

GENERAL SERVICES ADMINISTRATION
Washington, DC 20405

January 30, 1991

FIRMR BULLETIN C-19

TO: Heads of Federal agencies
SUBJECT: Information system security (INFOSEC)

1. Purpose. This bulletin provides information about system engineering, installation, maintenance, repair, training, accounting, key services, and other support services pertaining to INFOSEC and electronic equipment, including the design, engineering and other arrangements in meeting network transmission and TEMPEST requirements. It also provides information about Federal Secure Telephone Service (FSTS).

2. Expiration date. This bulletin contains information of a continuing nature and will remain in effect until canceled.

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4. Related material. FIRMR Part 201-24.

5. Information and assistance. See Attachment A.

6. Definitions.

a. "Central Office of Record (COR)" means a central office within an agency or organization that maintains and safeguards records of accountable COMSEC materials received or created by Government organizations subject to COR oversight.

b. "COMSEC" means communications security systems, services, and concepts that constitute protective measures taken to deny unauthorized persons information derived from telecommunications of the United States Government related to national security and to ensure the authenticity of any such communications.

c. "Federal Secure Telephone Service (FSTS)" means a worldwide secure voice service designed to protect sensitive and classified voice transmissions.

d. "Information Systems Security (INFOSEC)" means a composite of factors necessary to protect FIP systems and the information they process to prevent exploitation through interception, unauthorized electronic access, or related technical intelligence threats, and to ensure authenticity. This protection results from the application of security measures; including cryptosecurity, transmission security, emission security, and computer security; to systems that generate, store, process, transfer, or communicate information of use to an adversary, and also includes the physical protection of sensitive material and sensitive technical security.

e. "TEMPEST" is the investigation, study, and control of compromising emanations from electrical and electronic equipment.

7. Acronyms.

COR Central Office of Record
FIP Federal Information Processing
FSTS Federal Secure Telephone Service
STU Secure Telephone Unit

8. Program description. Following is a description of INFOSEC programs and services, and COMSEC equipment and consultation services worldwide:

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a. FSTS. FSTS is a full-service secure voice telecommunications service using the STU-III voice and data terminal. FSTS facilities may be installed in the private residences of persons that must work with sensitive or classified information.

b. INFOSEC service. GSA provides INFOSEC system and equipment protection services to Government agencies within the 50 States, Puerto Rico, Bermuda, the Virgin Islands, Canada, Mexico, Europe, and the Far East. Service Centers are strategically located to ensure that appropriate levels of service are maintained.

c. STU-III terminal. The STU-III Low Cost Secure Voice/Data Terminal is the latest generation of full service secure telecommunications equipment. GSA is available to assist Federal agencies with implementation of STU-III equipment. Services available include COR support, COMSEC accounting, keying services, and GSA maintenance contracts.

d. TEMPEST GSA manages a TEMPEST service to support the needs of Federal agencies on a worldwide basis. TEMPEST services are performed in accordance with applicable Department of Defense documents. GSA TEMPEST services include vulnerability analysis of facilities and FIP resources that process classified and sensitive information applications; user awareness and familiarization briefings; and continuous evaluation of equipment applicability standards.

e. Maintenance and repair. GSA offers continuous long-term system and equipment services and repair; see Attachment A for information and assistance contacts. Services include:

(1) Emergency repairs available 24 hours a day, 7 days a week, providing a 4-hour national average response time; and

(2) System failure analysis, trouble isolation, assistance, coordination, and restoration.

f. Other services. GSA engineers and technicians will advise and assist Government agencies on all INFOSEC matters. Attachment C lists some of the special services available.

g. Acquisition of equipment and service. Acquisition of equipment or service for resale has demanded changes in methodology for cost recovery. These services are attainable on the basis of a percentage charge for each contract. Information about the rate-setting process can be obtained by contacting the organizations listed in Attachment A, paragraph a.

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9. INFOSEC training service.

a. General. GSA operates an INFOSEC Training Center in Kansas City, Missouri. Some of the courses are conducted at extension training facilities in Washington, DC and San Francisco, California. The center can also provide on-site training at agency locations. Attachment B provides a listing of courses.

b. Services and rates. The course schedule and tuition rates are based on resident courses conducted at a resident training center. Rates for courses at locations other than the Kansas City Training Center will include course cost plus travel, per diem, and materials for instructors.

c. Request for training. Agencies should address requests for training to the Registrar of the INFOSEC Training Center. If an agency has established a point of contact, the request should be routed through the agency's representative. The request should state the training and schedule desired and should arrive at the Registrar at least 45 days before the requested training date. See Attachment A for addresses. Course catalogs provide detailed information on the course requirements.

d. NSA certification. Students requiring NSA certification for performance of maintenance will receive a COMSEC Maintenance Training and Experience Record (DD Form 1435) upon successful completion of COMSEC equipment courses.

10. Interagency agreements. Interagency agreements are available to agencies requiring comprehensive services for systems and networks that use multiple equipment and services. GSA will negotiate a rate for these special agreements.

11. Cancellation. FIRMR Bulletin 37, revision 1 is canceled.

Thomas J. Buckholtz
Commissioner
Information Resources
Management Service

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Attachment A

INFORMATION AND ASSISTANCE CONTACTS

a. Rates and Billing Information:

General Services Administration
Information Security Management Division
Service Coordination (KVIPC)
7th & D Streets, SW, Room 5915
Washington, DC 20407
Telephone: FTS 458-7310 or (202) 708 7310
AUTOVON 335-1708

Message Address: GSA INFO SEC MGMT DIV WASH DC//KVIPC//

b. Policy, Engineering, Planning, Agreements and New Services:

General Services Administration
Information Security Management Division
Program Management and Evaluation (KVI-M)
7th & D Streets, SW, Room 5060
Washington, DC 20407
Telephone: FTS 458-7200 or (202) 708-7200
AUTOVON 335-1708

Message Address: GSA INFO SEC MGMT DIV WASH DC//KVI-M//

c. INFOSEC Training Information:

General Services Administration
Information Security Management Division
Information Security Training Center
ATTN: Registrar (KVIS-6)
1500 East Bannister Road
Kansas City, MO 64131
Telephone: FTS 926-7682/6921 or (816) 926-7682/6921
AUTOVON 465-7682/6921

Message Address: GSA SPEC OPS BR KANSAS CITY MO//KVIS-6//

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- d. Operation, Equipment Services, and Application Engineering:
General Services Administration
Information Security Management Division
Service Coordination (KVTPC)
7th & D Streets, SW, Room 5060
Washington, DC 20407
Telephone: FTS 458-7310 or (202) 708-7310
AUTOVON 335-1708

Message Address: GSA INFO SEC MGMT DIV WASH DC//KVIPC//

- e. Day-to-Day Operations, Recurring/Continuing Equipment Services. Contact your local operations area as shown below:
(1) Eastern Operations:
(a) Washington, DC Area Operations

General Services Administration
Information Security Management Division
Metro Operations (KVIE)
7th & D Streets, SW, Room 5060
Washington, DC 20407
Telephone: FTS 458-7530 or (202) 708-7530

Message Address: GSA INFO SEC MGMT DIV WASH DC//KVIE//

- (b) Field Services (Central & Eastern Time Zones)

General Services Administration
Information Security Management Division
Field Operations (KVTEF)
7th & D Streets, SW, Room 5670
Washington, DC 20407
Telephone: FTS 458-7510 or (202) 708-7510

Message Address: GSA INFO SEC MGMT DIV WASH DC//KVIEF//

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(c) European Operations

Facility Engineering and Services/GSA
Stop 94, KVIEF
APO New York, NY 09057
Telephone: (49) 69-699-6430
AUTOVON 330-6430

Message Address: FAC ENG & SVCS RHEIN MAIN GE//GSA//

(2) Western Operations:

(a) Field Operation (Mountain & Pacific Time Zones)

General Services Administration
Information Security Management Division
Western Operations (KVIWF-9)
450 Golden Gate Avenue
P.O. Box 36058, Rm 1001
San Francisco, CA 94102
Telephone: FTS 556-7943 or (415) 556-7943
AUTOVON 586-6854

Message Address: GSA WEST OPS BRANCH SAN FRANCISCO
CA//KVIWF//

(b) Pacific Operation (Hawaii and the Far East)

General Services Administration
Information Security Management Division
Western Operations (KVIWP-9)
450 Golden Gate Avenue
P.O. Box 36058, Rm 1001
San Francisco, CA 94102
Telephone: FTS 556-7939 or (415) 556-7939
AUTOVON 586-6854

Message Address: GSA WEST OPS BRANCH SAN FRANCISCO
CA//KVIWP//

SECURE DATA SYSTEMS OPERATIONS AND MAINTENANCE

Personal Computer Primer for Electronic Technicians	CS-3101
BLACKER KDC/ACC Systems Operations	CS-3448
BLACKER KDC/ACC Systems Maintenance	CS-3443
IBM ASTW Maintenance	CS-3303

SPECIALIZED CUSTOM COURSES

Customized courses to meet specific requirements can be arranged with the INFOSEC Training Center (ITC). The ITC can provide training support on short notice and, with a highly professional and experienced staff, can provide flexible and timely responses. Information can be obtained by contacting the ITC organization listed in Attachment A.

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Attachment C

SPECIAL SUPPORT SERVICES AVAILABLE

Special support services include, but are not limited to, the following:

- Application engineering
- Circuit acquisition
- Corrective and preventive maintenance for a wide variety of equipment
- Cost estimates
- Equipment fabrication
- Equipment rehabilitation
- Facility design
- Fault diagnosis
- Logistic support
- Network integrity assurance
- On-site surveys
- Printed wiring board repair
- Contracting
- System and equipment installation
- System engineering
- TEMPEST
- Training
- Modifications (mandatory)*

* The National Security Agency (NSA) requires that each agency fund for its own modification kits or purchase them through GSA. When GSA purchases a modification kit for an established rate customer, the cost of the kit will be passed on to the customer. If the modification is mandatory, its application (labor etc.) by GSA will be covered, provided it can be performed during a routine visit or trouble call.

A non-established rate customer requesting modification services for equipment not maintained on a monthly service agreement will be billed for the modification kit, and application of the modification will be at the hourly at-cost rate.

All optional modifications will be performed on an at-cost basis.

