

Office of the Comptroller of the
Currency
FY 2017

Capital Investment Plan

Investment Name: OCC IT Infrastructure End User Services and Support (EUSS)

Type of Investment: Major IT Investment

Description:

This investment includes help desk support, personal computer equipment/software/O&M, Desktop Engineering, software packaging and push, and asset management. Customer support is provided through a distributed Help Desk that is interconnected using VO.

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

Type	PY-1 and Prior	PY 2015	CY 2016	BY 2017	BY+1 2018	BY+2 2019	BY+3 2020	BY+4 and Beyond	Total
DME Sub Total (Including Gov FTE) Costs	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total DME funding		0.00	0.00	0.00					0.00
Unallocated DME funding		0.00	0.00	0.00					0.00
O&M Sub Total (Including Gov FTE) Costs	107.33	70.80	65.70	67.70	67.70	67.70	67.70	67.70	582.33
Total O&M funding		70.80	65.70	67.70					204.20
Unallocated O&M funding		0.00	0.00	0.00					0.00
Total Cost (Including Gov FTE)	107.33	70.80	65.70	67.70	67.70	67.70	67.70	67.70	582.33
Total Gov FTE Cost	35.61	25.40	27.30	28.10	28.10	28.10	28.10	28.10	228.81
Number of FTE represented by costs	230.00	137.00	139.00	139.00	139.00	139.00	139.00	139.00	1201.00

Summary of Purpose, Goals, and Benefits:

This investment provides the basic automated IT tools and technical support needed by the examination workforce to complete its core mission of supervising the National Banking System. The technology refresh for computers is three years and leasing the PC equipment keeps maintenance and operations costs relatively flat.

Return on Investment:

The Return on Investment value for OCC IT Infrastructure End User Services and Support (EUSS) investment is not applicable.

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 and Future Objectives:

Completed the refresh of OCC PC equipment and begin the planning for the next PC refresh cycle.

Details of Useful Life Period:

Year the investment began: 1999

End Year of the current planning cycle: 2025

Description of why the investment is not consistent with life cycle model defined in OMB Circular A-131.: The End User Support Services investment provides desktop engineering and

user help desk support to the agency. It does not follow a life-cycle cost model because these services are on-going and critical to enable the agency to carry out its mission.

Performance Evaluation and Metrics:

Metric Description	Performance Measurement Category Mapping	Measurement Condition	Reporting Frequency	Unit Of Measure	CY Target	Latest Actual Result	Date of Latest Actual Result
Provide Customers a Replacement or Repaired Computer Within 3 Days of Reported Incident	Customer Satisfaction (Results)	At target	Quarterly	Number of Repairs/Replacements Over 3 days	0.00	0.00	12/31/2015
Software Packages Are Ready For Computer Deployment on Schedule	Strategic and Business Results	At target	Quarterly	Number of Packages Not Delivered On Schedule	0.00	0.00	12/31/2015
Major Software Releases and Service Packs Deployed with No Service Disruption	Strategic and Business Results	Over target	Monthly	Percentage of Updates Deployed without Disruption	99.00	100.00	12/31/2015
Interest penalties on EUSS vendor invoices subject to the Prompt Pay Act as a percentage of the ITS approved budget	Financial Performance	Under target	Quarterly	Percentage	0.50	0.00	12/31/2015
Continuous monitoring of flaw remediation and vulnerability awareness	Strategic and Business Results	Over target	Monthly	Percentage of end user device scanned for vulns	95.00	50.00	12/31/2015
Mobile Device Enterprise Server Availability	Customer Satisfaction (Results)	At target	Quarterly	Percentage Uptime	99.95	99.95	12/31/2015
Deliver Mobile Device Service to Customers within 7 Days of Request	Customer Satisfaction (Results)	At target	Quarterly	Number of Service Requests Over 7 Days	0.00	0.00	12/31/2015

Investment Name: OCC IT Infrastructure Server Support Services (SSS) (Previous title "OCC IT Infrastructure Mainframes and Servers Support Services (MSSS)")

Type of Investment: Major IT Investment

Description:

This investment includes 1 mainframe and 594 servers in 1 data center. This investment includes Data Center systems operations and maintenance, mainframe O&M, server O and M, disaster recovery testing, and over 800 TB of SAN Storage.

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

Type	PY-1 and Prior	PY 2015	CY 2016	BY 2017	BY+1 2018	BY+2 2019	BY+3 2020	BY+4 and Beyond	Total
DME Sub Total (Including Gov FTE) Costs	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total DME funding		0.00	0.00	0.00					0.00
Unallocated DME funding		0.00	0.00	0.00					0.00
O&M Sub Total (Including Gov FTE) Costs	62.13	12.90	17.40	17.90	17.90	17.90	17.90	17.90	181.93
Total O&M funding		12.90	17.40	17.90					48.20
Unallocated O&M funding		0.00	0.00	0.00					0.00
Total Cost (Including Gov FTE)	62.13	12.90	17.40	17.90	17.90	17.90	17.90	17.90	181.93
Total Gov FTE Cost	12.98	3.90	3.80	3.90	3.90	3.90	3.90	3.90	40.18
Number of FTE represented by costs	77.00	22.00	20.00	20.00	20.00	20.00	20.00	20.00	219.00

Summary of Purpose, Goals, and Benefits:

This investment includes 1,180 servers in one data center. This investment includes operations and maintenance for Data Center systems, servers, disaster recovery, and over 1,264 TB of SAN and NAS Storage.

Return on Investment:

The Return on Investment value for OCC IT Infrastructure Server Support Services (SSS) investment is not applicable.

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 and Future Objectives:

Improving the security of OCC server platforms.

Details of Useful Life Period:

Year the investment began: 1999

End Year of the current planning cycle: 2025

Description of why the investment is not consistent with life cycle model defined in OMB

Circular A-131.: The Server System Support investment provides for the operations and maintenance of the agency's data center services and as such does not specifically follow a

traditional life-cycle cost model with a specified end date. The OCC uses benchmark information to determine the cost effectiveness of the SSS investment.

Performance Evaluation and Metrics:

Metric Description	Performance Measurement Category Mapping	Measurement Condition	Reporting Frequency	Unit Of Measure	CY Target	Latest Actual Result	Date of Latest Actual Result
Platform Availability for Email Servers	Strategic and Business Results	Over target	Quarterly	Percent Uptime	99.95	100.00	12/31/2015
Availability of OCC Production Application and Infrastructure Servers Systems	Strategic and Business Results	At target	Quarterly	Percentage Uptime	99.80	99.80	12/31/2015
Time to Respond to Production Server incidents	Customer Satisfaction (Results)	At target	Quarterly	Number of incidents exceeding 1 hour response	0.00	0.00	12/31/2015
Hours of Service Coverage and Support for Server Systems	Customer Satisfaction (Results)	At target	Monthly	Hours Per Day	24.00	24.00	12/31/2015
Enterprise SAN Availability.	Customer Satisfaction (Results)	Over target	Monthly	Uptime Percentage	99.00	100.00	12/31/2015
Interest penalties on SSS vendor invoices subject to the Prompt Pay Act as a percentage of the ITS approved budget.	Financial Performance	Under target	Quarterly	Percentage	0.50	0.00	12/31/2015
Continuous monitoring of flaw remediation and vulnerability awareness	Strategic and Business Results	Over target	Monthly	Percentage of servers scanned for vulnerabilities	95.00	100.00	12/31/2015

Bureau: OCC

Investment Name: OCC IT Infrastructure Telecommunications Services and Support (TSS)

Type of Investment: Major IT Investment

Description:

This investment includes Telecommunications WAN/LAN infrastructure connecting over 125 OCC & OTS work locations, and voice systems installed in over 70 locations. Remote access to OCC systems is facilitated via VPN, dial-in, and cellular wireless access.

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

Type	PY-1 and Prior	PY 2015	CY 2016	BY 2017	BY+1 2018	BY+2 2019	BY+3 2020	BY+4 and Beyond	Total
DME Sub Total (Including Gov FTE) Costs	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total DME funding		0.00	0.00	0.00					0.00
Unallocated DME funding		0.00	0.00	0.00					0.00
O&M Sub Total (Including Gov FTE) Costs	115.40	18.10	17.00	17.50	17.50	17.50	17.50	17.50	238.00
Total O&M funding		18.10	17.00	17.50					52.60
Unallocated O&M funding		0.00	0.00	0.00					0.00
Total Cost (Including Gov FTE)	115.40	18.10	17.00	17.50	17.50	17.50	17.50	17.50	238.00
Total Gov FTE Cost	12.66	4.00	4.30	4.40	4.40	4.40	4.40	4.40	42.96
Number of FTE represented by costs	74.00	22.00	23.00	23.00	23.00	23.00	23.00	23.00	234.00

Summary of Purpose, Goals, and Benefits:

This investment includes Telecommunications WAN/LAN infrastructure connecting over 125 OCC work locations, voice systems, and wireless access points. Remote access to OCC systems is facilitated via VPN, dial-in, and mobile devices using two-factor authentication. This investment also includes messaging services supporting 2,000 highly mobile bank examiners and approximately 4,000 staff. There are over 30 firewalls protecting the OCC network along with intrusion detection systems.

Return on Investment:

The Return on Investment value for OCC IT Infrastructure Telecommunications Services and Support (TSS) investment is not applicable.

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 and Future Objectives:

Continue to refresh telecommunication infrastructure to maximize uptime and ensure maintenance and security is maintained.

Details of Useful Life Period:

Year the investment began: 1999

End Year of the current planning cycle: 2025

Description of why the investment is not consistent with life cycle model defined in OMB

Circular A-131.: The Telecommunications System Support investment provides WAN/LAN telecommunications, remote access, wireless access, and landlines to support the agency's mission. This investment does not follow a life-cycle approach as the support does not have a specified end date because telecommunications support is on-going and essential to the agency mission.

Performance Evaluation and Metrics:

Metric Description	Performance Measurement Category Mapping	Measurement Condition	Reporting Frequency	Unit Of Measure	CY Target	Latest Actual Result	Date of Latest Actual Result
WAN Network Availability	Strategic and Business Results	Over target	Quarterly	Percentage Uptime	99.80	100.00	12/31/2015
Telephone System Availability After the Completion of Office Moves, Office Renovations, or Opening of New Offices	Strategic and Business Results	At target	Quarterly	Telephone System Availability	100.00	100.00	12/31/2015
Interest penalties on TSS vendor invoices subject to the Prompt Pay Act as a percentage of the ITS approved budget.	Financial Performance	Under target	Quarterly	Percentage	0.50	0.00	12/31/2015
Telephone System Availability After the Completion of Telephone/Network Tech Refresh.	Customer Satisfaction (Results)	Over target	Monthly	Telephone System Availability	95.00	100.00	12/31/2015
Continuous monitoring of flaw remediation and vulnerability awareness	Strategic and Business Results	Over target	Monthly	Percentage of telecom equipment scanned for vulns	95.00	100.00	12/31/2015
Break Fix Visits Post Refresh	Customer Satisfaction (Results)	Over target	Monthly	Number of Incidents	0.00	-1.00	12/31/2015