



# GET TO KNOW THE FOREST SERVICE CHIEF INFORMATION OFFICE

## CIO MISSION

We provide secure, resilient information technology (IT) capabilities to achieve interoperability, information sharing, and unity of effort for the Forest Service and its customers and collaborators.

## CIO VISION

We partner with Forest Service program areas to provide IT services that exceed expectations of timeliness, quality, and ease of accomplishing work in support of the Forest Service mission.



USDA Forest Service photos by Marc Barnes and Preston Keres.

## WHAT WE OFFER

The CIO offers a variety of products and services to empower Forest Service employees, including:

- Applications
- Cell Signal Booster and Extenders
- Collaboration Tools (Pinyon/Box)
- Email, Calendar, and Chat Support
- Enterprise Architecture
- Hard Drive Encryption
- ID Administration (for access to networks and systems)
- IT Security
- Mobile Device Distribution & Maintenance
- Mobile Radio Support
- Network, Storage, Analysis, and Maintenance
- Section 508 Accessibility
- Virtual Private Network (for remote network access)
- Voice and Phone
- Workforce Management

## CIO WORKFORCE

The Chief Information Office (CIO) makes sure Forest Service employees have the information technology they need today, and in the future, to care for the land and serve people.

Over 800 CIO employees, located throughout the United States, are responsible for the information technology and computer systems that support mission goals throughout the Forest Service. Advances in technology and continual digital transformation inspire our diverse workforce to stay on the cutting edge of technology while ensuring the security, integrity, and availability of Forest Service networks and data. Our information technology professionals are also responsible for providing the authoritative data and analytical tools Agency leaders use to make informed decisions.

# CIO DIRECTORATE AREAS

Our high-performing workforce is responsible for ensuring employees have the information technology they need to be successful in their jobs and leadership has the data and tools they need to make informed decisions. We do so by organizing into different program areas that focus on different aspects of business technology, with leadership from an executive office.

**EO**

## EXECUTIVE OFFICE

The CIO Executive Office staff support the CIO organization's strategic planning, administrative operations, and workforce management. The Executive Office provides overall leadership for the entire CIO, including CIO Safety and Occupational Health, Workforce Management, and the CIO's partnership with Local 2196 of the National Federation of Federal Employees (NFFE) union.

**CSS**

## CUSTOMER SERVICE AND SUPPORT

The Customer Service and Support (CSS) directorate delivers end user services and support, training, communications, and business requirements analysis in support of CIO and customer demands. CSS also manages IT support for Job Corps staff across the Agency.

**CS**

## CYBERSECURITY

Cybersecurity's mission is to protect the confidentiality, integrity, and availability of Agency data and infrastructure. Cybersecurity supports the overall Forest Service mission by mitigating risks to Forest Service information, physical resources, operations, or image from insufficiently secured or inappropriately used IT resources.

**IRM**

## INFORMATION RESOURCE MANAGEMENT

Information Resource Management (IRM) creates and implements enterprise strategies and practices for information resource governance, enterprise architecture, capital planning and investment control, information management, and Section 508 compliance. Also, IRM is responsible for performance management, as well as planning and execution of IT that enables strategies, methodologies, and tools to manage cost, quality, and value of IT capabilities and services.

**CTO**

## CHIEF TECHNOLOGY OFFICE

The Chief Technology Office (CTO) ensures information technologies are chosen and implemented that enable, enhance, and transform the delivery of the Forest Service mission.

**LMR**

## LAND MOBILE RADIO

Land Mobile Radio (LMR) manages the design, procurement, installation, and sustainment of radio communications for the Forest Service. LMR supports the Forest Service mission by providing essential communication tools for Agency employees to safely accomplish their work.

**MSS**

## MISSION SUPPORT SYSTEMS

The Mission Support Systems (MSS) directorate is a premier IT service provider for innovative, modern, and secure Forest Service business application and enterprise geospatial system solutions. MSS develops enterprise-wide applications and provides consultative services to other application owners and developers.

**NRM**

## NATURAL RESOURCE MANAGER

Natural Resource Manager (NRM) is responsible for developing, maintaining, and enhancing programmatic software applications of 9,000 users at all levels of the Forest Service. NRM applications are used for day-to-day business; strategic planning; and agency, forest, and program performance accountability.

**OSD**

## OPERATIONS AND SERVICE DELIVERY

Operations and Service Delivery (OSD) touches every level of the Forest Service by providing support for the Agency's IT infrastructure, including network and voice connectivity, data centers, and monitoring technology health and security.