Department of Treasury Office of the Comptroller of the Currency

Congressional Budget Justification and Annual Performance Report and Plan

FY 2019

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<u>Section I – Purpose</u>

A – Mission Statement

To ensure that national banks and federal savings associations operate in a safe and sound manner, provide fair access to financial services, treat customers fairly, and comply with applicable laws and regulations.

B – Summary of the Request

The Office of the Comptroller of the Currency (OCC) was created by Congress in 1863 to charter national banks; oversee a nationwide system of banking institutions; and ensure national banks are safe and sound, competitive and profitable, and capable of serving in the best possible manner the banking needs of their customers. Effective on July 21, 2011, Title III of the Dodd-Frank Wall Street Reform and Consumer Protection Act (Dodd-Frank Act), transferred to the OCC the responsibility for the supervision of federal savings associations and rulemaking authority for all federal savings associations.

As of September 30, 2017, the OCC supervised 944 national bank charters and 50 federal branches of foreign banks in the United States with total assets of approximately \$11.3 trillion, and 353 federal savings associations with total assets of approximately \$760 billion. In total, the OCC supervises approximately \$12.1 trillion in financial institution assets.

Goals:

The OCC has established three goals outlined in its strategic plan that help support a strong economy for the American public: 1) A vibrant and diverse system of national banks and federal savings associations that supports a robust U.S. economy; 2) "One OCC" focused on collaboration, innovation, coordination, and process efficiency; 3) The OCC is firmly positioned to continue to operate independently and effectively into the future. To achieve its goals and objectives, the OCC organizes its programs under three activities: 1) Supervise, 2) Regulate, and 3) Charter. Effective supervision and a comprehensive regulatory framework are the key tools that the OCC uses to ensure that national banks and federal savings associations operate in a safe and sound manner and that they provide fair access to financial services and fair treatment of their customers. A robust chartering program allows new entrants into the financial services sector while ensuring that they have the necessary capital, managerial, and risk management processes to conduct activities in a safe and sound manner.

The OCC's priorities focus on strengthening the resiliency of the institutions subject to its jurisdiction through its supervisory and regulatory programs and activities. A stronger and more resilient banking system directly supports three of the Department of the Treasury's (Treasury) FY 2018-2022 strategic goals: Boost U.S. Economic Growth, Promote Financial Stability; Enhance National Security, and Goal 5) Achieve Operational Excellence.

Operations are funded primarily (approximately 97 percent) from semiannual assessments levied on national banks and federal savings associations. Revenue from investments in Treasury securities and other income comprise the remaining three percent of the OCC's funding. The OCC does not receive congressional appropriations to fund any portion of its operations.

FY 2018 and 2019 Priorities

A major focus of the OCC's supervisory, regulatory, and charter programs for FY 2018 and forward involve reviews of existing regulations to consider changes consistent with safety and soundness and fair treatment of bank customers with the goal of enhanced regulatory coordination, reducing unnecessary regulatory burden, and increasing examination efficiency.

The OCC is observing signs that credit risk is building, including erosion in the underwriting standards for commercial, commercial real estate, and auto lending. Therefore, the OCC will continue to closely evaluate current underwriting standards by conducting targeted underwriting examinations and using the credit underwriting assessment tool. The OCC will be working to implement its strategic initiatives to make the OCC a stronger and more effective organization.

The OCC will conduct examinations based on the risk profile of individual national banks and federal savings associations to ensure they are safe and sound, sufficiently capitalized, and comply with consumer protection laws and regulations. Priorities and activities will include supervisory reviews related to corporate governance and oversight, credit underwriting, compliance, cyber threats, operational risk, Bank Secrecy Act/Anti Money Laundering (BSA/AML) under delegated authority from Treasury's Financial Crimes Enforcement Network (FinCEN) and in line with Federal Financial Institutions Examination Council (FFIEC) guidance, and fair access. Examiners will work to resolve problem national bank and federal savings association situations effectively by identifying problems at the earliest possible stage, clearly communicating concerns and expectations to bank management through appropriate enforcement actions, and ensuring timely follow-up on needed corrective actions. An additional priority for the OCC involves revisiting the Community Reinvestment Act for the purpose of evaluating its modernization to reflect the evolution of the banking industry and ensuring that its original intent to assess the degree which insured depository institutions are serving the credit needs of the communities in which they operate remains valid.

1.1 – Resource Detail Table

Dollars in Thousands

Office of the Comptroller of the Currency	FY 2017 FY 2018		2018	FY 2019		FY 2018 to FY 2019				
Budgetary Resources	A	Actual		Estimated		ed S	\$ Change		% Cł	nange
	FTE	AMOUNT	FTE	AMOUNT	FTE	AMOUNT	FTE	AMOUNT	FTE	AMOUNT
Revenue/Offsetting Collections										
Assessments	0	1,177,055	0	1,204,600	0	1,243,000	0	38,400	0.00%	3.19%
Interest	0	20,445	0	20,000	0	20,400	0	400	0.00%	2.00%
Other Income	0	18,416	0	16,200	0	16,500	0	300	0.00%	1.85%
Unobligated Balances from Prior										
Years	0	1,404,742	0	1,510,000	0	1,395,000	0	(115,000)	0.00%	-7.62%
Total Revenue/Offsetting Collections		2,620,658		2,750,800		2,674,900		(75,900)		(2.76)%
Expenses/Obligations		_,0_0,000		_,. 00,000		_,0: :,000		(10,000)		(=:: •)/•
Supervise	3,498	993,680	3,531	1,213,352	3,568	1,124,318	37	(89,034)	1.05%	-7.34%
Regulate	324	92,151	327	112,523	331	104,266	4	(8,257)	1.22%	-7.34%
Charter	86	24,426	87	29,825	88	27,637	1	(2,188)	1.15%	-7.34%
Total Expenses/Obligations	3,908	1,110,257	3,945	1,355,700	3,987	1,256,221	42	(99,479)	1.06%	-7.34%
Net Results	0	1,510,401	(1,395,10	0	1,418,679) (23,579	.00	1.69%

- Notes:
- The FY 2018 estimated increase is attributable to an additional contribution payment to the Pentegra Defined Benefit Plan, a legacy retirement plan that covers staff inherited from the Office of Thrift Supervision.
- The Comptroller may impose and collect assessments, fees or other charges as necessary or appropriate to carry out his
 responsibilities and to meet the expenses of the OCC. 12 U.S.C. 482. At September 30, 2017, the net position of the OCC
 was \$1.39 billion. Of this amount, the OCC set aside \$179.7 million for ongoing operations. Since early 2017, the OCC has
 also maintained a contingency of \$100 million within its net position to act as receiver of those national trust banks which are
 not FDIC-insured.
- The Comptroller has sole authority to determine how OCC funds are obligated and its expenses incurred and paid. 12 U.S.C.
 16.
- OCC funds are not appropriated funds or government monies. 12 U.S.C. 481.
- As part of its annual budget formulation process, the OCC re-evaluates the size of the reserve based on a disciplined analysis
 of the impact of material events on its ability to fund operations.

1.3 – Operating Levels Table

Dollars in Thousands

Office of the Comptroller of the Currency	FY 2017	FY 2018*	FY 2019
Object Classification	Actual	Estimated	Estimated
11.1 - Full-time permanent	538,012	577,328	607,139
11.3 - Other than full-time permanent	7,989	7,274	7,517
11.5 - Other personnel compensation	2,778	3,503	3,639
11.9 - Personnel Compensation (Total)	548,779	588,105	618,295
12.0 - Personnel benefits	239,280	433,629	301,485
13.0 - Benefits for former personnel	201	150	150
Total Personnel and Compensation Benefits	\$788,260	\$1,021,884	\$919,930
21.0 - Travel and transportation of persons	56,358	61,050	62,381
22.0 - Transportation of things	2,772	2,622	2,375
23.1 - Rental payments to GSA	57	58	58
23.2 - Rental payments to others	67,334	68,500	66,500
23.3 - Communication, utilities, and misc. charges	17,645	18,393	18,925
24.0 - Printing and reproduction	578	637	637
25.1 - Advisory and assistance services	34,720	30,817	31,607
25.2 - Other services	25,992	29,507	28,048
25.3 - Other purchases of goods & serv frm Govt accounts	9,708	9,640	9,552
25.4 - Operation and maintenance of facilities	6,388	7,410	8,138
25.7 - Operation and maintenance of equip	67,978	72,704	74,902
26.0 - Supplies and materials	7,067	8,168	7,973
31.0 – Equipment	25,241	23,415	24,297
32.0 - Land and structures	94	500	500
42.0 - Insurance claims and indemnities	65	395	398
Total Non-Personnel	321,997	333,816	336,291
Total Budgetary Resources	\$1,110,257	\$1,355,700	\$1,256,221
*The EV 2019 estimated increase is attributable to an additional con	3,908	3,945	3,987

^{*}The FY 2018 estimated increase is attributable to an additional contribution payment to the Pentegra Defined Benefit Plan, a legacy retirement plan that covers staff inherited from the Office of Thrift Supervision.

$\label{eq:D-Appropriations} \textbf{Language} \ \textbf{and} \ \textbf{Explanation} \ \textbf{of} \ \textbf{Changes}$

The OCC receives no appropriations from Congress.

E – Legislative Proposals

The OCC has no legislative proposals.

<u>Section II – Annual Performance Plan and Report</u>

A Strategic Alignment

For FY 2018 and FY 2019, the OCC's bank supervision program specifically supports the following Department of the Treasury's FY 2018 - 2022 strategic goals:

- Goal 1) Boost U.S. Economic Growth
 - o 1.2 Strong Economic Fundamentals
- Goal 2) Promote Financial Stability
 - o 2.4 Financial Sector Critical Infrastructure and Cybersecurity
- Goal 3) Enhance National Security
 - 3.1 Strategic Threat Disruption
 - o 3.2 AML/CFT Framework
- Goal 5) Achieve Operational Excellence
 - 5.1 Workforce Management
 - 5.2 Treasury Infrastructure
 - 5.3 Customer Value

As such, the OCC's nationwide staff of bank examiners conducts on-site reviews of banks and provides sustained supervision of these institutions' operations. Examiners analyze asset quality, capital adequacy, earnings, liquidity, and sensitivity to market risk for all banks, and assess compliance with federal consumer protection laws and regulations. Examiners also evaluate management's ability to identify and control risk, and assess banks' performance in meeting the credit needs of the communities in which they operate, pursuant to the Community Reinvestment Act (CRA).

In addition, under the bank supervision program, the OCC will also:

- Approve or deny applications for new charters, branches, capital, or other changes in corporate or banking structure;
- Take supervisory and enforcement actions against banks that do not comply with laws and regulations or that otherwise engage in unsafe or unsound practices;
- Remove and prohibit officers and directors, negotiate agreements—both formal (i.e., public) and informal (i.e., non-public)—to change banking practices, and issue cease-and-desist orders as well as Civil Money Penalties; and
- Issue rules and regulations, legal interpretations, supervisory guidance, and corporate decisions governing investments, lending, and other practices.

Note that the OCC is in the process of formulating its FY 2019 – FY 2023 Strategic Plan. The OCC's annual performance plan will be updated for FY 2019 to reflect any new and relevant priorities.

B – Budget and Performance by Budget Activity

2.1.1 Supervise Resources and Measures

Dollars in Thousands

Resource Level	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019
	Actual	Actual	Actual	Actual	Actual	Estimated	Estimated
Expenses/Obligations	\$873,942	\$889,111	\$873,414	\$975,477	\$993,680	\$1,213,352	\$1,124,318
Budget Activity Total	\$873,942	\$889,111	\$873,414	\$975,477	\$993,680	\$1,213,352	\$1,124,318

Measure	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2017	FY 2018	FY 2019
	Actual	Actual	Actual	Actual	Actual	Target	Target	Target
Percent of National Banks and Federal Savings Associations with Composite CAMELS Rating 1 or 2	80.0	87.0	91.0	93.0	94.0	90.0	90.0	90.0
Percentage of National Banks and Federal Savings Associations That Are Categorized As Well Capitalized	94.0	93.0	95.0	96.0	97.0	95.0	95.0	95.0
Percentage of National Banks and Federal Savings Associations With Consumer Compliance Rating of 1 or 2	94.0	95.0	96.0	98.0	97.0	94.0	94.0	94.0
Rehabilitated National Banks And Federal Savings Associations As A Percentage Of Problem National Banks One Year Ago (CAMEL 3,4, or 5)	34.0	39.0	39.0	43.0	40.0	40.0	40.0	40.0
Total OCC Costs Relative To Every \$100,000 in Bank And Federal Savings Associations Assets Regulated (\$)	9.99	9.75	9.37	9.65	9.49	10.16	10.00	10.00

Supervise Budget and Performance

(\$1,213,352,000 from revenue/offsetting collections):

An effective supervision program is the cornerstone of the OCC's activities that support its strategic goals. Specifically, the Supervise Program consists of ongoing supervision and enforcement activities that directly support the OCC's strategic goals to 1) ensure that each national bank and federal savings association is operating in a safe and sound manner and is complying with applicable laws, rules, and regulations relative to the financial institution and the customers and communities it serves, and 2) provide fair access to financial services and fair treatment of customers. Assessing the condition and risk management practices of national banks and federal savings associations, and requiring corrective actions when weaknesses are found, directly supports Treasury's goal to promote financial stability. The OCC has terminated several mortgage servicing-related consent orders, involving Civil Money Penalties, and took enforcement actions to address unfair billing practices, unsafe and unsound sales practices, violations of the Service Members Civil Relief Act, and violations of the Bank Secrecy Act.

Description of Performance:

Percentage of National Banks and Federal Savings Associations with Composite CAMELS Rating of 1 or 2:

The composite Capital Adequacy, Asset Quality, Management, Earnings, Liquidity, and Sensitivity (CAMELS) rating reflects the overall condition of a national bank or federal savings association. Bank regulatory agencies use the Uniform Financial Institutions Rating System, CAMELS, to provide a general framework for evaluating all significant financial, operational, and compliance factors inherent in a national bank or federal savings association. The rating scale is 1 through 5 of which 1 is the highest rating granted. These CAMELS ratings are assigned at the completion of every supervisory cycle or when there is a significant event leading to a change in CAMELS.

The OCC established a target outcome measure that 90 percent of the institutions under its supervision have a composite CAMELS rating of 1 or 2. Such a rating is consistent with the strategic goal of a safe and sound banking system, that banks maintain adequate capital and liquidity and have strong risk management practices. As of September 30, 2017, 94 percent of national banks and federal savings associations earned composite CAMELS ratings of either 1 or 2. Degradation in CAMELS can reflect weaknesses in risk management systems that need corrective action. The OCC, consistent with Treasury's goals of boosting U.S. economic growth and promoting financial stability, has instructed bank examiners to identify and seek corrective action at an earlier stage to address potential problems or weaknesses. The OCC's primary focus is to ensure that CAMELS ratings are an accurate reflection of each institution's current financial position, and thus the OCC would not take action to prematurely restore a favorable CAMELS rating.

Percentage of National Banks and Federal Savings Associations that are Considered Well-Capitalized:

The Federal Deposit Insurance Act established a system that classifies insured depository institutions into five categories (well capitalized, adequately capitalized, undercapitalized, significantly undercapitalized, and critically undercapitalized) based on their capital levels relative to their risks. The OCC established a target outcome measure that 95 percent of national banks and federal savings associations will meet or exceed the well-capitalized threshold.

The OCC works closely with problem national banks and federal savings associations to develop rehabilitation plans. Such plans typically include directives to improve or restore capital levels. These efforts, combined with a more stable operating environment, have resulted in improvement in this performance measure since FY 2009. As of September 30, 2017, 97 percent of national banks and federal savings associations were classified as well capitalized.

Percentage of National Banks and Federal Savings Associations with Consumer Compliance Rating of 1 or 2:

To ensure fair access to financial services and fair treatment of national bank and federal savings association customers, the OCC evaluates an institution's compliance with consumer laws and regulations. Bank regulatory agencies use the Uniform Financial Institutions Rating System, Interagency Consumer Compliance Rating, to provide a general framework for

evaluating significant consumer compliance factors inherent in an institution. Each institution is assigned a consumer compliance rating based on an evaluation of its present compliance with consumer protection and civil rights statutes and regulations, and the adequacy of its operating systems designed to ensure continuing compliance. Ratings are on a scale of 1 through 5 of which 1 is the highest rating granted. The target for FY 2018 and FY 2019 will currently remain unchanged at 94 percent. As of September 30, 2017, national banks and federal savings associations continue to show strong compliance with consumer protection regulations with 97 percent earning a consumer compliance rating of either 1 or 2. Under the Dodd-Frank Act, the OCC has enforcement and supervisory authority for those institutions with total assets of no more than \$10 billion.

Rehabilitated National Banks and Federal Savings Associations as a Percentage of Problem National Banks and Federal Savings Associations One Year Ago:

The OCC's early identification and intervention with problem financial institutions can lead to a successful rehabilitation. As of September 30, 2017, 40 percent of national banks and federal savings associations with composite CAMELS ratings of 3, 4, or 5 one year ago have improved their ratings to either 1 or 2 this year. This is aligns with the target of 40 percent for FY 2018 and FY 2019. The OCC continues to focus on the early identification and rehabilitation of problem institutions.

As previously noted, the OCC continuously takes steps through its Supervise and Regulate programs to make national banks and federal savings associations more resilient to financial stresses and to identify and obtain corrective action at an earlier stage, when problems can be addressed most successfully. These efforts include heightened capital and liquidity standards and increased emphasis on the need for stress testing, designed to provide financial institutions with stronger capital buffers to withstand unforeseen events. These are multi-year efforts that will continue in FY 2018 and beyond.

Total OCC Costs Relative to Every \$100,000 in National Bank and Federal Savings Association Assets Regulated:

Beginning in FY 2006, the OCC implemented a performance measure that reflects the efficiency of its operations while meeting the increasing supervisory demands of a growing and more complex national banking system.

The OCC costs are those reported as total program costs on the annual audited Statement of Net Cost. National bank and federal savings association assets are those reported quarterly by national banks and federal savings associations on the Reports of Condition and Income. Total national bank and federal savings association assets represent the growth and complexity of the financial institutions under the jurisdiction of the OCC. This measure supports the OCC's strategic goal of efficient use of agency resources. The OCC's ability to control its costs while ensuring the safety and soundness of national banks and federal savings associations benefits all national bank and federal savings association customers. As of September 30, 2017, total OCC cost relative to every \$100,000 in assets regulated was \$9.49 compared to the FY 2017 target of \$10.16. The OCC continues to meet its efforts to ensure that resources are used prudently and that programs are carried out in a cost effective manner.

2.1.2 - Regulate Resources and Measure Table

Dollars in Thousands

Resource Level	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019
	Actual	Actual	Actual	Actual	Actual	Estimated	Estimated
Expenses/Obligations	\$111,783	\$105,436	\$103,574	\$90,463	\$92,151	\$112,523	\$104,266

Regulate Budget and Performance

(\$112,523,000 from revenue/offsetting collections):

The Regulate Program supports the OCC's strategic goal of a vibrant and diverse system of national banks and federal savings associations that supports a robust U.S. economy. Specifically, the Regulate Program consists of ongoing activities that result in the establishment of regulations, policies, operating guidance, and interpretations of general applicability to national banks and federal savings associations. These regulations, policies, and interpretations may establish system-wide standards, define acceptable national banking and federal savings association practices, provide guidance on risks and responsibilities facing national banks and federal savings associations, or prohibit (or restrict) national banking or federal savings association practices deemed to be imprudent or unsafe. They also establish standards for ensuring fair access to financial services and fair treatment of national bank and federal savings association customers. This program includes establishing examination policies and handbooks; interpreting administrative, judicial, and congressional proceedings; and establishing the applicable legal and supervisory framework for new financial services and products.

Description of Performance:

OCC undertook a number of activities in FY 2017 to reduce regulatory burden on and support responsible innovation by regulated institutions. The agency issued a Framework for Responsible Innovation. OCC, along with the other federal banking agencies and FFIEC, completed and issued its report to Congress under the Economic Growth and Regulatory Paperwork Reduction Act (EGRPRA). As included in the report, OCC proposed and finalized a number of rule changes to reduce regulatory burden. A new, streamlined Call Report for small financial institutions was finalized. Eligibility for the 18-month examination cycle was expanded to cover a larger population of regulated community bank institutions. OCC proposed increasing the threshold for commercial real estate transactions above which an appraisal is required. The agency completed a Framework for Receivership of Uninsured Federally Chartered National Banks, and completed a number of rules and guidance issuances, covering such topics as swaps margin, bank stress test scenarios, third-party relationships, appraiser shortages, and the new accounting standard on financial instrument – credit losses. The OCC continued to support operations of the Financial Stability Oversight Council, and participate in the Federal Financial Institutions Examination Council and other national and international financial service regulation and policy bodies.

2.1.3 - Charter Budget and Performance Plan

	Thousands

Resource Level	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019
	Actual	Actual	Actual	Actual	Actual	Estimated	Estimated
Expenses/Obligations	\$30,486	\$19,262	\$18,922	\$23,978	\$24,426	\$29,825	\$27,637
Budget Activity Total	\$30,486	\$19,262	\$18,922	\$23,978	\$24,426	\$29,825	\$27,637

Measure	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2017	FY 2018	FY 2019
	Actual	Actual	Actual	Actual	Actual	Target	Target	Target
Percentage of Licensing Applications and Notices Completed within Established Timeframes	97.0	98.0	97.0	98.0	96.0	95.0	95.0	95.0

Charter

(\$29,825,000 from revenue/offsetting collections):

The Charter Program consists of ongoing activities that result in the chartering of national banks and federal savings associations and the evaluation of the permissibility of structures and activities of national banks and federal savings associations and their subsidiaries. This includes the review and approval of new national bank and federal savings association charters, federal branches and agencies, mergers, acquisitions, conversions, business combinations, corporate reorganizations, changes in control, operating subsidiaries, branches, relocations, and subordinated debt issuances. By supporting the entry of new products and institutions into the financial system with a national charter in a manner consistent with safety and soundness, the Charter Program supports the OCC's strategic goals of assuring safety and soundness while allowing national banks and federal savings associations to offer a full competitive array of financial services.

Description of Performance:

Percentage of Licensing Applications and Notices Completed within Established Time Frames: The OCC's timely and effective approval of corporate applications contributes to the nation's economy by enabling national banks and federal savings associations to complete various corporate transactions and introduce new financial products and services. Delays in providing prompt decisions on applications and notices can deprive a national bank or federal savings association of a competitive or business opportunity, create business uncertainties, or diminish financial results. Time frames have been established for completing each type of application and notice. As of September 30, 2017, the OCC completed 96 percent of national bank and federal savings association applications and notices within the required time frame, above the target of 95 percent. The OCC will continue to meet its Charter Program goals by providing staff training, coordination between charter and supervisory staff on safety and soundness and compliance matters, issuance of updated procedures, and maintaining an emphasis on accessibility and early consultation with national bank and federal savings association organizers and others proposing national bank and federal savings association structure changes.

Section III – Additional Information

A – Summary of Capital Investments

The OCC's IT strategic plan aligns information technology initiatives and investments to the OCC's core mission, including the development of new or enhanced applications and services and the disposition of redundant or "end-of-lifecycle" applications, capabilities, and services. The IT strategic plan is implemented through the budget formulation and the Capital Planning and Investment Control processes. These processes ensure that all IT investments are aligned with the OCC's mission, goals, objectives, and target enterprise architecture before a project is funded. The OCC IT strategy ensures adequate funding and staff resources to address IT investment priorities, and considers risk mitigation strategies for IT investments that are not meeting stated cost, time, and performance goals. Performance metrics are linked to the delivery, alignment, and achievement of the OCC's strategic program objectives. Cost effectiveness for each investment is evaluated through regular benchmarking studies, featuring peer group organizations. Key metrics used to evaluate infrastructure include availability, reliability, utilization, defects, and customer satisfaction.

FY 2018 and 2019 Plans: The OCC has 4 major IT initiatives in FY 2018 and 2019: *Servers Support Services (SSS)* - The SSS supports the OCC's server Operations and Maintenance. The infrastructure staff continues to build out additional capacity at the colocation facility to support the server technology refresh, business resiliency, and increases in enterprise storage capacity.

Telecommunications Services and Support (TSS) - TSS includes telecommunications Wide Area Network (WAN) and Local Area Network (LAN) infrastructure. Remote access to the OCC systems is facilitated via a virtual private network, dial-in, and cellular wireless access using two-factor authentication. This also includes messaging services supporting highly mobile bank examiners and the OCC staff. In FY 2018, the OCC will continue an on-going effort to upgrade the headquarters and field office phone systems and telecom infrastructure including LAN/WAN hardware, Video Tele-Conferencing and Voice over Internet Protocol.

End User Services and Support (EUSS) - EUSS includes help desk/customer service support, personal computer hardware and software operations and maintenance, asset management, and desktop engineering and image management.

Cyber Security (CS) – CS includes technologies, processes, and practices aligned to protect networks, computers, programs and data from attack, damage or unauthorized access. In alignment with new Federal and Treasury requirements, the OCC is transitioning the Agency's systems and applications into Information System Continuous Monitoring (ISCM) and Ongoing Authorization (OA). This effort will define OCC's strategy and implementation plan for transitioning to ISCM/OA, to include establishing governance framework, completing assessment & authorizations, pilot transitions and the deployment of required tools. In FY 2018, the Enterprise Disaster Recovery (eDR) facility will be brought online to provide highly reliable, secure, expandable, and cost-effective eDR solution for OCC's critical business systems.

A summary of capital investment resources, including major information technology and non-technology investments, can be viewed and downloaded at: http://www.treasury.gov/about/budget-performance/Pages/summary-of-capital-investments.aspx This website also contains a digital copy of this document.