USAR Regulation 25-4

Information Management

Army Reserve Enterprise Storage Management Program

Department of the Army
Office of the Chief, Army Reserve
Washington, DC 20310-2400
1 September 2010

SUMMARY OF CHANGE

USAR Reg 25-4
Army Reserve Enterprise Storage Management Program

This regulation—
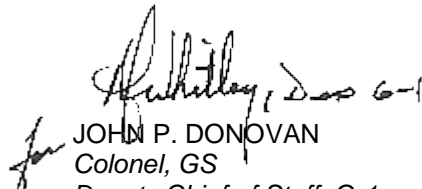
Prescribes policies, responsibilities and procedures on the management and allocation of the Army Reserve enterprise file storage system.

Department of the Army
Office of the Chief, Army Reserve
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1 September 2010

Information Management
ARMY RESERVE ENTERPRISE STORAGE MANAGEMENT PROGRAM
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For the Commander:

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Chief of Staff

Official:

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Colonel, GS
Deputy Chief of Staff, G-1

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History. This is the initial publication of USAR Regulation 25-4.

Summary. This regulation contains policy and procedural guidance on the management of the Army Reserve Enterprise Data Storage System.

Applicability. This regulation applies to US Army Reserve Command (USARC), Office of the Chief, Army Reserve (OCAR), Major Subordinate Commands (MSCs) and units/agencies under the jurisdiction of the Chief, Army Reserve.

Proponent and exception authority. The proponent of this regulation is the US Army Reserve Command (USARC), G-2/6 Network Enterprise Center (NEC). The proponent has the authority to approve exceptions to this regulation that are consistent with controlling law and regulation. The proponent may delegate this approval authority, in writing, to a division or branch chief under their supervision within the proponent agency.

Army management control process. This regulation does not contain management control provisions.

Supplementation. Supplementation of this regulation is prohibited without prior approval from Commander, USARC, G-2/6 (ARRC-CIE-C), 1401 Deshler St. SW, Fort McPherson, GA 30330-5000.

Suggested improvements. Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications and Blank Forms) directly to the USARC G-2/6 Current Operations at usarcg2g6@usar.army.mil or USARC, ATTN: ARRC-CIE-C, 1401 Deshler Street SW, Fort McPherson, GA 30330-2000.

Distribution. This publication is available in electronic media on the USARC Intranet website at https://usarcintra/ and at the Army Reserve Component section of the Army Knowledge (AKO) website (http://www.us.army.mil/). This regulation is intended for command level B. Local reproduction is authorized.

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Contents (Listed by paragraph number)

Appendixes

Glossary

1. Purpose

a. The Army Reserve is transforming from a strategic reserve to an operational force. This new operational paradigm requires the Army Reserve to decrease decision cycles, increase the effectiveness and efficiency of training, respond rapidly to national emergencies, and support to operational missions from home station. The availability of high quality information delivered on an easily configurable infrastructure is a critical success factor enabling these transformation objectives.

b. To assure the availability and security of this information, the USARC G-2/6 must have a flexible, agile information infrastructure that can be rapidly configured to deliver information to the Soldiers, civilians, contractors, and industry partners. This architecture must assure interoperability by following DOD and Army standards and support a joint, Net-Centric enterprise through the implementation of Net-Centric Enterprise Services (NCES). One key service defined by NCES is the Enterprise Storage Service.

c. The Army Reserve has implemented the Army's Enterprise Storage Service in an effort to lower the cost of storing enterprise information, improve enterprise access to electronic information, and assure security of information. This publication describes, in non-technical terms, the structure of the storage service, the management principles that will be followed by the USARC G-2/6, and assigns the authorities for the management of the service delivery system.

2. References

Required and related publications and prescribed and referenced forms are listed at Appendix A.

3. Explanation of abbreviations and terms

Abbreviations, terms, and special terms used in this regulation are explained in the Glossary.

4. Recordkeeping requirements

This regulation requires the creation of records to document and support the business processes of the Army Reserve. Records created under the purview of this regulation, regardless of content or format, will be kept in accordance with the retention schedules found in AR 25-400-2, Army Records Information Management System (ARIMS).

5. Responsibilities

a. Chief Information Officer (CIO) G-2/6. Has the authority and responsibility to direct the acquisition, management and operation of all aspects of the Army Reserve network, to include Enterprise Storage Management. The CIO will manage storage by:

    (1) Allocating storage based on the Enterprise Storage Delivery Service.
    (2) Providing application storage availability according to Enterprise Service Level Agreements.
    (3) Providing storage resiliency to support application Operational Recovery Levels (ORLs).
    (4) Providing data back-up and recovery capabilities to support application Disaster Recovery Levels (DRLs).
    (5) Provide multi-tiered storage solutions to support data aging and application DRLs.

b. USAR organizations/units. Must adhere to the policies, responsibilities, and procedures prescribed within this regulation, as well as procedures and guidelines published by Department of the Army (DA).

c. The USAR NEC will be responsible for approving all storage requests and exception requests from units.

d. Units with assigned Information Management Officers (IMOs) will designate them to manage the unit's electronic files and storage needs including granting access to approved personnel and managing unit designated sub-folders within a command.

e. Army Reserve Enterprise users. All will comply with AR 25-400-2, Army Records Information Management System (ARIMS). Users will perform routine electronic file, document maintenance and clean up to ensure copies of official records are filed, retained and disposed of IAW ARIMS, and that non-operational electronic files are deleted or stored off the Enterprise Storage. All users will store **only** operational non-record duplicate electronic documents on the Enterprise Storage System. Copyrighted electronic files and files identified as Data Restriction within paragraph B-8 will not be copied to or stored on the Enterprise Storage without the proper legal documentation. Restricted file types may be deleted from the Enterprise Storage System without warning. Sharing of data access outside of Enterprise Storage System is strictly prohibited including sharing of local personal computer drives.

6. General

The Chief, Army Reserve (CAR) has directed that the Army Reserve will operate on a single network providing an Enterprise-wide solution with consolidated equipment and services.

7. Enterprise storage management

This regulation covers all storage centrally managed by the USARC G-2/6 NEC for unclassified information that supports all standard Army Reserve Command, Control, Communications, Computers, and Information Management (C4IM) services as defined by the Single NEC Action Plan. This does not include any program manager supported systems, tactical systems, intelligence systems, or classified systems. It provides direction to manage the storage used for applications approved for USARC G-2/6 for enterprise support.

a. *Storage life-cycle management.* The management of storage life-cycle will be provided based on the Enterprise Storage Delivery Service and other approved Enterprise Service Delivery Plans. Life-cycle management is a review of information availability, access and maintenance to ensure proper utilization of space. Aging and archiving of data files are the primary mechanisms of managing the storage life-cycle. Application level archiving will be provided in accordance with approved Enterprise Service Delivery Plans that are updated annually by USARC G-2/6. File based aging of all organizational, shared, and personal data files will be performed in accordance with para B-6a(3). Offline data will be available to the owner upon request utilizing the Enterprise Storage Service request through the Unicenter Service Plus Service Desk (USPSD) (para B-7). Exceptions to this policy must be approved through USARC G-2/6 Current Operations.
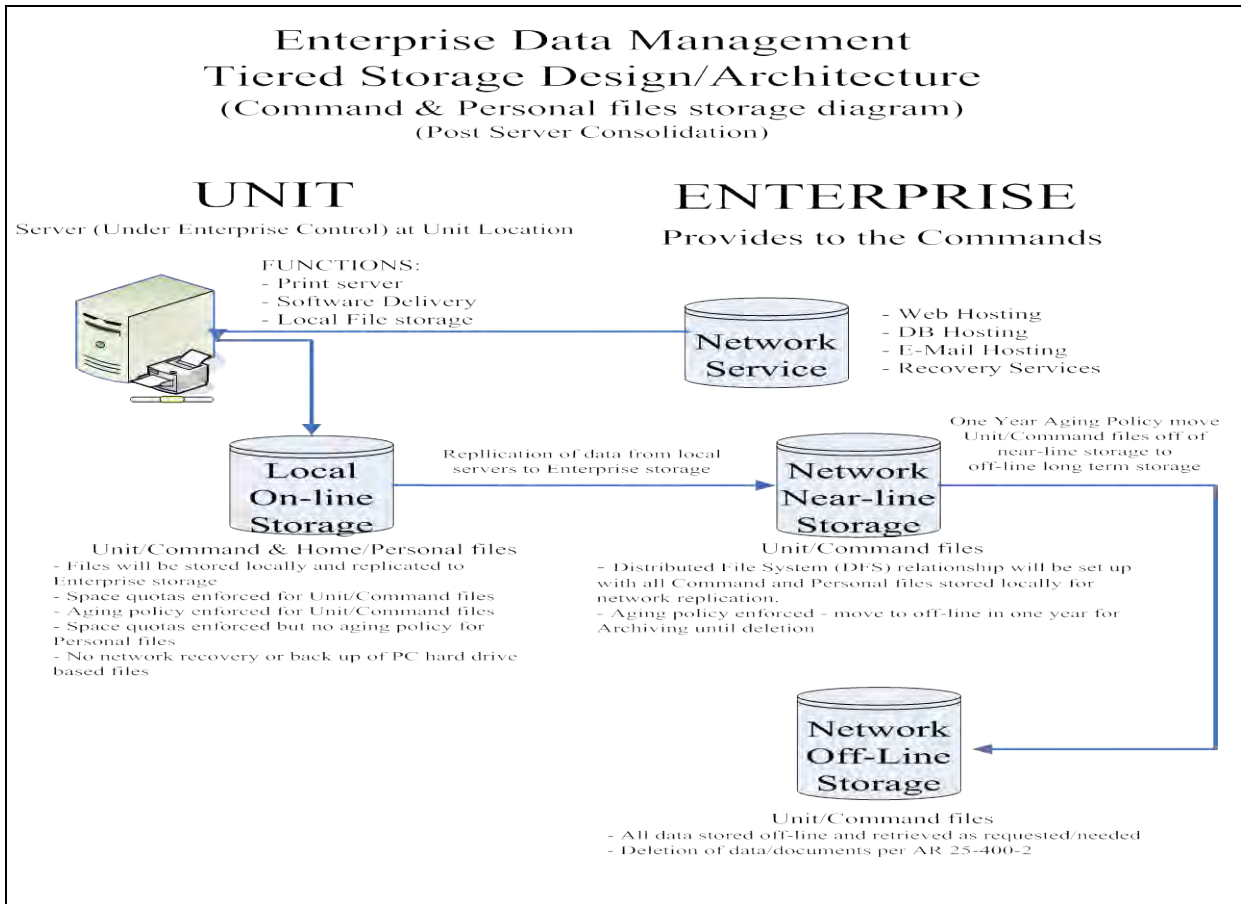

Figure 7-1. Enterprise Storage Management Design/Architecture.

(1) Enterprise Storage. The Army Reserve supports multiple levels of storage capabilities within this regulation. The level of storage available to any individual application is defined within the USAR Storage Service Definition. Each storage level is to accomplish specific operational level capabilities.

(a) Enterprise applications are defined as any application that USARC DCS, G-2/6 has approved and defined as an application that supports the USAR workforce. Once an application is approved as an enterprise application, USAR organizations/ units are required to use the enterprise version of the application on enterprise systems. (For example: USARC DCS, G-2/6 has approved the use of Microsoft Exchange as the enterprise e-mail system and Army Reserve personnel are required to use Microsoft Exchange on the centralized enterprise systems for e-mail usage.)

(b) Primary storage is the storage readily available to applications and data management purposes. This is the storage where applications use as primary access points for maintaining data to support live customers. The quantity and quality of primary storage may vary based on service requirements. The primary storage will support all ORLs support outlined at figure B-2 to include backup, recovery, integrity, and availability.

(c) Secondary storage is storage provided to data that is not actively used by applications and data management access. This storage support secondary application sites, near-line storage for aging data, and reduced levels of availabilities. Secondary storage supports all DRLs (see figure B-3). Data restoration requests processes from secondary storage will be explained in the Enterprise Storage Service Delivery plan.

(d) Tertiary storage is storage that is off-line for applications and data usage. This storage is available to support restorations and storage upon request. Tertiary storage is available to support DRLs and aging data.

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Restoration requests processes from secondary storage will be explained in the Enterprise Storage Service Delivery plan.

(e) Local storage is any storage not managed by the Enterprise Storage Services (G-2/6). All related support defined within this regulation of subsequent service delivery plans do not effect this storage. This storage includes local Desktop Computer based storage, externally attached disks, portable disks, tape storage, and any storage that can be moved from one location to another.

(f) All references to local storage and handling of data should adhere to AR 25-2, para 3-3c (Marking/Safeguarding files), which also governs removable media and Data at Rest (DAR).

(2) Logical Storage. Throughout the Enterprise Storage Policy and Enterprise Storage Service Definitions, storage for data is defined based on utilization. There are two logical storage definitions.

(a) Enterprise application storage is the storage required to support USARC G-2/6 approved systems such as Microsoft Exchange, RLAS, RCAS, Computer Associates (CA), etc. Application storage is allocated by coordinating with the USARC G-2/6 application owner for the specific applications. These applications can support individual or groups of Enterprise Services. The processes for gaining access to enterprise application storage are defined within the specific application service delivery plans.

(b) File storage is allocated to the storage and retrieval of enterprise, organizational, group, and individual data. Access to file storage is allocated under the Enterprise Storage Delivery Service under the direction of the USARC G-2/6 Deputy Director of USAR NEC.

(3) Naming convention. A standard Enterprise naming convention will be used for the file set up under each organization as defined within the USAR Storage Service Delivery Plan (e.g., \\AR\RSC081\HQ\%sub-folders%). Each unit may set up their own file naming under their unit designation.

(4) Storage assigned to personal folders, not to exceed limits defined in paragraph B-11. Personnel that have separated from the Army Reserve will be maintained for a period of 6 months. Access to this storage will be available for the organization through USARC G-2/6, Current Operations. To accommodate personal working file support, a "Home Folder" allows for an easy transfer of personnel from one Army Reserve command to another. The home folder (or working folder) will be located at the top level of the enterprise architecture for each designated person. The location of the "Home Folder" will be \\AR\USER\%username%. New user home folders will be created by the Army Reserve Account Maintenance and Provisioning (ARAMP) application.

(5) Storage assigned to organizational folders of units that no longer exists within the Army Reserve will be maintained for a period of 12 months. Access to this storage is available for the regional organizations by request to the USARC G-2/6, Current Operations.

b. *Enterprise storage management restrictions.* Use of Army Reserve Enterprise information technology resources and associated data, including electronic mail, public and private folders, are subject to all relevant Army Reserve, Army, DOD policies, state and federal laws, including federal copyright law. All operational data will be maintained on the unit and sectional drives in accordance with ARIMS. All stored data must be compliant with DAR policies as they are published by USARC G-2/6 at https://usarcintra/pubs-forms/pubsform/regindex.html

c. *Enterprise storage access and discovery.* Enterprise System administrators will have full access to all Enterprise Storage locations. Access to all application based data will be granted by the application owner on a need basis and approved by USARC G-2/6 Current Operations through Service Desk requests. Access to all organizational data storage will be approved and granted by the Deputy Director of the USAR NEC through requests sent to USARC G-2/6 Current Operations. All organizational and shared storage will be published within the USAR collaboration search index. Any exceptions must be approved by USARC G-2/6 through requests sent to USARC G-2/6 Current Operations.

d. *Continuity of Operations (COOP) for data.* Enterprise storage will provide architecture to support the technical aspects of COOP for data. Although COOP plans must be provided for each application supporting Enterprise Services, the storage will support both operational and DRLs of service. The ORLs and DRLs are defined within the Enterprise Storage Service Delivery Plan.

APPENDIX A
References

Section I
Required Publication(s)

AR 25-2
Information Assurance

AR 25-400-2
The Army Records Information Management System (ARIMS)

Section II
Related publication(s)
A related publication is a source of additional information.

AR 25-1
The Army Knowledge Management and Information Technology

AR 25-52
Authorized Abbreviations, Brevity Codes, and Acronyms

AR 25-55
The Department of the Army Freedom of Information Act Program

AR 340-21
The Army Privacy Act Program

AR 380-5
Department of the Army Information Security Program

AR 525-26
Infrastructure Risk Management (Army)

AR 600-8-104
Military Personnel, Information Management Records

DA Pam 25-1-1
Information Technology Support and Services

DA Pam 25-30
Consolidated Index of Publications and Blank Forms

DA Memo 25-51
Information Management, Records Management Program

USARC Reg 25-1
Information Resource Management Program

USARC Reg 25-2
Information Management Regional Support

USARC Reg 25-3
Army Reserve Command, Control, Communications, Computers, and Information Technology (C4/IT) Investment Management

USARC Pam 25-1
Information Management Handbook

USARC Pam 25-31
USARC Glossary of Abbreviations, Brevity Codes, Acronyms, and Terms

JCS Pub 1
IDOD Dictionary of Military and Associated Terms

OMB CIR A-123
Management's Responsibility for Internal Control

OMB CIR A-130
Management of Federal Information Resources
United States Army Records Management and Declassification Agency (USARMDA) – Army Records Information
Management System (ARIMS) Version 2 User's Guide

Section III
Prescribed Forms/Referenced Forms
This section contains no entries.

APPENDIX B
Storage Services

B-1. Service definition
Provide application and file storage to support Army Reserve full time support personnel and troop program unit (TPU) Soldiers' ability to store official records, application data and personal work files for enterprise usage.

B-2. Service scope
Storage service is offered to Army Reserve full time personnel and TPU Soldiers assigned to units in the Continental United States and Puerto Rico. Storage service supports management of data from enterprise approved applications stored on enterprise systems and organizational and personal files stored within the enterprise distributed file systems.

B-3. Service components
Enterprise Application Storage Management. Applications approved for enterprise support and running on enterprise systems will be provided adequate storage management including:

    a. Capacity Management (ensuring storage space is architected, allocated, monitored and managed).

    b. Availability Management (ensuring storage is architected, deployed and monitored to ensure availability for application use according to ORLs outlined below).

    c. Continuity Management (providing backup and recovery services for support of applications DRLs).

    d. Incident/Problem Management (ensuring any incident or outage is handled reviewed and corrected).

    e. Enterprise File Level Storage Management. Organizational unit storage and personal file storage of government related information will be provided and managed to include:

      (1) Data Aging, Archiving and Retention (providing data aging processes to manage enterprise storage utilization).

      (2) Data Restrictions and filtering (provide data type monitoring, review, and deletion for improper file storage).

      (3) Enterprise Hardware and Software: Provide technology solutions including tiered enterprise storage architecture to provide cost effective storage solutions for Army Reserve services. (Storage Area Network/Network Attached Storage, Switches, Storage management software, enterprise storage software.)

B-4. Service features
Enterprise Application Storage Management. The USARC G-2/6 will provide –

    a. Storage capacity for applications approved for supporting the USAR enterprise. The USAR enterprise applications will be approved by request.

    b. Capacity monitoring to alert application/system owners of overall utilization information through the USARC G-2/6 Management Dashboard. (Note: The management of the application's archival, data aging, data deletion, and overall service is performed by the application/service owner.)

    c. Storage on a storage architecture that supports the performance, availability, and continuity requirements approved by the USARC Deputy Director of the USAR NEC.

    d. Backup and recovery services for approved enterprise application required storage to support the DRLs.

B-5. Naming convention
The unit directory structure will follow an abbreviated Unit Type (e.g., CO for company, BN for Battalion, etc), then a Unit Designator (e.g., 01 for 1st Battalion, A for Alpha Company, etc), then the staff section or end user (e.g., \\AR\TSD123\%sub-unit type and designator%\%staff section%, \\AR\TSD123\BDE01\S1, etc.)

B-6. Storage allocation
The amount of storage allocated to each organizational unit will be defined by the USARC G-2/6 using predefined evaluation criteria. Additional storage may be allocated upon request from the USARC G-2/6, Current Operations. See figure B-1.

Command Storage:
\\AR\ <RSC> \ %sub-unit type and designator%\%staff section%
User Storage:
\\AR\ Users\<User name>

Figure B-1. Sample Command Storage Structure.

    a. The USARC G-2/6 will provide –

      (1) Storage capacity for individuals through the use of home folders. Individual home directories are available to each individual for the storage of official working files. When files become official records or become organizational tools, these files must be migrated to the proper locations.

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(2) Backup and recovery services for approved data types stored within the organizational and home file structures. Data back-ups will be retained for a period of 3 months after that time back-up files will be destroyed. Data identified in the restricted data types (identified in section 3) will not be backed up or available for restoration.

(3) Automated aging of files stored in the organizational and home file structures. Automated aging is the tracking of file creation and access and migrated historical data to eventually eliminate unaccessed data from the system.

b. Aging will be performed according to the following time frames:

(1) Data not accessed for 1 year will be migrated to lowered tiered storage.

(2) Data not accessed for 2 years will be migrated to offline storage.

(3) Data not accessed for 5 years will be deleted.

B-7. Offline storage access

Data that has been migrated to offline storage is available to the user or organization upon service desk request through the Deputy Director of USAR NEC or USARC G-2/6, Current Operations. Official records requiring longer retention can be accommodated upon request through USARC G-2/6, Current Operations. Data identified in the restricted data types will not be aged according to the above timeline, but are subject to elimination from the Enterprise Storage System. The USARC G-2/6 will provide –

a. Storage system management to support agreed service level agreements for application access according to the service delivery plans for applications.

b. File data replication between distributed enterprise servers and centralized enterprise servers for the support of continuity management. The replication frequency will be defined to meet ORLs. Data identified in the restricted data types **will not** be replicated from local storage and not managed by the enterprise processes.

B-8. Data restrictions

a. Data restrictions are in place to support the enterprise capacity management. Enterprise Storage is provided for official use and will not support any data of the following types.

(1) Audio video files (.aac, aif, .asf, .asx, .au, .avi, .flac, .mid, .midi, .mp3, .mpx) or any other audio video file types.

(2) Backup files (.bak, .bck, .old) or any other backup file types.

(3) E-mail files (.pst, .eml, .idx, .mbox, .msg, .ost, .otf, .pab) or any other email file types.

(4) Ghost files (.gho, .ghs).

(5) Image files (.bmp, .dib, .eps, .gif, .img, .jpe, .jpeg, .jgp, .pcx, .png, .psd, .tif).

(6) VMWare files (.vmdk).

(7) ISO files or any copies of CDs, DVD, or image types.

(8) Temporary files (.temp, .tmp).

b. Data identified on enterprise storage that falls within the restricted data types will not be supported by the enterprise file services. These file types will not be managed through the enterprise storage management processes of replication, back-up and recovery, aging and archival. Furthermore, they will be deleted from Enterprise Storage without notice.

c. Official records of these restricted types can be retained with approval from USARC G-2/6, Current Operations.

B-9. Service procedures

Every USAR organization/unit is authorized a standard amount of enterprise network storage. In the event that additional storage is required the following procedures should be followed:

a. Ordering process:

(1) Order additional storage. Organizational and unit level requests for additional storage will be made to the USARC G-2/6 through the USARC NEC.

(2) Order file from backup. Request for restoration of backup information is to be made via the USPSD service request.

(3) Order file from archive. Request for restoration of backup information is to be made via USPSD request.

(4) Order backup service. Backup jobs for approved enterprise application or new organizational/unit folders is required, a request will be made to the USARC G-2/6 through a USPSD service request.

(5) Order home folder. Home folders are automatically created by ARAMP.

(6) Order unit/organizational folder   A new organization/unit will submit a request to the USARC G-2/6 through a USPSD service request.

b. Change process:

(1) Change/upgrade/discontinue storage. All storage allocation change requests will be made to the USARC G-2/6 through the Regional Support Command's (RSC's) Deputy Director of USAR NEC.

(2) Change/upgrade/discontinue backup. All backup job change requests will be made via a USPSD request.

(3) Change/upgrade/discontinue file from archive. Archive file retrieval requests will be made via a USPSD request.
(4) Change/upgrade/discontinue home folder.   All changes to the home folders will be made via a USPSD request.
(5) Change/upgrade/discontinue unit/organizational folder. All organization/unit folder changes will be made via a USPSD request.

B-10. Technical support
Technical storage support will be provided by the USARC G-2/6 via three tiers of support:
    a. Enterprise Customer Service Center telephone, web, and knowledge base support.
    b. Incident and Request tier 2 support.
    c. Level 3 technical and system administration support.

B-11. Storage policy size limitations
Storage on the Enterprise Network will be evaluated on a recurring basis by the USARC G-2/6.
    a. E-mail service level and size limitations. All users - 500mb.
    b. Home/personal/work file area size limitations. The VIP Service Level is 500mb and Standard Service Level is 250mb.

B-12. Operational level agreement
Enterprise storage will provide architecture to support the technical aspects of Continuity of Operations for data. Although COOP plans must be provided for each application supporting Enterprise Services, the storage will support both operational and DRLs of service.
    a. The ORLs refer to the ability to provide recovery of applications and data that have failures within a location. In the event of equipment, facilities, or application error, data recovery will support the following guides (see figure B-2).

Criticality Level	Recovery Time Objective (RTO) (Availability)	Recovery Point Objective (RPO) (Data Loss)	Characteristic	System/Data Requirement	Example of Services	Example of Applications
ORL I	0	~2 hours	Systems/Data that directly support forces	High integrity and high Availability	Core Services Directory Services	DHCP, DNS, WINS Active Directory
ORL IIa	2-4 hours	~2 hours	Systems/Data that indirectly support forces	High integrity and medium availability	Electronic Message Services	Exchange Gold
ORL IIb	4-12 Hours	< 4 hours			DB Services Electronic Message Services	RCAS, RLAS, eLAS Exchange Silver
ORL IIc	12-24 Hours	< 24 hours			Directory Services Collaboration	Other Domain Center Portal
ORL III	~1-5 Days	~1-5 Days	All other Systems/Data	Basic integrity and basic availability	Distributed File Services	User Home Folders

Figure B-2. Example of current ORLs used by the US Army Reserve Data Center.

b. The DRLs refer to the ability to provide recovery of applications and data that have failures within an entire location. In the event of natural disaster, facilities closure, or primary site failure, data recovery will support the following guides (see figure B-3).

Criticality Level	Recovery Time Objective (RTO) (Availability)	Recovery Point Objective (RPO) (Data Loss)	Characteristic	System/Data Requirement	Example of Services	Example of Applications
DRL I	0	~24 hours	Systems/Data that directly support forces	High integrity and high Availability	Core Services Directory Services	DHCP, DNS, WINS Active Directory
DRL IIa	4-8 hours	~48 hours	Systems/Data that indirectly support forces	High integrity and medium availability	Electronic Message Services	Exchange Gold
DRL IIb	12-24 Hours	~48 hours			DB Services Electronic Message Services	RCAS, RLAS, eLAS Exchange Silver
DRL IIc	24-48 Hours	~48 hours			Directory Services Collaboration	Other Domain Center Portal
DRL III	~2-5 Days	N/A	All other Systems/Data	Basic integrity and basic availability	Distributed File Services	User Home Folders

Figure B-3. Example of current DRLs used by the US Army Reserve Data Center.

B-13. Storage service responsibilities
a. Provider responsibilities. The USARC G-2/6 (USAR NEC) provides for the definition, acquisition, implementation, management, and maintenance of the 19.1-4 Storage Services for the Army Reserve Enterprise. The USARC G-2/6 will:
(1) Provide those services to the level defined by the basis of issue plan (19.1-4, Section C).
(2) Coordinate service requests with the appropriate DA and DOD agencies.
(3) Provide the following enterprise support:
(a) Tier I support through the centralized call center which is available 24 hours a day and 7 days a week (with the exception of major holidays. i.e. Christmas).
(b) Changes to the service delivery systems will be performed during planned service outage periods that will be scheduled to minimize Army Reserve mission impact, generally outside of normal business hours.
(c) Any on-site services or maintenance that are performed by the USARC G-2/6 (or its contracted representatives) will be coordinated in advance with the local customer representative and funded for operation and maintenance on basis of issue.
(d) Keep the local customer representatives informed of the status of all service requests.
(e) Management of enterprise standards and assurance of service delivery from vendors.
b. The IMO is responsible for identification and validation of customer requirements. He/she will coordinate service delivery with the USAR NEC. The IMO will verify quality and service performance and work with the USAR NEC to implement service delivery system changes and improve service delivery of existing systems in their area of responsibility.
c. Customer/user responsibilities. He/she is responsible for ensuring service delivery systems meet support requirements and standards. Will coordinate resolution of service delivery problems with the RSC and USAR NEC as necessary.

B-14. Transformational considerations
The USAR will continue to consolidate storage systems into the storage area network and content addressable storage systems. The distributed file system portal will be used as the discovery service that will index the storage system and provide the search capabilities.

GLOSSARY

Section I
Abbreviations

ARAMP
Army Reserve Account Maintenance and Provisioning

ARIMS
Army Reserve Installation Management System

C4IM
Command, Control, Communications, Computers, and Information Management

DAR
Data at Rest

DRL
disaster Recovery Levels

IMO
information management officer

NEC
Network Enterprise Center

ORL
operational recovery levels

PM
program manager

USARC
US Army Reserve Command

USPSD
Unicenter Service Plus Service Desk

Section II
Terms/Definitions

Data
Representation of facts, concepts, or instructions in a formalized manner suitable for communication, interpretation, or processing by humans or by automatic means and any representations such as characters or analog quantities to which meaning is or might be assigned. "Data" includes formalized communication such as e-mails, word documents, PowerPoint slides, Excel spreadsheets, and other documentation used in the daily operational business of the Army Reserve. This definition of data also includes data elements and data items within the standard databases throughout the Army Reserve (i.e.; RLAS, Elas, RCAS, etc).

Database
Information that is normally structured and indexed for user access and review. Databases may exist in the form of physical files (folders, documents, etc.) or formatted automated data processing system data files.

Data Item
A sub unit of descriptive information or value classified under a data element. For example, the data element "military personnel grade" contains data items such as sergeant, captain, and colonel.

Enterprise Storage Management
Management (i.e., accessibility, security, disposition, storage, continuity, etc.) of any "data" being stored on the Army Reserve enterprise-wide network.

File Transfer Protocol (FTP)
A client-server protocol that allows a user on one computer to transfer files to and from another computer over a TCP/IP network.

Home Page
The top-level document relating to an individual or institution. This often has a Uniform Resource Locator (URL) consisting of just a hostname. All other pages on a server are usually accessible by following links from the home page.

Internet
A collection of a worldwide "network of networks" that uses the transmission control protocol and interface protocol (TCPIP) for communications. The Internet includes resources that span academia, business, government and personal interests.

Internet Host
Any computer or computer network that serves as a repository for services available to other computers on the Internet. Internet hosts typically offer services such as E-mail, file transfers protocol, web, or text search services.

Internet Services
In this publication, Internet services refer to the general Internet capabilities provided to the typical user. These services are provided within established Network resources and typically include a web browser, access to FTP and Telnet services and E-mail capabilities to Internet and Intranet addressees. Internet services are predominantly user-level services.

Intranet Server
Refers to a server that uses security or access controls to strictly limit access to authorized users by employing security features such as firewalls to control access to other Internet and Intranet servers and authorized Intranet users.

Network Attached Storage (NAS)
A server that runs an operating system specifically designed for handling files (rather than block data). Network Attached Storage is accessible directly on the local area network (LAN) through LAN protocols such as TCP/IP.

Recovery Point Objective (RPO)
The amount of data capable of being lost without severely impacting mission operations. This is typically calculated in a time-based interval, e.g., 'The mission can afford to lose up to one hour of work.' This will be cross-referenced as a DATA ORL or DRL.

Recovery Time Objective (RTO)
The requirement to have a production environment back in operations after an event. This will be cross-referenced as a SYSTEM ORL and DRL

Redundant Array of Independent Disks (RAID)
A way of storing the same data over multiple physical disks to ensure that if a hard disk fails, a redundant copy of the data can be accessed instead. Example schemes include mirroring and RAID–5.

Storage Area Network (SAN)
A specialized network that provides access to high performance and highly available storage subsystems using block storage protocols. The SAN is made up of specific devices, such as host bus adapters (HBAs) in the host servers, switches that help route storage traffic, and disk storage subsystems. The main characteristic of a SAN is that the storage subsystems are generally available to multiple hosts at the same time, which makes them scalable and flexible.

Sensitive Information
Information for which loss, unauthorized modification, or unauthorized disclosure would be detrimental to operations. Sensitive information may be personal, proprietary, financial, national security- related, or critical to plans and operations. In this instruction, the term limited release information provides an equivalent meaning.

Special Services
Internet services that extend beyond user level requirements. Special services may include specialized connections to the Internet, hardware and software to operate a server, or communications support such as an Integrated Services Digital Network (ISDN) connection, T-1 service, or other dial-in lines to access an Internet host or gateway.

USARC Internet
Refers to interconnection of Army Reserve-owned and operated networks or computers with access to the Internet. These systems are not the same as the Internet, but rely on the Internet to connect Army Reserve-owned systems with non-Army Reserve networks.

USARC Intranet
Refers to Army Reserve-owned and operated networks or computers with WWW and Internet restricted access through the use of security or access controls to essentially create a private or limited access network using the Internet protocols and services. This network's users are strictly limited to within the USARC, its components, or its contractors.

Web
A part of the World Wide Web on a specific website.

Web Page
A page of information presented using the hypertext markup language (HTML) and accessible using the World Wide Web. Web pages may present a variety of information sources from text to a combination of sound, graphics and video.