United States Mint

FY 2015
Capital Investment Plan
**Investment Name:** Mint Retail Sales System (RSS)

**Type of Investment:** Major IT Investment

**Description:**
The United States Mint's Retail Sales System, formerly e-SP, supports the e-commerce catalog and is a robust application for multi-channel commerce: from web storefronts, to order management, fulfillment, customer service and marketing activities.

**Investment Anticipated Outlay: (In Millions of $):**

<table>
<thead>
<tr>
<th>Type</th>
<th>PY-1 and Prior</th>
<th>PY 2013</th>
<th>CY 2014</th>
<th>BY 2015</th>
<th>BY+1 2016</th>
<th>BY+2 2017</th>
<th>BY+3 2018</th>
<th>BY+4 and Beyond</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>DME Sub Total (Including Gov FTE) Costs</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>O&amp;M Sub Total (Including Gov FTE) Costs</td>
<td>57.67</td>
<td>11.46</td>
<td>10.43</td>
<td>10.43</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>100.41</td>
</tr>
<tr>
<td>Total Cost (Including Gov FTE)</td>
<td>57.67</td>
<td>11.46</td>
<td>10.43</td>
<td>10.43</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>100.41</td>
</tr>
<tr>
<td>Total Gov FTE Cost</td>
<td>3.30</td>
<td>1.12</td>
<td>1.11</td>
<td>1.11</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>7.75</td>
</tr>
<tr>
<td>Number of FTE represented by costs</td>
<td>36.00</td>
<td>18.00</td>
<td>18.00</td>
<td>18.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>108.00</td>
</tr>
</tbody>
</table>

**Summary of Purpose, Goals, and Benefits:**
- The United States Mint's Retail Sales System (RSS) was developed to support the numismatic market and to take advantage of (at the time) new technology to address the Mint's business requirements.
- The RSS customer base, at the end of FY 2012, was 1.1 million users.
- The RSS system processed more than $413 million in sales in FY 2012.
- RSS was originally an eGovernment initiative under the President's Management Agenda, Goal 4, Expanded Electronic Government.
- RSS provides an automated mail order processing, inventory management, and merchandising fulfillment functions.

**Requirements/ Benefits/ Mandates:**
- **Legislative Mandate:** N/A
- **Audit Finding or Material Weakness:** N/A
- **Agency Strategic Plan / Annual Performance Plan:** N/A
- **Presidential Priority:** N/A
- **Other Requirement:** N/A

**Accomplishments:**
- In PY 2013, the Mint achieved sales a Customer Service Index (CSI) of 95.1 percent, well above the federal average of 77 percent.
- In PY 2013, the Mint had an on time delivery rate of 98.5%, slightly below FY 2012.

**Planned Objectives and Accomplishments:**
In CY 2013, Order Management System - II (OMS-II) was initiated to replace the Retail Sales System (RSS). That project is being reported separately as a major investment.

As a consequence, RSS will continue in service beyond its estimated retirement in FY 2015. We are now estimating implementation of OMS-II in the late FY 2014 timeframe. Decommission costs not currently known may require the Mint to continue funding RSS at a reduced cost in FY 2015. Until then, RSS will continue to serve the needs of the Mint and its numismatic customers.
Development, modernization, and enhancement timeframe:

BY+1: The Mint will have developed and implemented the replacement system (OMS-II) for the RSS.

BY+2: To Be Determined.

BY+3: To Be Determined.

BY+4: To Be Determined.
**Investment Name:** Order Management System II (OMS-II)

**Type of Investment:** Major IT Investment

**Description:**
This initiative will replace the systems supporting the USM numismatic business process and provide customers with an experience that keeps pace with advancements in both technology and business functionality in the retail industry.

**Investment Anticipated Outlay: (In Millions of $):**

<table>
<thead>
<tr>
<th>Type</th>
<th>PY-1 and Prior</th>
<th>PY 2013</th>
<th>CY 2014</th>
<th>BY 2015</th>
<th>BY+1 2016</th>
<th>BY+2 2017</th>
<th>BY+3 2018</th>
<th>BY+4 and Beyond</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>DME Sub Total (Including Gov FTE) Costs</td>
<td>0.00</td>
<td>5.12</td>
<td>56.67</td>
<td>2.50</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>64.29</td>
</tr>
<tr>
<td>O&amp;M Sub Total (Including Gov FTE) Costs</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>49.59</td>
<td>51.93</td>
<td>62.80</td>
<td>0.00</td>
<td>0.00</td>
<td>164.32</td>
</tr>
<tr>
<td>Total Cost (Including Gov FTE)</td>
<td>0.00</td>
<td>5.12</td>
<td>56.67</td>
<td>52.09</td>
<td>51.93</td>
<td>62.80</td>
<td>0.00</td>
<td>0.00</td>
<td>228.61</td>
</tr>
<tr>
<td>Total Gov FTE Cost</td>
<td>0.00</td>
<td>1.99</td>
<td>1.33</td>
<td>0.98</td>
<td>1.01</td>
<td>1.04</td>
<td>0.00</td>
<td>0.00</td>
<td>6.34</td>
</tr>
<tr>
<td>Number of FTE represented by costs</td>
<td>0.00</td>
<td>10.00</td>
<td>10.00</td>
<td>10.00</td>
<td>10.00</td>
<td>10.00</td>
<td>10.00</td>
<td>0.00</td>
<td>50.00</td>
</tr>
</tbody>
</table>

**Summary of Purpose, Goals, and Benefits:**

The United States Mint's numismatic retail systems are currently supported by the Integrated Retail Information System (IRIS). IRIS is comprised of systems, applications, and business processes, all in constant communication to effectively support the USM's sales function for numismatists and the general public. While the retail sales system was state-of-the-art at the time of implementation in 2001, United States Mint has failed to implement vendor-provided upgrades to the application software, resulting in an environment that fails to meet United States Mint business needs and presenting unacceptable risks. Specifically, the operating system and application software cannot be supported through standard service contracts and are unsupported by their vendors. Additionally, the hardware is no longer manufactured and cannot be replaced with new equipment in the event of failure.

Some general facts about the USM numismatic business:
- 617,000 unique purchasers, with numismatic revenue of $477.6 million and 5.6 million units sold in FY2012.
- 802,000 unique purchasers, with numismatic revenue of $723.9 million and 7.3 million units sold in FY2011.

It is imperative that the USM replace the current IRIS environment so it can conduct its business in a productive, reliable and secure manner.

The primary purpose of this initiative is to replace the outdated systems and eliminate the risk of IRIS environment failure. The objective is to replace the systems supporting the numismatic business process and to provide United States Mint customers with an experience that keeps pace with advancements in both technology and business functionality in the retail industry. The OMS II will specifically address Strategic Goal 3: Responsibly expand the numismatic program.

The scope includes:
- Replacing the IRIS environment with state-of-the-art capability. This includes replacement of the OMS e-Commerce Web platform, infrastructure, Warehouse Management System (WMS), and Contact Center Operations.
- Integrating the new solution with USM internal and external systems that provide financial and inventory control, and payment processing functions.
The USM will contract with a full service provider to meet the end-to-end e-commerce needs of the retail sales business.

**Return on Investment:**
In addition to the enhanced capabilities that the new system will provide, there are improved business processes and the utilization of cloud computing, which are non-financial benefits. The financial benefits include contracted savings calculated as the difference between the IRIS "As-Is" scenario and the full service provider.
In addition to the reduction in the number of internal resources required for contract administration, improving internal processes, and reducing order fulfillment/inventory management staff.
The opportunity cost of avoiding a break in service which would negatively impact the USM revenue generation was not factored into the return on investment as a benefit.

**Requirements/ Benefits/ Mandates:**
- **Legislative Mandate:** N/A
- **Audit Finding or Material Weakness:** N/A
- **Agency Strategic Plan / Annual Performance Plan:**
  - Strategic Goal 2: Effectively manage bullion and numismatic programs.
  - Strategic Goal 3: Responsibly expand numismatic program.
- **Presidential Priority:** N/A
- **Other Requirement:** N/A

**Accomplishments:**
Completed the planning phase including an AoA (Analysis of Alternatives) - December 2012
Case for Action approval for ESC (Executive Steering Committee) - March 2013
Entered acquisition phase of the project - Expected completion September 2013.

**Planned Objectives and Accomplishments:**
In FY2014, the USM will work with the full service provider to capture and define the requirements, create a unique site design and release a solution that keeps pace with advancements in both technology and business functionality.

**OVERALL OBJECTIVE**
- To replace the current Order Management System that is at risk for failure since it is well beyond its expected life span.
- Implement an Order Management System that will improve and assure stable service to United States Mint numismatic customers.
- Understand and incorporate unique voice of customers (investors, casual collectors, resellers, etc.) to provide a best in class customer experience.

**SUBORDINATE OBJECTIVES**
- Provide effective governance and project management oversight over budget, scope, and delivery timeline.
- Maximize best acquisition management, project management, and business practices throughout project development and implementation.
- Identify and utilize an effective outsourced solution with minimal customizations, extensions, and enhancements.
- Preserve government brand with outsourced solution
- Redesign business processes to the software solution, as necessary
- Evaluate and rationalize existing processes- e.g., pre-orders, household limits.
- Implement the program in phases wherever necessary.
- Wherever economically and operationally advantageous, maximize opportunities to lower costs in out-year IT development or business costs by making prudent decisions today during OMS development
- All out of scope systems and applications will be treated as separate initiatives requiring their own business case and funding-e.g., content management program, data warehouse.

**Development, modernization, and enhancement timeframe:**

**BY+1:** In FY2015 the USM will place in production the replacement system for IRIS. The USM will be able to provide its numismatic customers with an experience that keeps pace with advancements in both technology and business functionality in the retail industry.

**BY+2:** In FY2016 the USM will keep pace with emerging technologies and capabilities in this second year of Operations & Maintenance. The USM will continue to identify ways to enhance offerings to customers. This fiscal year activities will also ensure that OMS II stays current will all hardware and software to meet retail industry standards and best practices.

**BY+3:** As with FY2016, FY2017 will continue with the operations and maintenance needs to ensure that the end-to-end solution stays current and reliable.

**BY+4:** FY2018 and beyond, will continue with the operations and maintenance needs to ensure that the end-to-end solution stays current and reliable.
**Investment Name:** US Mint IT Infrastructure End User Systems and Support (ITI EUSS)

**Type of Investment:** Major IT Investment

**Description:**
This investment represents the United States Mint's end user hardware (desktop, laptop, handheld devices), peripherals (local and shared printers), and software (operating systems, office automation suites, messaging and groupware), and help desks.

**Investment Anticipated Outlay: (In Millions of $):**

<table>
<thead>
<tr>
<th>Type</th>
<th>PY-1 and Prior</th>
<th>CY 2013</th>
<th>CY 2014</th>
<th>BY 2015</th>
<th>BY+1 2016</th>
<th>BY+2 2017</th>
<th>BY+3 2018</th>
<th>BY+4 and Beyond</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>DME Sub Total (Including Gov FTE) Costs</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Total Gov FTE Cost</td>
<td>3.45</td>
<td>1.92</td>
<td>1.92</td>
<td>1.92</td>
<td>1.92</td>
<td>1.92</td>
<td>1.92</td>
<td>1.92</td>
<td>16.90</td>
</tr>
<tr>
<td>Number of FTE represented by costs</td>
<td>55.00</td>
<td>30.00</td>
<td>30.00</td>
<td>30.00</td>
<td>30.00</td>
<td>30.00</td>
<td>30.00</td>
<td>30.00</td>
<td>265.00</td>
</tr>
</tbody>
</table>

**Summary of Purpose, Goals, and Benefits:**
- This investment represents the United States Mint's end user hardware (desktop, laptop, handheld devices), peripherals (local and shared printers), and software (operating systems, office automation suites, messaging and groupware), and help desks.
- The Mint has approximately 1,750 internal end users.
- The Mint inventory of IT Assets reveals 1,322 desktop workstations, 537 laptops, and 266 handheld devices are supported by the IT Department.

**Return on Investment:**
This investment provides support and services to the Mint's end users who require those services to perform their functions effectively and efficiently. The Mint produces more than 24 billion products per year using only 1,800 employees. It would be impossible to produce such output without heavy mechanization of the manufacturing, sales and marketing, and the administrative operations. ROI is generated using a standard financial analysis cost model. In 2005, the ROI was calculated as 25.12%.

**Requirements/ Benefits/ Mandates:**

*Legislative Mandate:* N/A

*Audit Finding or Material Weakness:* N/A

*Agency Strategic Plan / Annual Performance Plan:* The Mint's overall strategy is published each year as part of its Annual Report.

*Presidential Priority:* N/A

*Other Requirement:* President's Management Agenda, eGovernment initiative, "Automate internal processes to reduce costs internally, within the federal government, by disseminating best practices across agencies.

**Accomplishments:**
- Re-designed Intranet portal improved access to Mint-wide data to its staff.
- ITSM project completed which will provide superior HELPDESK and other ITIL-based end user support enhancements.
- End User Asset Refresh replaced over 1,200 desktop workstations and replaced numerous laser printers with state-of-the-art replacements.
Planned Objectives and Accomplishments:
- Internet redesign will improve access for Mint numismatic customers and better design of catalog will improve customer access to product information. The scope of the re-design depends on capital access and other technical resources.

Development, modernization, and enhancement timeframe:
**BY+1**: VOIP project will replace current land-line equipment and provide better and more cost-efficient service.
- Continued improvement in accessibility of intranet/internet portal access is planned.
**BY+2**: Telewokr off-site capabilities will be enhanced to include video collaboration and file sharing across the network. This enhancement is dependent on sufficient Budgetary resources to implement in the timeframe estimated.
**BY+3**: Integration of Mint systems on the cloud to improve performance and provide additional services to our users. As with collaboration initiatives, this project is dependent on budgetary resources being available to support schedule estimates.
**BY+4**: Continuous improvement to meet the needs of our users and to support the mission of the Mint.

Useful Life:
*Year the investment began:* 2003
*End Year of the current planning cycle:* 2019
*Description of why the investment is not consistent with life cycle model defined in OMB Circular A-131:* This is an on-going IT support investment and does not have a projected end date.

Performance Evaluation and Metrics:

<table>
<thead>
<tr>
<th>Metric Description</th>
<th>FEA Category</th>
<th>Measurement Condition</th>
<th>Reporting Frequency</th>
<th>Unit Of Measure</th>
<th>CY Target</th>
<th>Latest Actual Result</th>
<th>Date of Latest Actual Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incident Resolution First Contact Resolution: Performance Objective = The first Help Desk person who receives a call from the customer is able to resolve the issue or answer the customer question. Percent of Service Events that meet Performance Objective = [Number of Service Events that meet Performance Objective]/[Total number of Service Events]</td>
<td>Customer Results - Service Quality</td>
<td>Over target</td>
<td>Monthly</td>
<td>Percentage (%)</td>
<td>80.00</td>
<td>83.33</td>
<td>02/03/2014</td>
</tr>
<tr>
<td>Proposed Installs, Moves, Adds, Changes (IMAC) Service Level Requirements: Performance Objective = Time to complete HQ and Field IMAC for 1-10 items. Percent of Service Events that meet Performance Objective = [Number of Service Events that meet Performance Objective]/[Total number of Service Events]</td>
<td>Customer Results - Timeliness and Responsiveness</td>
<td>Over target</td>
<td>Monthly</td>
<td>Percentage (%)</td>
<td>85.00</td>
<td>95.44</td>
<td>02/03/2014</td>
</tr>
</tbody>
</table>
**Investment Name:** US Mint IT Infrastructure Mainframes and Servers Services and Support (ITI MSSS)

**Type of Investment:** Major IT Investment

**Description:**
This investment represents the United States Mint’s system servers, including hardware and software operations, licenses, maintenance, back-up, continuity of operations, disaster recovery, virtualization, and data center consolidation.

**Investment Anticipated Outlay: (In Millions of $):**

<table>
<thead>
<tr>
<th>Type</th>
<th>PY-1 and Prior</th>
<th>PY 2013</th>
<th>CY 2014</th>
<th>BY 2015</th>
<th>BY+1 2016</th>
<th>BY+2 2017</th>
<th>BY+3 2018</th>
<th>BY+4 and Beyond</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>DME Sub Total (Including Gov FTE) Costs</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>O&amp;M Sub Total (Including Gov FTE) Costs</td>
<td>28.51</td>
<td>10.43</td>
<td>10.43</td>
<td>10.43</td>
<td>10.43</td>
<td>10.43</td>
<td>10.43</td>
<td>10.43</td>
<td>101.55</td>
</tr>
<tr>
<td>Total Cost (Including Gov FTE)</td>
<td>28.51</td>
<td>10.43</td>
<td>10.43</td>
<td>10.43</td>
<td>10.43</td>
<td>10.43</td>
<td>10.43</td>
<td>10.43</td>
<td>101.55</td>
</tr>
<tr>
<td>Total Gov FTE Cost</td>
<td>4.20</td>
<td>1.41</td>
<td>1.41</td>
<td>1.41</td>
<td>1.41</td>
<td>1.41</td>
<td>1.41</td>
<td>1.41</td>
<td>14.09</td>
</tr>
<tr>
<td>Number of FTE represented by costs</td>
<td>35.00</td>
<td>12.00</td>
<td>12.00</td>
<td>12.00</td>
<td>12.00</td>
<td>12.00</td>
<td>12.00</td>
<td>12.00</td>
<td>119.00</td>
</tr>
</tbody>
</table>

**Summary of Purpose, Goals, and Benefits:**
- This investment represents the United States Mint system servers, including hardware and software operations, licenses, maintenance, back-up, continuity of operations, disaster recovery, virtualization, and data center consolidation.
- The Mint services approximately 1,800 internal users.
- Our server inventory includes 25 physical Unix servers (84 processors), 70 physical Wintel servers (132 processors), and 11 Linux servers.
- The average uptime for all servers is 99.96 percent.

**Return on Investment:**
ROI has not been calculated for this continuing investment in infrastructure since 2005. This investment supports the Mint's internal and external networks. In 2005, the Mint re-calculated the ROI for this investment using standard ROI methodology. At that time, the ROI was 25.12%.

**Requirements/ Benefits/ Mandates:**

**Legislative Mandate:** N/A

**Audit Finding or Material Weakness:** N/A

**Agency Strategic Plan / Annual Performance Plan:** The President's Management Agenda, eGovernment initiative, "Automate internal processes to reduce costs internally, within the federal government, by disseminating best practices across agencies".

**Presidential Priority:** N/A

**Other Requirement:** N/A

**Accomplishments:**
- The Mint completed a server upgrade replacement in 2011 so that no server in operation is older than three years.
- The Mint average server uptime was 99.96 percent, well above the target performance level.

**Planned Objectives and Accomplishments:**
The Mint's plan to make greater use of cloud capabilities has been postponed as a result of budget issues and the need to keep the current infrastructure fully operational. This restriction
remains in effect and sequestration has further reduced the range of options available to the Mint in this area.

**Development, modernization, and enhancement timeframe:**

**BY+1:** Based on the Mint's long-term IT roadmap, the IT Department intends to make greater use of cloud capabilities and move to an infrastructure that utilizes a Platform as a Service (PAAS) platform. Our plans for critical systems are to utilize a Cloud-based, ERP-supported architecture. However, budget constraints have forced the Mint to lengthen the schedule for making these transformational investments.

**BY+2:** Incrementally migrating internal Data center operations to the Cloud, eventually performing all IT operations on the cloud and closing the data center. This process will occur over several years based on the availability of capital and other business needs.

**BY+3:** Continuing migration of major systems and applications to the Cloud. This will reduce server costs and number of staff needed to support server farm.

**BY+4:** Completion of migration of the Mint Data Center to the Cloud. Continuous improvement to the responsiveness, flexibility, and capabilities of the IT infrastructure to better serve our customers, both internal and external.

**Useful Life:**

**Year the investment began:** 1990

**End Year of the current planning cycle:** 2019

**Description of why the investment is not consistent with life cycle model defined in OMB Circular A-131:** This is an on-going support investment and does not have an expected end date.

**Performance Evaluation and Metrics:**

<table>
<thead>
<tr>
<th>Metric Description</th>
<th>FEA Category</th>
<th>Measurement Condition</th>
<th>Reporting Frequency</th>
<th>Unit Of Measure</th>
<th>CY Target</th>
<th>Latest Actual Result</th>
<th>Date of Latest Actual Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notification of Incident Priority Level 1 Outage to Help Desk: Percent of Service Events that appropriate people are notified of Priority Level 1 Outage to Help Desk incident within 10 minutes of discovering the incident = (Number of Service Events that Appropriate people are notified of Priority Level 1 Outage to Help Desk incident within 10 minutes of discovering the incident) / (Total number of Service Events)</td>
<td>Customer Results - Timeliness and Responsiveness</td>
<td>Over target</td>
<td>Monthly</td>
<td>Percentage (%)</td>
<td>99.90</td>
<td>100.00</td>
<td>02/03/2014</td>
</tr>
</tbody>
</table>
**Investment Name:** US Mint IT Infrastructure Telecommunications (ITI TSS)

**Type of Investment:** Major IT Investment

**Description:**
This investment represents the United States Mint's data networks and telecommunications hardware and software operations, licenses, maintenance, back-up, continuity of operations, and disaster recovery. Network (TNet) for data and Voice Network.

**Investment Anticipated Outlay: (In Millions of $):**

<table>
<thead>
<tr>
<th>Type</th>
<th>PY-1 and Prior</th>
<th>PY 2013</th>
<th>CY 2014</th>
<th>BY 2015</th>
<th>BY+1 2016</th>
<th>BY+2 2017</th>
<th>BY+3 2018</th>
<th>BY+4 and Beyond</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>DME Sub Total (Including Gov FTE) Costs</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Total Gov FTE Cost</td>
<td>3.50</td>
<td>2.19</td>
<td>2.19</td>
<td>2.19</td>
<td>2.19</td>
<td>2.19</td>
<td>2.19</td>
<td>2.19</td>
<td>18.83</td>
</tr>
<tr>
<td>Number of FTE represented by costs</td>
<td>50.00</td>
<td>31.00</td>
<td>31.00</td>
<td>31.00</td>
<td>31.00</td>
<td>31.00</td>
<td>31.00</td>
<td>31.00</td>
<td>267.00</td>
</tr>
</tbody>
</table>

**Summary of Purpose, Goals, and Benefits:**
This investment represents the United States Mint's data networks and telecommunications hardware and software operations, licenses, maintenance, back-up, continuity of operations, and disaster recovery. Network (TNet) for data and Enterprise Voice Networks (E VN) for voice traffic.
- The investment includes a Wide Area Network (WAN) with more than 2,800 devices on-line and more than 44 GB of annual traffic.
- It includes Local Area networks totaling more than 5,500 active ports.
- It also supports cellular and video conferencing facilities.
- There are approximately 1,300 network users at the Mint.

**Return on Investment:**
The United States Mint's internal network is the primary tool for coordinating and executing mission-critical activities. It is used in the manufacturing and sales and marketing activities as well as administrative functions. The Mint literally could not operate without an efficient and effective network. ROI is calculated using a standard financial cost model. IN 2005, it was calculated as 25.12%.

**Requirements/ Benefits/ Mandates:**
- **Legislative Mandate:** N/A
- **Audit Finding or Material Weakness:** N/A
- **Agency Strategic Plan / Annual Performance Plan:** The goal of the United States Mint's network operations is to provide efficient and reliable service to all Mint facilities in order to provide critical information and to facilitate collaboration among the various entities.
- **Presidential Priority:** N/A
  - **Other Requirement:** N/A

**Accomplishments:**
- The Mint has used stringent service level standards to maintain or improve Internet access, availability, and performance.
- The Mint's Intranet and Internet sites have been upgraded to include links to important information for Mint users and the general public.

**Planned Objectives and Accomplishments:**
- The Mint is now implementing a Voice Over Internet Protocol (VOIP) technology to reduce costs and enhance our telecommunications capabilities. The project is expected to be completed in FY 2013.

**Development, modernization, and enhancement timeframe:**
- **BY+1:** Implementation of Telework initiatives via enhanced technology has begun and is nearing completion.
- **BY+2:** Emphasis placed on collaboration among Mint staff using video conferencing. New products and services related to video collaboration have already been introduced. This process has been slowed by budget reductions in FY 2012 and FY 2013. It is continuing, however, at a slower pace.
- **BY+3:** Reduced mobile communications usage has been a continuing goal of the Mint to drive down telecom costs and ensure usage is confined to critical Mint business and users.
- **BY+4:** Increasing the accessibility of Mint numismatic products via new channels such as iPhone apps.

**Useful Life:**
- **Year the investment began:** 2003
- **End Year of the current planning cycle:** 2019
- **Description of why the investment is not consistent with life cycle model defined in OMB Circular A-131:** This is an on-going infrastructure support investment and does not have an end date.

**Performance Evaluation and Metrics:**

<table>
<thead>
<tr>
<th>Metric Description</th>
<th>FEA Category</th>
<th>Measurement Condition</th>
<th>Reporting Frequency</th>
<th>Unit Of Measure</th>
<th>CY Target</th>
<th>Latest Actual Result</th>
<th>Date of Latest Actual Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet Access Availability: Percent Available = (Minutes in Period - Minutes when Internet Access is not accessible) / [Minutes in Period]</td>
<td>Customer Results - Service Accessibility</td>
<td>Over target</td>
<td>Monthly</td>
<td>percentage (%)</td>
<td>98.00</td>
<td>100.00</td>
<td>02/03/2014</td>
</tr>
</tbody>
</table>
Investment Name: Mint Manufacturing Equipment Improvement and Replacement

Type of Investment: Major Non-IT Investment

Description:
The manufacturing equipment improvement and replacement capital projects focus on improving and acquiring the necessary equipment at each of the United States Mint's four production facilities and the Bullion Depository at Fort Knox. These capital projects aim to improve or replace either outdated or damaged vital equipment that is used during the coin production process. These projects include the replacement of circulating presses, counting systems upgrades; and the integration of new high speed surface scanning technology.

Investment Anticipated Outlay: (In Millions of $):

<table>
<thead>
<tr>
<th>Type</th>
<th>PY-1 and Prior</th>
<th>PY 2013</th>
<th>CY 2014</th>
<th>BY 2015</th>
<th>BY+1 2016</th>
<th>BY+2 2017</th>
<th>BY+3 2018</th>
<th>BY+4 and Beyond</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>DME Sub Total (Including Gov FTE Costs)</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>O&amp;M Sub Total (Including Gov FTE Costs)</td>
<td>14.30</td>
<td>8.55</td>
<td>8.55</td>
<td>8.55</td>
<td>8.55</td>
<td>8.55</td>
<td>8.55</td>
<td>8.55</td>
<td>74.15</td>
</tr>
<tr>
<td>Total Cost (Including Gov FTE)</td>
<td>14.30</td>
<td>8.55</td>
<td>8.55</td>
<td>8.55</td>
<td>8.55</td>
<td>8.55</td>
<td>8.55</td>
<td>8.55</td>
<td>74.15</td>
</tr>
<tr>
<td>Total Gov FTE Cost</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Number of FTE represented by costs</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
</tbody>
</table>

Summary of Purpose, Goals, and Benefits:
The manufacturing equipment improvement and replacement capital projects focus on improving and acquiring the necessary equipment at each of the United States Mint's four production facilities and the Bullion Depository at Fort Knox. These capital projects aim to improve or replace either outdated or damaged vital equipment that is used during the coin production process. These projects include the replacement of circulating presses, counting systems upgrades; and the integration of new high speed surface scanning technology.

Return on Investment:
The anticipated benefits of this investment include the continuity of the production process at all facilities; increased cost savings and efficiencies; and adequate production of products for the circulating and numismatic programs.

Requirements/ Benefits/ Mandates:
Legislative Mandate: N/A
Audit Finding or Material Weakness: N/A
Agency Strategic Plan / Annual Performance Plan: N/A
Presidential Priority: N/A
Other Requirement: N/A
Investment Name: Mint Manufacturing Facilities Improvement and Replacement

Type of Investment: Major Non-IT Investment

Description:
The United States Mint operates four production facilities in Denver, CO; West Point, NY; San Francisco, CA; and Philadelphia, PA; along with the Bullion Depository at Fort Knox. These facilities are the hub for the production of coins and metals necessary for the Mint to adequately operate its circulating and numismatic programs. The manufacturing facilities improvement capital projects focus on improving the sustainability of the facilities for continuity of the production process at each of the production sites and the bullion depository. These capital projects aim to make the necessary acquisitions, improvements or upgrades to the facilities.

Investment Anticipated Outlay: (In Millions of $):

<table>
<thead>
<tr>
<th>Type</th>
<th>PY-1 and Prior</th>
<th>PY 2013</th>
<th>CY 2014</th>
<th>CY 2015</th>
<th>BY 2016</th>
<th>BY+1 2017</th>
<th>BY+2 2018</th>
<th>BY+3 2018</th>
<th>BY+4 and Beyond</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>DME Sub Total (Including Gov FTE Costs)</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>O&amp;M Sub Total (Including Gov FTE Costs)</td>
<td>6.90</td>
<td>7.45</td>
<td>7.45</td>
<td>7.45</td>
<td>7.45</td>
<td>7.45</td>
<td>7.45</td>
<td>7.45</td>
<td>59.08</td>
<td>59.08</td>
</tr>
<tr>
<td>Total Cost (Including Gov FTE)</td>
<td>6.90</td>
<td>7.45</td>
<td>7.45</td>
<td>7.45</td>
<td>7.45</td>
<td>7.45</td>
<td>7.45</td>
<td>7.45</td>
<td>59.08</td>
<td>59.08</td>
</tr>
<tr>
<td>Total Gov FTE Cost</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Number of FTE represented by costs</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
</tbody>
</table>

Summary of Purpose, Goals, and Benefits:
The United States Mint operates four production facilities in Denver, CO; West Point, NY; San Francisco, CA; and Philadelphia, PA; along with the Bullion Depository at Fort Knox. These facilities are the hub for the production of coins and metals necessary for the Mint to adequately operate its circulating and numismatic programs. The manufacturing facilities improvement capital projects focus on improving the sustainability of the facilities for continuity of the production process at each of the production sites and the bullion depository. These capital projects aim to make the necessary acquisitions, improvements or upgrades to the facilities.

Return on Investment:
The Mint anticipated that the benefits gained from these projects will include continuity of the production process at all facilities; increased stewardship of federal funds; and adequate production of products for the circulating and numismatic programs.

Requirements/ Benefits/ Mandates:
Legislative Mandate: N/A
Audit Finding or Material Weakness: N/A
Agency Strategic Plan / Annual Performance Plan: N/A
Presidential Priority: N/A
Other Requirement: N/A
**Investment Name:** Mint Manufacturing Facilities Safety and Environmental

**Type of Investment:** Major Non-IT Investment

**Description:**
The facilities safety and environmental capital projects are based on the priority set by the United States Mint to ensure employee safety in accordance to the standards set by the Occupational Safety and Health Administration (OSHA). Projects in the manufacturing facilities include the seismic upgrades project in San Francisco; renovation of the air handler system in Philadelphia; and the waste-water treatment plant replacement in Denver.

**Investment Anticipated Outlay: (In Millions of $):**

<table>
<thead>
<tr>
<th>Type</th>
<th>PY-1 and Prior</th>
<th>PY 2013</th>
<th>CY 2014</th>
<th>BY 2015</th>
<th>BY+1 2016</th>
<th>BY+2 2017</th>
<th>BY+3 2018</th>
<th>BY+4 and Beyond</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>DME Sub Total (Including Gov FTE) Costs</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>O&amp;M Sub Total (Including Gov FTE) Costs</td>
<td>0.91</td>
<td>4.70</td>
<td>4.70</td>
<td>4.70</td>
<td>4.70</td>
<td>4.70</td>
<td>4.70</td>
<td>4.70</td>
<td>33.81</td>
</tr>
<tr>
<td>Total Cost (Including Gov FTE)</td>
<td>0.91</td>
<td>4.70</td>
<td>4.70</td>
<td>4.70</td>
<td>4.70</td>
<td>4.70</td>
<td>4.70</td>
<td>4.70</td>
<td>33.81</td>
</tr>
<tr>
<td>Total Gov FTE Cost</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Number of FTE represented by costs</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
</tbody>
</table>

**Summary of Purpose, Goals, and Benefits:**
The facilities safety and environmental capital projects are based on the priority set by the United States Mint to ensure employee safety in accordance to the standards set by the Occupational Safety and Health Administration (OSHA). Projects in the manufacturing facilities include the seismic upgrades project in San Francisco; renovation of the air handler system in Philadelphia; and the waste-water treatment plant replacement in Denver.

**Return on Investment:**
The Mint anticipates the benefits of this investment to include an improvement in workplace safety standards; enhanced integrity of the manufacturing facilities; and enhanced working environment for employees.

**Requirements/ Benefits/ Mandates:**
**Legislative Mandate:** N/A
**Audit Finding or Material Weakness:** N/A
**Agency Strategic Plan / Annual Performance Plan:** N/A
**Presidential Priority:** N/A
**Other Requirement:** N/A
**Investment Name:** Mint Protection Equipment Improvement and Replacement  
**Type of Investment:** Major Non-IT Investment

**Description:**  
The protection equipment improvement and replacement projects focus on providing security personnel the necessary equipment needed to provide protective services as directed. These capital projects focus on replacing items such as communication radios, handheld radiation monitors, and other peripheral equipment for protection personnel at each of the United States Mint’s four production facilities and the Bullion Depository at Fort Knox. These capital projects will aid in meeting the protection needs and to ensure a more secured Mint.

**Investment Anticipated Outlay: (In Millions of $):**

<table>
<thead>
<tr>
<th>Type</th>
<th>PY-1 and Prior</th>
<th>PY 2013</th>
<th>CY 2014</th>
<th>BY 2015</th>
<th>BY+1 2016</th>
<th>BY+2 2017</th>
<th>BY+3 2018</th>
<th>BY+4 and Beyond</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>DME Sub Total (Including Gov FTE Costs)</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>O&amp;M Sub Total (Including Gov FTE Costs)</td>
<td>1.59</td>
<td>0.80</td>
<td>0.80</td>
<td>0.80</td>
<td>0.80</td>
<td>0.80</td>
<td>0.80</td>
<td>0.80</td>
<td>7.19</td>
</tr>
<tr>
<td>Total Cost (Including Gov FTE)</td>
<td>1.59</td>
<td>0.80</td>
<td>0.80</td>
<td>0.80</td>
<td>0.80</td>
<td>0.80</td>
<td>0.80</td>
<td>0.80</td>
<td>7.19</td>
</tr>
<tr>
<td>Total Gov FTE Cost</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Number of FTE represented by costs</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td></td>
<td></td>
<td></td>
<td>0.00</td>
</tr>
</tbody>
</table>

**Summary of Purpose, Goals, and Benefits:**  
The protection equipment improvement and replacement projects focus on providing security personnel the necessary equipment needed to provide protective services as directed. These capital projects focus on replacing items such as communication radios, handheld radiation monitors, and other peripheral equipment for protection personnel at each of the United States Mint’s four production facilities and the Bullion Depository at Fort Knox. These capital projects will aid in meeting the protection needs and to ensure a more secured Mint.

**Return on Investment:**  
The anticipated benefits for this project include but are not limited to enhanced protection of the production facilities; increased integrity of equipment at each facility; and continuity of protection services.

**Requirements/ Benefits/ Mandates:**  
**Legislative Mandate:** N/A  
**Audit Finding or Material Weakness:** N/A  
**Agency Strategic Plan / Annual Performance Plan:** N/A  
**Presidential Priority:** N/A  
**Other Requirement:** N/A
Investment Name: Mint Protection Facilities Improvement and Replacement

Type of Investment: Major Non-IT Investment

Description:
The protection facilities improvement and replacement projects focus on enhancing the security measures by replacing and providing the necessary improvements and upgrades to equipment located at each of the United States Mint’s four production facilities and the Bullion Depository at Fort Knox. Projects that are included in this effort include the upgrades to the concrete barrier cabling system, implementation of an automated screening process, and renovations to the firing range.

Investment Anticipated Outlay: (In Millions of $):

<table>
<thead>
<tr>
<th>Type</th>
<th>PY-1 and Prior</th>
<th>PY 2013</th>
<th>CY 2014</th>
<th>BY 2015</th>
<th>BY+1 2016</th>
<th>BY+2 2017</th>
<th>BY+3 2018</th>
<th>BY+4 and Beyond</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>DME Sub Total (Including Gov FTE) Costs</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>O&amp;M Sub Total (Including Gov FTE) Costs</td>
<td>1.58</td>
<td>4.69</td>
<td>4.69</td>
<td>4.69</td>
<td>4.69</td>
<td>4.69</td>
<td>4.69</td>
<td>4.69</td>
<td>34.41</td>
</tr>
<tr>
<td>Total Cost (Including Gov FTE)</td>
<td>1.58</td>
<td>4.69</td>
<td>4.69</td>
<td>4.69</td>
<td>4.69</td>
<td>4.69</td>
<td>4.69</td>
<td>4.69</td>
<td>34.41</td>
</tr>
<tr>
<td>Total Gov FTE Cost</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Number of FTE represented by costs</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
</tbody>
</table>

Summary of Purpose, Goals, and Benefits:
The protection facilities improvement and replacement projects focus on enhancing the security measures by replacing and providing the necessary improvements and upgrades to equipment located at each of the United States Mint’s four production facilities and the Bullion Depository at Fort Knox. Projects that are included in this effort include the upgrades to the concrete barrier cabling system, implementation of an automated screening process, and renovations to the firing range.

Return on Investment:
The Mint anticipated the benefits of these projects include enhanced protection of the production facilities; increased integrity of equipment at each facility; and continuity of protection services.

Requirements/ Benefits/ Mandates:
Legislative Mandate: N/A
Audit Finding or Material Weakness: N/A
Agency Strategic Plan / Annual Performance Plan: N/A
Presidential Priority: N/A
Other Requirement: N/A