

Office of the Comptroller of the
Currency

FY 2016

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, & 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 2014	CY 2015	BY 2016	BY+1 2017	BY+2 2018	BY+3 2019	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	79.05	28.28	34.83	38.31	36.36	37.09	37.83	38.59	330.34
Total O&M funding		28.28	34.83	38.31					101.42
Unallocated O&M funding		0.00	0.00	0.00					0.00
Total Cost (Including Gov FTE)	79.05	28.28	34.83	38.31	36.36	37.09	37.83	38.59	330.34
Total Gov FTE Cost	23.55	12.06	12.78	13.03	13.29	13.56	13.83	14.11	116.21
Number of FTE represented by costs	157.00	73.00	71.00	71.00	71.00	71.00	71.00	71.00	656.00

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:

Continued to leverage VOIP technology to maximize the efficiency of Help Desk Services. This investment is meeting target performance goals and objectives.

Planned Objectives and Accomplishments:

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

Development, modernization, and enhancement timeframe:

BY+1: O & M for computers, printer, and end user peripherals. O & M for help desk support

and desktop engineering support. Tech Refresh of computers spread out over three fiscal years.

BY+2: O & M for computers, printer, and end user peripherals. O & M for help desk support and desktop engineering support. Tech Refresh of computers spread out over three fiscal years.

BY+3: O & M for computers, printer, and end user peripherals. O & M for help desk support and desktop engineering support. Tech Refresh of computers spread out over three fiscal years.

BY+4: O & M for computers, printer, and end user peripherals. O & M for help desk support and desktop engineering support. Tech Refresh of computers spread out over three fiscal years.

Useful Life:

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	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	Under target	Quarterly	Number of Repairs/Replacements Over 3 days	0.00	0.00	12/31/2014
Software Packages Are Ready For Computer Deployment on Schedule	Under target	Quarterly	Number of Packages Not Delivered On Schedule	0.00	0.00	12/31/2014
Deliver Blackberry Service to Customers Within 7 Days of Request	Under target	Quarterly	Number of Service Requests Over 7 Days	0.00	0.00	12/31/2014
Major Software Releases and Service Packs Deployed with No Service Disruption	Over target	Monthly	Percentage of Updates Deployed without Disruption	99.00	100.00	12/31/2014
Blackberry Enterprise Server (BES) Availability	Over target	Quarterly	Percentage Uptime	99.95	100.00	12/31/2014
Interest penalties on EUSS vendor invoices subject to the Prompt Pay Act as a percentage of the ITS approved budget.	Over target	Quarterly	Percentage	0.50	0.00	12/31/2014

Investment Name: OCC IT Infrastructure Servers Support Services (SSS)

Type of Investment: Major IT Investment

Description:

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.

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

Type	PY-1 and Prior	PY 2014	CY 2015	BY 2016	BY+1 2017	BY+2 2018	BY+3 2019	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	48.30	13.84	12.43	11.84	12.08	12.31	12.57	12.82	136.18
Total O&M funding		13.84	12.43	11.84					38.11
Unallocated O&M funding		0.00	0.00	0.00					0.00
Total Cost (Including Gov FTE)	48.30	13.84	12.43	11.84	12.08	12.31	12.57	12.82	136.18
Total Gov FTE Cost	8.70	4.29	4.07	4.15	4.23	4.31	4.40	4.49	38.63
Number of FTE represented by costs	53.00	24.00	21.00	21.00	21.00	21.00	21.00	21.00	203.00

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 Servers 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:

Continue to reduce physical server requirements by expanding the virtual environment to support new applications as well as legacy systems.

Planned Objectives and Accomplishments:

Improving the security of OCC server platforms.

Development, modernization, and enhancement timeframe:

BY+1: Tech refresh (20 percent of the server inventory - Servers are 5 years refresh cycle)

BY+2: Tech refresh (20 percent of the server inventory - Servers are 5 years refresh cycle)

BY+3: Tech refresh (20 percent of the server inventory - Servers are 5 years refresh cycle)
BY+4: Tech refresh (20 percent of the server inventory - Servers are 5 years refresh cycle)

Useful Life:

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	Measurement Condition	Reporting Frequency	Unit Of Measure	CY Target	Latest Actual Result	Date of Latest Actual Result
Platform Availability for Email Servers	Over target	Quarterly	Percent Uptime	99.95	100.00	12/31/2014
Availability of OCC Production Application and Infrastructure Servers Systems	Over target	Quarterly	Percentage Uptime	99.80	99.23	12/31/2014
Time to Respond to Production Server incidents	Under target	Quarterly	Number of incidents exceeding 1 hour response	0.00	0.00	12/31/2014
Hours of Service Coverage and Support for Server Systems	Over target	Monthly	Hours Per Day	24.00	24.00	12/31/2014
Enterprise SAN Availability.	Over target	Monthly	Uptime Percentage	99.00	100.00	12/31/2014
Interest penalties on MSSS vendor invoices subject to the Prompt Pay Act as a percentage of the ITS approved budget.	Over target	Quarterly	Percentage	0.50	0.00	12/31/2014

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 work locations, voice systems and wireless access points. Remote access to OCC systems is facilitated via VPN, dial-in, and mobile devices.

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

Type	PY-1 and Prior	PY 2014	CY 2015	BY 2016	BY+1 2017	BY+2 2018	BY+3 2019	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	86.29	29.11	26.82	23.15	23.61	24.08	24.57	25.06	262.68
Total O&M funding		29.11	26.82	23.15					79.08
Unallocated O&M funding		0.00	0.00	0.00					0.00
Total Cost (Including Gov FTE)	86.29	29.11	26.82	23.15	23.61	24.08	24.57	25.06	262.68
Total Gov FTE Cost	8.75	3.92	4.61	4.70	4.80	4.89	4.99	5.09	41.75
Number of FTE represented by costs	53.00	21.00	24.00	24.00	24.00	24.00	24.00	24.00	218.00

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:

This investment is meeting all target performance goals and objectives.

Planned Objectives and Accomplishments:

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

Development, modernization, and enhancement timeframe:

BY+1: O & M for Data telecommunications lines, routers, switches, and network accelerators. O & M for voice and video infrastructure.

BY+2: O & M for Data telecommunications lines, routers, switches, and network accelerators. O & M for voice and video infrastructure.

BY+3: O & M for Data telecommunications lines, routers, switches, and network accelerators. O & M for voice and video infrastructure.

BY+4: O & M for Data telecommunications lines, routers, switches, and network accelerators. O & M for voice and video infrastructure.

Useful Life:

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	Measurement Condition	Reporting Frequency	Unit Of Measure	CY Target	Latest Actual Result	Date of Latest Actual Result
WAN Network Availability	Over target	Quarterly	Percentage Uptime	99.80	99.80	12/31/2014
Number of Major Incidents Resulting from Telecomm WAN/LAN Configuration Changes	Under target	Quarterly	Number of Incidents	0.00	0.00	12/31/2014
Provision Cellular Wireless Service To Customers Within 7 Days of Request	Under target	Quarterly	Number of Requests Over Seven Days	0.00	0.00	12/31/2014
Hours of Service Coverage and Support for Telecommunications Services	Over target	Monthly	Hours	24.00	24.00	12/31/2014
Telephone System Availability After the Completion of Office Moves, Office Renovations, or Opening of New Offices	Over target	Quarterly	Telephone System Availability	100.00	100.00	12/31/2014
Interest penalties on TSS vendor invoices subject to the Prompt Pay Act as a percentage of the ITS approved budget.	Over target	Quarterly	Percentage	0.50	0.00	12/31/2014
Telephone System Availability After the Completion of Telephone/Network Tech Refresh.	Over target	Monthly	Telephone System Availability	95.00	100.00	12/31/2014