

Office of the Comptroller of the
Currency

FY 2018
Capital Investment Plan

Investment Name: Cybersecurity

Type of Investment: Major IT Investment

Description:

Technologies, processes and practices aligned to protect networks, computers, programs and data from attack, damage or unauthorized access. For 2015 and prior, actuals are not reported in the table below, since prior to 2016 the funding levels classified this as a non-major investment.

Investment Anticipated Outlay: (\$000,000s):

Type	2015 and Prior Actual	2016 Actual	2017 Enacted	2018 Estimated	2019 Estimated	2020 Estimated	2021 Estimated	2022 and Beyond Estimated	Total
DME Costs	N/A	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
O&M Costs	N/A	15.40	25.20	25.90	25.90	25.90	25.90	25.90	170.10
Total Costs	N/A	15.40	25.20	25.90	25.90	25.90	25.90	25.90	170.10

Number of FTE	N/A	27.00	27.80	28.60	28.60	28.60	28.60	28.60	197.80
---------------	-----	-------	-------	-------	-------	-------	-------	-------	--------

Summary of Purpose, Goals, and Benefits:

This investment provides technologies, processes and practices aligned to protect networks, computers, programs and data from attack, damage or unauthorized access.

Accomplishments and Future Objectives:

Deployed several new security technologies to fill gaps and help move OCC towards a more automated Information Security Continuous Monitoring state. Complete Continuous Diagnostics & Monitoring (CDM's) Phase 1 implementation which will enhance continuous monitoring capabilities and tools to identify and prioritize cyber problems for action and enable threat intelligence sharing with other federal agencies. OCC's implementation of CDM will enhance and further automate existing continuous network monitoring capabilities, correlate and analyze critical security-related information, counter emerging threats and enhance risk-based decision making at the OCC.

Details of Useful Life Period:

Year the investment began: 2011

End Year of the current planning cycle: 2022

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

Circular A-131.: This investment provides technologies, processes, and practices aligned to protect networks, computers, programs, and data from attack, damage, or unauthorized access. It does not follow a life-cycle cost model because these services are on-going.

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/Operation & Maintenance mobile devices, desktop engineering, software packaging, and push & asset management.

Investment Anticipated Outlay: (\$000,000s):

Type	2015 and Prior Actual	2016 Actual	2017 Enacted	2018 Estimated	2019 Estimated	2020 Estimated	2021 Estimated	2022 and Beyond Estimated	Total
DME Costs	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
O&M Costs	178.13	50.30	51.40	52.90	52.90	52.90	52.90	52.90	544.33
Total Costs	178.13	50.30	51.40	52.90	52.90	52.90	52.90	52.90	544.33

Number of FTE	367.00	75.00	77.30	79.60	79.60	79.60	79.60	79.60	917.30
---------------	--------	-------	-------	-------	-------	-------	-------	-------	--------

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 Personal Computer (PC) equipment keeps maintenance and operations costs relatively flat.

Return on Investment:

The Return on Investment value for OCC IT Infrastructure EUSS investment is not applicable.

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.

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
Software Packages Are Ready For Computer Deployment on Schedule	Strategic and Business Results	Under target	Quarterly	Number of Packages Not Delivered On Schedule	0.00	0.00	03/31/2017
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	03/31/2017
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	03/31/2017
Continuous monitoring of flaw remediation and vulnerability awareness	Strategic and Business Results	Over target	Monthly	Percentage of end user device scanned for vulnerabilities	95.00	98.00	03/31/2017
Mobile Device Enterprise Server Availability	Customer Satisfaction (Results)	Over target	Quarterly	Percentage Uptime	99.95	99.95	03/31/2017
Replace and Repair existing Mobile Device within 15 business days of Request	Customer Satisfaction (Results)	Over target	Quarterly	Percentage	90.00	100.00	03/31/2017

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

Type of Investment: Major IT Investment

Description:

This investment includes 1,612 servers in one data center. This investment includes operations and maintenance for Data Center systems, servers, disaster recovery, and over 1,862 terabytes (TB) of Storage Area Network (SAN) and Network Attached Storage (NAS).

Investment Anticipated Outlay: (\$000,000s):

Type	2015 and Prior Actual	2016 Actual	2017 Enacted	2018 Estimated	2019 Estimated	2020 Estimated	2021 Estimated	2022 and Beyond Estimated	Total
DME Costs	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
O&M Costs	75.03	8.90	22.20	22.90	22.90	22.90	22.90	22.90	220.63
Total Costs	75.03	8.90	22.20	22.90	22.90	22.90	22.90	22.90	220.63

Number of FTE	99.00	21.00	21.60	22.30	22.30	22.30	22.30	22.30	253.10
---------------	-------	-------	-------	-------	-------	-------	-------	-------	--------

Summary of Purpose, Goals, and Benefits:

This investment includes 1,612 servers in one data center. This investment includes operations and maintenance for Data Center systems, servers, disaster recovery, and over 1,862 TB of SAN and NAS Storage.

Return on Investment:

The Return on Investment value for OCC IT SSS investment is not applicable.

Accomplishments and Future Objectives:

Continue to refresh server and storage infrastructure to maximize uptime and ensure maintenance as well as improve 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 SSS 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	99.95	03/31/2017
Availability of OCC Production Application and Infrastructure Servers Systems	Strategic and Business Results	Over target	Quarterly	Percentage Uptime	99.80	99.10	03/31/2017
Time to Respond to Production Server incidents	Customer Satisfaction (Results)	Under target	Quarterly	Number of incidents exceeding 1 hour response	0.00	0.00	03/31/2017
Hours of Service Coverage and Support for Server Systems	Customer Satisfaction (Results)	Over target	Monthly	Hours Per Day	24.00	24.00	03/31/2017
Enterprise SAN Availability.	Customer Satisfaction (Results)	Over target	Monthly	Uptime Percentage	99.00	100.00	03/31/2017
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	03/31/2017
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	03/31/2017

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

Type of Investment: Major IT Investment

Description:

This investment includes Telecommunications Wide Area Network/Local Area Network (WAN/LAN) infrastructure connecting over 125 OCC work locations, voice systems installed in over 70 locations. Remote access to OCC systems is facilitated via Virtual Private Network (VPN), dial-in, & cellular wireless access.

Investment Anticipated Outlay: (\$000,000s):

Type	2015 and Prior Actual	2016 Actual	2017 Enacted	2018 Estimated	2019 Estimated	2020 Estimated	2021 Estimated	2022 and Beyond Estimated	Total
DME Costs	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
O&M Costs	133.50	19.80	20.80	21.40	21.40	21.40	21.40	21.40	281.10
Total Costs	133.50	19.80	20.80	21.40	21.40	21.40	21.40	21.40	281.10

Number of FTE	96.00	21.00	21.60	22.30	22.30	22.30	22.30	22.30	250.10
---------------	-------	-------	-------	-------	-------	-------	-------	-------	--------

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 2,000 additional FTE's. 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 TSS investment is not applicable.

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 TSS 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.

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	03/31/2017
Telephone System Availability After the Completion of Office Moves, Office Renovations, or Opening of New Offices	Strategic and Business Results	Over target	Quarterly	Telephone System Availability	100.00	100.00	03/31/2017
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	03/31/2017
Continuous monitoring of flaw remediation and vulnerability awareness	Strategic and Business Results	Over target	Monthly	Percentage of telecom equipment scanned for vulnerabilities	95.00	100.00	03/31/2017
Time to Respond to Production network incidents	Customer Satisfaction (Results)	Under target	Quarterly	Number of incidents exceeding 1 hour response	0.00		
Availability of Wireless WAN Connectivity	Customer Satisfaction (Results)	Over target	Monthly	Percentage Uptime	99.80	100.00	03/31/2017