

Attachment L - Governance & Overarching Definitions

Governance and Overarching Information

- **Risk Management** – All risk processes are initiated and governed in ServiceNow platform.
- **Change Management** – All production changes and Change Approval Board (CAB) processes are currently initiated and governed in ServiceNow platform.
- **Configuration Management** – All configuration management and baseline artifacts/architecture diagrams/documentation changes are currently manual, but more mature licensed capabilities are available but not utilized in ServiceNow (CMDB, Discovery, and Service Mapping).
- **Knowledge Management** – Some knowledge management is stored in ServiceNow relating to Service Desk tickets and O&M lessons learned, however project management lessons learned, and general knowledge management is currently manual and immature.
- **Project Management** – Formal, large complex projects follow DOE PEM and use Atlassian JIRA with BigPicture as the enterprise project management platform. Small, less complex use waterfall or agile scrum methodology within Atlassian JIRA platform. All project efforts (epics) are currently intended to be planned, prioritized, resourced, and tracked within Atlassian JIRA, however teams are at varying maturity levels in adherence.
- **O&M Work Management** – All O&M task management greater than 4 labor hours and O&M projects/epics (upgrades, tech refresh, decommission/retiring, etc.) are currently intended to be planned, prioritized, resourced, and tracked within the Atlassian JIRA platform, however teams are at varying maturity levels in adherence.
- **Incident, Problem, and Event Management** – All incidents, problems reported by end-users, and events are intended to be managed within ServiceNow. This primarily tracks tickets and O&M that is less than 4 hours of labor.
- **IT Asset Management** – Software Asset Management (SAM) and Hardware Asset Management (HAM) capabilities have started utilization within ServiceNow. Most SAM and HAM processes are currently still maturing as the lab transitions from a legacy GOTS product to ServiceNow.
- **Procurement Support** – Procurement support continues to utilize a combination of a legacy COTS product (PITS), ServiceNow, and manual Excel spreadsheet related processes in coordination with federal IT resources. This includes license renewals, purchasing, sole source brand name justifications, budgeting planning, etc.
- **Cyber Security Hygiene** – A combination of available tools include Nessus, HP WebInspect, Splunk Enterprise, and RedSeal are utilized for vulnerability identification and remediation assistance. Remediation is performed in a combination of ways including patching via SCCM, various Cisco/VMWare/other enterprise update capabilities, and software patches/upgrades.