectives, and key performance indicators;
- (4) Ensure agency and staff office compliance with all applicable Federal mandates and related Departmental regulations and guidance;
- (5) Establish the roles and responsibilities for the TMACO position;
- (6) Ensure that all agency and staff office TMACOs attain certification as a Contracting Officer's Representative (COR) representative through the Federal Acquisition Certification Contracting Officer's Representative ([FAC-COR](#)) training program, if not already certified. TMACOs must take the FAC-COR training every 2 years to maintain their certification;
- (7) Provide agency and staff office personnel responsible for telecommunications

services with access to the USDA enterprise telecommunications expense management tool and vendor portals;

- (8) Develop enterprise tools and processes for reviewing agency and staff office ordering, usage, and billing of telecommunications services to ensure compliance with Departmental policies and guidelines to avoid fraud, waste, and abuse;
  - (9) Develop and maintain the TMACOs quarterly savings reports. Combine agency and staff office savings reports to create a USDA total savings report;
  - (10) Coordinate with agencies and staff offices to compile submissions for Departmental and Federal data calls within the specified timeframes; and
  - (11) Provide a TMACO Program report that consists of cost savings and optimization services to Mission Area Assistant CIOs, agency and staff office IT Directors, and TMACOs twice a year.
- c. Mission Area Assistant CIOs, and Agency and Staff Office IT Directors will:
- (1) Ensure agency and staff office employees comply with this directive;
  - (2) Ensure agency and staff office internal directives conform to this DR's stated requirements;
  - (3) Engage TMACOs in the formulation of goals and objectives for the TMACO program;
  - (4) Appoint personnel to serve in the agency and staff office TMACO role;
  - (5) Establish communication channels with the agency or staff office TMACO and designated budget personnel;
  - (6) Ensure that TMACOs perform required telecommunications expense management activities such as billing and inventory validation and cost savings tracking, using telecommunications management tools; and
  - (7) Ensure that agency and staff office TMACOs compile submissions for Departmental and Federal data calls within the specified timeframes.
- d. Mission Area, Agency, and Staff Office TMACOs will:
- (1) Serve as the agency or staff office single POC for telecommunications services to ensure compliance with Departmental telecommunications requirements and guidance;
  - (2) Use enterprise tools and processes to order, maintain, and manage a comprehensive inventory of telecommunication devices, equipment, services, costs, trending, and

forecasting;

- (3) Use tools and enterprise processes to validate telecommunications billing, inventory, and services. On a quarterly basis, submit acknowledgement of validation and a report of any cost savings resulting from clean-up or optimization efforts to OCIO, DISC, ENS, TIMG.
- (4) Manage access to all telecommunications vendor business support systems for delegated staff within their agency or staff office;
- (5) Provide agency and staff office personnel responsible for telecommunications services with enterprise management tool and vendor portal training;
- (6) Participate regularly in TMACO meetings and working groups;
- (7) Coordinate with appropriate agency and staff office personnel at least annually to obligate funds for telecommunications charges within the specified timeframe;
- (8) Use tools and enterprise processes for reviewing agency and staff office ordering, usage, and billing of telecommunications services to ensure compliance with Departmental policies and guidelines to avoid fraud, waste, and abuse;
- (9) Communicate and disseminate Federal and Departmental information to agencies or staff offices regarding planning, acquisition, management, and disposition of investments for IT and telecommunications services, equipment, and resources within USDA;
- (10) Provide guidance to agencies and staff offices for the development of telecommunications and IT acquisitions;
- (11) Participate in Departmental IT and telecommunications projects to implement cost effective and streamlined enterprise solutions;
- (12) Coordinate with telecommunications vendors (e.g., data, voice, and wireless) or telecommunications equipment manufacturers to obtain technology solutions for agencies and staff offices;
- (13) Coordinate with OCIO ENS to compile submissions for Departmental and Federal data calls within the specified timeframes; and
- (14) Attain certification as a COR through the FAC-COR program, if not already certified.

## 7. COMPLIANCE

- a. [DR 4070-735-001](#), *Employee Responsibilities and Conduct*, Section 16 sets forth USDA's policies, procedures, and standards on employee responsibilities and conduct relative to the use of computers and telecommunications equipment. DR 4070-735-001, Section 21, states:
  - (1) A violation of any of the responsibilities and conduct standards contained in this directive may be cause for disciplinary or adverse action; and
  - (2) Disciplinary or adverse action will be effected in accordance with applicable laws and regulations.
- b. Such disciplinary or adverse action will be effected in accordance with applicable laws and regulations such as Office of Personnel Management (OPM) regulations, Office of Management and Budget (OMB) regulations, and the [Standards of Ethical Conduct for Employees of the Executive Branch](#).

## 8. INQUIRIES

Questions and comments concerning the requirements of this regulation should be directed to OCIO, DISC, ENS, TIMG at [ens.policy@ocio.usda.gov](mailto:ens.policy@ocio.usda.gov).

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## APPENDIX A

### ACRONYMS AND ABBREVIATIONS

CIO	Chief Information Officer
COR	Contracting Officer's Representative
DISC	Digital Infrastructure Services Center
DR	Departmental Regulation
ENS	Enterprise Network Services
FAC-COR	Federal Acquisition Certification Contracting Officer's Representative
FITARA	Federal Information Technology Acquisition Reform Act
FSSI	Federal Strategic Sourcing Initiative
GAO	Government Accountability Office
GSA	General Services Administration
IT	Information Technology
NIST	National Institute of Standards and Technology
NIST IR	National Institute of Standards and Technology Interagency or Internal Report
OCIO	Office of the Chief Information Officer
OMB	Office of Management and Budget
OPM	Office of Personnel Management
P.L.	Public Law
POC	Point of Contact
TIMG	Telecommunications Infrastructure Management and Governance
TMACO	Telecommunications Mission Area Control Officer
USDA	United States Department of Agriculture

## APPENDIX B

### DEFINITIONS

- a. Information Technology (IT). Any services or equipment, or interconnected system(s) or subsystem(s) of equipment, that are used in the automatic acquisition, storage, analysis, evaluation, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information by the agency where such services or equipment are used by an Agency if used by the Agency directly or if used by a contractor under a contract with the Agency that requires either use of the services or equipment or requires use of the services or equipment to a significant extent in the performance of a service or the furnishing of a product. The term information technology includes computers, ancillary equipment, peripheral equipment designed to be controlled by the central processing unit of a computer, software, firmware, and similar procedures, services, and related resources. (Source: OMB, [M-15-14](#), *Management and Oversight of Federal Information Technology*, June 10, 2015)
  
- b. Telecommunications. The preparation, transmission, communication, or related processing of information (writing, images, sounds, or other data) by electrical, electromagnetic, electromechanical, electro-optical, or electronic means. (Source: National Institute of Standards and Technology (NIST), National Institute of Standards and Technology Interagency or Internal Report (NISTIR), [7298 Revision 2](#), *Glossary of Key Information Security Terms*, May 2013)

## APPENDIX C

### AUTHORITIES AND REFERENCES

Federal Acquisition Institute, Federal Acquisition Certification-Contracting Officer's Representative ([FAC-COR](#)) Training Program

*Federal Information Technology Acquisition Reform Act* (FITARA), [P.L. 113-291, 128 Stat. 3292, Title VIII, Subtitle D, §831-837](#), December 19, 2014

GAO/Accounting and Information Management Division, [GAO/AIMD-98-131](#), *USDA Telecommunications: Strong Leadership Needed to Resolve Management Weaknesses, Achieve Savings*, June 30, 1998

GSA, *Federal Strategic Sourcing Initiative* ([FSSI](#))

NIST, [IR 7298 Revision 2](#), *Glossary of Key Information Security Terms*, May 2013

Office of Government Ethics, [Standards of Ethical Conduct for Employees of the Executive Branch](#), November 18, 2016, Effective January 1, 2017

OMB, [M-15-14](#), *Management and Oversight of Federal Information Technology*, June 10, 2015

USDA, [DR 3180-001](#), *Information Technology Standards*, May 12, 2015

USDA, [DR 3300-001](#), *Telecommunications & Internet Services and Use*, March 18, 2016

USDA, [DR 4030-001](#), *Section 508 Program*, September 8, 2014

UDSA, [DR 4070-735-001](#), *Employee Responsibilities and Conduct*, October 4, 2007

USDA, [USDA Information Technology Strategic Plan 2014-2018](#), April 1, 2014