

Department of the Treasury
Treasury Franchise Fund

Congressional Budget
Justification and Annual
Performance Plan and Report

FY 2021

Table of Contents

Section I – Budget Request.....	3
A – Mission Statement.....	3
B – Summary of the Request	3
1.1 – Resource Detail Table.....	4
1.2 – Budget Adjustments Table.....	5
C – Budget Increases and Decreases Description.....	5
1.3 – Object Classification (Schedule O) Obligations.....	8
D – Appropriations Language and Explanation of Changes	8
E – Legislative Proposals.....	8
Section II – Annual Performance Plan and Report.....	9
A – Strategic Alignment	9
B – Budget and Performance by Budget Activity	10
2.1.1 – Treasury Shared Services Program Resources and Measures	10
Treasury Shared Services Programs Budget and Performance.....	10
2.1.2 – Centralized Treasury Administrative Services Resources and Measures.....	11
Centralized Treasury Administrative Services Budget and Performance.....	11
2.1.3 – Administrative Services Resources and Measures	12
Administrative Services Budget and Performance	12
2.1.4 – Information Technology Resources and Measures.....	13
Information Technology Services Budget and Performance	13
C – Changes in Performance Measures	14
D – Evidence-Building Activity	14
Section III – Additional Information	15
A – Summary of Capital Investments.....	15
B – Treasury Franchise Fund Program Costs	16
Appendix.....	21

Section I – Budget Request

A – Mission Statement

To assist customer agencies in meeting their mission by providing responsive, customer-focused, cost-effective administrative and information technology support services.

B – Summary of the Request

The Treasury Franchise Fund (TFF) supports effective administrative and information technology services through commitment to service, efficient operations, openness to change, and values-based behavior. The TFF achieves cost savings, promotes economies of scale, and increases productivity and efficiency in the use of resources by shared service providers.

The TFF providers include Departmental Offices' Treasury Shared Services Programs (TSSP), Departmental Offices' Centralized Treasury Administrative Services (CTAS), and the Bureau of the Fiscal Service's Administrative Resource Center (ARC). TFF providers offer financial management, procurement, travel, human resources, information technology, and other administrative services to federal customers on a fully cost recoverable, fee-for-service basis.

The TFF FY 2021 Congressional Budget Justification reflects revised estimates for FY 2020 along with funding requests for FY 2021. The revised estimates in FY 2020 include an increase operations and maintenance costs for ARC Administration (Admin) for administrative support services to support an expansion in the customer base. The FY 2020 revised estimates also include an increase for the expansion of ARC Information Technology (IT) services to the support technology modernization implementation of an onpremise cloud environment, and increased investment in cybersecurity measures that will protect the National Critical Financial Infrastructure.

The TFF FY 2021 budget submission will support the efforts in cybersecurity with transferred operations and maintenance from the Cybersecurity Enhancement Account (CEA) program to implement as a shared service provided to Treasury bureaus. FY 2021 initiatives in TSSP will increase efforts to support a strategic path-forward for a Treasury Enterprise-wide cloud solution, key systems modernizations and program support aimed at reducing redundant efforts by the bureaus.

The FY 2021 budget submission will also support an increase in ARC Admin for operations and maintenance costs to address expected customer growth. ARC Admin will continue to increase the efficiency and quality of services while ensuring customer compliance with new or changes to federal requirements through initiatives such as G-Invoicing implementation, customer workflow, financial statement reconciliation automation, and Robotic Process Automation.

1.1 – Resource Detail Table

Dollars in Thousands

Treasury Franchise Fund	FY 2019		FY 2020		FY 2021		FY 2020 to FY 2021			
Budgetary Resources	Actual		Estimate		Estimate		\$ Change		% Change	
	FTE	AMOUNT	FTE	AMOUNT	FTE	AMOUNT	FTE	AMOUNT	FTE	AMOUNT
Revenue/Offsetting Collections										
Treasury Shared Services Programs		\$244,456		\$274,017		\$299,891		\$25,874		9.44%
Centralized Treasury Administrative Services		\$141,207		\$166,591		\$162,262		(\$4,329)		-2.60%
Administrative Support Services		\$167,613		\$176,521		\$190,172		\$13,651		7.73%
Information Technology Services		\$179,603		\$212,481		\$216,996		\$4,515		2.12%
Recoveries from Prior Years		\$8,002		\$24,123		\$24,016		(\$107)		-0.44%
Unobligated Balances from Prior Years		\$196,219		\$209,795		\$233,918		\$24,123		11.50%
Total Revenue/Offsetting Collections		\$937,100		\$1,063,528		\$1,127,255		\$63,727		5.99%
Expenses/Obligations										
Treasury Shared Services Programs	225	\$240,925	260	\$274,017	269	\$299,891	9	\$25,874	3.46%	9.44%
Centralized Treasury Administrative Services	196	\$136,565	201	\$166,591	197	\$162,262	(4)	(\$4,329)	-1.99%	-2.60%
Administrative Support Services	898	\$170,184	1,077	\$176,521	1,142	\$190,172	65	\$13,651	6.04%	7.73%
Information Technology Services	488	\$179,631	504	\$212,481	504	\$216,996	0	\$4,515	0.00%	2.12%
Total Expenses/Obligations	1,807	\$727,305	2,042	\$829,610	2,112	\$869,321	70	\$39,711	3.43%	4.79%
Net Results		\$209,795		\$233,918		\$257,934		\$24,016		10.27%

1.2 – Budget Adjustments Table

Dollars in Thousands

Treasury Franchise Fund	FTE	Amount
FY 2020 Original Estimate	2,023	\$801,114
Adjustments to FY 2020	19	\$28,496
Increased Customer Base (ARC Admin/IT)	19	\$28,496
FY 2020 Revised Estimate	2,042	\$829,610
Changes to Base:		
Adjustment to Base		
Continuous Diagnostic and Mitigation (CDM) Licenses Phase I and II		(\$10,000)
Maintaining Current Levels (MCLs):		\$17,696
Pay Annualization (2020 3.1% average pay raise)		\$1,956
Pay Raise (1.0% average pay raise)		\$1,907
FERS Contribution Increase		\$2,288
Non-Pay		\$11,545
Subtotal Changes to Base	0	\$7,696
Total FY 2021 Current Services	2,042	\$837,306
Program Changes:		
Program Increases:	74	\$39,810
Cybersecurity Enhancement Account (CEA) Operations and Maintenance (TSSP)	0	1,222
Treasury Enterprise-wide Cloud Infrastructure (TSSP)	3	3,153
Systems Modernization and Program Support (TSSP)	2	\$5,909
Realignment of CTAS Programs to TSSP (TSSP)	4	\$7,795
Customer Growth (ARC Admin)	65	\$9,631
Continuous Diagnostic and Mitigation (CDM) Licenses Phase I and II	0	\$12,100
Program Decreases:	(4)	(\$7,795)
Realignment of CTAS Programs to TSSP (CTAS)	(4)	(\$7,795)
Subtotal Changes to Base	70	\$32,015
FY 2021 Estimate	2,112	\$869,321

C – Budget Increases and Decreases Description

FY 2020 Adjustments +\$28,496,000/ +19 FTE

Increased Customer Base (ARC Admin/IT) +\$28,496,000 / +19 FTE

Increased customer base for ARC Administrative support with five agencies resulting in program increases of \$5,986,000 for operations and maintenance costs, and provides cost sharing and avoidance opportunities for both new and current agencies. Additional increases of \$22,510,000 for ARC IT will support technology modernization, implementation of an on premise cloud environment, and increased investment in cybersecurity measures that will protect the National Critical Financial Infrastructure.

FY 2021 Changes to Base.....-\$10,000,000/ -0 FTE

Continuous Diagnostic and Mitigation (CDM) Licenses (TSSP), -\$10,000,000 / -0 FTE

In accordance with Office of Management and Budget (OMB) Memorandum 20-04, this reduction from the base budget will enable the TFF to show a specific line item increase in FY 2021 for the estimated costs for the Continuous Diagnostic and Mitigation (CDM) licenses.

Maintaining Current Levels (MCLs)+\$17,696,000 / +0 FTE

Pay Annualization (3.1%) +\$1,956,000 / +0 FTE:

Funds are required for annualization of the January 2020 3.1% average pay raise.

Pay Raise (1.0% in 2021) +\$1,907,000 / +0 FTE:

Funds are required for a 1.0% average pay raise in January 2021.

FERS Contribution Increase +\$2,288,000 / +0 FTE

Funds are required for the Federal Employee Retirement System (FERS) contribution rates effective FY 2021.

Non-Pay +\$11,545,000 / +0 FTE

Funds are required for non-labor expenses such as travel, contracts, rent, supplies, and equipment.

Program Increases+\$39,810,000 / +74 FTE

Cybersecurity Enhancement Account (CEA) Operations and Maintenance (O&M) (TSSP)

+\$1,222,000 / +0 FTE

Treasury requires an increase to TSSP by \$1,222,000 to transition additional operations and maintenance costs from CEA to TSSP. Treasury uses the CEA account to fund new investment to enhance enterprise protections against cyber threats. Once the new functionality is built, ongoing O&M is funded by customers through the Franchise Fund. Total CEA O&M in FY 2021 is \$10,100,000, this includes a base level of \$8,821,000 that was transferred to TSSP in FY 2020 plus the requested increase. The FY 2021 increase will support the operations and maintenance costs for the Fiscal Service Trusted Internet Connection (TIC).

Treasury Enterprise-wide Cloud Infrastructure (TSSP) +\$3,153,000 / +3 FTE

Treasury requires an increase to TSSP by \$3,153,000 to support the expansion of the Workplace Community Cloud (WC2) to consolidate Treasury-wide cloud services into an enterprise-wide solution.

Systems Modernization and Program Support (TSSP) +\$5,909,000 / +2 FTE

Treasury requires an additional \$5,909,000 to fund capital expenditures for platform upgrades, technical refreshes and expanded support for new system capabilities such as the Freedom of Information Act (FOIA) system replacement, Single-Sign and robust dashboard reporting tools. The additional staff will provide support for the implementation of the Secretary's strategic priorities and the President's Management Agenda. The additional staff will also manage new statutory responsibilities such as the Program Management Improvement Accountability Act (PMIAA) and Title I of the Foundations in Evidence-based Policy (FEBP) Making Act.

Realignment of Centralized Treasury Administrative Services (CTAS) to Treasury Shared Services Programs (TSSP) +\$7,795,000 / +4 FTE

The Treasury Secured Data Network (TSDN) and Communication Security (COMSEC) programs will be realigned from CTAS to TSSP. The shift will result in a more efficient approach to program budget formulation and executing customers billing by consolidating these programs into TSSP. The shift has a net neutral effect on FTEs and budgetary resources for the TFF.

Customer Growth (ARC Admin) +\$9,631,000 / +65 FTE

Increase reflects operations and maintenance costs, and provides cost sharing and avoidance opportunities for both the new and current agencies supported by ARC. In FY 2019, ARC expanded services with FinCEN and supported shared services transitions with five agencies:

- Corporation for National and Community Service
- Office of Personnel Management
- Federal Mediation and Conciliation Service
- Federal Trade Commission
- U.S. Tax Court

Continuous Diagnostic and Mitigation (CDM) Licenses (TSSP) +\$12,100,000 / +0 FTE

The FY 2021 estimated costs for the Continuous Diagnostic and Mitigation (CDM) licenses is \$12,100,000 for both Phase I (\$5,700,000) and Phase II (\$6,400,000). These licenses are provided by the Department of Homeland Security with the costs allocated to the Treasury bureaus through the TSSP. The CDM Program enhances the overall security posture of the Federal Government by providing Federal agencies with capabilities to monitor vulnerabilities and threats to their networks in near real-time. This increased situational awareness allows agencies to prioritize actions to mitigate or accept cybersecurity risks based on an understanding of the potential impacts to their mission.

Program Decreases-\$7,795,000 / -4 FTE

Realignment of Centralized Treasury Administrative Services (CTAS) to Treasury Shared Services Programs (TSSP) -\$7,795,000 / -4 FTE

The TFF will realign the Treasury Secured Data Network (TSDN) and Communication Security (COMSEC) programs from CTAS to TSSP. The shift has a net neutral effect on FTEs and budgetary resources for the TFF.

1.3 – Object Classification (Schedule O) Obligations

Dollars in Thousands

Treasury Franchise Fund Object Classification	FY 2019 Actual Obligations	FY 2020 Estimate Obligations	FY 2021 Estimate Obligations
11.1 - Full-time permanent	163,821	177,013	187,097
11.3 - Other than full-time permanent	928	926	965
11.5 - Other personnel compensation	5,851	2,794	2,866
11.6 - Overtime	271	2,843	3,004
11.9 - Personnel Compensation (Total)	170,871	183,576	193,931
12.0 - Personnel benefits	57,195	68,789	73,043
Total Personnel and Compensation Benefits	\$228,066	\$252,365	\$266,974
21.0 - Travel and transportation of persons	1,506	1,523	1,586
22.0 - Transportation of things	81	43	43
23.1 - Rental payments to GSA	34,430	37,461	37,461
23.2 - Rental payments to others	53	320	324
23.3 - Communication, utilities, and miscellaneous charges	70,929	79,287	86,626
24.0 - Printing and reproduction	159	369	369
25.1 - Advisory and assistance services	113,683	120,304	125,613
25.2 - Other services from non-Federal sources	15,272	16,161	16,875
25.3 - Other goods and services from Federal sources	133,829	141,622	149,973
25.4 - Operation and maintenance of facilities	1	42	42
25.7 - Operation and maintenance of equipment	80,378	104,729	107,444
26.0 - Supplies and materials	4,889	3,864	3,893
31.0 - Equipment	36,865	59,499	60,077
32.0 - Land and structures	7,165	12,021	12,021
Total Non-Personnel	499,240	577,245	602,347
Total Obligations	\$727,306	\$829,610	\$869,321
Full-time Equivalents (FTE)	1,807	2,042	2,112

D – Appropriations Language and Explanation of Changes

The TFF receives no annually appropriated resources from Congress.

E – Legislative Proposals

The TFF does not have legislative proposals.

Section II – Annual Performance Plan and Report

A – Strategic Alignment

Alignment with the Treasury Strategic Plan:

The Treasury Franchise Fund aligns to the following Treasury strategic goals and objectives as presented in the FY 2018 - 2022 strategic plan:

Goal 4: Transform Government-wide Financial Stewardship

- Objective 4.3 – Federal Financial Performance – Improve federal financial management performance using innovative practices to support effective government.

Goal 5: Achieve Operational Excellence

- Objective 5.1 – Workforce Management – Foster a culture of innovation to hire, engage, develop, and optimize a diverse workforce with the competencies necessary to accomplish our mission.
- Objective 5.2 – Treasury Infrastructure – Better enable mission delivery by improving the reliability, security, and resiliency of Treasury’s infrastructure.
- Objective 5.3 – Customer Value – Improve customer value by increasing the quality and lowering the cost of Treasury’s products and services.

The TFF is well positioned in FY 2021 to be a key federal resource. In direct alignment with the President’s Management Agenda (PMA) Cross-Agency Priority (CAP) Goal 5- Share Quality Services, the TFF service providers aim to enhance federal mission effectiveness through increased use of cloud-based solutions, reduce cybersecurity risks, and build a modern Information Technology (IT) workforce. The TFF emphasizes this through a standardized “build once, use many” service model with a focus on providing economies of scale enabling agencies to concentrate on mission critical activities.

TFF continues to set the benchmark for federal mission support services and is committed to:

- Customer satisfaction
- Streamlining processes
- Implementing innovative and customer centric solutions

TFF also supports the President's Management Agenda by investing in a 21st Century workforce through:

- Developing an enterprise IT workforce transformation plan that includes an IT recruiting and training roadmap that enables evolution as technology trends change.
- Training staff on the latest technologies and methods; and
- Hiring adaptable technologists who are trained on industry-proven IT tools, and who have a passion for modernizing and securing the IT infrastructure of our government.

B – Budget and Performance by Budget Activity

2.1.1 – Treasury Shared Services Program Resources and Measures

Dollars in Thousands

Resource Level	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 TBD	FY 2021 Request
Expenses/Obligations	225,024	229,070	235,811	241,845	235,515	274,017	299,891
Budget Activity Total	\$225,024	\$229,070	\$235,811	\$241,845	\$235,515	\$274,017	\$299,891
Full-time Equivalents (FTE)	251	228	235	234	225	260	269

The FY 2015 - FY 2019 columns represent realized resources for full-time equivalents, reimbursables, and user fees.

Measure	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Actual	FY 2020 Target	FY 2021 Target
Average Cost per FTE	N/A	N/A	N/A	N/A	1,383.0	1,463.5	1,460.0	1,580.3
Annual Effective Spend Rate	N/A	N/A	N/A	N/A	96.0	97.1	96.0	96.0
Customer Satisfaction	N/A	N/A	N/A	N/A	B	75	80	80

Key: Disc - B - Baseline

Treasury Shared Services Programs Budget and Performance

(\$299,891,000 from offsetting collections):

Treasury Shared Services Programs (TSSP) provides administrative and information technology services on a competitive basis, and also delivers outstanding customer service. TSSP supports the goals and objectives for the current Treasury Strategic Plan by allowing customers to maximize their operations support resources and the benefit from centralized approaches to program support and administration.

Description of Performance:

In FY 2019, TSSP decreased the number of performance measures used in order to focus on measures that specifically gauge customer satisfaction and the value proposition of the services provided. TSSP finalized the following measures:

Average Cost per FTE

Annual Effective Spend Rate

Customer Satisfaction (baselined in FY 2019)

In order to provide greater transparency into the value proposition of shared services, TSSP established the average cost per FTE and annual effective spend rate measures. As agencies budgets shrink, it becomes increasingly important to demonstrate clear insight into the current cost of shared services and to assess the cost efficiency benefits of the shared approach.

The annual effective spend rate speaks to the financial management and oversight of the program. It gives insight into the how much of the resources collected from customers are being obligated for service delivery in the fiscal year. This measure speaks to the efficient use of resources by the service providers. In FY 2019, 97 percent of the funds collected from customers for the shared services was obligated which was above the 96 percent target rate set for the fiscal year. The target will remain at 96 percent for FY 2020 and FY 2021.

In FY 2019, the survey results yielded a 75 percent overall customer satisfaction rating for services provided through the TSSP. The target for this measure is set at 80 percent for both FY 2020 and 2021. Planned efforts to achieve this higher rating for customer satisfaction going forward will focus on identifying more opportunities for customer engagement and improved customer feedback mechanisms.

2.1.2 – Centralized Treasury Administrative Services Resources and Measures

Dollars in Thousands

Resource Level	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 TBD	FY 2021 Request
Expenses/Obligations	NA	NA	NA	NA	136,565	166,591	162,262
Budget Activity Total	\$0	\$0	\$0	\$0	\$136,565	\$166,591	\$166,591
Full-time Equivalents (FTE)	NA	NA	NA	NA	196	201	197

Measure	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Actual	FY 2020 Target	FY 2021 Target
Annual Effective Spend Rate	N/A	N/A	N/A	N/A	N/A	96.0	97.8	96.0	96.0
Customer Satisfaction	N/A	N/A	N/A	N/A	N/A	B	75	80	80

Key: Disc - B - Baseline

The FY 2015 - FY 2019 columns represent realized resources for full-time equivalents, reimbursables, and user fees.

Centralized Treasury Administrative Services Budget and Performance

(\$162,262,000 from offsetting collections):

The Centralized Treasury Administrative Services (CTAS) program provides administrative support to offices within Treasury's Departmental Offices. This support includes administrative functions such as financial management, travel, human resources, information technology, and facilities management. The programs formerly residing under DO SE fully transitioned to TFF in FY 2019.

Description of Performance:

FY 2019 was the first year of inclusion CTAS program into the TFF. CTAS has identified the following performance measures in FY 2019:

- Annual Effective Spend Rate
- Customer Satisfaction

In FY 2019, the annual effective spend rate was 98 percent, which was above the set target rate of 96 percent. The customer satisfaction rate was baselined in FY 2019. Results from a survey released in FY 2020, garnered a 75 percent satisfaction rating for the overall program.

The targets set for the annual effective spend rate and customer satisfaction measures are mirrored after the TSSP target to maintain consistency in overall financial management of the two shared services providers within Departmental Offices. The targets set in both FY 2020 and 2021 is 96 and 80 percent, for the annual effective spend rate and customer satisfaction measures respectively.

2.1.3 – Administrative Services Resources and Measures

Dollars in Thousands

	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Resource Level	Actual	Actual	Actual	Actual	Actual	TBD	Request
Expenses/Obligations	\$146,282	\$156,869	\$157,284	\$150,876	\$170,184	\$176,521	\$190,172
Budget Activity Total	\$146,282	\$156,869	\$157,284	\$150,876	\$170,184	\$176,521	\$190,172
Full-time Equivalents (FTE)	936	988	957	937	898	1,077	1,142

	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2019	FY 2020	FY 2021
Measure	Actual	Actual	Actual	Actual	Actual	Target	Target	Target
Customer Unmodified Audit Opinions [%]	NA	NA	NA	100	100	100	100	100
Percentage of shared services service level agreement performance metrics met or exceeded [%]	NA	NA	NA	NA	89	94	94	94
Customer Satisfaction with ARC Admin Services [%]	NA	NA	NA	NA	TBD	B	80	80

Key: B - Baseline; TBD - To Be Determined

Note: Results from customer satisfaction survey are expected to be completed by end of Q2 in FY2020.

The FY 2015 - FY 2019 columns represent realized resources for full-time equivalents, reimbursables, and user fees.

Administrative Services Budget and Performance

(\$190,172,000 from offsetting collections):

ARC Admin is directly aligned with the Administration's CAP Goal 5 and supports OMB's Reform Plan and the Department of the Treasury's shared services initiatives. As a critical strategic partner to OMB and Treasury, ARC Admin supports:

- the Financial Management Line of Business, designated Federal Shared Services Provider by OMB,
- the Budget Formulation and Execution Line of Business, designated Federal Shared Service Provider by OMB, and
- Treasury's Human Resources Line of Business.

ARC Admin's services allow agencies to focus on missions and avoid redundancies within administrative operations creating cost avoidance across government, including \$113,400,000 in FY 2019 as reported in the Treasury Future of Federal Financial Management Vision progress statement.

Description of Performance:

In FY 2019, ARC Admin met the unmodified audit opinion and customer satisfaction measures, but fell short of the target for the percentage of service level agreement performance metrics met or exceeded. The shortfall was largely due to challenges managing workloads through periods of significant staff turnover. ARC continues to work with customer agencies to understand the changes thereby enabling them to align resources to support the demand. The following bullets highlight the Admin performance in FY 2019:

- Expanded, improved, and implemented services and new requirements in support of current and future customers.

- Completed upgrades to the core financial management system (Oracle) and fully integrated acquisition system; Procurement Information System for Management (PRISM).

- Transitioned to SP3 credit card solution.

In FY 2020 and FY 2021, Admin Services is committed to meeting or exceeding service metrics, and continuing efforts to improve efficiency and effectiveness. These efforts are demonstrated through upgrades to the Oracle E-Business Suite and other support systems, deployment of business intelligence/data analytics and accounting reconciliation and financial statement solutions as well as, customer workflow solutions to improve efficiency and ARC customer experience.

2.1.4 – Information Technology Resources and Measures

Dollars in Thousands

Resource Level	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 TBD	FY 2021 Request
Expenses/Obligations	\$162,895	\$192,877	\$195,441	\$194,952	\$179,631	\$212,481	\$216,996
Budget Activity Total	\$162,895	\$192,877	\$195,441	\$194,952	\$179,631	\$212,481	\$216,996
Full-time Equivalents (FTE)	459	499	493	476	488	504	504

Measure	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2019 Target	FY 2020 Target	FY 2021 Target
Fiscal IT Hosting – Percentage of Time Service is Operational (Uptime Excluding Planned Maintenance)	N/A	99.8	99.2	99.8	99.9	99.0	99.0	99.0
Number of engagements in strategic sourcing, to include new IT customers, new scope of work for existing customers, or new FITARA compliant contracts available beyond Fiscal Service [#]	N/A	1.0	2.0	1.0	1.0	0.0	2.0	2.0

The FY 2015 - FY 2019 columns represent realized resources for full-time equivalents, reimbursables, and user fees.

Information Technology Services Budget and Performance

(\$216,996,000 from offsetting collections):

ARC Information Technology Services (ARC IT) provides shared services to a variety of federal customers. Value is provided through consolidated IT infrastructures and standardized IT service delivery in a modern, technically innovative, and secure environment.

ARC IT has embarked on a technology modernization initiative that will span several years to leverage an enterprise level Micro-services strategy that aligns business functions and capabilities. This approach will help rationalize the IT footprint, increase resiliency, reduce cyber vulnerabilities, and reduce overall IT costs. Additionally, this approach will result in better evaluation of IT costs and the level of service required to deliver value-added business solutions; more accurate IT portfolio performance measures; and ability to meet business requirements in an agile manner. Fiscal Service's objective is to use services and capabilities that are portable, reusable, scalable, and resilient, with the additional capability for automated deployment. The following actions are planned in FY 2020:

Expand the strategies established under the Cloud Sprint Teams [Leverage expert analysis where needed]

Establish Cloud Orchestration & Automation Toolsets

Begin building Micro-services

Phase 3 (Modernization Roadmap) Complete the IT Modernization Plan with outputs of:

Decision Guide ("Fit" Tool)

Assessment Outcomes

Target State Architecture/Capability Needs Roadmap

Description of Performance:

In FY 2019, ARC IT exceeded the hosting performance measure target, but did not achieve the target for number of engagements in strategic sourcing and achieve increased service levels. The following bullets highlight the IT performance in FY 2019:

Fiscal IT Hosting – In FY 2019, IT Services consistently exceeded the 99.0 percent infrastructure uptime target with a rating of 99.9 percent. Service value is achieved through cost effective hosting services and responsive, value-added support and customer service.

Number of engagements for strategic sourcing – This metric is defined as new work (Hosting, Security Services, Software Engineering, etc.) outside of the current scope for existing customers or establishment of a contract vehicle for Treasury or Government wide use. IT did not on-board new work or sponsor a crosscutting contract in FY 2019 due to increased priority to other key initiatives including IT modernization planning. ARC IT is currently on track to meet this target in FY 2020.

In FY 2020 and FY 2021, the IT service line performance measures are aligned with Treasury's IT strategy and the PMA, but also of most significance to its customers supported. IT has a long history of maintaining a high standard of hosting availability (99 percent), which reflects the commitment to minimize technology and cybersecurity risks through a highly skilled workforce and covering a 24/7 operation. In addition, IT will continue to emphasize and measure performance in executing IT acquisition strategies that leverage procurement awards that maximize federal buying power to reduce costs

C – Changes in Performance Measures

The TFF has no changes to any performance measures from the previous year President's Budget.

D – Evidence-Building Activity

As the shared services landscape evolves and expands to support the widening needs across the federal government, the TFF shifts to evidence based decision making for the management and oversight of the services provided. Using the policy analysis approach, the TFF issued a customer satisfaction survey for FY 2019 to a wide range of customers both internal and external. The TFF worked with the Office of Strategic Planning and Performance Improvements to develop a well-rounded survey tool that would give customers the opportunity to provide detailed feedback. Overall feedback was positive, the TFF receiving a 75 percent satisfaction rating (average is based on results from TSSP and CTAS FY 2019 surveys).

The feedback received from the survey will give much needed insight that can be used by fund's oversight body of the TFF to have more substantive conversations with service providers to focus on the following:

- Transparency efforts
- Customer engagement efforts
- Optimal service delivery model

The TFF will continue to pursue the use of evidence and data necessary to make critical decisions about program operations, policies and the overall management of the shared services programs.

Section III – Additional Information

A – Summary of Capital Investments

The TFF's planned investments enhance the capabilities and capacity of our financial management shared services. Investing in service oriented architecture will allow customers to streamline application connections resulting in benefits that include reducing development time, using industry development best practices for coding efforts, allowing real time processing of transactional data between systems, and independent communication between systems. This effort will also reduce redundancy, providing more flexible and efficient interfaces with customers' third-party applications.

The TFF plans to expand the use of an enterprise-wide financial statement reporting tool and update operational (transactional) reporting and analytical tools in order to provide a more efficient interpretation of large volumes of data, long-term stability, and improved presentation and distribution capabilities.

A summary of capital investment resources, including major information technology and non-technology investments can be found at: <https://www.treasury.gov/about/budget-performance/Pages/summary-of-capital-investments.aspx>. This website also contains a digital copy of this document. The Administrative Resource Center capital investments are contained within the Fiscal Service capital investment summary. The Treasury Shared Service Programs capital investments are contained within the Departmental Offices capital investment summary.

B – Treasury Franchise Fund Program Costs

This information is provided to fulfill requirements of Section 122 of the FY 2020 Financial Services and General Government appropriations bill.

Treasury Franchise Fund – Treasury Shared Services Programs, FY 2019 Total Charges by Customer

FY 2019 TSSP Customers	Enterprise Business Solutions	Infrastructure Operations	Cybersecurity	IT Strategy and Technology Management	Non-Information Technology Services	Total
Alcohol Tobacco Tax and Trade Bureau	\$ 198,888.45	\$ 610,584.28	\$ 111,391.80	\$ 15,879.52	\$ 507,719.18	\$ 1,444,463.23
Bureau of Printing and Engraving	\$ 678,496.05	\$ 4,218,556.71	\$ 308,808.02	\$ 56,576.53	\$ 1,220,478.51	\$ 6,482,915.83
Bureau of the Fiscal Service	\$ 2,026,974.51	\$ 671,246.91	\$ 489,082.72	\$ 65,115.23	\$ 2,114,929.55	\$ 5,367,348.91
Consumer Financial Protection	\$ 917,582.44	\$ -	\$ -	\$ -	\$ 186,283.21	\$ 1,103,865.65
DHS - Immigration & Customs Enforcement	\$ -	\$ -	\$ -	\$ -	\$ 71,537.17	\$ 71,537.17
DHS Office of Inspector General	\$ -	\$ -	\$ -	\$ -	\$ 8,766.74	\$ 8,766.74
DHS Customs and Immigration Service	\$ -	\$ -	\$ -	\$ -	\$ 41,017.83	\$ 41,017.83
DHS Headquarters	\$ -	\$ -	\$ -	\$ -	\$ 108,970.78	\$ 108,970.78
DHS U.S. Secret Service	\$ 1,313,538.51	\$ -	\$ -	\$ -	\$ 56,937.49	\$ 1,370,476.00
Community Development Financial Institutions Fund	\$ 302,731.40	\$ 20,846.85	\$ 9,919.49	\$ 2,365.03	\$ 142,289.44	\$ 478,152.22
DC Pensions	\$ 25,124.95	\$ 125,176.91	\$ 2,834.14	\$ 675.72	\$ 71,551.71	\$ 225,363.43
Federal Financing Bank	\$ 1,640,795.65	\$ 143,732.41	\$ 4,380.04	\$ 1,044.30	\$ 94,707.70	\$ 1,884,660.09
Financial Stability Oversight Council	\$ 332,618.89	\$ 67,944.71	\$ 2,318.84	\$ 552.87	\$ 111,463.38	\$ 514,898.68
Treasury Office of Financial Research	\$ 253,907.51	\$ 6,200,202.76	\$ 396,998.99	\$ 5,836.95	\$ 419,854.24	\$ 7,276,800.45
Treasury Office of Financial Stability	\$ 1,264,585.37	\$ 303,321.25	\$ 4,380.04	\$ 1,044.30	\$ 243,002.13	\$ 1,816,333.09
Treasury Office of Technical Assistance	\$ 15,456.50	\$ 68,863.90	\$ 1,545.89	\$ 368.58	\$ 175,616.80	\$ 261,851.67
Small Business Lending Fund Administration	\$ 3,117.30	\$ 25,464.32	\$ 1,030.60	\$ 245.72	\$ 53,549.62	\$ 83,407.55
Treasury Departmental Offices	\$ 9,847,801.29	\$ 5,662,580.33	\$ 459,172.43	\$ 43,399.91	\$ 5,188,379.19	\$ 21,201,333.15
State Small Business Credit Initiative Administration	\$ -	\$ -	\$ -	\$ -	\$ 3,539.67	\$ 3,539.67
Treasury Executive Office of Asset Forfeiture	\$ 2,508,685.48	\$ 168,495.30	\$ 3,755.43	\$ 798.58	\$ 155,120.49	\$ 2,836,855.28
Treasury Terrorism Risk Insurance Program	\$ 1,818.34	\$ 28,647.41	\$ 1,159.42	\$ 276.43	\$ 47,309.65	\$ 79,211.25
Department of Commerce	\$ 9,682,765.35	\$ -	\$ -	\$ -	\$ 396,334.00	\$ 10,079,099.35
DOC - National Oceanic & Atmosphere Administration	\$ -	\$ -	\$ -	\$ -	\$ 24,481.99	\$ 24,481.99
DOC - International Trade Administration	\$ -	\$ -	\$ -	\$ -	\$ 19,826.59	\$ 19,826.59
DOD - U.S. Air Force	\$ -	\$ -	\$ -	\$ -	\$ 160,286.82	\$ 160,286.82
Department of Energy	\$ -	\$ -	\$ -	\$ -	\$ 4,157.37	\$ 4,157.37
Department of Interior	\$ 92,711.36	\$ -	\$ -	\$ -	\$ 3,660.31	\$ 96,371.67
DOJ - Drug Enforcement Agency	\$ -	\$ -	\$ -	\$ -	\$ 52,379.07	\$ 52,379.07
DOJ - Executive Office of Immigration Review	\$ -	\$ -	\$ -	\$ -	\$ 15,597.90	\$ 15,597.90
DOJ - U.S. Marshal Service	\$ -	\$ -	\$ -	\$ -	\$ 28,991.79	\$ 28,991.79
DOJ Alcohol Tobacco Firearms and Explosives	\$ 1,002,235.57	\$ -	\$ -	\$ -	\$ 92,565.30	\$ 1,094,800.87
Department of Labor	\$ 3,133,757.49	\$ -	\$ -	\$ -	\$ 201,875.83	\$ 3,335,633.32
DOL - Bureau of Labor Statistics	\$ -	\$ -	\$ -	\$ -	\$ 17,010.11	\$ 17,010.11
DOL - Office of the Inspector General	\$ -	\$ -	\$ -	\$ -	\$ 7,061.09	\$ 7,061.09
Department of State	\$ -	\$ -	\$ -	\$ -	\$ 136,060.89	\$ 136,060.89
DOT- Federal Transit Agency	\$ -	\$ -	\$ -	\$ -	\$ 13,416.08	\$ 13,416.08
Department of Education	\$ -	\$ -	\$ -	\$ -	\$ 62,685.01	\$ 62,685.01
Export Import Bank-Office of the Inspector General	\$ -	\$ -	\$ -	\$ -	\$ 2,824.44	\$ 2,824.44
Environmental Protection Agency	\$ -	\$ -	\$ -	\$ -	\$ 16,481.85	\$ 16,481.85
Farm Credit Administration	\$ -	\$ -	\$ -	\$ -	\$ (912.56)	\$ (912.56)
Federal Communications Commission	\$ 44,909.50	\$ -	\$ -	\$ -	\$ 1,727.70	\$ 46,637.20
Federal Deposit Insurance Corporation	\$ 96,000.00	\$ -	\$ -	\$ -	\$ 3,355.86	\$ 99,355.86
Federal Deposit Insurance Corporation -Office of the Inspector General	\$ -	\$ -	\$ -	\$ -	\$ 253.96	\$ 253.96
Federal Emergency Management Agency	\$ 204,509.55	\$ -	\$ -	\$ -	\$ 69,865.78	\$ 274,375.33
Federal Housing Finance Agency	\$ -	\$ -	\$ -	\$ -	\$ 35,305.47	\$ 35,305.47
Financial Crimes Enforcement Network	\$ 115,100.05	\$ 1,252,991.08	\$ 95,139.70	\$ 9,367.99	\$ 340,185.50	\$ 1,812,784.32
Federal Reserve Board	\$ -	\$ -	\$ -	\$ -	\$ 2,824.44	\$ 2,824.44
Government Accountability Office	\$ 582,780.16	\$ -	\$ -	\$ -	\$ 23,575.07	\$ 606,355.23
General Service Administration	\$ -	\$ -	\$ -	\$ -	\$ 68,286.88	\$ 68,286.88
HHS - Agency for Healthcare Research and Quality	\$ -	\$ -	\$ -	\$ -	\$ 2,760.95	\$ 2,760.95
Housing and Urban Development	\$ 2,946,256.81	\$ -	\$ -	\$ -	\$ 211,196.68	\$ 3,157,453.49
HUD - Office of Inspector General	\$ 60,804.04	\$ -	\$ -	\$ -	\$ 3,214.74	\$ 64,018.78
Internal Revenue Service	\$ 34,684,067.64	\$ 69,875,511.74	\$ 9,815,932.57	\$ 2,300,656.20	\$ 29,368,383.43	\$ 146,044,551.57
Millennium Challenge Corporation	\$ -	\$ -	\$ -	\$ -	\$ 23,041.83	\$ 23,041.83
U.S. Mint	\$ 989,116.05	\$ 1,889,234.46	\$ 265,814.46	\$ 52,368.62	\$ 1,315,642.73	\$ 4,512,176.31
National Records and Archives Administration	\$ -	\$ -	\$ -	\$ -	\$ 27,474.78	\$ 27,474.78
National Transportation Safety Board	\$ -	\$ -	\$ -	\$ -	\$ 9,117.62	\$ 9,117.62
Office of the Comptroller of the Currency	\$ 1,466,189.70	\$ 1,213,369.04	\$ 1,050,437.76	\$ 121,169.61	\$ 1,945,990.81	\$ 5,797,156.92

**Treasury Franchise Fund – Treasury Shared Services Programs, FY 2019 Total Charges
by Customer (continued)**

FY 2019 TSSP Customers	Enterprise Business Solutions	Infrastructure Operations	Cybersecurity	IT Strategy and Technology Management	Non-Information Technology Services	Total
Office of Government Ethics	\$ -	\$ -	\$ -	\$ -	\$ 2,856.18	\$ 2,856.18
Treasury Office of Inspector General	\$ 148,123.37	\$ 399,478.85	\$ 23,743.91	\$ 5,528.65	\$ 207,664.59	\$ 784,539.37
Overseas Private Investment Corporation	\$ -	\$ -	\$ -	\$ -	\$ 12,709.97	\$ 12,709.97
Peace Corps	\$ 119,143.12	\$ -	\$ -	\$ -	\$ 4,593.12	\$ 123,736.24
Small Business Administration	\$ 366,663.13	\$ -	\$ -	\$ -	\$ 44,863.36	\$ 411,526.49
Special Inspector General for TARP	\$ 193,216.95	\$ 958,582.49	\$ 10,225.49	\$ 4,300.06	\$ 211,790.01	\$ 1,378,115.00
National Gallery of Art	\$ -	\$ -	\$ -	\$ -	\$ 16,946.62	\$ 16,946.62
TFF - Administrative Resources Center	\$ 1,755,848.19	\$ 2,878,378.15	\$ 349,646.93	\$ 46,532.82	\$ 770,046.16	\$ 5,800,452.24
Treasury Inspector General for Tax Administration	\$ 514,558.06	\$ 2,295,768.78	\$ 113,283.98	\$ 24,633.21	\$ 593,989.80	\$ 3,542,233.84
USAID	\$ 1,882,403.10	\$ -	\$ -	\$ -	\$ 46,235.58	\$ 1,928,638.68
Veterans Affairs	\$ -	\$ -	\$ -	\$ -	\$ 42,493.54	\$ 42,493.54
Total	\$81,413,281.83	\$99,078,978.66	\$13,521,002.63	\$2,758,736.85	\$47,684,201.48	\$244,456,201.45

Treasury Franchise Fund – Centralized Treasury Administrative Services Programs, FY 2019 Total Charges by Customer

FY 2019 CTAS Customers	Information Technology Services	Treasury Facilities and Operations Services	Financial Management Services	Budget and Travel Services	Human Resources Services	Privacy, Transparency and Records Services	Other Administrative Services	Total
Bureau of the Fiscal Service	\$ 210,116.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,016.94	\$ 212,132.94
Consumer Financial Protection	\$ 24,765.70	\$ 943,536.54	\$ -	\$ -	\$ -	\$ -	\$ 43,924.37	\$ 1,012,226.61
Community Development Financial Institutions Fund	\$ 51,645.42	\$ 1,398,671.70	\$ 922,550.68	\$ 107,261.77	\$ 78,172.63	\$ -	\$ 43,924.37	\$ 2,602,226.56
DC Pensions	\$ 486,623.33	\$ 643,023.89	\$ -	\$ 173,489.20	\$ -	\$ -	\$ 21,962.18	\$ 1,325,098.61
Federal Financing Bank	\$ 2,918,122.68	\$ 827,754.01	\$ -	\$ 64,749.02	\$ -	\$ -	\$ 59,611.64	\$ 3,870,237.35
Financial Stability Oversight Council	\$ 191,393.00	\$ 260,735.48	\$ -	\$ 193,996.66	\$ -	\$ -	\$ 10,981.09	\$ 657,106.23
Treasury Office of Financial Research	\$ 92,573.44	\$ 4,583,825.39	\$ -	\$ 2,222,863.98	\$ 677,839.66	\$ -	\$ 138,048.01	\$ 7,715,150.49
Treasury Office of Financial Stability	\$ 845,187.04	\$ 1,473,349.63	\$ 856,275.80	\$ 462,845.73	\$ 82,823.55	\$ 359,953.96	\$ 84,263.07	\$ 4,164,698.78
Treasury Office of Technical Assistance	\$ 47,869.40	\$ 637,253.27	\$ -	\$ 2,371,109.71	\$ -	\$ -	\$ 49,078.76	\$ 3,105,311.13
Small Business Lending Fund Administration	\$ 128,850.32	\$ 153,960.12	\$ 411,599.78	\$ 62,259.80	\$ -	\$ -	\$ 14,566.75	\$ 771,236.77
Treasury Departmental Offices	\$ 31,192,076.87	\$ 24,583,968.42	\$ 1,603,000.00	\$ 14,386,473.30	\$ 3,140,412.00	\$ 2,921,766.00	\$ 1,169,598.33	\$ 78,997,294.93
Treasury Executive Office of Asset Forfeiture	\$ 786,709.08	\$ 9,906,341.13	\$ -	\$ 1,964,704.00	\$ -	\$ -	\$ 209,313.06	\$ 12,867,067.27
Treasury Terrorism Risk Insurance Program	\$ 57,865.64	\$ 29,042.32	\$ -	\$ 34,053.70	\$ -	\$ -	\$ 2,241.04	\$ 123,202.70
DOC - National Oceanic & Atmosphere Administration	\$ 724.00	\$ 140.49	\$ 10,791.41	\$ -	\$ -	\$ -	\$ 224.10	\$ 11,880.00
DOD - Defense Security Cooperation Agency	\$ -	\$ -	\$ 112,912.13	\$ -	\$ -	\$ -	\$ 3,809.77	\$ 116,721.90
Department of Interior	\$ -	\$ -	\$ 22,562.56	\$ -	\$ -	\$ -	\$ -	\$ 22,562.56
DOS - South and Central Asian Affairs	\$ 9,653.35	\$ 1,844.70	\$ -	\$ -	\$ -	\$ -	\$ 224.10	\$ 11,722.16
DOT - Build American Bureau	\$ -	\$ -	\$ 117,843.09	\$ -	\$ -	\$ -	\$ 1,792.83	\$ 119,635.92
Department of Education	\$ 18,582.70	\$ 3,548.92	\$ 424,800.62	\$ -	\$ -	\$ -	\$ 8,067.74	\$ 454,999.98
Farm Credit Administration	\$ -	\$ -	\$ 123,137.04	\$ -	\$ -	\$ -	\$ 4,925.48	\$ 128,062.52
Financial Crimes Enforcement Network	\$ -	\$ 2,435,815.36	\$ -	\$ -	\$ -	\$ -	\$ 41,683.33	\$ 2,477,498.68
HHS - Centers for Medicare & Medicaid Services	\$ 8,688.01	\$ 1,660.23	\$ 220,618.21	\$ -	\$ -	\$ -	\$ 4,033.87	\$ 235,000.33
HUD - Public & Indian Housing	\$ -	\$ -	\$ 59,634.16	\$ -	\$ -	\$ -	\$ 1,120.52	\$ 60,754.68
Internal Revenue Service	\$ 48,266.74	\$ 31,654.93	\$ -	\$ -	\$ -	\$ -	\$ 2,241.04	\$ 82,162.71
Office of the Comptroller of the Currency	\$ 168,536.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,913.35	\$ 171,449.35
Treasury Office of Inspector General	\$ -	\$ 17,274.94	\$ -	\$ -	\$ -	\$ -	\$ 224.10	\$ 17,499.04
Special Inspector General for TARP	\$ 1,439,425.52	\$ 1,902,459.89	\$ -	\$ 112,800.38	\$ -	\$ 9,000.00	\$ 60,283.95	\$ 3,523,969.75
TDP - Shared Services Program	\$ 4,084,397.31	\$ 6,395,090.59	\$ -	\$ 5,558,955.53	\$ -	\$ -	\$ 264,442.62	\$ 16,302,886.04
Treasury Inspector General for Tax Administration	\$ 43,005.00	\$ -	\$ -	\$ -	\$ -	\$ 3,377.00	\$ 896.42	\$ 47,278.42
Total	\$ 42,855,076.55	\$ 56,230,951.95	\$ 4,885,725.48	\$ 27,715,562.78	\$ 3,979,247.84	\$ 3,294,096.96	\$ 2,246,412.84	\$ 141,207,074.40

Treasury Franchise Fund – Administrative Resource Center, FY 2019 Total Charges by Customer

FY 2019 ARC Customers	Financial Management Services	FMLoB FEES	Human Resource Services	Procurement Services	Travel Services	Information Technology Services	Total
ACCESS BOARD	\$ 262,149.00		\$ 100,719.00	\$ 50,434.00	\$ 24,267.00		\$ 437,569.00
ADMIN OFFICES OF THE US COURTS	\$ 76,328.00						\$ 76,328.00
ADMINISTRATION FOR CHILDREN AND FAMILIES	\$ 106,525.00				\$ 2,661.00		\$ 109,186.00
AFRICAN DEVELOPMENT FOUNDATION	\$ 884,456.00			\$ 300,549.00	\$ 21,503.00		\$ 1,206,508.00
AGENCY FOR INTERNATIONAL DEVELOPMENT	\$ 86,374.00	\$ 95,819.00					\$ 182,193.00
AGENCY FOR INTERNATIONAL DEVELOPMENT - OIG	\$ 99,419.00						\$ 99,419.00
ALCOHOL AND TOBACCO TAX AND TRADE BUREAU	\$ 802,356.00		\$ 1,010,157.00	\$ 891,934.00	\$ 189,006.00		\$ 2,893,453.00
ALCOHOL TOBACCO FIREARMS AND EXPLOSIVES					\$ 972,916.00		\$ 972,916.00
ARCHITECT OF THE CAPITOL	\$ 60,384.46						\$ 60,384.46
ARMED FORCES RETIREMENT HOME	\$ 877,434.00		\$ 1,171,872.00	\$ 448,783.00	\$ 13,349.00		\$ 2,511,438.00
BUREAU OF ENGRAVING AND PRINTING			\$ 2,057,069.00		\$ 145,262.00		\$ 2,202,331.00
BUREAU OF THE FISCAL SERVICE	\$ 9,746,518.00		\$ 4,956,474.00	\$ 3,146,863.00	\$ 452,298.00	\$ 159,979,210.00	\$ 178,281,363.00
CDFI PROGRAM FUND	\$ 908,626.00		\$ 172,288.00	\$ 190,463.00	\$ 15,028.00		\$ 1,286,405.00
CENTER FOR DISEASE CONTROL					\$ 1,887,052.00		\$ 1,887,052.00
CHEMICAL SAFETY AND HAZARD BOARD	\$ 312,315.00			\$ 333,924.00	\$ 27,835.00		\$ 674,074.00
COMPTROLLER OF THE CURRENCY				\$ 124,928.00			\$ 124,928.00
CONSUMER FINANCIAL PROTECTION BUREAU	\$ 1,005,871.00		\$ 2,905,383.00	\$ 1,002,227.00	\$ 879,447.00		\$ 5,792,928.00
CONSUMER PRODUCT SAFETY COMMISSION	\$ 626,759.00			\$ 581,828.00	\$ 46,032.00		\$ 1,254,619.00
CORPORATION FOR NATIONAL AND COMMUNITY SERVICE	\$ 540,887.40		\$ 218,861.80	\$ 191,958.20	\$ 16,181.60		\$ 967,889.00
DC PENSIONS PROJECT OFFICE	\$ 2,157,895.00		\$ 28,541.00	\$ 40,542.00	\$ 1,803.00	\$ 1,628,083.00	\$ 3,856,864.00
DEFENSE HEALTH AGENCY					\$ 61,336.00		\$ 61,336.00
DEFENSE LOGISTICS AGENCY	\$ 299,777.60						\$ 299,777.60
DENALI COMMISSION	\$ 572,312.49		\$ 86,957.00	\$ 137,460.00	\$ 16,993.00		\$ 813,722.49
DEPARTMENT OF AGRICULTURE		\$ 167,510.00					\$ 167,510.00
DEPARTMENT OF COMMERCE		\$ 95,819.00					\$ 95,819.00
DEPARTMENT OF DEFENSE		\$ 187,342.00					\$ 187,342.00
DEPARTMENT OF EDUCATION		\$ 230,616.00					\$ 230,616.00
DEPARTMENT OF ENERGY	\$ 152,195.00	\$ 124,236.00					\$ 276,431.00
DEPARTMENT OF HEALTH & HUMAN SERVICES		\$ 230,616.00			\$ 278,222.00		\$ 508,838.00
DEPARTMENT OF HOMELAND SECURITY	\$ 358,461.00	\$ 187,342.00				\$ 587,067.00	\$ 1,132,870.00
DEPARTMENT OF HOMELAND SECURITY - CIS					\$ 386,766.00		\$ 386,766.00
DEPARTMENT OF HOMELAND SECURITY - OIG	\$ 813,064.00		\$ 86,239.00	\$ 247,293.00	\$ 343,129.00		\$ 1,489,725.00
DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT	\$ 17,795,602.29	\$ 230,616.00	\$ 12,341,997.00	\$ 2,187,040.00	\$ 2,520,798.00		\$ 35,076,053.29
DEPARTMENT OF JUSTICE	\$ 11,417.49						\$ 11,417.49
DEPARTMENT OF JUSTICE JMD/OCIO/EGSS/BOG		\$ 248,472.00					\$ 248,472.00
DEPARTMENT OF LABOR	\$ 105,328.00	\$ 282,798.00					\$ 388,126.00
DEPARTMENT OF STATE	\$ 231,988.00	\$ 191,784.00					\$ 423,772.00
DEPARTMENT OF THE INTERIOR	\$ 693,564.98	\$ 124,236.00					\$ 817,800.98
DEPARTMENT OF TRANSPORTATION		\$ 230,616.00					\$ 230,616.00
DEPARTMENT OF VETERANS AFFAIRS		\$ 158,998.00			\$ 8,602.00		\$ 167,600.00
DEPARTMENT OF VETERANS AFFAIRS - OIG			\$ 2,782,877.00				\$ 2,782,877.00
DEPARTMENT OF VETERANS AFFAIRS - TAC	\$ 145,262.00					\$ 571,612.02	\$ 716,874.02
ELECTION ASSISTANCE COMMISSION	\$ 372,062.00			\$ 137,473.00	\$ 65,692.00		\$ 575,227.00
ENVIRONMENTAL PROTECTION AGENCY		\$ 95,819.00					\$ 95,819.00

Treasury Franchise Fund – Administrative Resource Center, FY 2019 Total Charges by Customer (continued)

FY 2019 ARC Customers	Financial Management Services	FMLoB FEES	Human Resource Services	Procurement Services	Travel Services	Information Technology Services	Total
EXECUTIVE OFFICE OF THE PRESIDENT	\$ 1,239,578.00			\$ 280,073.00	\$ 325,321.00		\$ 1,844,972.00
FARM CREDIT ADMINISTRATION	\$ 447,063.00			\$ 68,165.00	\$ 182,242.00		\$ 697,470.00
FARM CREDIT SYSTEM INSURANCE CORPORATION	\$ 213,719.00			\$ 2,093.00	\$ 5,054.00		\$ 220,866.00
FEDERAL EMERGENCY MANAGEMENT AGENCY					\$ 13,818.00		\$ 13,818.00
FEDERAL HOUSING FINANCE AGENCY	\$ 967,039.00			\$ 188,310.00	\$ 218,597.00		\$ 1,373,946.00
FEDERAL HOUSING FINANCE AGENCY - OIG	\$ 366,681.00		\$ 264,943.00	\$ 184,261.00	\$ 76,903.00		\$ 892,788.00
FEDERAL LABOR RELATIONS AUTHORITY	\$ 499,529.00			\$ 35,700.00	\$ 55,901.00		\$ 591,130.00
FEDERAL MARITIME COMMISSION	\$ 365,425.00		\$ 110,000.00	\$ 79,177.00	\$ 27,202.00		\$ 581,804.00
FEDERAL MEDIATION & CONCILIATION SERVICE	\$ 326,361.13			\$ 53,333.34	\$ 52,975.79		\$ 432,670.26
FEDERAL MINE SAFETY AND HEALTH REVIEW COMMISSION	\$ 354,945.00		\$ 130,188.00	\$ 14,647.00	\$ 28,248.00		\$ 528,028.00
FEDERAL TRADE COMMISSION	\$ 554,400.00			\$ 123,291.67	\$ 56,208.33		\$ 733,900.00
FINANCIAL CRIMES ENFORCEMENT NETWORK	\$ 602,188.00		\$ 217,540.50	\$ 865,566.00	\$ 67,395.00	\$ 2,035,081.00	\$ 3,787,770.50
FOOD AND DRUG ADMINISTRATION					\$ 537,437.00		\$ 537,437.00
GENERAL SERVICE ADMINISTRATION		\$ 41,332.00					\$ 41,332.00
GULF COAST ECOSYSTEM RESTORATION COUNCIL	\$ 289,115.00		\$ 74,083.00	\$ 75,069.00	\$ 21,777.00		\$ 460,044.00
INTER AMERICAN FOUNDATION	\$ 662,254.00			\$ 529,003.00	\$ 30,827.00		\$ 1,222,084.00
INTERNAL REVENUE SERVICE			\$ 1,167,554.00		\$ 8,475.00		\$ 1,176,029.00
MERIT SYSTEMS PROTECTION BOARD	\$ 576,709.00			\$ 30,182.00	\$ 55,006.00		\$ 661,897.00
NATIONAL AERONAUTICS AND SPACE ADMINISTRATION	\$ 162,706.32	\$ 124,236.00				\$ 492,829.00	\$ 779,771.32
NATIONAL ARCHIVES & RECORDS ADMINISTRATION	\$ 3,794,537.00		\$ 3,134,416.00	\$ 524,341.00	\$ 281,680.00		\$ 7,734,974.00
NATIONAL CAPITAL PLANNING COMMISSION	\$ 233,814.67			\$ 16,541.00	\$ 7,161.00		\$ 257,516.67
NATIONAL MEDIATION BOARD	\$ 305,958.00			\$ 147,482.00	\$ 47,650.00		\$ 501,090.00
NATIONAL SCIENCE FOUNDATION		\$ 139,094.00			\$ 30,584.00		\$ 169,678.00
NUCLEAR REGULATORY COMMISSION	\$ 1,692,077.45	\$ 41,332.00			\$ 291,875.63		\$ 2,025,285.08
OCCUPATIONAL SAFETY AND HEALTH REVIEW COMMISSION	\$ 292,348.00			\$ 13,885.99	\$ 25,674.00		\$ 331,907.99
OFFICE OF FINANCIAL STABILITY	\$ 308,728.00		\$ 85,310.00	\$ 70,430.00	\$ 12,773.00		\$ 477,241.00
OFFICE OF GOVERNMENT ETHICS	\$ 374,685.00		\$ 225,139.00	\$ 144,190.00	\$ 9,902.00		\$ 753,916.00
OFFICE OF PERSONNEL MANAGEMENT	\$ 356,163.40	\$ 41,332.00					\$ 397,495.40
OFFICE OF TECHNICAL ASSISTANCE	\$ 888,506.00		\$ 28,746.00	\$ 39,358.00	\$ 97,093.00		\$ 1,053,703.00
OFFICE OF THE INSPECTOR GENERAL	\$ 351,220.00		\$ 520,166.00	\$ 169,292.00	\$ 70,179.00		\$ 1,110,857.00
RAILROAD RETIREMENT BOARD					\$ 6,447.00		\$ 6,447.00
SECURITIES AND EXCHANGE COMMISSION	\$ 337,609.00		\$ 7,729.60				\$ 345,338.60
SMALL BUSINESS ADMINISTRATION		\$ 67,475.00					\$ 67,475.00
SOCIAL SECURITY ADMINISTRATION		\$ 67,475.00				\$ 694,626.13	\$ 762,101.13
SPECIAL INSPECTOR GENERAL - TARP	\$ 378,869.00		\$ 355,921.00	\$ 256,194.00	\$ 84,978.00	\$ 22,928.00	\$ 1,098,890.00
TREASURY DEPARTMENTAL OFFICES					\$ 13,971.00	\$ 3,839,828.00	\$ 3,853,799.00
TREASURY EXECUTIVE OFFICE FOR ASSET FORFEITURE	\$ 194,023.30			\$ 5,538.30			\$ 199,561.60
TREASURY FRANCHISE FUND/ADMINISTRATIVE SERVICES						\$ 15,102,327.00	\$ 15,102,327.00
TREASURY FRANCHISE FUND/INFORMATION TECHNOLOGY	\$ 1,092,147.00		\$ 1,069,014.00	\$ 1,166,152.00	\$ 113,072.00		\$ 3,440,385.00
TREASURY FRANCHISE FUND/SHARED SERVICES PROGRAM	\$ 3,569,465.00	\$ 95,892.00	\$ 5,125,568.00	\$ 1,223,944.00	\$ 605,042.00	\$ 6,240,095.00	\$ 16,860,006.00
TREASURY INSPECTOR GENERAL FOR TAX ADMINISTRATION	\$ 610,244.00		\$ 1,451,283.00	\$ 766,711.00	\$ 392,455.00		\$ 3,220,693.00
TRUST FUND - BLACK LUNG DISABILITY	\$ 75,935.00						\$ 75,935.00
TRUST FUND - FEDERAL DISABILITY	\$ 210,263.00						\$ 210,263.00
TRUST FUND - FEDERAL HOSPITAL INSURANCE	\$ 277,947.00						\$ 277,947.00
TRUST FUND - FEDERAL OLD AGE & SURVIVORS	\$ 210,263.00						\$ 210,263.00
TRUST FUND - FEDERAL SUPPLEMENT INSURANCE	\$ 277,947.00						\$ 277,947.00
TRUST FUND - OIL SPILL LIABILITY	\$ 165,000.00						\$ 165,000.00
TRUST FUND - UNEMPLOYMENT	\$ 311,244.00						\$ 311,244.00
U.S. DEPARTMENT OF COMMERCE OFFICE OF INSPECTOR GENERAL			\$ 75,000.00				\$ 75,000.00
UNITED STATES MARSHALS SERVICE					\$ 11,219.00		\$ 11,219.00
UNITED STATES MINT	\$ 8,345,811.00		\$ 2,916,073.00	\$ 2,190,754.00	\$ 215,030.00	\$ 27,145.42	\$ 13,694,813.42
US COURT OF APPEALS FOR VETERANS	\$ 279,478.00			\$ 11,578.00	\$ 13,444.00		\$ 304,500.00
US DEPARTMENT OF JUSTICE	\$ 125,592.51						\$ 125,592.51
US TAX COURT	\$ 15,000.00			\$ 1,000.00	\$ 1,000.00		\$ 17,000.00
USDA FOOD AND NUTRITION						\$ 935,805.00	\$ 935,805.00
USDA OCIO INTERNATIONAL TECHNOLOGY SERVICES			\$ 1,484,099.00				\$ 1,484,099.00
USDA OFFICE OF INSPECTOR GENERAL			\$ 59,521.00				\$ 59,521.00
Grand Total	\$ 72,807,919.49	\$ 3,500,807.00	\$46,421,728.90	\$19,289,961.50	\$12,470,795.35	\$ 192,156,636.57	\$ 346,647,848.81

Appendix

Treasury Franchise Fund –FY 2021 Continuous Diagnostic and Mitigation (CDM) Program Spend Plan

In FY 2021, the TFF is expected to expend \$12,100,000 to implement the Treasury-wide DHS CDM Program. The CDM Program provides cybersecurity tools, integration services and dashboards that modernize Treasury’s infrastructures and improves situational awareness of the cybersecurity posture across Treasury and the Federal Government. The program’s objective is to reduce agency threat surface and improve federal cybersecurity response capabilities and streamline Federal Information Security Modernization Act (FISMA) reporting.

FY 2021 CDM Estimate			
TSSP Customer	Phase 1	Phase 2	Total
ATTB	\$ 78,072	\$ 33,160	\$ 111,232
BEP	\$ 195,635	\$ 118,611	\$ 314,246
BFS	\$ 347,730	\$ 137,742	\$ 485,472
DO CDFI	\$ 27,688	\$ 4,464	\$ 32,152
DO DC Pensions	\$ 7,911	\$ 1,275	\$ 9,186
DO FFB	\$ 12,226	\$ 638	\$ 12,864
DO FSO	\$ 6,473	\$ 638	\$ 7,110
DO OFR	\$ 74,794	\$ 7,015	\$ 81,809
DO OFS	\$ 12,226	\$ 1,275	\$ 13,501
DO OTA	\$ 4,315	\$ 638	\$ 4,953
DO SBLF	\$ 2,877	\$ 638	\$ 3,514
DO SE	\$ 254,049	\$ 56,755	\$ 310,804
DO TEOAF	\$ 9,349	\$ 1,275	\$ 10,625
DO TFI	\$ 182,916	\$ 33,160	\$ 216,076
DO TRIP	\$ 3,236	\$ -	\$ 3,236
FinCEN	\$ 116,214	\$ 18,493	\$ 134,707
IRS	\$ 3,210,335	\$ 5,444,625	\$ 8,654,960
Mint	\$ 167,200	\$ 105,219	\$ 272,420
OCC	\$ 490,216	\$ 248,063	\$ 738,279
OIG	\$ 25,513	\$ 10,841	\$ 36,354
SIGTARP	\$ 50,342	\$ 5,739	\$ 56,082
TDP - CTAS	\$ 71,134	\$ 12,754	\$ 83,888
TFF - ARC	\$ 248,496	\$ 84,176	\$ 332,672
TIGTA	\$ 81,897	\$ 49,740	\$ 131,637
Total	\$ 5,680,847	\$ 6,376,933	\$ 12,057,779

Note: Final costs will be included in FY 2021 TSSP Interagency agreements.