

Office of the Comptroller of the
Currency

FY 2015

Capital Investment Plan

Bureau: OCC

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 2013	CY 2014	BY 2015	BY+1 2016	BY+2 2017	BY+3 2018	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
O&M Sub Total (Including Gov FTE) Costs	49.07	29.98	28.28	30.14	30.74	31.36	31.99	32.63	264.18
Total Cost (Including Gov FTE)	49.07	29.98	28.28	30.14	30.74	31.36	31.99	32.63	264.18
Total Gov FTE Cost	14.69	8.86	12.06	12.31	12.55	12.80	13.06	13.32	99.64
Number of FTE represented by costs	94.00	63.00	73.00	73.00	73.00	73.00	73.00	73.00	595.00

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:

Merged OCC and OTS Technical Support/Help Desk organizations supporting this investment. Combined OCC and OTS Help Desks through the use of VOIP technology and Remedy system.

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	FEA Category	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 Results - Timeliness and Responsiveness	Under target	Quarterly	Number of Repairs/Replacements Over 3 days	0.00	0.00	12/31/2013
Deliver Blackberry Service to Customers Within 7 Days of Request	Customer Results - Timeliness and Responsiveness	Under target	Quarterly	Number of Service Requests Over 7 Days	0.00	0.00	12/31/2013

Bureau: OCC

Investment Name: 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 2013	CY 2014	BY 2015	BY+1 2016	BY+2 2017	BY+3 2018	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
O&M Sub Total (Including Gov FTE) Costs	29.76	18.54	13.84	15.74	16.05	16.37	16.70	17.03	144.03
Total Cost (Including Gov FTE)	29.76	18.54	13.84	15.74	16.05	16.37	16.70	17.03	144.03
Total Gov FTE Cost	5.09	3.61	4.29	4.37	4.46	4.55	4.64	4.73	35.73
Number of FTE represented by costs	33.00	20.00	24.00	24.00	24.00	24.00	24.00	24.00	197.00

Summary of Purpose, Goals, and Benefits:

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 & M, disaster recovery testing, and over 800 TB of SAN Storage.

Return on Investment:

The Return on Investment value for OCC IT Infrastructure Mainframes and Servers Support Services (MSSS) 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:

Reduced the number of physical servers by over 130 through virtualization, retirement, and consolidation. Completed the retirement of OCC mainframe.

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)
OCC Mainframe retirement.

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

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

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

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 Mainframe 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 MSS investment.

Performance Evaluation and Metrics:

Metric Description	FEA Category	Measurement Condition	Reporting Frequency	Unit Of Measure	CY Target	Latest Actual Result	Date of Latest Actual Result
Time to Respond to Production Server incidents	Customer Results - Timeliness and Responsiveness	Under target	Quarterly	Number of incidents exceeding 1 hour response	0.00	0.00	12/31/2013
Hours of Service Coverage and Support for Server Systems	Customer Results - Service Coverage	Over target	Monthly	Hours Per Day	24.00	24.00	01/31/2014

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, voice systems installed in over 70 locations. Remote access to OCC systems is facilitated via VPN, dial-in, & cellular wireless access.

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

Type	PY-1 and Prior	PY 2013	CY 2014	BY 2015	BY+1 2016	BY+2 2017	BY+3 2018	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
O&M Sub Total (Including Gov FTE) Costs	54.60	31.69	29.11	29.18	28.36	28.92	29.50	30.09	261.45
Total Cost (Including Gov FTE)	54.60	31.69	29.11	29.18	28.36	28.92	29.50	30.09	261.45
Total Gov FTE Cost	4.78	3.97	3.92	3.99	4.07	4.15	4.24	4.32	33.44
Number of FTE represented by costs	30.00	23.00	21.00	21.00	21.00	21.00	21.00	21.00	179.00

Summary of Purpose, Goals, and Benefits:

This investment includes Telecommunications WAN/LAN infrastructure connecting over 125 OCC and OTS work locations, voice systems installed in over 70 locations. Remote access to OCC systems is facilitated via VPN, dial-in, and cellular wireless access using RSA two-factor authentication. This investment also includes messaging services supporting 2,000 highly mobile bank examiners and overall 4,300 (OCC and OTS) 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:

Began the integration of OTS and OCC telecommunications infrastructure and services. Completed OCC and OTS Telecommunications organizations.

Planned Objectives and Accomplishments:

Continue to integrate OTS and OCC telecommunications infrastructure and services. Begin to optimize and streamline OCC/OTS combined organization, infrastructure, and services.

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	FEA Category	Measurement Condition	Reporting Frequency	Unit Of Measure	CY Target	Latest Actual Result	Date of Latest Actual Result
Provision Cellular Wireless Service To Customers Within 7 Days of Request	Customer Results - Timeliness and Responsiveness	Under target	Quarterly	Number of Requests Over Seven Days	0.00	0.00	12/31/2013
Hours of Service Coverage and Support for Telecommunications Services	Customer Results - Service Coverage	Over target	Monthly	Hours	24.00	24.00	01/31/2014