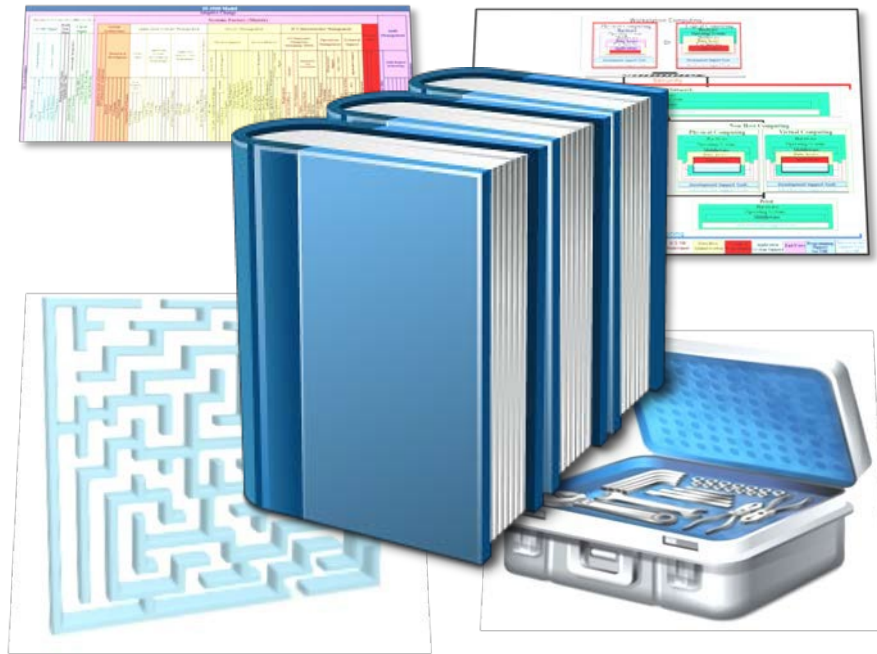


# Table of Contents



## Information Systems Standards Manual

# Table of Contents

## Table of Figures

## List of Tables

### Chapter 1 Adaptive Change and I/S Governance

#### 1.1 I/S Governance Committee Structure

### Chapter 2 I/S Policy Committee

#### 2.1 Responsibilities

#### 2.2 ISPC Subcommittees

#### 2.3 Management Practices Manual

### Chapter 3 I/S Standards Committee

#### 3.1 Description and Purpose

#### 3.2 Reporting Results

#### 3.3 Voting Membership

#### 3.4 ISSC Work Groups: Subcommittees, User Groups and Task Forces

##### 3.4.1 Chair Responsibilities

##### 3.4.2 Standing ISSC Work Groups

#### 3.5 I/S Lighthouse

##### 3.5.1 Access

##### 3.5.2 Content Management Access

##### 3.5.3 Responsibilities

##### 3.5.4 I/S Lighthouse Content

##### 3.5.5 Content Review

### Chapter 4 The I/S Standards Manual

#### 4.1 ISSM Maintenance

##### 4.1.1 ISSM Numbering and Reference Formatting

#### 4.1.2 ISSM Annual Review

#### 4.1.3 Recommendations from the Work Groups to the ISSC

#### 4.1.4 Proposed Changes to the ISSM

#### 4.1.5 Cosmetic Changes

### Chapter 5 Process Audit

#### 5.1 Waivers

#### 5.2 Standards Review

### Chapter 6 Global Standards

#### 6.1 Use of Computer Resources

#### 6.2 Reviews

##### 6.2.1 Periodic Reviews

##### 6.2.2 Architectural Reviews

#### 6.3 Methodology Documentation — Overview

##### 6.3.1 Documentation Confidentiality Disclaimer

### Chapter 7 Standards for Non-I/S Areas

#### 7.1 Software Development/Maintenance Responsibilities

##### 7.1.1 Administration

#### 7.2 End-User Computing

##### 7.2.1 End-User Supported Software

##### 7.2.2 End-User Supported Software Procurement

### Chapter 8 Audit Management

#### 8.1 Overview of the Audit Management Office

#### 8.2 Audit Request Management

##### 8.2.1 Ongoing Life Cycle Requirements

##### 8.2.2 Steering Support Process

##### 8.2.3 Audit Request Management Processes

## 8.3 Audit Request Methodology

### 8.3.1 Purpose of Audit Request Methodology

### 8.3.2 Audit Role

### 8.3.3 Audit Request Methodology Phases

#### 8.3.4 Audit Planning Phase

#### 8.3.5 Data Collection Phase

#### 8.3.6 Fieldwork Phase

#### 8.3.7 Reporting Phase

#### 8.3.8 Remediation Planning Phase

#### 8.3.9 Closure

# Table of Contents

## Table of Figures

## List of Tables

### Chapter 1 Line of Business Management

#### 1.1 Line of Business Management

### Chapter 2 Financial Management

#### 2.1 Budgeting & Cost Control

##### 2.1.1 Accounting and System Codes

##### 2.1.2 I/S Employee ID Codes

#### 2.2 Work Request Code Definition and Activity Overview

##### 2.2.1 Project Codes (XX999 or XX9999)

##### 2.2.2 Standard Project Codes

##### 2.2.3 LOE Project Codes

##### 2.2.4 System Support Project Codes

##### 2.2.5 Training Project Codes

##### 2.2.6 Leave/Other Non-Project Codes

### Chapter 3 Resource Acquisition

#### 3.1 Requesting Resources

##### 3.1.1 Procure

#### 3.2 Contract Management

##### 3.2.1 Lease/Purchase/Software/Maintenance Contracts

##### 3.2.2 Contract Management & Legal Review

##### 3.2.3 Prohibition of Outsourcing Overseas

##### 3.2.4 Medicare Security Standards Compliance

##### 3.2.5 Vendor Security Assessment Survey

3.2.6 Government Contract Supply Chain Threat Screening

3.2.7 HIPAA Business Associate Agreement

3.2.8 Information Privacy & Security Controls

# Table of Contents

## Table of Figures

## List of Tables

## Chapter 1 Managing People Program

### 1.1 IT Roles

#### 1.1.1 Roles Overview

#### 1.1.2 Detail Role Descriptions

### 1.2 Other IT Roles

# Table of Contents

## Table of Figures

## List of Tables

## Chapter 1 Steering Support

### 1.1 Steering Committees

#### 1.1.1 Information Systems Work Types

#### 1.1.2 Work Request Initiation

## Chapter 2 Internal Marketing

### 2.1 Request for Solution Work Requests

#### 2.1.1 RFS Areas of Responsibility



# Table of Contents

## Table of Figures

## List of Tables

### Chapter 1 General Architectural Standards

#### 1.1 Strategic Innovation Framework Review

#### 1.2 Solution Detail Review Process

##### 1.2.1 SDRP Criteria

#### 1.3 SDRP Committee

#### 1.4 System Master Index

##### 1.4.1 Hardware Record Standards

##### 1.4.2 Software Record Standards

##### 1.4.3 Architectural Classification

##### 1.4.4 Source Code Storage Location

##### 1.4.5 System Documentation Location

##### 1.4.6 Presentation Layer Documentation

#### 1.5 Vendor Software Usage

##### 1.5.1 Vendor Alert Process

### Chapter 2 Free and Open Source Software

#### 2.1 Overview

#### 2.2 Open Source Life Cycle

##### 2.2.1 I/S Acquisition of FOSS for Evaluation

##### 2.2.2 Usage of FOSS

### Chapter 3 Application Systems Architecture

#### 3.1 Strategic Application Architecture Committee

#### 3.2 Application Roadmaps

- 3.2.1 Roles for Application Roadmaps for Vendor Products
- 3.2.2 Application Roadmaps Overview
- 3.2.3 Application Roadmap Content Standards
- 3.2.4 Vendor Application Roadmap Approval
- 3.2.5 Aggregated Application Roadmap Approval
- 3.2.6 Storage of Aggregated Application Roadmaps
- 3.2.7 Roadmaps Work Initiation

## **Chapter 4 ICT Infrastructure Architecture**

- 4.1 Strategic Technology Architecture Committee
- 4.2 Technology Roadmaps
  - 4.2.1 Roles for Technology Roadmaps
  - 4.2.2 Technology Roadmaps Overview
  - 4.2.3 Technology Roadmap Content Standards
  - 4.2.4 Roadmap Approval
  - 4.2.5 Storage of Roadmaps
  - 4.2.6 Roadmaps Work Initiation

## **Chapter 5 Research and Development**

- 5.1 Overview
- 5.2 Variability in the R&D Methodology
- 5.3 Similarity in the R&D Methodology
- 5.4 R&D Phases

## **Chapter 6 Workstation Hardware/Software Procedures**

- 6.1 Requesting Workstation Hardware/Software

## **Chapter 7 Concepts & Techniques**

- 7.1 Concepts
  - 7.1.1 Architectural Concepts

## 7.2 Common Platform Techniques

### 7.2.1 Single Source Application Design

### 7.2.2 Application Cloning

### 7.2.3 Regional Processing Number (RPN) Driven Code

### 7.2.4 Modules by Function

### 7.2.5 CICS Screen Design Consideration for All Input Channels

### 7.2.6 User-Centered Design

### 7.2.7 Concept Diagrams

### 7.2.8 Informational Database

### 7.2.9 Paperless Processing

### 7.2.10 Workflow Automation

### 7.2.11 Document Archival

### 7.2.12 Software Stubbing

## 7.3 Host Platform Techniques

### 7.3.1 CICS Application Security

### 7.3.2 CICS Application Transaction Router Processing

### 7.3.3 SuperRouter Processing

### 7.3.4 Minimizing the Use of Escape in Aps

### 7.3.5 Common I/O and Edit Modules

### 7.3.6 TIOA Utilization

### 7.3.7 CICS Temporary Storage Queue (TSQ) Usage

### 7.3.8 DB2 PLANBINDs and PACKBINDs

### 7.3.9 History Generating Applications and DB2 Databases

### 7.3.10 IMS Database Audit Trail and Purge Processing

### 7.3.11 IMS Checkpoint/Restart Processing

### 7.3.12 Handling Mixed Case Characters in Online Host Applications

7.3.13 Large Working Storage Areas

7.3.14 IBM DB2 Analytics Accelerator (IDAA)

7.4 Non-Host Platform Techniques

7.4.1 Non-Host Server Logging Process

# Table of Contents

## Table of Figures

## List of Tables

## Chapter 1 Project Management

### 1.1 Work Request Management

#### 1.1.1 Work Definition

#### 1.1.2 Estimating

#### 1.1.3 Scheduling

### 1.2 Task Management

#### 1.2.1 Project Management Activities

#### 1.2.2 Ongoing Life Cycle Documentation

#### 1.2.3 Business Risk Identification

#### 1.2.4 Risk Alerts

#### 1.2.5 Lessons Learned

#### 1.2.6 Closure

#### 1.2.7 Project Plan

## Chapter 2 System Development Methodologies

### 2.1 System Architecture — The Unity of Application and Infrastructure

### 2.2 Application Systems Management Framework

#### 2.2.1 Project-Based Delivery

#### 2.2.2 Product-Based Delivery

### 2.3 Deployment Management Methodology

#### 2.3.1 Integrating the System Development Methodologies

### 2.4 Overview of Application Systems Management Framework Development Phases

#### 2.4.1 Application Systems Management Framework Phase Overview

#### 2.4.2 Deployment Management Methodology Phase Overview

### 2.5 Resource Management

#### 2.5.1 Resource Management and Planning

#### 2.5.2 Roles Lineup Card

## Chapter 3 Application Systems Management Framework

### 3.1 Application Systems Management Framework Roles

### 3.2 Roles and Deliverables Accountability Matrix

### 3.3 Discovery and Delivery Strategy Phase

#### 3.3.1 Requirements Documentation

#### 3.3.2 Estimates

#### 3.3.3 Execution Strategy

### 3.4 Design, Development and Validation Phase

#### 3.4.1 Design

#### 3.4.2 Development

#### 3.4.3 Validation

### 3.5 Implementation Phase

#### 3.5.1 Implementation Validation

### 3.6 Go-Live Phase

### 3.7 Post Go-Live Phase

### 3.8 Closure

# Table of Contents

## Table of Figures

## List of Tables

## Chapter 1 Service Management Overview

### 1.1 Service Management Governance

## Chapter 2 Service Support

### 2.1 Incident Management

#### 2.1.1 Incident Management Participation

#### 2.1.2 Incidents

#### 2.1.3 Break/Fix Incidents

#### 2.1.4 Emergency Changes

#### 2.1.5 Critical Research

#### 2.1.6 Service Request

#### 2.1.7 Contacting a Vendor about a Problem

### 2.2 Problem Management

#### 2.2.1 Overview

#### 2.2.2 Roles and Responsibilities

#### 2.2.3 Problem Escalation

### 2.3 Change Management

#### 2.3.1 Purpose

#### 2.3.2 Change Flow

#### 2.3.3 Change Management Meetings

#### 2.3.4 Management Procedures and Responsibilities

#### 2.3.5 Service Management Analyst Responsibilities

#### 2.3.6 Change Management System

## 2.4 Release Management

### 2.4.1 Release Management Introduction

### 2.4.2 Release Management Process Overview

## 2.5 Configuration Management

### 2.5.1 Configuration Item Management

### 2.5.2 Introduction

### 2.5.3 Purpose

### 2.5.4 Policy

### 2.5.5 Objectives

### 2.5.6 Scope

### 2.5.7 Management Meetings

### 2.5.8 SharePoint Online

## 2.6 Inventory Management

### 2.6.1 Software Reviews

### 2.6.2 Software Compliance Audits

### 2.6.3 Infrastructure Hardware Cyclical Inventory

### 2.6.4 Infrastructure Decommission

### 2.6.5 Missing Equipment

### 2.6.6 Resource Acquisition Standards

## Chapter 3 Service Delivery

## 3.1 IT Service Continuity Management

### 3.1.1 I/S Crisis Management

### 3.1.2 Disaster Recovery Program Overview

### 3.1.3 Disaster Recovery Program Onboarding

### 3.1.4 Disaster Recovery Plans

### 3.1.5 Disaster Recovery Exercise Overview



### 3.1.6 Business Continuity

# Table of Contents

## Table of Figures

## List of Tables

## Chapter 1 Deployment Management Methodology

### 1.1 Deployment Management Methodology Roles

#### 1.1.1 DMM Roles Interaction

#### 1.1.2 Testing Roles

### 1.2 DMM Accountability Matrix

### 1.3 Requirements Phase

#### 1.3.1 (Initial) Customer Summary Document Content

#### 1.3.2 Service Creation Request Document

### 1.4 Solution Phase

#### 1.4.1 Triage of Ports, Protocols and Services

#### 1.4.2 Bridge Diagram

#### 1.4.3 (Initial) Asset Connectivity Report Content

#### 1.4.4 (Final) Customer Summary Document

#### 1.4.5 Develop Solution Package

### 1.5 Pre-Orchestration Phase

### 1.6 The Conveyor Belt

#### 1.6.1 Deploy Phase

#### 1.6.2 Compliance Acceptance Review Phase

#### 1.6.3 Activation

#### 1.6.4 End of the Conveyor Belt

### 1.7 Roll Out

#### 1.7.1 Infrastructure Test Matrix

1.7.2 Execution Instance Ready Notification (Collection Ready)

1.7.3 Infrastructure Validation Activities

1.7.4 Roll Out Go/No Go Decision

1.8 Post Roll Out Support Phase

1.8.1 Scheduled Compliance Review and Remediation

1.8.2 Lessons Learned

1.9 Engineering

1.9.1 Conduct Kickoff

1.9.2 Define Service/Network Profile

1.9.3 Determine Required Changes

1.9.4 Develop Proposed Approaches

1.9.5 Perform Changes and Execute Internal Review of Modifications

1.9.6 Perform Integrated Validation of Solution Deployment Steps

1.9.7 Initiate All Modified Deliverables/Components

1.9.8 Send Notification

1.9.9 Lessons Learned

1.10 Deployment Management Methodology Variation for Workstation Deployment

1.10.1 Requirements and Solution Phases

1.10.2 Deploy Phase

1.10.3 Compliance Acceptance Review Phase

1.10.4 Activation Phase

1.10.5 Roll Out Phase

1.10.6 Post Roll Out Support Phase

## **Chapter 2 Operations Management**

2.1 Facilities Management

2.1.1 Environmental Utilities

## 2.2 Infrastructure Support

### 2.2.1 Media Protection

## Chapter 3 Technical Support

### 3.1 Day to Day Technical Activities

#### 3.1.1 Tech Support-Related Schedules

### 3.2 Monitoring Management

#### 3.2.1 Enterprise Monitoring System

#### 3.2.2 Administration/Governance

#### 3.2.3 The Downtime Table

#### 3.2.4 Monitoring Tool Evaluation and Review

#### 3.2.5 Monitoring Audit Functions

#### 3.2.6 Monitoring Tool Data Aggregation

# Table of Contents

## Table of Figures

## List of Tables

## Chapter 1 Information Security Management

### 1.1 Incident Response

#### 1.1.1 Incident Response Plan

#### 1.1.2 Incident Response Controls

### 1.2 Security Roles

#### 1.2.1 Data Security Department

#### 1.2.2 System Security Officer or Contact

### 1.3 Security Framework Concepts

#### 1.3.1 National Automated Clearing House Association

#### 1.3.2 National Institute of Standards and Technology

#### 1.3.3 NIST Control Families

### 1.4 Application and Data Security Control Standards

#### 1.4.1 Authorized Access and Use of Selected Systems for Qualified Users

#### 1.4.2 Resource Access Control Facility

#### 1.4.3 Identity Management Standards: Security Group Objects

#### 1.4.4 Cloud Identity and Access Management Standards

#### 1.4.5 Data Security Standards

#### 1.4.6 Applications/Software System Security Control Standards

#### 1.4.7 Security below the Transaction Level

#### 1.4.8 External Security Directive

#### 1.4.9 Application Security Evaluation

#### 1.4.10 User Session Configuration and Termination

## 1.5 Patch Management

### 1.5.1 Implementation Schedule

## 1.6 Threat Management

### 1.6.1 Information Security Vulnerability Management Process

## 1.7 Malicious Code Protection

## 1.8 Windows Server Security

### 1.8.1 Commercial Windows Server Security Configuration

### 1.8.2 Security Assessment and Authorization

### 1.8.3 Planning

### 1.8.4 System and Services Acquisition

### 1.8.5 Technical Class

### 1.8.6 Operational Class

### 1.8.7 Configuration Management

### 1.8.8 Maintenance

### 1.8.9 Alternate Platform Administrative Procedures

## 1.9 Risk Assessment

### 1.9.1 Operation Risk Management

## 1.10 Medicare Considerations

### 1.10.1 Medicare Support Definition

### 1.10.2 Portable Electronic Media Information Transfer

### 1.10.3 ARS Control Family Policy and Procedures

## 1.11 Certificates and Public Key Infrastructure

### 1.11.1 Definitions and Summary

### 1.11.2 Certificate Authorities

### 1.11.3 Certificate Categories and Use Cases

### 1.11.4 Certificate Keys

#### 1.11.5 Certificate Inventory Management

### 1.12 Production Data Updates by I/S Personnel

### 1.13 Personnel Security

#### 1.13.1 Personnel Screening

### 1.14 Awareness and Training

#### 1.14.1 Security Awareness and Compliance Training

#### 1.14.2 Professional Training

## Chapter 2 System Security

### 2.1 System Administrator Access

#### 2.1.1 System Administrator Active Directory (A Dash) Accounts

#### 2.1.2 System Administrator Responsibilities

#### 2.1.3 System Administrator Standards

#### 2.1.4 Requesting System Administrator Access

#### 2.1.5 Removal of System Administrator Access

#### 2.1.6 Periodic Reviews

### 2.2 Cloud Administrator Access

#### 2.2.1 Requesting Cloud Administrator Access

#### 2.2.2 Removal of Cloud Administrator Access

#### 2.2.3 Authenticating Cloud Administrator Accounts

### 2.3 Management Class

#### 2.3.1 Organizational Security Program Management

#### 2.3.2 Access Control

#### 2.3.3 Audit and Accountability

#### 2.3.4 System and Communications Protection

#### 2.3.5 System and Information Integrity

#### 2.3.6 Access and Security

### 2.3.7 Secure FTP – Security Option for the FTP Clients

## 2.4 Security Systems

### 2.4.1 Authentication, Authorization and Accounting

### 2.4.2 Encryption

### 2.4.3 Endpoint Protection/Malware Protection

### 2.4.4 Enterprise Security Event Logging and Management

### 2.4.5 Firewalls

### 2.4.6 Internet Traffic Filter

### 2.4.7 Intrusion Detection (Network and Host Based)

### 2.4.8 Public Key Infrastructure

### 2.4.9 Remediation, Patch and Configuration Management

### 2.4.10 Virtual Private Network

### 2.4.11 Vulnerability Scanners and Management Systems

### 2.4.12 Data Loss Protection

### 2.4.13 Cloud Image Management

## Chapter 3 Application Security

### 3.1 RACF Security Coding Procedures

#### 3.1.1 Procedures to Query RACF Security

#### 3.1.2 Security Application Coding Examples

#### 3.1.3 Application Level Security Tables



# Table of Contents

## Table of Figures

## List of Tables

## Chapter 1 Overall Technical Infrastructure Standards

### 1.1 System Documentation

#### 1.1.1 System Documentation Components

#### 1.1.2 System Documentation Control Requirements

#### 1.1.3 System Documentation Manual

## Chapter 2 Hardware

### 2.1 Host Hardware Naming Conventions

#### 2.1.1 CPU

#### 2.1.2 Virtual Tape

#### 2.1.3 Physical Tape

#### 2.1.4 Direct Access Storage Devices

#### 2.1.5 Host Printers

### 2.2 Infrastructure Software Configuration Management

### 2.3 Data Network Standards

#### 2.3.1 Data Network Infrastructure Index

### 2.4 Voice Network Standards

#### 2.4.1 International Voice Communication

#### 2.4.2 Silent Monitoring

#### 2.4.3 Voicemail Standards

## Chapter 3 Operating Systems

### 3.1 Production Update Schedule

#### 3.1.1 Schedules

### 3.1.2 CICS/APS Online Program Moves Responsibility Procedure

### 3.1.3 Emergency/Special CICS Program Moves

## 3.2 Production Acceptance

### 3.2.1 Production Acceptance — Turnover Procedures

### 3.2.2 Production Acceptance — Job Documentation

## 3.3 Production Control Log

### 3.3.1 Production Control Log Contents Explanation

### 3.3.2 Temporary Scheduling Change

## 3.4 Removal of Job from Production

### 3.4.1 Removal of Production Job Permanently

### 3.4.2 Standards for Using the Test Scheduler (ZEKET)

## 3.5 z/OS System Log

## 3.6 Unix System Services

# Chapter 4 Appliances

## 4.1 DataPower Standards

# Chapter 5 Middleware

## 5.1 MQ Standards

### 5.1.1 Overview of MQ

### 5.1.2 MQ Usage

### 5.1.3 MQ Security Standards

### 5.1.4 Coding Standards for Application Use of MQ

### 5.1.5 Coding Standards Specific to Host Computing Platform

### 5.1.6 Coding Standards Specific to Computing Platforms Other Than Host

#### 5.1.6.1 Queue Naming Conventions — Non-Host

### 5.1.7 Requesting New Websphere MQ Environments

### 5.1.8 Secured Sockets Layer (SSL)

## 5.2 Connect:Direct (Formerly NDM)

# Chapter 6 User Interfaces

## 6.1 Terminal Productivity Executive (TPX)

## 6.2 z/OS Communications Server

## 6.3 Workstation Hardware/Software Determination

## 6.4 Workstation Hardware/Software Standards

## 6.5 Workstation Sanitization

## 6.6 Malicious Software Protection

## 6.7 Approved Mobile Code Technologies for Workstations

## 6.8 Workstation Protection

# Table of Contents

## Table of Figures

## List of Tables

## Chapter 1 Application Coding

### 1.1 Online Design Considerations

### 1.2 AMB/COBOL

#### 1.2.1 Programming Guidelines

#### 1.2.2 Other Considerations or User Rules Guidelines

### 1.3 Application Development Standards

#### 1.3.1 General Discussion

#### 1.3.2 Internal vs Vendor Applications

#### 1.3.3 General Design Considerations

#### 1.3.4 Programming Languages

### 1.4 Enterprise Server - JCL

#### 1.4.1 Programming Guidelines

#### 1.4.2 Design Considerations

#### 1.4.3 Other Considerations

### 1.5 Language Specific Standards

#### 1.5.1 Java

#### 1.5.2 Hypertext Markup Language

#### 1.5.3 IBM Forms

#### 1.5.4 JavaScript

#### 1.5.5 Visual Basic

#### 1.5.6 Blueworx Voice Response Standards

#### 1.5.7 Non-Host Databases

## 1.6 Platform Development Standards

### 1.6.1 IBM Web Content Manager Standards

### 1.6.2 IBM Websphere MQ Standards for Non-Host

## 1.7 Tool Specific Standards

### 1.7.1 Micro Focus Virtual User Generator

### 1.7.2 IBM Rational Application Developer

## 1.8 Design Considerations

### 1.8.1 Batch/Online Considerations

### 1.8.2 Input Design Considerations

## 1.9 Date Considerations

### 1.9.1 General Discussion

### 1.9.2 Special Considerations for Date Formats

## 1.10 Data Names

## 1.11 Variable Data Storage

## 1.12 File Design Considerations

## 1.13 Standard Name and Address

## 1.14 Printed Output Design Considerations

### 1.14.1 Standard Mailing Labels

### 1.14.2 Standard Report Header

### 1.14.3 Report/Splitter

### 1.14.4 Forms Alignment

## 1.15 IMS Checkpoint/Restart Guidelines

### 1.15.1 IMS

## 1.16 IMS Programming Considerations

## 1.17 DB2 Design Considerations

### 1.17.1 System Design

- 1.17.2 Table Structure
- 1.18 DB2 Program/Query Design
  - 1.18.1 Program Design
  - 1.18.2 Query Design
- 1.19 RULEs Standards and Guidelines
  - 1.19.1 What Is RULEs
  - 1.19.2 Why Use RULEs
  - 1.19.3 When to Use RULEs
  - 1.19.4 RULEs Setup Options
  - 1.19.5 Balancing and Reconciliation Processing Requirements
- 1.20 Online System Design Considerations
  - 1.20.1 Router Navigation and Standards
  - 1.20.2 Menu Driven
  - 1.20.3 COMMAREA Usage
  - 1.20.4 Online System Reviews
  - 1.20.5 Data and Transaction Files (Design and Use)
  - 1.20.6 Includable Code
  - 1.20.7 CEC Batch
  - 1.20.8 Telephony
  - 1.20.9 Automated Claims Processing Systems Mill
  - 1.20.10 Data Migration
- 1.21 Online Screen Standards
  - 1.21.1 Screen Elements Required On All Screens
  - 1.21.2 Panel Title
  - 1.21.3 Date
  - 1.21.4 Time

- 1.21.5 RPN Number
- 1.21.6 Page Number
- 1.21.7 Program Name
- 1.21.8 Host Screen Access
- 1.21.9 Host Screen Reference
- 1.21.10 Message Area
- 1.21.11 Navigation Bar Area (For New Development)
- 1.21.12 Function Key (PF Key) Area
- 1.21.13 Help Information (For Future Development)
- 1.21.14 Requirements Specific to Screens by Type

## 1.22 Color Terminal Standards

- 1.22.1 Standards

## 1.23 Online Function Keys

- 1.23.1 Function Key (PF Key)

## 1.24 Content Management

## 1.25 Content Manager Moves Process

# Chapter 2 Application Validation

## 2.1 Program Validation Considerations

## 2.2 Test/Production Updates

- 2.2.1 Production Installation Sequence
- 2.2.2 General Update Instructions — All Systems
- 2.2.3 General Instructions for Systems Under Endeavor
- 2.2.4 Specific Instructions by Type — Endeavor

# Chapter 3 Application Systems Support

## 3.1 Operational Support & Monitoring

- 3.1.1 Production Procedures

## 3.2 Test System Management

### 3.2.1 Procedures for Placing Test Jobs and Test Cycles in the ZEKE Test Scheduling System

## Chapter 4 Application Development Support Tools

### 4.1 Host Application Languages

#### 4.1.1 General Discussion

#### 4.1.2 AMB Development

#### 4.1.3 AMB/COBOL Online Considerations

#### 4.1.4 Easytrieve Plus

#### 4.1.5 SAS

#### 4.1.6 REXX/ISPF

#### 4.1.7 Notes Help Standards

### 4.2 Naming Conventions

#### 4.2.1 Job Names

#### 4.2.2 Job Step Names

#### 4.2.3 Cataloged Procedures Names

#### 4.2.4 Program Names

#### 4.2.5 COBOL DDNames

#### 4.2.6 Copybook Names

#### 4.2.7 General System Library Names

#### 4.2.8 CARDLIB Member Names

#### 4.2.9 File Names

#### 4.2.10 Load Module Names

#### 4.2.11 AMB Naming Conventions

#### 4.2.12 Print Operations Standards

### 4.3 Package Naming Conventions for Endeavor

#### 4.3.1 Non Production Maintenance Packages



#### 4.3.2 Enterprise Workbench Packages

#### 4.3.3 Additional Package Standards

#### 4.3.4 Production Procedures

### 4.4 GitHub Enterprise Standards

#### 4.4.1 Repository Security & Compliance Requirements

#### 4.4.2 Personal Repository Usage

#### 4.4.3 Sensitive Data Handling

#### 4.4.4 Branch Protections

#### 4.4.5 Repository Contents

### 4.5 Open Source Inventory Standards

#### 4.5.1 Open Source Libraries

#### 4.5.2 Software Composition Analysis

#### 4.5.3 Repositories

### 4.6 Content Manager OnDemand Folder and Report ID Naming Standards

#### 4.6.1 Report ID (Application) Naming Standards

#### 4.6.2 Folder Naming Standards

#### 4.6.3 Folder and Report ID Index Field Naming Standards

#### 4.6.4 Electronic Data Archive Implications

### 4.7 HostBridge Development

#### 4.7.1 General Discussion

#### 4.7.2 HostBridge Compatibility

### 4.8 IT Business Systems Host

#### 4.8.1 Limitations

#### 4.8.2 Exclusions

#### 4.8.3 Specific Procedures

## Chapter 5 Business Systems Considerations

## 5.1 Data Warehouse and Reporting Standards

### 5.1.1 Informational Reporting

## Chapter 6 File Management Standards and Guidelines

### 6.1 DASD Enforcement Standards

#### 6.1.1 Major Points Concerning DASD Management

#### 6.1.2 Major Points Concerning Production and Test Files

### 6.2 DASD File Allocation Information

#### 6.2.1 BlueCross DASD Structure

#### 6.2.2 General Information on DASD File Allocation

### 6.3 Backup Information

#### 6.3.1 Procedure Name — File Backups

### 6.4 DASD Archiving

#### 6.4.1 Procedure Name — DASD File Restoration

### 6.5 File Access Methods

#### 6.5.1 Procedure Name — Access Methods

### 6.6 VSAM Standards and Practices

### 6.7 Tape Standards

#### 6.7.1 Tape Management System

#### 6.7.2 Tape Management Standards — External Tape Labels

#### 6.7.3 Tape Drive Allocation Standards

#### 6.7.4 Multiple Datasets on Tape

#### 6.7.5 Tape Vault Storage Information

### 6.8 RISC/6000 System

## Chapter 7 File Design

### 7.1 Design Considerations

### 7.2 Enterprise Server – IMS

#### 7.2.1 Programming Guidelines

#### 7.2.2 Design Considerations

#### 7.2.3 Other Considerations or Guidelines

#### 7.2.4 IMS Database Validation - Batch and Online

### 7.3 Enterprise Server – DB2

#### 7.3.1 Programming Guidelines

#### 7.3.2 Design Considerations

#### 7.3.3 DB2 Validation and Performance Consideration

### 7.4 Enterprise Server – Sequential

### 7.5 Enterprise Server – GTM

## Chapter 8 Other Considerations

### 8.1 Corporate Mail Considerations

### 8.2 Address Validation Standards

#### 8.2.1 General

#### 8.2.2 Secondary Address Unit Designators

#### 8.2.3 Attention Line

#### 8.2.4 Dual Addresses

#### 8.2.5 Last Line of the Address

#### 8.2.6 Delivery Address Line

#### 8.2.7 Rural Route Addresses

#### 8.2.8 Highway Contract Route Addresses

#### 8.2.9 General Delivery Addresses

#### 8.2.10 Post Office Box Addresses

### 8.3 Browser-Based Tools

#### 8.3.1 Quickr Standards

### 8.4 SharePoint Online Content Storage

#### 8.4.1 SPO Standards for Work Request Life Cycle Documentation

### Chapter 9 Standards for Web-based Applications

#### 9.1 Web Single Sign-on Standards

##### 9.1.1 Single Sign-on Technology

##### 9.1.2 Confidentiality

##### 9.1.3 Data Integrity/Non-repudiation

##### 9.1.4 Message Expiration

### Chapter 10 Print Operations

#### 10.1 ICT Print Operations and Corporate Mail Services

##### 10.1.1 AFP Resource Change Control Process

##### 10.1.2 StreamWeaver JES Monitor Procedures

##### 10.1.3 Print Priority Procedures

##### 10.1.4 INFOPAC Procedures

##### 10.1.5 InfoPrint Workflow Validation Procedure

##### 10.1.6 Inserter/Manual Mail Validation Procedure

##### 10.1.7 ID Card Creation and Change Procedures

##### 10.1.8 ID Card Carrier (Jacket) Creation and Change Procedures

##### 10.1.9 Existing Production Mailables

##### 10.1.10 InfoPrint Workflow Add/Delete Request Procedure

# Table of Contents

## Table of Figures

## List of Tables

## Chapter 1 Host Tools

### 1.1 Developer Tools

#### 1.1.1 Host Application Analysis Tools

#### 1.1.2 Host Source Development

#### 1.1.3 Host Software Change Management

#### 1.1.4 Host Application Testing Tools

#### 1.1.5 Application Interfaces & Utilities

#### 1.1.6 Host Development Environment

### 1.2 Infrastructure Tools

#### 1.2.1 ASG-TMON for CICS TS for z/OS

#### 1.2.2 CA 1 Tape Management

#### 1.2.3 CA ASTEX Performance

#### 1.2.4 CA Disk Backup and Restore

#### 1.2.5 CA SYSVIEW

#### 1.2.6 CA Vtape (CA Vtape Virtual Tape System)

#### 1.2.7 COPE

#### 1.2.8 DB Batch Healthcare

#### 1.2.9 DFSMSdss for z/OS®

#### 1.2.10 eventACTION

#### 1.2.11 IBM InfoSphere Optim (Formerly Access/Move DB2)

#### 1.2.12 IMS High Performance Prefix Resolution for z/OS

#### 1.2.13 TRX

## 1.3 Security Tools

### 1.3.1 RACF (Resource Access Control Facility)

## Chapter 2 Non-Host Tools

## 2.1 Developer Tools

### 2.1.1 Source Creation/Generation Tools

### 2.1.2 Source/Configuration Management Tools

### 2.1.3 Debug Tools

### 2.1.4 Developer Productivity Tools

### 2.1.5 Support Tools

## 2.2 Infrastructure Tools

### 2.2.1 Arcana Scheduling Software

### 2.2.2 DSView

### 2.2.3 EDI Pal

### 2.2.4 Fastest Dump Restore (FDR) System

### 2.2.5 Ghost

### 2.2.6 IBM Director

### 2.2.7 Intether Sanitizer

### 2.2.8 MQ Monitor

### 2.2.9 WireShark

## 2.3 Security Tools

### 2.3.1 Corporate Web URL Filtering Solution

## Chapter 3 Automated Balancing and Reconciliation Tools

## 3.1 ABRS (Automated Balancing and Reconciliation System)

### 3.1.1 ACR

### 3.1.2 CountZ

### 3.1.3 TransBal

## Chapter 4 Management Tools

- 4.1 IaaS (Infrastructure Designer)
- 4.2 Microsoft Office Project Professional
- 4.3 Microsoft Office Project Server
- 4.4 MPS-CMS (Management Practices System-Client Management System)
- 4.5 MPS-EMS (Estimate Management System)
- 4.6 MPS-INFO
- 4.7 MPS-IRM (Information Resource Management)
- 4.8 MPS-PMCS
- 4.9 MPS-Reporting System
- 4.10 MPS-WRMS (Work Request Management System)
- 4.11 PCD (Position Control Database)
- 4.12 SMI (System Master Index)
- 4.13 Tools Matrix

## Chapter 5 Testing Tools

- 5.1 Test Management Tools
  - 5.1.1 Quality Center Testing and Defect Tracking
- 5.2 Enablers/Simulation Tools
  - 5.2.1 SoapUI
  - 5.2.2 Test Asset Management System
  - 5.2.3 Transaction Reply Report Processing
- 5.3 Information Control Tools
  - 5.3.1 Release Services Application
  - 5.3.2 RSET Info Center
- 5.4 Data Generators/Loading Tools
  - 5.4.1 File Drop Utility

#### 5.4.2 Query Management Facility

### 5.5 Automated Test Tools

#### 5.5.1 Unified Functional Testing (UFT)

### 5.6 Load Test Tools

#### 5.6.1 Akamai CloudTest

## Chapter 6 System Monitoring

### 6.1 Check Point Firewall

### 6.2 CiscoWorks

### 6.3 Host Intrusion Detection System

### 6.4 NetView

### 6.5 Network Intrusion Detection System

### 6.6 VitalSuite