

Exhibit 300: Capital Asset Plan and Business Case Summary

Part I: Summary Information And Justification (All Capital Assets)

Section A: Overview (All Capital Assets)

1. Date of Submission:

9/8/2008

2. Agency:

Social Security Administration

3. Bureau:

Systems

4. Name of this Capital Asset:

Telephone Systems Replacement Project (TSRP)

5. Unique Project (Investment) Identifier: (For IT investment only, see section 53. For all other, use agency ID system.)

016-00-02-00-01-2135-00

6. What kind of investment will this be in FY 2010? (Please NOTE: Investments moving to O&M in FY 2010, with Planning/Acquisition activities prior to FY 2010 should not select O&M. These investments should indicate their current status.)

Mixed Life Cycle

7. What was the first budget year this investment was submitted to OMB?

FY2005

8. Provide a brief summary and justification for this investment, including a brief description of how this closes in part or in whole an identified agency performance gap:

SSA's legacy phone systems were deployed in the late 1980s and early 1990s and were designed to address the Agency's workload and telephone service requirements of that era. Due to their end-of-life deterioration, the inability to obtain repair parts, the long return to service times, the high costs of upgrading these systems to meet new workload demands and telephone service requirements, and the inability to expand these systems to meet required office expansions and new initiatives, the replacement of these aging telephone systems is necessary to allow SSA to avoid deterioration of quality service to its clients.

The deployment of an Enterprise Voice over Internet Protocol (VoIP) telecommunications system, replacing the 1525 digital and pilot systems (implementation to be complete in 2012), enables SSA to establish a telecommunications architecture that has the capacity to meet the Agency's increasing workload demands and position the Agency for future applications to continue and better serve SSA clients and the staff. The Enterprise Solution does this through:

The installation of a 2nd network carrier's circuit into all locations provides increased reliability through network data diversity and equipment redundancy. This architecture provides extraordinary service level resilience to all SSA applications, reducing the outages that occur for the field office during network impacting events.

Centralized Telecommunications Platform for evolving business requirements and future enhanced data and voice applications, such as Computer/Telephony Integration (CTI), Unified Messaging, Blended Agents, on-net calling, and multiple levels of management information. It also provides the ability to adapt to changing workflows and telephone traffic as required, such as re-routing call traffic to other business units in the event of disasters or emergencies.

By replacing the limited analog line connectivity that is present at the current local field offices with a centralized platform with toll free access, SSA will reduce the busy signals received by the public and the large recurring cost of the local telephone service to the Agency.

As a pilot, SSA has implemented a centrally managed Enterprise VoIP pilot to over 2,000 telephone stations in 45 offices throughout the United States. The pilot has given SSA experience in implementation and operations, which reduces the risk with a national implementation and national operations.

9. Did the Agency's Executive/Investment Committee approve this request?

Yes

a. If "yes," what was the date of this approval?

8/4/2008

10. Did the Project Manager review this Exhibit?

Yes

11. Contact information of Program/Project Manager?

Name

Phone Number

Email

a. What is the current FAC-P/PM (for civilian agencies) or DAWIA (for defense agencies) certification level of the program/project manager?

Senior/Expert/DAWIA-Level 3

b. When was the Program/Project Manager Assigned?

10/1/2000

c. What date did the Program/Project Manager receive the FAC-P/PM certification? If the certification has not been issued, what is the anticipated date for certification?

9/5/2008

12. Has the agency developed and/or promoted cost effective, energy-efficient and environmentally sustainable techniques or practices for this project?

Yes

a. Will this investment include electronic assets (including computers)?

Yes

b. Is this investment for new construction or major retrofit of a Federal building or facility? (answer applicable to non-IT assets only)

No

1. If "yes," is an ESPC or UESC being used to help fund this investment?

2. If "yes," will this investment meet sustainable design principles?

3. If "yes," is it designed to be 30% more energy efficient than relevant code?

13. Does this investment directly support one of the PMA initiatives?

Yes

If "yes," check all that apply:

Expanded E-Government

a. Briefly and specifically describe for each selected how this asset directly supports the identified initiative(s)? (e.g. If E-Gov is selected, is it an approved shared service provider or the managing partner?)

This project will support the PMA initiative to champion Citizen-Centered Electronic Government, avoiding a reduction in performance and services and maintaining the Agency's value to the citizen, by replacing failing legacy telephone systems with a system that is scalable, available, securable, changeable, and provides a continuation of excellent service to all of its clients as workloads grow in volume and complexity, as noted in SSA's recommended e-Gov goals and objectives.

14. Does this investment support a program assessed using the Program Assessment Rating Tool (PART)? (For more information about the PART, visit www.whitehouse.gov/omb/part.)

No

a. If "yes," does this investment address a weakness found during a PART review?

No

b. If "yes," what is the name of the PARTed program?

c. If "yes," what rating did the PART receive?

15. Is this investment for information technology?

Yes

If the answer to Question 15 is "Yes," complete questions 16-23 below. If the answer is "No," do not answer questions 16-23.

For information technology investments only:

16. What is the level of the IT Project? (per CIO Council PM Guidance)

Level 3

17. In addition to the answer in 11(a), what project management qualifications does the Project Manager have? (per CIO Council PM Guidance)

(1) Project manager has been validated as qualified for this investment

18. Is this investment or any project(s) within this investment identified as "high risk" on the Q4 - FY 2008 agency high risk report (per OMB Memorandum M-05-23)

Yes

19. Is this a financial management system?

No

a. If "yes," does this investment address a FFIA compliance area?

1. If "yes," which compliance area:

2. If "no," what does it address?

b. If "yes," please identify the system name(s) and system acronym(s) as reported in the most recent financial systems inventory update required by Circular A-11 section 52

20. What is the percentage breakout for the total FY2010 funding request for the following? (This should total 100%)

Hardware

41.860000

Software

0.000000

Services

58.140000

Other

0.000000

21. If this project produces information dissemination products for the public, are these products published to the Internet in conformance with OMB Memorandum 05-04 and included in your agency inventory, schedules and priorities?

N/A

22. Contact information of individual responsible for privacy related questions:

Name

Phone Number

Title

Lead Social Insurance Specialist

E-mail

23. Are the records produced by this investment appropriately scheduled with the National Archives and Records Administration's approval?

Yes

Question 24 must be answered by all Investments:

24. Does this investment directly support one of the GAO High Risk Areas?

No

Section B: Summary of Spending (All Capital Assets)

1. Provide the total estimated life-cycle cost for this investment by completing the following table. All amounts represent budget authority in millions, and are rounded to three decimal places. Federal personnel costs should be included only in the row designated "Government FTE Cost," and should be excluded from the amounts shown for "Planning," "Full Acquisition," and "Operation/Maintenance." The "TOTAL" estimated annual cost of the investment is the sum of costs for "Planning," "Full Acquisition," and "Operation/Maintenance." For Federal buildings and facilities, life-cycle costs should include long term energy, environmental, decommissioning, and/or restoration costs. The costs associated with the entire life-cycle of the investment should be included in this report.

Table 1: SUMMARY OF SPENDING FOR PROJECT PHASES (REPORTED IN MILLIONS)

(Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions)

	PY-1 and earlier	PY 2008	CY 2009	BY 2010	BY+1 2011	BY+2 2012	BY+3 2013	BY+4 and beyond	Total
Planning:	5.139	0	0	0					
Acquisition:	42.179	6.415	33.139	46.618					
Subtotal Planning & Acquisition:	47.318	6.415	33.139	46.618					
Operations & Maintenance:	6.866	1.622	8.123	35.215					
TOTAL:	54.184	8.037	41.262	81.833					
Government FTE Costs should not be included in the amounts provided above.									
Government FTE Costs	3.66	6.797	4.395	9.273					
Number of FTE represented by Costs:	35	61	39	75					

Note: For the multi-agency investments, this table should include all funding (both managing partner and partner agencies). Government FTE Costs should not be included as part of the TOTAL represented.

2. Will this project require the agency to hire additional FTE's?

No

a. If "yes," How many and in what year?

3. If the summary of spending has changed from the FY2009 President's budget request, briefly explain those changes:

Funding levels have changed since the protest on the FY07 award stopped work until it was settled. Work on the FY07 award was restarted March 24, 2008. A direct impact of the protest was an extension of funding for the TSRP Pilot, as well as a delay to the TSRP implementation schedule. An FY08 award for a major TSRP component, the Gateway Voice Services, helped to mitigate the impact of the March 24, 2008 restart date on FY09 and beyond. The cumulative effect is a lowering of the TSRP Lifecycle Cost.

Section C: Acquisition/Contract Strategy (All Capital Assets)

1. Complete the table for all (including all non-Federal) contracts and/or task orders currently in place or planned for this investment. Total Value should include all option years for each contract. Contracts and/or task orders completed do not need to be included.

Contracts/Task Orders Table:

Contract or Task Order Number	Type of Contract/ Task Order (In accordance with FAR Part 16)	Has the contract been awarded (Y/N)	If so what is the date of the award? If not, what is the planned award date?	Start date of Contract/ Task Order	End date of Contract/ Task Order	Total Value of Contract/ Task Order (\$M)	Is this an Interagency Acquisition ? (Y/N)	Is it performance based? (Y/N)	Competitively awarded? (Y/N)	What, if any, alternative financing option is being used? (ESPC, UESC, EUL, N/A)	Is EVM in the contract? (Y/N)	Does the contract include the required security & privacy clauses? (Y/N)	Name of CO	CO Contact information (phone/email)	Contracting Officer FAC-C or DAWIA Certification Level (Level 1, 2, 3, N/A)	If N/A, has the agency determined the CO assigned has the competencies and skills necessary to support this acquisition ? (Y/N)
TBD	Time and material	No	10/1/2008	10/1/2008	9/30/2009	0.1	No	Yes	No	NA	No	No	Burgesen, Michelle	410-965-9462 / michelle.burgesen@ssa.gov	Level 3	
SS00-07-60066	Firm Fixed Price (FFP) / Indefinite Delivery Indefinite Quantity (IDIQ)	Yes	7/30/2007	3/25/2008	3/24/2017	275.737	No	No	Yes	NA	Yes	Yes	Burgesen, Michelle	410-965-9462 / michelle.burgesen@ssa.gov	Level 3	
GS00T06NS D0001 - FTS	Indefinite Delivery Indefinite Quantity (IDIQ)	Yes	6/1/2007	6/1/2007	9/30/2017	229.022	No	No	Yes	NA	No	Yes	Burgesen, Michelle	410-965-9462 / michelle.burgesen@ssa.gov	Level 3	
SS00-06-60086	Firm Fixed Price (FFP)	Yes	4/1/2007	4/1/2007	9/30/2017	2.21	No	No	No	NA	No	Yes	Burgesen, Michelle	410-965-9462 / michelle.burgesen@ssa.gov	Level 3	
S00-05-40020	Blanket Purchase Agreement (BPA)	Yes	9/29/2005	9/29/2005	9/29/2010	8.237	No	No	Yes	NA	No	Yes	Burgesen, Michelle	410-965-9462 / michelle.burgesen@ssa.gov	Level 3	
SS00-07-30649	Firm Fixed Price (FFP)	Yes	6/22/2007	6/22/2007	7/13/2007	1.389	No	No	Yes	NA	No	Yes	Burgesen, Michelle	410-965-9462 / michelle.burgesen@ssa.gov	Level 3	

2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why:

SSA's earned value management (EVM) policy and implementation has been reviewed by OMB, OIG and others and deemed consistent with the intent of OMB guidance and the ANSI standards which define a compliant EVM. SSA performs the vast majority of our work in-house, and thus conducts EVM and program management at the total program level which includes both Government costs and support contracts. The inclusion of earned value in SSA contracts is based on the type of contract let, the services performed, and the date when the contract was let. When applicable per policy, earned value management requirements are applied to SSA contractors in one of two ways. The first is to require the contractor to satisfy requirements utilizing their own earned value management system (EVMS) in accordance with FAR 52.234. The second is for the contractor to provide necessary data directly into SSA's in-house EVMS.

The supply, maintenance and steady state services contracts listed in the above table generally have little or no Development, Modernization or Enhancement (DME) components, and therefore do not warrant the inclusion of a separate contractor EVMS. These contracts may be subject (as applicable, based on DME content, risk and other policy factors) to SSA EVMS. Required EVM data is furnished by the contractor and included within the program level EVM.

3. Do the contracts ensure Section 508 compliance?

Yes

a. Explain why not or how this is being done?

SSA ensures that any applicable IT requirements comply with Section 508 standards. The SSA includes Section 508 contract clauses and evaluation criteria in its solicitations and contracts as appropriate and ensures during the review of technical proposals that offerors are fully compliant or as compliant as possible based on the state of the technology in the marketplace. This is accomplished through review of technical documentation as well as through actual testing of the product.

4. Is there an acquisition plan which reflects the requirements of FAR Subpart 7.1 and has been approved in accordance with agency requirements?

Yes

a. If "yes," what is the date?

9/5/2008

1. Is it Current?

Yes

b. If "no," will an acquisition plan be developed?

1. If "no," briefly explain why:

Section D: Performance Information (All Capital Assets)

In order to successfully address this area of the exhibit 300, performance goals must be provided for the agency and be linked to the annual performance plan. The investment must discuss the agency's mission and strategic goals, and performance measures (indicators) must be provided. These goals need to map to the gap in the agency's strategic goals and objectives this investment is designed to fill. They are the internal and external performance benefits this investment is expected to deliver to the agency (e.g., improve efficiency by 60 percent, increase citizen participation by 300 percent a year to achieve an overall citizen participation rate of 75 percent by FY 2xxx, etc.). The goals must be clearly measurable investment outcomes, and if applicable, investment outputs. They do not include the completion date of the module, milestones, or investment, or general goals, such as, significant, better, improved that do not have a quantitative or qualitative measure.

Agencies must use the following table to report performance goals and measures for the major investment and use the Federal Enterprise Architecture (FEA) Performance Reference Model (PRM). Map all Measurement Indicators to the corresponding "Measurement Area" and "Measurement Grouping" identified in the PRM. There should be at least one Measurement Indicator for each of the four different Measurement Areas (for each fiscal year). The PRM is available at www.egov.gov. The table can be extended to include performance measures for years beyond the next President's Budget.

Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
2009	Service - To deliver high-quality, citizen-centered service	Customer Results	Customer Benefit	Customer Satisfaction	Percent of individuals who do business with SSA rating the overall service as excellent, very good, or good	FY 2007 Actual 81%	83%	Actual results available FY2010
2009	Service - To deliver high-quality, citizen-centered service	Customer Results	Service Accessibility	Access	Reduce busy rate for callers to the Installed Field offices and thereby provide more access to office personnel or automated services	45% busy rate at legacy offices	25% or less busy rate at installed offices	Actual results available FY2010
2009	Service - To deliver high-quality, citizen-	Mission and Business Results	Financial Management	Accounting	Reduced local telephone service charges	Local telephone Service charges for all SSA sites	Reduce local telephone service charges	Actual results available FY2010

Exhibit 300: Telephone Systems Replacement Project (TSRP) (Revision 7)

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	centered service					\$30,937,032	through implementation of new systems by 12% to \$27,203,260	
2009	Service - To deliver high-quality, citizen-centered service	Processes and Activities	Productivity	Productivity	Reduce the return to service time after telephone system outage	600 minutes per outage on legacy systems	110 minutes per outage on installed systems	Actual results available FY2010
2009	Service - To deliver high-quality, citizen-centered service	Technology	Effectiveness	IT Contribution to Process, Customer, or Mission	Replace Legacy Telephone Systems with new Enterprise Voice Over Internet Protocol (VoIP) systems	45 Pilot Systems and 1480 Legacy Telephone Systems	Replace 45 Pilot sites and 9 legacy systems in 4th qtr 2008 and install 321 Enterprise Voice Over Internet Protocol Field telephone systems in 2009 (Pilot Systems have same qualities as TSRP solution)	Actual results available FY2010
2009	Service - To deliver high-quality, citizen-centered service	Technology	Reliability and Availability	Reliability	Increase data network availability by providing 2 diverse T1 connections to the field offices	84% of network impacting events result in outage - in absense of dual carrier	25% of network impacting events result in outage - in dual carrier sites	Actual results available FY2010
2010	Service - To deliver high-quality, citizen-centered service	Customer Results	Customer Benefit	Customer Satisfaction	Percent of individuals who do business with SSA rating the overall service as excellent, very good, or good	FY 2007 Actual 81%	TBD	Actual results available FY2011
2010	Service - To deliver high-quality, citizen-centered service	Customer Results	Service Accessibility	Access	Reduce busy rate for callers to the Installed Field offices and thereby provide more access to office personnel or automated services	45% busy rate at legacy offices	25% or less busy rate at installed offices	Actual results available FY2011
2010	Service - To deliver high-quality, citizen-centered service	Mission and Business Results	Financial Management	Accounting	Reduced local telephone service charges	Local telephone Service charges for all SSA sites \$30,937,032	Reduce local telephone service charges through implementation of new systems by 28% to \$22,946,161	Actual results available FY2011
2010	Service - To deliver high-quality, citizen-centered service	Processes and Activities	Productivity	Productivity	Reduce the return to service time after telephone system outage	600 minutes per outage on legacy systems	110 minutes per outage on installed systems	Actual results available FY2011
2010	Service - To deliver high-quality, citizen-centered service	Technology	Effectiveness	IT Contribution to Process, Customer, or Mission	Replace Legacy Telephone Systems with new Enterprise Voice Over Internet Protocol (VoIP) systems	45 Pilot Systems and 1480 Legacy Telephone Systems	Install 500 Enterprise Voice Over Internet Protocol Field telephone systems	Actual results available FY2011
2010	Service - To deliver high-quality, citizen-centered service	Technology	Reliability and Availability	Reliability	Increase data network availability by providing 2 diverse T1 connections to the field offices	84% of network impacting events result in outage - in absense of dual carrier	25% of network impacting events result in outage - in dual carrier sites	Actual results available FY2011

Section E: Security and Privacy (IT Capital Assets only)

In order to successfully address this area of the business case, each question below must be answered at the system/application level, not at a program or agency level. Systems supporting this investment on the planning and operational systems security tables should match the systems on the privacy table below. Systems on the Operational Security Table must be included on your agency FISMA system inventory and should be easily referenced in the inventory (i.e., should use the same name or identifier).

For existing Mixed-Life Cycle investments where enhancement, development, and/or modernization is planned, include the investment in both the "Systems in Planning" table (Table 3) and the "Operational Systems" table (Table 4). Systems which are already operational, but have enhancement, development, and/or modernization activity, should be included in both Table 3 and Table 4. Table 3 should reflect the planned date for the system changes to be complete and operational, and the planned date for the associated C&A update. Table 4 should reflect the current status of the requirements listed. In this context, information contained within Table 3 should characterize what updates to testing and documentation will occur before implementing the enhancements; and Table 4 should characterize the current state of the materials associated with the existing system.

All systems listed in the two security tables should be identified in the privacy table. The list of systems in the "Name of System" column of the privacy table (Table 8) should match the systems listed in columns titled "Name of System" in the security tables (Tables 3 and 4). For the Privacy table, it is possible that there may not be a one-to-one ratio between the list of systems and the related privacy documents. For example, one PIA could cover multiple systems. If this is the case, a working link to the PIA may be listed in column (d) of the privacy table more than once (for each system covered by the PIA).

The questions asking whether there is a PIA which covers the system and whether a SORN is required for the system are discrete from the narrative fields. The narrative column provides an opportunity for free text explanation why a working link is not provided. For example, a SORN may be required for the system, but the system is not yet operational. In this circumstance, answer "yes" for column (e) and in the narrative in column (f), explain that because the system is not operational the SORN is not yet required to be published.

Please respond to the questions below and verify the system owner took the following actions:

1. Have the IT security costs for the system(s) been identified and integrated into the overall costs of the investment?:

Yes

a. If "yes," provide the "Percentage IT Security" for the budget year:

2.95

2. Is identifying and assessing security and privacy risks a part of the overall risk management effort for each system supporting or part of this investment?

Yes

3. Systems in Planning and Undergoing Enhancement(s), Development, and/or Modernization - Security Table(s):

Name of System	Agency/ or Contractor Operated System?	Planned Operational Date	Date of Planned C&A update (for existing mixed life cycle systems) or Planned Completion Date (for new systems)
Enterprise Wide Area Network and Services System	Government Only	7/18/2009	7/18/2009

4. Operational Systems - Security Table:

Name of System	Agency/ or Contractor Operated System?	NIST FIPS 199 Risk Impact level (High, Moderate, Low)	Has C&A been Completed, using NIST 800-37? (Y/N)	Date Completed: C&A	What standards were used for the Security Controls tests? (FIPS 200/NIST 800-53, Other, N/A)	Date Completed: Security Control Testing	Date the contingency plan tested
Enterprise Wide Area Network and Services System	Government Only	Moderate	yes	7/18/2006	FIPS 200 / NIST 800-53	6/27/2008	1/12/2008

5. Have any weaknesses, not yet remediated, related to any of the systems part of or supporting this investment been identified by the agency or IG?

No

a. If "yes," have those weaknesses been incorporated into the agency's plan of action and milestone process?

6. Indicate whether an increase in IT security funding is requested to remediate IT security weaknesses?

No

a. If "yes," specify the amount, provide a general description of the weakness, and explain how the funding request will remediate the weakness.

7. How are contractor security procedures monitored, verified, and validated by the agency for the contractor systems above?

This is not a contractor system.

8. Planning & Operational Systems - Privacy Table:

(a) Name of System	(b) Is this a new system? (Y/N)	(c) Is there at least one Privacy Impact Assessment (PIA) which covers this system? (Y/N)	(d) Internet Link or Explanation	(e) Is a System of Records Notice (SORN) required for this system? (Y/N)	(f) Internet Link or Explanation
Enterprise Wide Area Network and Services System	No	Yes	The System does not require a PIA under the E-Gov. Act of 2002 as it collects, maintains, or disseminates personally identifiable information only about employees and contractors. http://www.socialsecurity.gov/foia/html/pia.htm	Yes	Although this major IT Investment itself does not require a Privacy Act SORN, this System is covered by a Privacy Act SORN. http://frwebgate5.access.gpo.gov/cgi-bin/waisgate.cgi?WAISdocID=892243506305+0+0+0&WAIAction=retrieve [SOR 60-0241 - Personal Identification Number (PINFile); 59 F.R. 46441, September 8, 1994]

Details for Text Options:
 Column (d): If yes to (c), provide the link(s) to the publicly posted PIA(s) with which this system is associated. If no to (c), provide an explanation why the PIA has not been publicly posted or why the PIA has not been conducted.
 Column (f): If yes to (e), provide the link(s) to where the current and up to date SORN(s) is published in the federal register. If no to (e), provide an explanation why the SORN has not been published or why there isn't a current and up to date SORN.
 Note: Working links must be provided to specific documents not general privacy websites. Non-working links will be considered as a blank field.

Section F: Enterprise Architecture (EA) (IT Capital Assets only)

In order to successfully address this area of the capital asset plan and business case, the investment must be included in the agency's EA and Capital Planning and Investment Control (CPIC) process and mapped to and supporting the FEA. The business case must demonstrate the relationship between the investment and the business, performance, data, services, application, and technology layers of the agency's EA.

1. Is this investment included in your agency's target enterprise architecture?

Yes

a. If "no," please explain why?

2. Is this investment included in the agency's EA Transition Strategy?

Yes

a. If "yes," provide the investment name as identified in the Transition Strategy provided in the agency's most recent annual EA Assessment.

Telephone Systems Replacement Project

b. If "no," please explain why?

3. Is this investment identified in a completed and approved segment architecture?

Yes

a. If "yes," provide the six digit code corresponding to the agency segment architecture. The segment architecture codes are maintained by the agency Chief Architect. For detailed guidance regarding segment architecture codes, please refer to <http://www.egov.gov>.

012-000

4. Service Component Reference Model (SRM) Table:

Identify the service components funded by this major IT investment (e.g., knowledge management, content management, customer relationship management, etc.). Provide this information in the format of the following table. For detailed guidance regarding components, please refer to <http://www.egov.gov>.

Agency Component Name	Agency Component Description	FEA SRM Service Domain	FEA SRM Service Type	FEA SRM Component (a)	Service Component Reused Name (b)	Service Component Reused UPI (b)	Internal or External Reuse? (c)	BY Funding Percentage (d)
SFA	Sunflower Asset System (SFA) is the COTS package used to manage SSA physical assets.	Back Office Services	Asset / Materials Management	Asset Cataloging / Identification	Asset Cataloging / Identification	016-00-01-01-02-2129-00	Internal	0
SFA	Sunflower Asset System (SFA) is	Back Office Services	Asset / Materials Management	Asset Transfer, Allocation, and	Asset Transfer, Allocation, and	016-00-01-01-02-2129-00	Internal	0

Exhibit 300: Telephone Systems Replacement Project (TSRP) (Revision 7)

Agency Component Name	Agency Component Description	FEA SRM Service Domain	FEA SRM Service Type	FEA SRM Component (a)	Service Component Reused Name (b)	Service Component Reused UPI (b)	Internal or External Reuse? (c)	BY Funding Percentage (d)
	the COTS package used to manage SSA physical assets.			Maintenance	Maintenance			
SFA	Sunflower Asset System (SFA) is the COTS package used to manage SSA physical assets.	Back Office Services	Asset / Materials Management	Computers / Automation Management	Computers / Automation Management	016-00-01-01-02-2129-00	Internal	0
QA2	QA2 enforces the completion of an System Release Certification through its interface with the online and batch release processes.	Business Management Services	Management of Processes	Configuration Management	Configuration Management	016-00-03-00-02-2133-00	Internal	0
Omegamon	IBM Tivoli Monitoring is an enterprise-class, easy-to-use solution that optimizes the performance and availability of your entire IT infrastructure. Through a single customizable workspace portal, you can proactively manage the health and availability of your IT infrastructure, end-to-end, including operating systems, databases and servers, across distributed and host environments.	Business Management Services	Organizational Management	Network Management	Network Management	016-00-02-00-01-2210-00	Internal	0
SSASy	SSA's Streamlined Acquisition System (SSASy) is a paperless, electronic tool used to prepare, submit and process purchase requests.	Business Management Services	Supply Chain Management	Ordering / Purchasing	Ordering / Purchasing	016-00-01-01-02-2129-00	Internal	0
VOIP	Voice Over Internet Protocol (VoIP) is the routing of voice conversations over the Internet or through any other Internet Protocol-based network. Advantages of VoIP include the ability to check voice messages via the web or have them forwarded to an e-mail account. Also, most of the standard features normally offered at an extra charge through your phone company are	Support Services	Communication	Voice Communications	Voice Communications		Internal	10

Exhibit 300: Telephone Systems Replacement Project (TSRP) (Revision 7)

Agency Component Name	Agency Component Description	FEA SRM Service Domain	FEA SRM Service Type	FEA SRM Component (a)	Service Component Reused Name (b)	Service Component Reused UPI (b)	Internal or External Reuse? (c)	BY Funding Percentage (d)
	standard and free, such as caller ID, call waiting, call transfer, and three-way calling.							
Track It	Numara Track-It! delivers the tools needed to cost effectively manage IT assets and deliver superior support to end-users. Track-It! integrated tools, automate repetitive activities like logging and tracking help requests, inventory, asset auto discovery, auditing systems, reporting stats, etc.	Support Services	Systems Management	License Management	License Management	016-00-03-00-02-2133-00	Internal	0
SSASy	SSA's Streamlined Acquisition System (SSASy) is a paperless, electronic tool used to prepare, submit and process purchase requests.	Support Services	Systems Management	License Management	License Management	016-00-01-01-02-2129-00	Internal	0
VOIP	Voice Over Internet Protocol (VoIP) is the routing of voice conversations over the Internet or through any other Internet Protocol-based network. Advantages of VoIP include the ability to check voice messages via the web or have them forwarded to an e-mail account. Also, most of the standard features normally offered at an extra charge through your phone company are standard and free, such as caller ID, call waiting, call transfer, and three-way calling.	Support Services	Systems Management	Remote Systems Control	Remote Systems Control		Internal	9
Omegamon	IBM Tivoli Monitoring is an enterprise-class, easy-to-use solution that optimizes the performance and availability of your entire IT infrastructure. Through a single customizable	Support Services	Systems Management	System Resource Monitoring	System Resource Monitoring	016-00-02-00-01-2210-00	Internal	0

Exhibit 300: Telephone Systems Replacement Project (TSRP) (Revision 7)

Agency Component Name	Agency Component Description	FEA SRM Service Domain	FEA SRM Service Type	FEA SRM Component (a)	Service Component Reused Name (b)	Service Component Reused UPI (b)	Internal or External Reuse? (c)	BY Funding Percentage (d)
	workspace portal, you can proactively manage the health and availability of your IT infrastructure, end-to-end, including operating systems, databases and servers, across distributed and host environments.							

- a. Use existing SRM Components or identify as "NEW". A "NEW" component is one not already identified as a service component in the FEA SRM.
- b. A reused component is one being funded by another investment, but being used by this investment. Rather than answer yes or no, identify the reused service component funded by the other investment and identify the other investment using the Unique Project Identifier (UPI) code from the OMB Ex 300 or Ex 53 submission.
- c. 'Internal' reuse is within an agency. For example, one agency within a department is reusing a service component provided by another agency within the same department. 'External' reuse is one agency within a department reusing a service component provided by another agency in another department. A good example of this is an E-Gov initiative service being reused by multiple organizations across the federal government.
- d. Please provide the percentage of the BY requested funding amount used for each service component listed in the table. If external, provide the percentage of the BY requested funding amount transferred to another agency to pay for the service. The percentages in the column can, but are not required to, add up to 100%.

5. Technical Reference Model (TRM) Table:

To demonstrate how this major IT investment aligns with the FEA Technical Reference Model (TRM), please list the Service Areas, Categories, Standards, and Service Specifications supporting this IT investment.

FEA SRM Component (a)	FEA TRM Service Area	FEA TRM Service Category	FEA TRM Service Standard	Service Specification (b) (i.e., vendor and product name)
Configuration Management	Component Framework	Business Logic	Platform Dependent Technologies	Visual Basic .Net (VB.Net)
Configuration Management	Component Framework	Data Management	Database Connectivity	Active Data Objects .Net (ADO.Net)
Configuration Management	Component Framework	Data Management	Database Connectivity	Open Database Connectivity (ODBC)
Configuration Management	Component Framework	User Presentation / Interface	Dynamic Server-Side Display	Active Server Pages .Net (ASP.Net)
Voice Communications	Service Access and Delivery	Delivery Channels	Internet	
Remote Systems Control	Service Access and Delivery	Delivery Channels	Internet	
Voice Communications	Service Access and Delivery	Service Requirements	Authentication / Single Sign-on	
Remote Systems Control	Service Access and Delivery	Service Requirements	Authentication / Single Sign-on	
System Resource Monitoring	Service Access and Delivery	Service Requirements	Hosting	Internal (within Agency)
Configuration Management	Service Access and Delivery	Service Requirements	Hosting	Internal (within Agency)
Asset Cataloging / Identification	Service Access and Delivery	Service Requirements	Hosting	Internal (within Agency)
Asset Transfer, Allocation, and Maintenance	Service Access and Delivery	Service Requirements	Hosting	Internal (within Agency)
Computers / Automation Management	Service Access and Delivery	Service Requirements	Hosting	Internal (within Agency)
Ordering / Purchasing	Service Access and Delivery	Service Requirements	Hosting	Internal (within Agency)
License Management	Service Access and Delivery	Service Requirements	Hosting	Internal (within Agency)
Network Management	Service Access and Delivery	Service Requirements	Hosting	Internal (within Agency)
Asset Cataloging / Identification	Service Platform and Infrastructure	Delivery Servers	Application Servers	
Asset Transfer, Allocation, and Maintenance	Service Platform and Infrastructure	Delivery Servers	Application Servers	
Computers / Automation Management	Service Platform and Infrastructure	Delivery Servers	Application Servers	
Ordering / Purchasing	Service Platform and Infrastructure	Delivery Servers	Application Servers	
License Management	Service Platform and Infrastructure	Delivery Servers	Application Servers	
Asset Cataloging / Identification	Service Platform and Infrastructure	Hardware / Infrastructure	Embedded Technology Devices	Hard Disk Drive
Asset Transfer, Allocation, and	Service Platform and	Hardware / Infrastructure	Embedded Technology Devices	Hard Disk Drive

Exhibit 300: Telephone Systems Replacement Project (TSRP) (Revision 7)

FEA SRM Component (a)	FEA TRM Service Area	FEA TRM Service Category	FEA TRM Service Standard	Service Specification (b) (i.e., vendor and product name)
Maintenance	Infrastructure			
Computers / Automation Management	Service Platform and Infrastructure	Hardware / Infrastructure	Embedded Technology Devices	Hard Disk Drive
Ordering / Purchasing	Service Platform and Infrastructure	Hardware / Infrastructure	Embedded Technology Devices	Hard Disk Drive
License Management	Service Platform and Infrastructure	Hardware / Infrastructure	Embedded Technology Devices	Hard Disk Drive
System Resource Monitoring	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Enterprise Server
Voice Communications	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Enterprise Server
Remote Systems Control	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Enterprise Server
Network Management	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Enterprise Server
System Resource Monitoring	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Mainframe
Network Management	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Mainframe
Network Management	Service Platform and Infrastructure	Hardware / Infrastructure	Wide Area Network (WAN)	Frame Relay

a. Service Components identified in the previous question should be entered in this column. Please enter multiple rows for FEA SRM Components supported by multiple TRM Service Specifications

b. In the Service Specification field, agencies should provide information on the specified technical standard or vendor product mapped to the FEA TRM Service Standard, including model or version numbers, as appropriate.

6. Will the application leverage existing components and/or applications across the Government (i.e., USA.gov, Pay.Gov, etc)?

No

a. If "yes," please describe.

Exhibit 300: Part II: Planning, Acquisition and Performance Information

Section A: Alternatives Analysis (All Capital Assets)

Part II should be completed only for investments identified as "Planning" or "Full Acquisition," or "Mixed Life-Cycle" investments in response to Question 6 in Part I, Section A above. In selecting the best capital asset, you should identify and consider at least three viable alternatives, in addition to the current baseline, i.e., the status quo. Use OMB Circular A-94 for all investments and the Clinger Cohen Act of 1996 for IT investments to determine the criteria you should use in your Benefit/Cost Analysis.

1. Did you conduct an alternatives analysis for this project?

Yes

a. If "yes," provide the date the analysis was completed?

8/22/2008

b. If "no," what is the anticipated date this analysis will be completed?

c. If no analysis is planned, please briefly explain why:

2. Alternative Analysis Results:

Use the results of your alternatives analysis to complete the following table:

* Costs in millions

Alternative Analyzed	Description of Alternative	Risk Adjusted Lifecycle Costs estimate	Risk Adjusted Lifecycle Benefits estimate
Alternative 1 - Accelerate the deployment of TSRP installations at field offices	Accelerating the deployment schedule, starting with contract year 2 (2nd half), achieves the performance measures quicker than the status quo 4 year deployment schedule. The status quo deployment rate was compared to 3 other deployment rates and Lifecycle costs reductions were best at .558%	555.501	3.177
Alternative 2 - Accelerate deployment of integrated solutions like Scheduled Call Back and Field Office Screen Pop after piloting.	Deploying two integrated solutions may help improve the public's interaction with Field Offices. The TSRP has this alternative scheduled for piloting in Contract Year 2. Moving from pilot to production will require at least 5% increase in systems lifecycle cost.	586.549	0
Alternative 3 -Optimize the systems life cost by architecture changes.	This alternative directly supports TSRP performance measure to achieve cost reductions in the local telephone service area. Analysis of the TSRP systems life cost with a 1 line reduction reduces the systems lifecycle costs by 1.087% max. This requires some process re-engineering. It reduces the number of 911 lines from 4 analog lines to 3 and implementing a carrier transport solution, with E911, as the primary path and the 3 remaining analog lines as the back-up path for 911 calls.	552.546	6.072

Exhibit 300: Telephone Systems Replacement Project (TSRP) (Revision 7)

Alternative Analyzed	Description of Alternative	Risk Adjusted Lifecycle Costs estimate	Risk Adjusted Lifecycle Benefits estimate
Status Quo--This is the reference system against which the alternatives are compared. It consists essentially of continuing to implement the TSRP 4 year replacement of legacy telephone systems.	FO telephone systems are replaced with a centralized VoIP solution with 4 service delivery points for telephone system functions. The TSRP equipment at the FOs is limited to telephone stations and backup call processor; reducing the complexity of equipment. All FO applications benefit from increased network reliability due to carrier diversity and redundant network equipment at each FO. Agency benefits from reduction in recurring local telephone service costs.	558.618	169.466

3. Which alternative was selected by the Agency's Executive/Investment Committee and why was it chosen?

The Status Quo alternative is selected as the preferred TSRP implementation. This architecture provides an unprecedented level of reliability to all SSA applications more efficiently than the other 3 alternatives, which would represent scope change risk in the early phase of this 4 year deployment. TSRP implemented as a Centralized VoIP over 4 years, was selected by the Agency's Executive/Investment Committee last year. Of the three alternatives this year, the TSRP status quo represents the best way to achieve all the performance measures with the least risk.

The Status Quo has the cost avoidance benefit of +\$169million in systems lifecycle with the reduction in local telephone service costs.

Alternative 1 (speed up deployment) has cost avoidance benefit of +3.1million in systems lifecycle with increase in the risk of schedule slippage since the vendor did not resource for that increased speed.

Alternative 2 (deploy Scheduled Call Back and Field Office Screen Pop to production) needs at least a 5% increase in systems lifecycle cost above the pilot to go to production.

Alternative 3 (reduce local telephone lines by 1 and add E991) has cost avoidance benefit of +\$6million with increase in the risk of schedule slippage since E911 engineering still has to be done and resourced.

a. What year will the investment breakeven? (Specifically, when the budgeted costs savings exceed the cumulative costs.)

Beyond 2021

4. What specific qualitative benefits will be realized?

The TSRP alternative of continuing with the present deployment scope, schedule and cost represents a major step in the Agency's technological growth as it proceeds through the first year of deployment. The TSRP deployment is built on the lessons learned from the TSRP pilot deployment and subsequent operations. It provides an opportunity to improve the service availability of the field office telephone service channel to the public by reducing the return to service time seen with each legacy telephone system outage. The current voice systems are comprised of multiple brands (Executone, Fujitsu, Integrated Voice Exchange [IVX], and Iwatsu) that have numerous limitations that are having an impact on productivity, efficiency, and cost. These limitations include:

Long return to service time after outage impacting the legacy telephone system.

Limited telephone answering resources caused by dependence upon limited number of local telephone lines for access to the field office and to all field office telephone automated service features like hours/directions and voice mail.

Limited feature enhancement options

Under utilization of computer/telephony integration (CTI) capabilities

Long lead times for new phone service and major changes. Onsite presence required for many move, add, change tasks.

No centralized system message capability

Supports only limited local management interface for Field Office to measure and optimize telephone workloads

Unusually high costs for required additional features

High ongoing maintenance costs and parts replacement on out of date systems

Exhibit 300: Telephone Systems Replacement Project (TSRP) (Revision 7)

The TSRP alternative with the current scope, cost, and schedule overcomes many of the shortfalls inherent to legacy telephone systems. Some of the important highlights of the TSRP solution include:

- Telephone service to the public is improved by sharing telephone answering resources amongst offices across 4 Service Delivery Points reducing busy signals.
- The 2nd network carrier's circuit introduced into all FO locations provides increased reliability through network data diversity and equipment redundancy. This architecture provides extraordinary level resilience to all SSA applications.
- Platform provides for reduction in the cost of local telephone service
- Platform provides for utilization of computer/telephony integration (CTI) capabilities
- Supports local, regional and enterprise management information interface

5. Federal Quantitative Benefits

What specific quantitative benefits will be realized (using current dollars) Use the results of your alternatives analysis to complete the following table:

	Budgeted Cost Savings	Cost Avoidance	Justification for Budgeted Cost Savings	Justification for Budgeted Cost Avoidance
PY - 1 2007 & Prior	0	0		
PY 2008	0	0		
CY 2009	0	3.734		Reduce local telephone service charges through implementation of new systems from baseline.
BY 2010	0	8		Reduce local telephone service charges through implementation of new systems from baseline.
BY + 1 2011				Reduce local telephone service charges through implementation of new systems from baseline.
BY + 2 2012				Reduce local telephone service charges through implementation of new systems from baseline.
BY + 3 2013				Reduction in local telephone service charges from the baseline after implementation is completed
BY + 4 2014 & Beyond				Reduction in local telephone service charges from the baseline after implementation is completed
Total LCC Benefit			LCC = Life-cycle Cost	

6. Will the selected alternative replace a legacy system in-part or in-whole?

Yes

a. If "yes," are the migration costs associated with the migration to the selected alternative included in this investment, the legacy investment, or in a separate migration investment?

This Investment

b. If "yes," please provide the following information:

5b. List of Legacy Investment or Systems

Name of the Legacy Investment of Systems	UPI if available	Date of the System Retirement
Digital PBX Phone systems		2/28/2011

Section B: Risk Management (All Capital Assets)

You should have performed a risk assessment during the early planning and initial concept phase of this investment's life-cycle, developed a risk-adjusted life-cycle cost estimate and a plan to eliminate, mitigate or manage risk, and be actively managing risk throughout the investment's life-cycle.

1. Does the investment have a Risk Management Plan?

Yes

a. If "yes," what is the date of the plan?

8/9/2008

b. Has the Risk Management Plan been significantly changed since last year's submission to OMB?

Yes

c. If "yes," describe any significant changes:

The Risk Management Plan has been updated to reflect that contract award start date of March 25, 2008 has closed the window on all pre-award risks and now the window is on contract year 1 implementation and roll-out risks.

2. If there currently is no plan, will a plan be developed?

a. If "yes," what is the planned completion date?

b. If "no," what is the strategy for managing the risks?

3. Briefly describe how investment risks are reflected in the life cycle cost estimate and investment schedule:

SSA's baselines are risk adjusted in terms of both life cycle schedule and resource estimates. Factors considered in determining baseline risk adjustments include: identification of known and types of unknown program and technology risks, the likelihood of occurrence, the impact in the event the risk occurs, and the mitigation strategy adopted to manage each risk. The intent of adopting this strategy is for the program to be able to absorb inevitable risk occurrences and still achieve end cost and schedule objectives. This practice (along with our risk management policies and procedures) has to date been a successful one at SSA. Small management reserves are held at the Deputy Commissioner level in the event they are required.

Section C: Cost and Schedule Performance (All Capital Assets)

EVM is required only on DME portions of investments. For mixed lifecycle investments, O&M milestones should still be included in the table (Comparison of Initial Baseline and Current Approved Baseline). This table should accurately reflect the milestones in the initial baseline, as well as milestones in the current baseline.

1. Does the earned value management system meet the criteria in ANSI/EIA Standard-748?

Yes

2. Is the CV% or SV% greater than +/- 10%? (CV% = CV/EV x 100; SV% = SV/PV x 100)

No

a. If "yes," was it the CV or SV or both?

b. If "yes," explain the causes of the variance:

c. If "yes," describe the corrective actions:

On 8/15/06 an Internal Replan "Baseline Change Management Request" was submitted for review and approval based on SSA's decision to extend the pilot by 1 year for finalizing start up issues and process refinement, work & schedule definition and validation.

3. Has the investment re-baselined during the past fiscal year?

Yes

a. If "yes," when was it approved by the agency head?

8/24/2008

4. Comparison of Initial Baseline and Current Approved Baseline

Complete the following table to compare actual performance against the current performance baseline and to the initial performance baseline. In the Current Baseline section, for all milestones listed, you should provide both the baseline and actual completion dates (e.g., "03/23/2003"/ "04/28/2004") and the baseline and actual total costs (in \$ Millions). In the event that a milestone is not found in both the initial and current baseline, leave the associated cells blank. Note that the 'Description of Milestone' and 'Percent Complete' fields are required. Indicate '0' for any milestone no longer active.

Milestone Number	Description of Milestone	Initial Baseline		Current Baseline				Current Baseline Variance		Percent Complete
		Planned Completion Date (mm/dd/yyyy)	Total Cost (\$M) Estimated	Completion Date (mm/dd/yyyy)		Total Cost (\$M)		Schedule (# days)	Cost (\$M)	
				Planned	Actual	Planned	Actual			
1	FY 06 - TSRP Project	9/30/2006	\$6.685000	9/30/2006	9/30/2006	\$6.880900	\$6.071500	-11	\$0.514600	95.72%
1.1	TSRP / VOIP Project Pilot	9/30/2006	\$5.646000	9/30/2006	9/30/2006	\$5.808900	\$5.518200	0	\$0.290700	100.00%
1.2	SSA PMO	9/30/2006	\$1.039000	9/30/2006	9/29/2006	\$1.072000	\$0.553300	-72	\$0.223900	72.50%
2	TSRP (FY07)	9/30/2007	\$81.702000	9/30/2007	9/28/2007	\$7.649400	\$7.433100	0	\$0.216300	100.00%
2.1	Pilot Extension	9/30/2007	\$0.000000	9/30/2007	9/28/2007	\$5.050900	\$4.965000	0	\$0.085900	100.00%
2.2	Mitretek Consulting	9/30/2007	\$1.783000	9/30/2007	9/28/2007	\$0.858600	\$0.844200	0	\$0.014400	100.00%
2.3	SDP Rack Installation	9/30/2007	\$0.293400	9/30/2007	7/31/2007	\$0.141300	\$0.141300	0	\$0.000000	100.00%
2.4	NMS - R163	9/30/2007	\$1.179900	9/30/2007	5/31/2007	\$0.568200	\$0.568200	0	\$0.000000	100.00%
2.5	Long Distance - R500	9/30/2007	\$0.319200	9/30/2007	9/28/2007	\$0.153700	\$0.013700	0	\$0.140000	100.00%
2.6	SSA Program Management Office	9/30/2007	\$1.820500	9/30/2007	9/28/2007	\$0.876700	\$0.900700	0	-\$0.024000	100.00%
2.7	FY06/07 - HW, Maint. & Support (award delay)	9/30/2007	\$76.306000			\$0.000000				0.00%
3	FY08 - TSRP	9/30/2008	\$70.786900	3/25/2009		\$49.731145	\$18.368962	0	\$0.005900	36.94%
3.1	TSRP Planning and Acquisition	9/30/2008	\$7.021802	10/31/2008		\$4.933148	\$4.033148	0	\$0.000000	81.76%
3.1.1	Pilot Extension	9/30/2008	\$6.681906	10/31/2008		\$4.694355	\$3.894355			81.76%
3.1.2	Noblis Consultation	9/30/2008	\$0.339896	9/30/2008		\$0.238793	\$0.138793			81.76%
3.2	TSRP Program Implementation	9/30/2008	\$60.237619	3/25/2009		\$42.319776	\$13.356343		\$0.002800	31.56%
3.2.1	SDP Hardware and Installation Labor	9/30/2008	\$34.440886	3/25/2009		\$24.196351	\$11.796349	0	\$0.002800	48.75%
3.2.2	Large Site Hardware and Installation Labor	9/30/2008	\$3.080381	3/25/2009		\$2.164113	\$0.000000			0.00%
3.2.3	FO Site Hardware and	9/30/2008	\$19.547491	3/25/2009		\$13.733037				0.00%

Exhibit 300: Telephone Systems Replacement Project (TSRP) (Revision 7)

Milestone Number	Description of Milestone	Initial Baseline		Current Baseline				Current Baseline Variance		Percent Complete
		Planned Completion Date (mm/dd/yyyy)	Total Cost (\$M) Estimated	Completion Date (mm/dd/yyyy)		Total Cost (\$M)		Schedule (# days)	Cost (\$M)	
				Planned	Actual	Planned	Actual			
	Installation Labor									
3.2.4	Data Network Infrastructure	9/30/2008	\$3.163088	9/30/2008		\$2.222219	\$1.556962			70.06%
3.2.5	Facility Infrastructure Upgrade	9/30/2008	\$0.005773	9/30/2008		\$0.004056	\$0.003032			74.76%
3.3	Operations And Maintenance	9/30/2008	\$2.315461	3/25/2009		\$1.626721	\$0.324876	0	\$0.000000	19.97%
3.3.1	TSRP O&M	9/30/2008	\$1.509833	3/25/2009		\$1.060729				0.00%
3.3.2	Data Network Service	9/30/2008	\$0.539252	9/30/2008		\$0.378850	\$0.220806			58.28%
3.3.3	LEC Usage Charges	9/30/2008	\$0.080770	9/30/2008		\$0.056745				0.00%
3.3.4	LD Network Services	9/30/2008	\$0.185606	9/30/2008		\$0.130397	\$0.104070			79.81%
3.4	Government FTE	9/30/2008	\$1.212018	9/30/2008		\$0.851500	\$0.654595	0	\$0.003100	77.24%
4	FY09 - TSRP	9/30/2009	\$55.031900	3/25/2010		\$49.065002				0.00%
4.1	TSRP Planning and Aquisition	9/30/2009	\$0.574890	9/30/2009		\$0.500000				0.00%
4.1.1	Pilot Extension	9/30/2009	\$0.459912	9/30/2009		\$0.400000				0.00%
4.1.2	Noblis Consultation	9/30/2009	\$0.114978	9/30/2009		\$0.100000				0.00%
4.2	TSRP Program Implementation	9/30/2009	\$43.276574	3/25/2010		\$36.400112				0.00%
4.2.1	SDP Hardware and Installation Labor	9/30/2009	\$8.837848	3/25/2010		\$0.000000				0.00%
4.2.2	Large Site Hardware and Installation Labor	9/30/2009	\$2.488252	3/25/2010		\$1.944386				0.00%
4.2.3	FO Site Hardware and Installation Labor	9/30/2009	\$25.632038	3/25/2010		\$28.960379				0.00%
4.2.4	Data Network Infrastructure	9/30/2009	\$5.764817	9/30/2009		\$5.013847				0.00%
4.2.5	Facility Infrastructure Upgrade	9/30/2009	\$0.553619	9/30/2009		\$0.481500				0.00%
4.3	Operations and Maintenance	9/30/2009	\$10.201399	3/25/2010		\$11.313390				0.00%
4.3.1	TSRP O&M	9/30/2009	\$3.804006	3/25/2010		\$5.749371				0.00%
4.3.2	Data Network Service	9/30/2009	\$4.129244	9/30/2009		\$3.591337				0.00%
4.3.3	LEC Usage Charges	9/30/2009	\$0.801366	9/30/2009		\$0.696974				0.00%
4.3.4	LD Network Services	9/30/2009	\$1.466783	9/30/2009		\$1.275708				0.00%
4.4	Government FTE	9/30/2009	\$0.979037	9/30/2009		\$0.851500				0.00%
5	FY10 - TSRP Planning	9/30/2010	\$113.822200	9/30/2010		\$80.472561				0.00%
5.1	TSRP - TO SEI 750	9/30/2010	\$73.673000	9/30/2010		\$56.223769				0.00%

Exhibit 300: Telephone Systems Replacement Project (TSRP) (Revision 7)

Milestone Number	Description of Milestone	Initial Baseline		Current Baseline				Current Baseline Variance		Percent Complete
		Planned Completion Date (mm/dd/yyyy)	Total Cost (\$M) Estimated	Completion Date (mm/dd/yyyy)		Total Cost (\$M)		Schedule (# days)	Cost (\$M)	
				Planned	Actual	Planned	Actual			
5.2	Government Furnished Equipment	9/30/2010	\$38.553900	9/30/2010		\$23.397292			0.00%	
5.3	TSRP Government FTE	9/30/2010	\$1.595300	9/30/2010		\$0.851500			0.00%	
6	FY11 - TSRP Planning	9/30/2011		9/30/2011					0.00%	
7	FY12 - TSRP Planning	9/30/2012		9/30/2012					0.00%	
8	FY13 - TSRP Planning	9/30/2013		9/30/2013					0.00%	
9	FY14 - TSRP Planning	9/30/2014		9/30/2014					0.00%	
10	FY15 - TSRP Planning	9/30/2015		9/30/2015					0.00%	
11	FY16 - TSRP Planning			9/30/2016					0.00%	
12	FY17 - TSRP Planning			9/30/2017					0.00%	
13	FY18 - TSRP Planning			9/30/2018					0.00%	
Project Totals		9/30/2015		9/30/2018	9/28/2007				5.71%	