

CHAPTER 4. AUTOMATED SYSTEMS OPERATED BY OUTSIDE CONTRACTORS

4-1. TYPE OF CONTRACTS. Systems operated by outside contractors fall into two categories: contractor located within HUD, in-house, and contractor located outside of HUD, offsite. Most systems operated by contractors within HUD are actually maintained by CSG, while contractors operating systems outside of HUD are given full delegation for the management and operation of the system. In most instances, we only contract for services as opposed to an entire automated system.

4-2. PROCEDURES FOR SYSTEMS OPERATED BY CONTRACTORS WITHIN HUD, IN-HOUSE.

a. SEG. Only the analysis, design, testing, and coding of the system are contracted out. The contract is closely monitored by SEG to ensure that the final products conform with Departmental ADP standards. SEG maintains full responsibility for establishing records disposition schedules and software release procedures. For a more detailed description of these procedures, see Chapters 2 and 3. A brief synopsis of the procedures is provided below.

(1) Before SEG approves the contractor's system design, a meeting is scheduled with the system sponsor to review the model records disposition schedule (Appendix 1) and disposition schedules for related source documents and textual records. Changes are made to the standard retention periods as needed to fit each specific system. Users are encouraged to deviate from the standard retention periods where appropriate, but are required to cite reasons for retention periods that are longer than those in the model.

(2) SEG, CSG, and the ADP system sponsor concur on the proposed records disposition schedule.

(3) SEG sends the proposed records disposition schedule to IPS' RML0 to forward to the DRMO for transmission to NARA.

(4) The DRMO prepares the SF 115, obtains any other needed concurrences, and sends the schedule to NARA for approval.

b. CSG. CSG is responsible for operating and maintaining the system. This includes the updating of all files/tapes contained in a system. After SEG releases a system, CSG updates the files/tapes by following the instructions provided in the Software Release Package. Detailed information relating to the Software Release Package is provided in Chapter 3. Highlights of the procedures are noted below.

(1) System Release Memorandum. After SEG releases the system by sending a release memorandum, CSG reviews

the package for accuracy and completeness. CSG indicates acceptance or rejection and returns a copy of the memorandum to SEG.

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- (2) System Release/Modification Notification Form. Two essential items are included with this notification: the Operations Manual and the Mass/Tape Storage Request Form. The Operations Manual provides operations personnel with a description of the software and of the operational environment. Also, the disposition of all files/tapes contained in a system is given in this guide. SEG uses the Mass/Tape Storage Request Form to instruct CSG on the disposition of all files/tapes contained in a system; i.e., how long to retain them. The technician updates the automated system used for monitoring the disposition of tapes by following the instructions noted on the form.

4-3. PROCEDURES FOR SYSTEMS OPERATED AND MAINTAINED BY CONTRACTORS LOCATED OUTSIDE OF HUD, OFFSITE.

- a. Systems developed, maintained and operated by outside vendors for use on their own hardware. (Reserved)
- b. Systems developed, maintained and operated on general-purpose computer timesharing facilities. (Reserved)

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