



# United States Department of the Interior

## BUREAU OF LAND MANAGEMENT

National Operations Center  
Denver Federal Center, Building 50  
P.O. Box 25047  
Denver, Colorado 80225-0047

May 9, 2011

In Reply Refer To:  
1265 (OC-360) P

EMS TRANSMISSION: 05/17/2011  
Instruction Memorandum No. OC-2011-045  
Expires: 09/30/2012

To: Assistant Directors, Center Directors, and State Directors  
Attn: State Chief Information Officers and Information Resources  
Management Advisors

From: Director, National Operations Center

Subject: Implementation of the Bureau of Land Management (BLM) Information  
Technology (IT) Technical Refresh Standards

**Program Area:** IT

**Purpose:** To disseminate the guidelines and procedures for the acquisition of the BLM IT assets, according to the BLM's technical refresh standards.

**Policy/Action:** This Instruction Memorandum (IM) provides current guidance, in compliance with the Department of Interior (DOI) Memorandum, Interim IT Hardware Ordering Instructions, dated April 29, 2011, and supersedes Washington Office (WO) IM No. 2009-091 FY 2009 IT Technical Refreshment Strategy Interim Policy.

National IT hardware specifications are developed and managed by the National Operations Center (NOC), based on coordination through WO-500 and the State IT Leads. Authorized IT hardware outlined in the IM align with the DOI and BLM strategic objectives of improved operational efficiency and effectiveness. Mandatory refresh cycles for BLM IT equipment is provided in the Fiscal Year (FY) 2011 Technical Refresh Equipment Standards document (Attachment 1) and the FY 2011 BLM Minimum Specifications – Options (Attachment 2).

Only BLM-specified computers listed on the current DOI contract and in the Technical Refresh Equipment Standards document are authorized for purchase. States and Centers will continue to use a five-year technical refresh cycle for desktop, laptop, and server computers. Purchasing extended warranty/ maintenance options for desktop and laptop computers beyond the standard warranty is not authorized. Remedy help desk tickets will be monitored to measure failure rates for current laptop and desktop computers, servers, and other IT hardware. Subsequent modifications to the BLM's IT Technical Refresh Strategy will be based on these findings.

All ordering will be conducted in accordance with established DOI Memorandum and BLM WO-500 IT acquisition guidelines.

All exceptions to this IM must be coordinated through the organizational State IT Leads and forwarded by the Assistant Director/Center Director/State Director, to the National Operations Center (NOC) Director of Information Resources Management Advisor for approval using the format provided (Attachment 3).

**Time Frame:** Effective immediately.

**Budget Impact:** Annual technical refresh costs for these items will be decreased because of the extended desktop and laptop technical refresh standards and associated extended life cycles.

**Background:** The BLM IT Technical Refresh Strategy implements an enterprise solution that is cost-effective, reduces the BLM technology variability, and incorporates industry's best practices. Several teams composed of representatives from States and Centers reviewed available technical standards and validated the authorized equipment met field requirements. This IM supersedes the previously in-force IM Washington Office (WO) IM No. 2009-091 FY2009 IT Technical Refreshment Strategy Interim Policy.

**Manual/Handbook Sections Affected:** None.

**Coordination:** Business and Fiscal Resources Directorate (WO-800); WO-500; State Information IT Leads; and the NOC.

**Contact:** General questions may be referred to Dan Ialenti, Chief, IT Infrastructure Design and Engineering Section, at 303-236-1049.

Signed by:  
Lynda B. Stelzer  
Director, National Operations Center

Authenticated by:  
William Mills  
Records Administrator

3 Attachments

[1 – Fiscal Year \(FY\) 2011 Technical Refreshment Equipment Standards \(3 pp\)](#)

[2 – BLM FY 2011 Minimum Specifications-Options \(10 pp\)](#)

[3 - Waiver Request Form Memorandum \(1 p\)](#)

Distribution

OC-110, William Mills