

Treasury Franchise Fund

FY 2014

Capital Investment Plan

## **Summary of Capital Investments for Shared Services Program (SSP)**

This information is included in the Salaries and Expenses chapter of the Departmental Office FY 2014 budget submission under the Capital Investment Strategy section.

## **Summary of Capital Investments for Administrative Resource Center (ARC)**

### **IT Resource Planning and Strategic Alignment**

Treasury Franchise Fund (TFF) continues to lead the way for responsible, effective government through commitment to cutting-edge technologies, service, efficient operations, sharing of best practices, and openness to change, in order to meet the operating needs of the Federal Government. TFF systematically analyzes the demand for its services, considers effective methods for delivery of these services, and identifies the investment implications through sound managerial practices.

### **Effective Investment Management**

The Fiscal Service's Enterprise Architecture reviews and ensures the alignment of IT investments to Treasury's strategic plan. The reviews also identify potential duplication of systems. TFF's Capital Planning and Investment Control program addresses the prioritization of new and existing IT investments, risk management, long-range planning, business objectives, and alternative analysis. By tracking and reporting the progress of each investment and the performance measures achieved, TFF ensures its IT investment portfolio is well managed and cost effective.

### **Effective Project Execution**

Through a disciplined and consistent approach to project management, IT investments are closely monitored for cost, schedule and performance to ensure expected results and benefits are achieved. Each IT investment has a dedicated, certified program manager and a fully staffed integrated program team to ensure the successful and timely implementation of new products and services. The utilization of Commercial off-the-shelf (COTS) technology and enterprise solutions has provided benefits, including decreased costs and development time.

The systems that support each investment are enhanced using Rapid Application Development (RAD) techniques that give the program manager the flexibility to quickly incorporate new functionality and improve efficiency across the bureau.

## **Major IT Investment Summary**

### ***Franchise Financial and Administrative Services (FFAS)***

The Franchise Financial and Administrative Services (FFAS) investment is an integrated investment system that supports a full service federal financial management operation. The system supports TFF's complex business model and is configurable to meet the diverse financial needs of federal organizations. Oracle e-Business Suite (Oracle) is the major system that supports the FFAS investment requirements. Oracle is a web-enabled COTS application that provides an integrated accounting, budgeting, and reporting system comprised of multiple subsystems. The system enables financial management of budget execution, purchasing,

accounts payable, accounts receivable, disbursements, fixed assets, and inventory and order management. Functions in Oracle are accounted for on a general ledger double entry accounting basis and allow for management reporting in addition to required external reporting. Oracle was deployed in October 2002 and has been integrated with many key feeder systems.

- **The immediate FY 2014 request cost as well as the full life-cycle cost of the asset:**
  1. FY 2014: \$26,292,000
  2. FY 2012-FY 2018: \$167,111,000
- **The projected useful life of the asset:** Projected until FY 2018
- **Timeframe for the “development, modernization and enhancement” phase of the investment for FY 2014:**
  1. FY 2014 R12 DME - The upgrade of TFF's core financial system to Oracle Release 12 (R12) is expected to improve functionality of the system in areas of reporting and workflow to improve service offerings to current and prospective customers. (start 10/01/2013 and end 09/30/2014)
- **The anticipated benefit(s) of the investment:**
  1. Production of accurate and timely information to support operating, budget, and policy decisions
  2. Enhances customer service to meet the needs of other government agencies and thus allows those agencies to focus on mission-related activities
  3. Improves clarity, utility, and availability of federal financial information
- **How performance will be measured and evaluated:**
  1. Percent of monthly closes within three business days (100%)
  2. Average call response time (seconds) for system support (8 seconds)
  3. Percentage of help desk tickets closed within 60 minutes (50%)
  4. Percentage of system availability for the month (99%)
  5. Percentage of financial system audits resulting in no material weaknesses (95%)
- **Remediation strategies for investments which are not meeting the stated cost, time and performance goals for FY 2012:**

TFF follows the IT strategy of the Fiscal Service, the host organization. To ensure mission success of the Fiscal Service’s mission at the lowest cost to the taxpayer, the Fiscal Service continues to strengthen its strategic planning processes to make the best possible use of resources across all business lines and budget activities, including TFF's Administrative Services and Information Technology Services. The Fiscal Service created The Enterprise Architecture Group (EAG) to promote strategic alignment across the enterprise, optimize business processes by promoting an appropriate diversity and reuse of technology solutions and expose strategic planners to information that enables informed decisions. The EAG is charged with the following responsibilities:

  - Evaluate program and support organization transition activities, focusing on need, enterprise alignment, impact, and constraints.
  - Determine the most effective course of action for each presented transition activity.

- Develop and prioritize the transition plan.
- Maintain business-related enterprise architecture models.
- Publish Enterprise Architecture information.
- Review and approve/disapprove capital planning investment documents.

Beginning with the FY 2012 budget submission, TFF unveiled a restructured IT investment portfolio, further aligning budget activities and programs. The restructuring includes the movement of IT Infrastructure reporting to TFF.

In FY 2012, TFF consolidated data center operations. Governance processes are being established to ensure effective use of common IT resources.

#### Modern and Secure Technical Environment

The IT strategy embraces a modern and secure technical environment to support TFF's programs, workforce, and customers. TFF's software engineering framework will leverage open source technologies. TFF will expand its virtual infrastructure and will leverage virtual technologies in the delivery of end user services. Furthermore, social media technologies and data services (for both structured and unstructured data) will be available for use in a secure manner as a productive means of business collaboration.

As federal budget dollars shrink, federal program managers require cost effective IT services that align with business needs. TFF's Information Technology Services budget activity must meet customers' requirements for quality and cost. TFF adopts the principles of continuous service improvement (CSI) to find where improvements in the efficiency and effectiveness of IT infrastructures can be made. The goal is to increase the use and efficiency (optimization) of IT assets, while reducing IT service costs for customers.

#### ***Telecommunications Systems and Support***

The Telecommunications Systems and Support investment helps meet the Treasury strategic goal of effectively managing the government's finances. This investment provides meaningful and timely operational performance information to Bureau of the Fiscal Service and Treasury management, which meets the Treasury strategic objective to manage resources effectively in order to accomplish the mission and provide quality customer service. The investment includes trunking and network services; lines and services; switching systems and components; local voice; long distance; Voice Over Internet Protocol (VOIP); virtual private networks; wireless networks; and secure Internet connectivity.

- **The immediate FY 2014 request cost as well as the full life-cycle cost of the asset:**
  1. FY 2014: \$14,696,000
  2. FY 2012 - FY 2016: \$109,030,589
- **The projected useful life of the current asset:** Projected until FY 2030.

- **Timeframe for the “development, modernization and enhancement” phase of the investment for FY 2014:**
  1. FY 2014 Upgrade Telecommunications (Network and Telephony) Infrastructure DME: (start 10/01/2013; end 09/30/2014)
  2. FY 2014 Expansion of Trusted Internet Connection (TIC) Services DME: (start 10/01/2013; end 09/30/2014)
  3. FY 2014 Common Services – Remote Access Solution DME: (start 10/01/2013; end 09/30/2014)
  
- **The anticipated benefit(s) of the investment:**
  1. Secure and reliable voice and data communications and support services regardless of location.
  2. Secure and reliable Internet connection and support services for Treasury bureaus.
  
- **How performance will be measured and evaluated:**
  1. Percentage of telecommunications service availability.
  2. Percentage of “good” or “excellent” customer satisfaction ratings across all service interactions.
  3. Percentage of telecommunications service requests completed on time.
  4. Average time to complete a telecommunications service request.
  5. Number of telecommunications service incidents resulting from configuration changes.
  6. Average time to resolution for telecommunications service disruptions.
  
- **Remediation strategies for investments which are not meeting the stated cost, time and performance goals for FY 2012:**  
 Telecommunications Services and Support continues to meet its cost, time and performance goals for FY 2012, therefore, no remediation strategies are needed.

### ***Mainframe and Servers Support and Services***

The Mainframe and Servers Support and Services investment helps meet the Treasury strategic goal of effectively managing the government’s finances. This investment provides meaningful and timely operational performance information to Bureau of the Fiscal Service and Treasury management, which meets the Treasury strategic objective to manage resources effectively in order to accomplish the mission and provide quality customer service. The investment includes Fiscal IT data center facilities; mainframe computers servers (including virtualization); peripherals; data storage; and support operations.

- **The immediate FY 2014 request cost as well as the full life-cycle cost of the asset:**
  1. FY 2014: \$65,513,000
  2. FY 2012 - FY 2016: \$336,813,408
  
- **The projected useful life of the current asset:** Projected until FY 2030.

- **Timeframe for the “development, modernization and enhancement” phase of the investment for FY 2014:**
  1. FY 2014 Mainframe Processor Upgrade (Including Software Licenses) DME: (start 10/01/2013; end 09/30/2014)
  2. FY 2014 Expand Configuration Management Reporting and Compliance DME: (start 10/01/2013; end 09/30/2014)
  3. FY 2014 Expand Enterprise Log Management to all BFS Systems DME: (start 10/01/2013; end 09/30/2014)
  
- **The anticipated benefit(s) of the investment:**
  1. Secure and reliable computing platforms and support services for customer business applications.
  
- **How performance will be measured and evaluated:**
  1. Percentage of mainframe and server service availability.
  2. Percentage of mainframe and server incident response time targets met.
  3. Percentage of mainframe and server incidents resolved on time.
  4. Percentage of “good” or “excellent” customer satisfaction ratings across all mainframe and server service interactions.
  
- **Remediation strategies for investments which are not meeting the stated cost, time and performance goals for FY 2012:**

Mainframe and Servers Support and Services continues to meet its cost, time and performance goals for FY 2012, therefore, no remediation strategies are needed.

### ***End User Systems and Services***

The End User Systems and Services investment helps meet the Treasury strategic goal of effectively managing the government’s finances. This investment provides meaningful and timely operational performance information to Bureau of the Fiscal Service and Treasury management, which meets the Treasury strategic objective to manage resources effectively in order to accomplish the mission and provide quality customer service. The investment includes office automation (e.g.: word processing, spreadsheet); messaging and collaboration services; workstations, desktop, laptop computers; telephones, cell phones, personal digital assistant (PDA) devices; fax machines, color printers, workgroup call center services and software.

- **The immediate FY 2014 request cost as well as the full life-cycle cost of the asset:**
  1. FY 2014: \$12,513,000
  2. FY 2012 - FY 2016: \$62,885,572
  
- **The projected useful life of the current asset:** Projected until FY 2030.

- **Timeframe for the “development, modernization and enhancement” phase of the investment for FY 2014:**
  1. FY 2014 Common Services Messaging and Collaboration Solution DME: (start 10/01/2013; end 09/30/2014)
  2. FY 2014 PC on a Stick (solution to safely allow non-government furnished equipment to access the BFS network) DME: (start 10/01/2013; end 09/30/2014)
  
- **The anticipated benefit(s) of the investment:**
  1. Secure and reliable end user computing platforms and support services.
  
- **How performance will be measured and evaluated:**
  1. Percentage of end user service incident response time targets met.
  2. Rate of service desk call abandonment.
  3. Percentage of “good” or “excellent” customer satisfaction ratings across all end user service interactions.
  4. Percentage of end user service calls resolved in 24 hours or less (excluding password reset).
  5. Percentage of end user passwords reset in one hour or less.
  6. Percentage end user requests completed with first contact with the service desk.
  
- **Remediation strategies for investments which are not meeting the stated cost, time and performance goals for FY 2012:**

End User Systems and Services continues to meet its cost, time and performance goals for FY 2012, therefore, no remediation strategies are needed.