

IT Operations Assurance

Exhibit 300: Part I: Summary Information and Justification (All Capital Assets)

I.A. Overview

1. Date of Submission:

9/11/2006

2. Agency:

Social Security Administration

3. Bureau:

Systems

4. Name of this Capital Asset:

IT Operations Assurance

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

016-00-02-00-01-2128-00

6. What kind of investment will this be in FY2008? (Please NOTE: Investments moving to O&M ONLY in FY2008, with Planning/Acquisition activities prior to FY2008 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:

The IT Operations Assurance project provides for the protection of the critical assets of the Social Security Administration's (SSA) National Computer Center (NCC). The protection of these critical infrastructure assets, including hardware, software, telecommunications, building and physical plant and personnel, is required under Homeland Security Presidential Declaration 7, Critical Infrastructure Identification, Prioritization and Protection, dated December 17, 2003. If exploited, the agency's current vulnerability to a loss of its IT infrastructure would render it unable to perform even its most basic functions. SSA's information technology resources enable SSA to promote the nation's economic security by administering America's major income support programs for the elderly, disabled, and their dependents, touching the lives of over 95 percent of all Americans. Social Security programs contribute more than \$1 billion each day to the U.S. economy. They provide service to individuals at critical junctures in their lives, be it the onset of an unexpected disability, the untimely loss of a spouse or a parent, the inability to meet basic needs as a senior citizen, or exiting the workforce due to retirement. The combined Old-Age and Survivors and Disability Insurance (OASDI) programs, commonly referred to as Social Security, provide monthly benefits that are an important contributor to the quality of life of elderly Americans and millions more who are protected in case of a worker's death or disability. The Supplemental Security Income (SSI) program provides cash assistance to aged, blind, or disabled individuals in financial need. SSA's IT resources also provide service delivery support to the Medicare, Medicaid, Black Lung, Railroad Retirement, and Food Stamp Programs, on which millions of Americans depend. The IT Operations Assurance project will mitigate the internally identified risks associated with single points of failure at the National Computer Center by establishing a second, fully functional, co-processing data center. Each center will process a portion of SSA's critical and non-critical workloads. Each center will back up the data assets of the other. The centers will be designed so that in the event of a disaster, the critical workloads of one will be assumed by the other. Non-critical workloads will be deferred until the impacted center is restored to full operations or the capacity of the unaffected center can be expanded.

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

Yes

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

8/15/2005

10. Did the Project Manager review this Exhibit?

Yes

11. Removed.

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 support one of the PMA initiatives?

Yes

If "yes," check all that apply:

Competitive Sourcing, Expanded E-Government, Human Capital, Financial Performance, Budget Performance Integration

13a. Briefly describe how this asset directly supports the identified initiative(s)?

ITOA initiatives were the basis for Competitive Sourcing studies in validation and support services. It ensures reliable infrastructure to provide fast services to the public via the Internet and provides the necessary tools to increase productivity and improve job satisfaction, thus developing a high-performing workforce. It provides the ability to reduce the number of erroneous payments and supports the Financial Accounting Systems (FACTS).

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 the PART review?

b. If "yes," what is the name of the PART program assessed by OMB's Program Assessment Rating Tool?

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

15. Is this investment for information technology?

Yes

If the answer to Question: "Is this investment for information technology?" was "Yes," complete this sub-section. If the answer is "No," do not answer this sub-section.

For information technology investments only:

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

Level 2

17. 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 identified as "high risk" on the Q4 - FY 2006 agency high risk report (per OMB's "high risk" memo)?

Yes

19. Is this a financial management system?

No

a. If "yes," does this investment address a FFMI A 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 FY2008 funding request for the following? (This should total 100%)

Hardware

26.016

Software

24.994

Services

41.322

Other

7.668

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. Removed.

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

Yes

I.B. Summary of Funding

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 2006	CY 2007	BY 2008
Planning Budgetary Resources	0	0	0	0
Acquisition Budgetary Resources	0	5.507	31.902	20.966
Subtotal Planning & Acquisition Budgetary Resources	0	5.507	31.902	20.966
Operations & Maintenance Budgetary Resources	0	0	0	6.989
TOTAL Budgetary Resources	0	5.507	31.902	27.955
Government FTE Costs Budgetary Resources	0.4	0.612	1.107	2.349
Number of FTE represented by Costs:	4.5	6	10	20

Note: For the cross-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 FY2007 President's budget request, briefly explain those changes:

SSA will not have physical access to a second data center according to the schedule identified in the FY 2007 President's budget request. ITOA recognizes that this represents a major change to the overall project schedule. ITOA is extending the completion date of the project approximately one year. The original life-cycle cost of the project will remain the same. The expected delay in occupying and provisioning a second data center will extend the scheduled of the ITOA project. Currently GSA has a valid second data center site lease with JDL Castle Corp. The ITOA project will continue to develop plans for the design of the center with the lessor until other information or options become available that would preclude proceeding. ITOA will continue the planned activities that are not directly dependent on

occupying a second data center. These activities are in the current EVM plan, and will remain essentially the same in the re-baselined plan. These activities include the isolation of the ESEF, DMF, SSADEV2 from the PPF/MISF/SSADEV1, the reconfiguration of the shared "X" volume DASD, new Connect:Direct procedures, DASD isolation, and tape isolation.

I.C. Acquisition/Contract Strategy

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	Has the contract been awarded?	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	Is this an Interagency Acquisition?	Is it performance based?	Competitively awarded?	What, if any, alternative financing option is being used?	Is EVM in the contract?	Does the contract include the required security and privacy clauses?

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 has been certified as consistent with OMB guidance and the ANSI standards defining a compliant EVM. 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. Earned value management requirements are applied to SSA contractors in two ways. The first is to require the contractor to satisfy requirements utilizing their own earned value management system (EVMS). The second is for the contractor to provide necessary data directly into SSA's in-house EVMS.

3. Do the contracts ensure Section 508 compliance?

Yes

a. Explain why:

Section 508 is a part of the Rehabilitation Act of 1973 which requires that electronic and information technology developed, procured, maintained, or used by the Federal government be accessible to people with disabilities. On August 7, 1998, the President signed into law the Workforce Investment Act of 1998, which includes the Rehabilitation Act Amendments of 1998.

4. Is there an acquisition plan which has been approved in accordance with agency requirements?

Yes

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

7/25/2006

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

1. If "no," briefly explain why:

I.D. Performance Information

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 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 Table 1 below for reporting performance goals and measures for all non-IT investments and for existing IT investments that were initiated prior to FY 2005. The table can be extended to include measures for years beyond FY 2006.

Performance Information Table 1:

Fiscal Year	Strategic Goal(s) Supported	Performance Measure	Actual/baseline (from Previous Year)	Planned Performance Metric (Target)	Performance Metric Results (Actual)
2005	SERVICE: To deliver high-quality, citizen-centered Service: Improve service through technology, focusing on accuracy, security, and efficiency	Percent of individuals who do business with SSA rating the overall service as "excellent," "very good," or "good".	2004-84%; 2003-85%; 2002-83%; 2001-81%	83%	85%
2005	SERVICE: To deliver high-quality, citizen-centered Service: Improve service through technology, focusing on accuracy, security, and efficiency	Increase the percent of employee reports (W-2 forms) filed electronically and processed to completion	2004-60%2003-53.4%2002-42.5%2001-27.04%	60%	66%
2005	STEWARDSHIP: To protect the integrity of Social Security programs through superior Stewardship: Manage Agency finances and assets to link resources effectively to performance outcomes	Get to "green" on the President's Management Agenda (PMA) initiatives status scores	2004 - Achieved a status score of "green" on three of five PMA initiatives	2005 - Achieve a status score of "green" on four of five PMA initiatives	2005 - Achieved a status score of "green" on three of five PMA initiatives
2005	STEWARDSHIP: To protect the integrity of Social Security programs through superior Stewardship: Manage Agency finances and assets to link resources effectively to performance outcomes	Continue to achieve 2%, on average, annual productivity improvements	2004-2.2%; 2003-2.1%	2%	2.8%
2005	SERVICE: To deliver high-quality, citizen-centered Service: Improve service through technology, focusing on accuracy, security, and efficiency	Increase the usage of electronic entitlement and supporting actions	2004-552,810; 2003-295,219; 2002-218,932; 2001-136,800	120% growth over FY 2003 baseline (649,482)	471.1% growth over FY 2003 baseline (1,685,959)

Fiscal Year	Strategic Goal(s) Supported	Performance Measure	Actual/baseline (from Previous Year)	Planned Performance Metric (Target)	Performance Metric Results (Actual)
2005	SERVICE: To deliver high-quality, citizen-centered Service: Improve service through technology, focusing on accuracy, security, and efficiency	Optimize the speed in answering 800-number calls	2004 - NA	330 seconds	296 seconds
2005	SERVICE: To deliver high-quality, citizen-centered Service: Improve service through technology, focusing on accuracy, security, and efficiency	Optimize the 800-number busy rate for calls offered to Agents	2004 - NA	10%	10%
2005	STEWARDSHIP: To protect the integrity of Social Security programs through superior Stewardship: Strengthen the integrity of the Social Security Number issuance process to help prevent misuse and fraud of the Social Security Number and card	Number of SSNs processed	2004-17,791,880; 2003-17,523,560; 2002-17,679,490; 2001-18,179,115	17,500,000	17,455,921
2005	To achieve sustainable SOLVENCY and ensure SSA's programs meet the needs of current and future generations: Through education and research efforts, support reforms to ensure sustainable solvency and more responsive retirement and disability programs	Issue annual SSA-initiated Social Security Statements to eligible individuals ages 25 and older	2004-142 million	100%	100%
2006	SERVICE: To deliver high-quality, citizen-centered Service: Improve service through technology, focusing on accuracy, security, and efficiency	Percent of individuals who do business with SSA rating the overall service as "excellent," "very good," or "good"	2005-85%	83%	82%
2006	SERVICE: To	Increase the	2005-66%	70%	75%

Fiscal Year	Strategic Goal(s) Supported	Performance Measure	Actual/baseline (from Previous Year)	Planned Performance Metric (Target)	Performance Metric Results (Actual)
	deliver high-quality, citizen-centered Service: Improve service through technology, focusing on accuracy, security, and efficiency	percent of employee reports (W-2 forms) filed electronically and processed to completion			
2006	SERVICE: To deliver high-quality, citizen-centered Service: Improve service through technology, focusing on accuracy, security, and efficiency	Optimize the 800-number busy rate for calls offered to Agents	2005 - 10%	10%	12%
2006	SERVICE: To deliver high-quality, citizen-centered Service: Improve service through technology, focusing on accuracy, security, and efficiency	Increase the usage of electronic entitlement and supporting actions	2005-471.1% growth over the FY2003 baseline (1,685,959); 2004 – 552,810	300% growth over FY 2004 baseline (2,211,200)	291.8% growth over FY 2004 baseline (2,165,865)
2006	SERVICE: To deliver high-quality, citizen-centered Service: Improve service through technology, focusing on accuracy, security, and efficiency	Optimize the speed in answering 800-number calls	2005-296 seconds	330 seconds	278 seconds
2006	STEWARDSHIP: To protect the integrity of Social Security programs through superior Stewardship: Strengthen the integrity of the Social Security Number issuance process to help prevent misuse and fraud of the Social Security Number and card	Percent of original SSNs issued that are free of critical error	N/A	98%	98% (Estimated)
2006	STEWARDSHIP: To protect the integrity of Social Security programs through superior Stewardship: Strengthen the integrity of the Social Security	Number of SSNs processed	2005-17,455,921	18,000,000	17,259,110

Fiscal Year	Strategic Goal(s) Supported	Performance Measure	Actual/baseline (from Previous Year)	Planned Performance Metric (Target)	Performance Metric Results (Actual)
	Number issuance process to help prevent misuse and fraud of the Social Security Number and card				
2006	STEWARDSHIP: To protect the integrity of Social Security programs through superior Stewardship: Manage Agency finances and assets to link resources effectively to performance outcomes	Continue to achieve 2%, on average, annual productivity improvements	2005-2.8%	2%	2.49% on average
2006	STEWARDSHIP: To protect the integrity of Social Security programs through superior Stewardship: Manage Agency finances and assets to link resources effectively to performance outcomes	Get to "green" on the President's Management Agenda (PMA) initiatives status scores	2005 - Achieved a status score of "green" on three of five PMA initiatives; 2004-Achieved a status score of "green" on three of five PMA initiatives	Achieve a status score of "green" on four of five PMA initiatives	Achieved a status score of "green" on four of five PMA initiatives
2006	To achieve sustainable SOLVENCY and ensure SSA's programs meet the needs of current and future generations: Through education and research efforts, support reforms to ensure sustainable solvency and more responsive retirement and disability programs	Issue annual SSA-initiated Social Security Statements to eligible individuals ages 25 and older	2005-100%	100%	100%
2006	SERVICE: To deliver high-quality, citizen-centered Service: Improve service through technology, focusing on accuracy, security, and efficiency	Accomplish the network migration from SSA's current Internet Protocol (IPv4) to IPv6, through planned and scheduled technology refreshment, by June 30, 2008	2005-Internet Protocol IPv4	Conduct an inventory of existing IP-aware components; switches, routers, and network firewalls, and submit a report to OMB by November 15, 2005	Inventory completed and report submitted to OMB in November, 2005
2006	SERVICE: To deliver high-quality, citizen-centered Service: Improve service through	Accomplish the network migration from SSA's current Internet Protocol (IPv4) to IPv6, through planned	2005-Internet Protocol IPv4	Provide a quarterly, current status report to OMB no later than June 30, 2006	Status report submitted to OMB in June, 2006

Fiscal Year	Strategic Goal(s) Supported	Performance Measure	Actual/baseline (from Previous Year)	Planned Performance Metric (Target)	Performance Metric Results (Actual)
	technology, focusing on accuracy, security, and efficiency	and scheduled technology refreshment, by June 30, 2008			
2006	SERVICE: To deliver high-quality, citizen-centered Service: Improve service through technology, focusing on accuracy, security, and efficiency	Accomplish the network migration from SSA's current Internet Protocol (IPv4) to IPv6, through planned and scheduled technology refreshment, by June 30, 2008	2005-Internet Protocol IPv4	Initiate dual-stack testing in an isolated lab environment	Actual results will be available in FY2007
2006	SERVICE: To deliver high-quality, citizen-centered Service: Improve service through technology, focusing on accuracy, security, and efficiency	Accomplish the network migration from SSA's current Internet Protocol (IPv4) to IPv6, through planned and scheduled technology refreshment, by June 30, 2008	2005-Internet Protocol IPv4	Finalize network IPv6 addressing strategies and plans	Actual results will be available in FY 2007
2006	SERVICE: To deliver high-quality, citizen-centered Service: Improve service through technology, focusing on accuracy, security, and efficiency	Accomplish the network migration from SSA's current Internet Protocol (IPv4) to IPv6, through planned and scheduled technology refreshment, by June 30, 2008	2005-Internet Protocol IPv4	Continue with ongoing refresh and/or upgrade of the SSANet backbone, as required, to provide for IPv6 capability	Actual results will be available in FY 2007
2006	SERVICE: To deliver high-quality, citizen-centered Service: Improve service through technology, focusing on accuracy, security, and efficiency	Accomplish the network migration from SSA's current Internet Protocol (IPv4) to IPv6, through planned and scheduled technology refreshment, by June 30, 2008	2005-Internet Protocol IPv4	Submit an impact assessment and integrated project plan to OMB in February, 2006	Completed impact assessment and integrated project plan and submitted to OMB February, 2006
2007	SERVICE: To deliver high-quality, citizen-centered Service: Improve service through technology, focusing on accuracy, security, and efficiency	Optimize the 800-number busy rate for calls offered to Agents	12%	10%	Actual results will be available in FY 2008
2007	SERVICE: To deliver high-quality, citizen-centered Service: Improve service through technology, focusing on accuracy, security,	Optimize the speed in answering 800-number calls	278 seconds	330 seconds	Actual results will be available in FY 2008

Fiscal Year	Strategic Goal(s) Supported	Performance Measure	Actual/baseline (from Previous Year)	Planned Performance Metric (Target)	Performance Metric Results (Actual)
	and efficiency				
2007	SERVICE: To deliver high-quality, citizen-centered Service: Improve service through technology, focusing on accuracy, security, and efficiency	Maximize public use of electronic services to conduct business with SSA	N/A	2,946,800	Actual results will be available in FY 2008
2007	SERVICE: To deliver high-quality, citizen-centered Service: Improve service through technology, focusing on accuracy, security, and efficiency	Percent of individuals who do business with SSA rating the overall service as "excellent," "very good," or "good"	82%	83%	Actual results will be available in FY 2008
2007	SERVICE: To deliver high-quality, citizen-centered Service: Improve service through technology, focusing on accuracy, security, and efficiency	Increase the percent of employee reports (W-2 forms) filed electronically and processed to completion	75%	80%	Actual results will be available in FY 2008
2007	STEWARDSHIP: To protect the integrity of Social Security programs through superior Stewardship: Strengthen the integrity of the Social Security Number issuance process to help prevent misuse and fraud of the Social Security Number and card	Percent of original SSNs issued that are free of critical error	98% (Estimated)	98%	Actual results will be available in FY 2008
2007	STEWARDSHIP: To protect the integrity of Social Security programs through superior Stewardship: Strengthen the integrity of the Social Security Number issuance process to help prevent misuse and fraud of the Social Security Number and card	Percent of SSN receipts processed up to the budgeted level	17,259,110	96% (18,000,000)	Actual results will be available in FY 2008
2007	STEWARDSHIP: To protect the	Continue to achieve 2%, on average,	2.49% on average	2 on average%	Actual results will be available in FY

Fiscal Year	Strategic Goal(s) Supported	Performance Measure	Actual/baseline (from Previous Year)	Planned Performance Metric (Target)	Performance Metric Results (Actual)
	integrity of Social Security programs through superior Stewardship: Manage Agency finances and assets to link resources effectively to performance outcomes	annual productivity improvements			2008
2007	STEWARDSHIP: To protect the integrity of Social Security programs through superior Stewardship: Manage Agency finances and assets to link resources effectively to performance outcomes	Get to "green" on the President's Management Agenda (PMA) initiatives status scores	Achieved a status score of "green" on four of five PMA initiatives	Achieve a status score of "green" on five of five PMA initiatives	Actual results will be available in FY 2008
2007	To achieve sustainable SOLVENCY and ensure SSA's programs meet the needs of current and future generations: Through education and research efforts, support reforms to ensure sustainable solvency and more responsive retirement and disability programs	Issue annual SSA-initiated Social Security Statements to eligible individuals ages 25 and older	100%	100%	Actual results will be available in FY 2008
2007	SERVICE: To deliver high-quality, citizen-centered Service: Improve service through technology, focusing on accuracy, security, and efficiency	Accomplish the network migration from SSA's current Internet Protocol (IPv4) to IPv6, through planned and scheduled technology refreshment, by June 30, 2008.	2006-Internet Protocol IPv4	Integrate IPv6 in the System0 (non-production) lab and test its functionality from a network and IP application standpoint. Conduct IPv6 test in the System0 lab testing various designs and implementation. Look at maintenance processes	Actual results will be available in FY 2008
2007	SERVICE: To deliver high-quality, citizen-centered Service: Improve service through technology, focusing on accuracy, security,	Accomplish the network migration from SSA's current Internet Protocol (IPv4) to IPv6, through planned and scheduled technology refreshment, by	2006-Internet Protocol IPv4	Initiate dual-stack testing in an isolated lab environment	Actual results will be available in FY 2008

Fiscal Year	Strategic Goal(s) Supported	Performance Measure	Actual/baseline (from Previous Year)	Planned Performance Metric (Target)	Performance Metric Results (Actual)
	and efficiency	June 30, 2008.			
2007	SERVICE: To deliver high-quality, citizen-centered Service: Improve service through technology, focusing on accuracy, security, and efficiency	Accomplish the network migration from SSA's current Internet Protocol (IPv4) to IPv6, through planned and scheduled technology refreshment, by June 30, 2008	2006-Internet Protocol IPv4	Finalize network IPv6 addressing strategies and plans	Actual results will be available in FY 2008
2007	SERVICE: To deliver high-quality, citizen-centered Service: Improve service through technology, focusing on accuracy, security, and efficiency	Accomplish the network migration from SSA's current Internet Protocol (IPv4) to IPv6, through planned and scheduled technology refreshment, by June 30, 2008	2006-Internet Protocol IPv4	Continue with ongoing refresh and/or upgrade of the SSANet backbone, as required, to provide for IPv6 capability	Actual results will be available in FY 2008
2007	SERVICE: To deliver high-quality, citizen-centered Service: Improve service through technology, focusing on accuracy, security, and efficiency	Accomplish the network migration from SSA's current Internet Protocol (IPv4) to IPv6, through planned and scheduled technology refreshment, by June 30, 2008	2006-Internet Protocol IPv4	Provide quarterly status reports to OMB	Actual results will be available in FY 2008
2008	SERVICE: To deliver high-quality, citizen-centered Service: Improve service through technology, focusing on accuracy, security, and efficiency	Accomplish the network migration from SSA's current Internet Protocol (IPv4) to IPv6, through planned and scheduled technology refreshment, by June 30, 2008	2007-Internet Protocol IPv4	All SSA infrastructures (network backbones) will be using IPv6. SSA's network will interface with this infrastructure. SSA will be in compliance with OMB's requirements	Actual results will be available after June 30, 2008
2008	SERVICE: To deliver high-quality, citizen-centered Service: Improve service through technology, focusing on accuracy, security, and efficiency	Optimize the speed in answering 800-number calls		330 seconds	Actual results will be available in FY 2009
2008	SERVICE: To deliver high-quality, citizen-centered Service: Improve service through technology, focusing on accuracy, security, and efficiency	Optimize the 800-number busy rate for calls offered to Agents		10%	Actual results will be available in FY 2009

Fiscal Year	Strategic Goal(s) Supported	Performance Measure	Actual/baseline (from Previous Year)	Planned Performance Metric (Target)	Performance Metric Results (Actual)
2008	SERVICE: To deliver high-quality, citizen-centered Service: Improve service through technology, focusing on accuracy, security, and efficiency	Maximize public use of electronic services to conduct business with SSA		3,000,000	Actual results will be available in FY 2009
2008	SERVICE: To deliver high-quality, citizen-centered Service: Improve service through technology, focusing on accuracy, security, and efficiency	Increase the percent of employee reports (W-2 forms) filed electronically and processed to completion		80%	Actual results will be available in FY 2009
2008	SERVICE: To deliver high-quality, citizen-centered Service: Improve service through technology, focusing on accuracy, security, and efficiency	Percent of individuals who do business with SSA rating the overall service as "excellent," "very good," or "good"		83%	Actual results will be available in FY 2009
2008	STEWARDSHIP: To protect the integrity of Social Security programs through superior Stewardship: Strengthen the integrity of the Social Security Number issuance process to help prevent misuse and fraud of the Social Security Number and card	Percent of original SSNs issued that are free of critical error		98%	Actual results will be available in FY 2009
2008	STEWARDSHIP: To protect the integrity of Social Security programs through superior Stewardship: Strengthen the integrity of the Social Security Number issuance process to help prevent misuse and fraud of the Social Security Number and card	Percent of SSN receipts processed up to the budgeted level		96% (18,000,000)	Actual results will be available in FY 2009
2008	STEWARDSHIP: To protect the integrity of Social	Continue to achieve 2%, on average, annual productivity		2% on average	Actual results will be available in FY 2009

Fiscal Year	Strategic Goal(s) Supported	Performance Measure	Actual/baseline (from Previous Year)	Planned Performance Metric (Target)	Performance Metric Results (Actual)
	Security programs through superior Stewardship: Manage Agency finances and assets to link resources effectively to performance outcomes	improvements			
2008	STEWARDSHIP: To protect the integrity of Social Security programs through superior Stewardship: Manage Agency finances and assets to link resources effectively to performance outcomes	Get to "green" on the President's Management Agenda (PMA) initiatives status scores		Maintain a status score of "green" on five of five PMA initiatives	Actual results will be available in FY 2009
2008	To achieve sustainable SOLVENCY and ensure SSA's programs meet the needs of current and future generations: Through education and research efforts, support reforms to ensure sustainable solvency and more responsive retirement and disability programs	Issue annual SSA-initiated Social Security Statements to eligible individuals ages 25 and older		100%	Actual results will be available in FY 2009

All new IT investments initiated for FY 2005 and beyond must use Table 2 and are required to use the Federal Enterprise Architecture (FEA) Performance Reference Model (PRM). Please use Table 2 and the PRM to identify the performance information pertaining to this major IT investment. 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 at least four different Measurement Areas (for each fiscal year). The PRM is available at www.egov.gov.

Performance Information Table 2:

Fiscal Year	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Planned Improvement to the Baseline	Actual Results
2006	Customer Results	Customer Benefit	Customer Complaints	Percent of OASDI payments free of O/P and U/P	99.5% O/P, 99.8% U/P	99.8% for both O/P and U/P	2006 - Available June 2007
2006	Customer Results	Customer Benefit	Customer Complaints	Increase electronic entitlement and supporting actions.	2004 - 552,810	300% growth over the FY 2004 baseline (2,211,200)	291.8% growth over the FY 2004 baseline (2,165,865)

Fiscal Year	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Planned Improvement to the Baseline	Actual Results
2006	Customer Results	Customer Benefit	Customer Satisfaction	Timeliness of Social Security Payments	Payments are timely within current variances	None, except in a disaster scenario	Actual results available in 2007
2006	Customer Results	Timeliness and Responsiveness	Delivery Time	Average processing time for initial disability claims.	93 days	93 days	88 days
2006	Customer Results	Timeliness and Responsiveness	Response Time	Increase the percent of employee reports (W-2 forms) filed electronically.	66%	70%	75%
2006	Mission and Business Results	Disaster Management	Disaster Repair and Restore	Hours needed to restore critical systems (Recovery Time)	80 hours	60 hours	Actual results available in 2007
2006	Mission and Business Results	Income Security	General Retirement and Disability	Percent of SSNs issued free of critical error.	N/A	98%	98% (Estimated)
2006	Mission and Business Results	Planning and Resource Allocation	Budget and Performance Integration	Percent of SSI payments free of preventable O/P and U/P.	93.6% O/P, 98.6% U/P	95.4% O/P, 98.8% U/P	2006 - Available June 2007
2006	Mission and Business Results	Planning and Resource Allocation	Budget Execution	DDS net accuracy rate (allowances and denials combined)	96%	97%	96% (Estimated)
2006	Processes and Activities	Cycle Time and Resource Time	Cycle Time	Get to "green" on the PMA initiatives status score	Achieved a status score of "green" on three of five PMA initiatives	Achieve a status score of "green" on four of five PMA initiatives.	Achieved a status score of "green" on four of five PMA initiatives
2006	Processes and Activities	Productivity and Efficiency	Efficiency	Increase Agency productivity by 2% annually on average.	2.8%	2%	2.49% on average
2006	Technology	Effectiveness	IT Contribution to Process, Customer, or Mission	Productivity measure -- field operations	Current work units per work year	None, except in disaster scenario	Actual results available in 2007
2006	Technology	Effectiveness	IT Contribution to Process, Customer, or Mission	Increase the percent of employee reports (W-2 forms) filed electronically and processed to completion	66%	70%	75%
2007	Customer Results	Service Quality	Accuracy of Service or	Percent of original SSNs	98% (Estimated)	98%	Actual results

Fiscal Year	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Planned Improvement to the Baseline	Actual Results
			Product Delivered	issued that are free of critical error			available in 2008
2007	Mission and Business Results	Disaster Management	Disaster Repair and Restore	Hours needed to restore critical systems (Recovery Time)	60 hours	40 hours	Actual results available in 2008
2007	Processes and Activities	Cycle Time and Resource Time	Cycle Time	Percent of SSN receipts processed up to the budgeted level	N/A	96% (18,000,000)	Actual results available in 2008
2007	Technology	Reliability and Availability	Reliability	Hours of lost transactions (Recovery Point)	16 hours	8 hours	Actual results available in 2008
2008	Customer Results	Service Quality	Accuracy of Service or Product Delivered	Percent of original SSNs issued that are free of critical error		98%	Actual results will be available in FY09
2008	Mission and Business Results	Disaster Management	Emergency Response	Hours needed to restore critical systems (Recovery Time)	40 hours	30 hours	Actual results available in 2009
2008	Processes and Activities	Cycle Time and Resource Time	Cycle Time	Percent of SSN receipts processed up to the budgeted level		96% (18,000,000)	Actual results available in 2009
2008	Technology	Reliability and Availability	Availability	Hours of lost transactions (Recovery Point)	8 hours	2 hours	Actual results available in 2009

I.E. Security and Privacy

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).

All systems supporting and/or part of this investment should be included in the tables below, inclusive of both agency owned systems and contractor systems. For IT investments under development, security and privacy planning must proceed in parallel with the development of the system/s to ensure IT security and privacy requirements and costs are identified and incorporated into the overall lifecycle of the system/s.

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

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 - Security Table:

Name of System	Agency/ or Contractor Operated System?	Planned Operational Date	Planned or Actual C&A Completion Date
Enterprise Wide Area Network and Services System	Government Only	9/28/2007	7/18/2006

4. Operational Systems - Security Table:

Name of System	Agency/ or Contractor Operated System?	NIST FIPS 199 Risk Impact level	Has C&A been Completed, using NIST 800-37?	Date C&A Complete	What standards were used for the Security Controls tests?	Date Complete(d): 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	5/15/2006	1/23/2006

5. Have any weaknesses 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 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, validated by the agency for the contractor systems above?

This is not a contractor system.

8. Planning & Operational Systems - Privacy Table:

Name of System	Is this a new system?	Is there a Privacy Impact Assessment (PIA) that covers this system?	Is the PIA available to the public?	Is a System of Records Notice (SORN) required for this system?	Was a new or amended SORN published in FY 06?
Enterprise Wide Area Network and Services System	No	No, because the system does not contain, process, or transmit personal identifying information.	No, because a PIA is not yet required to be completed at this time.	No	No, because the system is not a Privacy Act system of records.

I.F. Enterprise Architecture (EA)

In order to successfully address this area of the business case and capital asset plan you must ensure the investment is included in the agency's EA and Capital Planning and Investment Control (CPIC) process, and is mapped to and supports the FEA. You

must also ensure the business case demonstrates 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.

Information Technology Operational Assurance

b. If "no," please explain why?

3. Service 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.whitehouse.gov/omb/egov/>.

Agency Component Name	Agency Component Description	Service Domain	FEA SRM Service Type	FEA SRM Component	FEA Service Component Reused Name	FEA Service Component Reused UPI	Internal or External Reuse?	BY Funding Percentage
SFA	Sunflower Asset System is the COTS package used to manage SSA physical assets.	Back Office Services	Asset / Materials Management	Property / Asset Management	Property / Asset Management	016-00-01-01-02-2129-00	Internal	0
RAID, RMF	Redundant Array of Independent Disks. This disk subsystem architecture uses multiple hard drives to write data to achieving redundancy and enhancing fault resilience. RMF (Resource Measurement Facility) operates exclusively on IBM's Multiple Virtual Space (MVS) operating systems. RMF measures performance, utilization, resource consumption,	Back Office Services	Data Management	Data Recovery	Data Recovery	016-00-01-04-02-2132-00	Internal	0

Agency Component Name	Agency Component Description	Service Domain	FEA SRM Service Type	FEA SRM Component	FEA Service Component Reused Name	FEA Service Component Reused UPI	Internal or External Reuse?	BY Funding Percentage
	and workload levels for MVS systems.							
PA I/O Driver	Performance Associates software used to generate transaction traffic in an effort to simulate higher volume workloads for testing of throughput thresholds.	Back Office Services	Development and Integration	Instrumentation and Testing	Instrumentation and Testing	016-00-02-00-01-2210-00	Internal	0
DMA	Document Management Architecture and ORS which is the Online Retrieval System (ORS) that provides the ability to view any notice that has been sent to a customer. ORS also stores the notices in an exact image of the original, thus allowing SSA to adhere to Federal regulations on retention of documents, and move closer to an efficient, paperless environment.	Business Analytical Services	Visualization	Imagery	Imagery	016-00-02-00-01-2210-00	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	016-00-01-04-02-2132-00	Internal	0
Omegamon	IBM Tivoli Monitoring is an enterprise-class, easy-to-use solution that optimizes the	Business Management Services	Organizational Management	Network Management	Network Management	016-00-02-00-01-2210-00	Internal	0

Agency Component Name	Agency Component Description	Service Domain	FEA SRM Service Type	FEA SRM Component	FEA Service Component Reused Name	FEA Service Component Reused UPI	Internal or External Reuse?	BY Funding Percentage
	performance and availability of our entire IT infrastructure. Through a single customizable workspace portal, we can proactively manage the health and availability of our IT infrastructure, end-to-end, including operating systems, databases and servers, across distributed and host environments.							
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
FECS	The Front-End Capture System (FECS) is the software used to provide the front-end capture capabilities needed to process unstructured data.	Digital Asset Services	Document Management	Document Imaging and OCR	Document Imaging and OCR	016-00-02-00-01-2210-00	Internal	0
Firewalls, VPN	Virtual Private Networking (VPN) is a facility that allows a user to access SSA's mainframe computers, Local Area	Support Services	Security Management	Access Control	Intrusion Detection	016-00-02-00-01-2210-00	Internal	0

Agency Component Name	Agency Component Description	Service Domain	FEA SRM Service Type	FEA SRM Component	FEA Service Component Reused Name	FEA Service Component Reused UPI	Internal or External Reuse?	BY Funding Percentage
	Networks, or e-mail from a remote location. Firewalls are specially-fortified hosts which sit between two networks and control access from one network to another via a set of rules.							
S/MIME	S/MIME is a public key encryption protocol for securely sending Multi-purpose Internet Mail Extension (MIME) attachments. eTrust SSO provides internal SSA end users a login option (leveraging Microsoft Active Directory login) that allows them to more effectively manage UserIDs and passwords for multiple applications (Internet, Intranet and/or CISC) – each one with unique sign-on requirements.	Support Services	Security Management	Access Control	Access Control	016-00-02-00-01-2210-00	Internal	0
eTrust	eTrust SSO provides internal SSA end users a login option (leveraging Microsoft Active Directory login) that	Support Services	Security Management	Access Control	Access Control	016-00-02-00-01-2210-00	Internal	0

Agency Component Name	Agency Component Description	Service Domain	FEA SRM Service Type	FEA SRM Component	FEA Service Component Reused Name	FEA Service Component Reused UPI	Internal or External Reuse?	BY Funding Percentage
	allows them to more effectively manage UserIDs and passwords for multiple applications (Internet, Intranet and/or CISC) " each one with unique sign-on requirements.							
SSL	Secure Sockets Layer (SSL) is a protocol developed by Netscape for transmitting private documents via the Internet. SSL uses a cryptographic system that uses two keys to encrypt data - a public key known to everyone and a private or secret key known only to the recipient of the message.	Support Services	Security Management	Cryptography	Cryptography	016-00-01-04-02-2132-00	Internal	0
Top Secret	TOP SECRET is the security software running on all of SSA's mainframe systems.	Support Services	Security Management	Identification and Authentication	Identification and Authentication	016-00-02-00-01-2210-00	Internal	0
Radia	Radia software to enables remote automated updating and maintenance of software across a large number of computers.	Support Services	Systems Management	License Management	License Management	016-00-02-00-01-2210-00	Internal	0
SSASy	SSA's Streamlined Acquisition System (SSASy) is a	Support Services	Systems Management	License Management	License Management	016-00-01-01-02-2129-00	Internal	0

Agency Component Name	Agency Component Description	Service Domain	FEA SRM Service Type	FEA SRM Component	FEA Service Component Reused Name	FEA Service Component Reused UPI	Internal or External Reuse?	BY Funding Percentage
	paperless, electronic tool used to prepare, submit and process purchase requests.							
Omegamon, Directory Services	IBM Tivoli Monitoring is an enterprise-class, easy-to-use solution that optimizes the performance and availability of our entire IT infrastructure. Through a single customizable workspace portal, we can proactively manage the health and availability of our IT infrastructure, end-to-end, including operating systems, databases and servers, across distributed and host environments..	Support Services	Systems Management	Remote Systems Control	Remote Systems Control	016-00-02-00-01-2210-00	Internal	0
Radia	Radia software to enables remote automated updating and maintenance of software across a large number of computers.	Support Services	Systems Management	Software Distribution	Software Distribution	016-00-02-00-01-2210-00	Internal	0
Omegamon	IBM Tivoli Monitoring is an enterprise-class, easy-to-use solution that optimizes the performance and availability of our entire IT	Support Services	Systems Management	System Resource Monitoring	System Resource Monitoring	016-00-02-00-01-2210-00	Internal	0

Agency Component Name	Agency Component Description	Service Domain	FEA SRM Service Type	FEA SRM Component	FEA Service Component Reused Name	FEA Service Component Reused UPI	Internal or External Reuse?	BY Funding Percentage
	infrastructure. Through a single customizable workspace portal, we can proactively manage the health and availability of our IT infrastructure, end-to-end, including operating systems, databases and servers, across distributed and host environments.							

Use existing SRM Components or identify as "NEW". A "NEW" component is one not already identified as a service component in the FEA SRM.

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. '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.

Please provide the percentage of the BY requested funding amount used for each service component listed in the table. If external, provide the funding level transferred to another agency to pay for the service.

4. 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	FEA TRM Service Area	FEA TRM Service Category	FEA TRM Service Standard	Service Specification (i.e. vendor or product name)
Configuration Management	Component Framework	Business Logic	Platform Dependent	Visual Basic .Net (VB.Net)
Configuration Management	Component Framework	Data Management	Database Connectivity	Active Data Objects .Net (ADO.Net)
Imagery	Component Framework	Data Management	Database Connectivity	Java Database Connectivity (JDBC)
Configuration Management	Component Framework	Data Management	Database Connectivity	Open Database Connectivity (ODBC)
Configuration Management	Component Framework	Presentation / Interface	Dynamic Server-Side Display	Active Server Pages .Net (ASP.Net)

FEA SRM Component	FEA TRM Service Area	FEA TRM Service Category	FEA TRM Service Standard	Service Specification (i.e. vendor or product name)
Document Imaging and OCR	Component Framework	Security	Supporting Security Services	Secure Multipurpose Internet Mail Extensions (S/MIME)
Access Control	Component Framework	Security	Supporting Security Services	Secure Multipurpose Internet Mail Extensions (S/MIME)
Identification and Authentication	Component Framework	Security	Supporting Security Services	TopSecret
Document Imaging and OCR	Component Framework	Security	Supporting Security Services	Transport Layer Security (TLS)
Document Imaging and OCR	Service Access and Delivery	Access Channels	Collaboration / Communications	Electronic Mail (E-mail)
Document Imaging and OCR	Service Access and Delivery	Access Channels	Collaboration / Communications	Facsimile (Fax)
Access Control	Service Access and Delivery	Access Channels	Other Electronic Channels	System to System
Instrumentation and Testing	Service Access and Delivery	Access Channels	Other Electronic Channels	System to System
Imagery	Service Access and Delivery	Access Channels	Other Electronic Channels	Web Service
Imagery	Service Access and Delivery	Service Requirements	Hosting	Internal (within Agency)
Document Imaging and OCR	Service Access and Delivery	Service Requirements	Hosting	Internal (within Agency)
Remote Systems Control	Service Access and Delivery	Service Requirements	Hosting	Internal (within Agency)
Access Control	Service Access and Delivery	Service Requirements	Hosting	Internal (within Agency)
Intrusion Detection	Service Access and Delivery	Service Requirements	Hosting	Internal (within Agency)
System Resource Monitoring	Service Access and Delivery	Service Requirements	Hosting	Internal (within Agency)
Instrumentation and Testing	Service Access and Delivery	Service Requirements	Hosting	Internal (within Agency)
Configuration Management	Service Access and Delivery	Service Requirements	Hosting	Internal (within Agency)
License Management	Service Access and Delivery	Service Requirements	Hosting	Internal (within Agency)
Software Distribution	Service Access and Delivery	Service Requirements	Hosting	Internal (within Agency)
Identification and Authentication	Service Access and Delivery	Service Requirements	Hosting	Internal (within Agency)
Network Management	Service Access and Delivery	Service Requirements	Hosting	Internal (within Agency)
Property / Asset Management	Service Access and Delivery	Service Requirements	Hosting	Internal (within Agency)
Access Control	Service Access and Delivery	Service Requirements	Legislative / Compliance	Security
Identification and Authentication	Service Access and Delivery	Service Requirements	Legislative / Compliance	Security
Document Imaging and OCR	Service Access and Delivery	Service Transport	Service Transport	File Transfer Protocol (FTP)
Document Imaging and OCR	Service Access and Delivery	Service Transport	Supporting Network Services	Multipurpose Internet Mail Extensions (MIME)
Document Imaging and OCR	Service Access and Delivery	Service Transport	Supporting Network Services	Simple Mail Transfer Protocol (SMTP)
Identification and Authentication	Service Interface and Integration	Integration	Middleware	CICS
Imagery	Service Platform and Infrastructure	Database / Storage	Database	Content Manager
Ordering / Purchasing	Service Platform and Infrastructure	Delivery Servers	Application Servers	

FEA SRM Component	FEA TRM Service Area	FEA TRM Service Category	FEA TRM Service Standard	Service Specification (i.e. vendor or product name)
License Management	Service Platform and Infrastructure	Delivery Servers	Application Servers	
Cryptography	Service Platform and Infrastructure	Delivery Servers	Application Servers	
Property / Asset Management	Service Platform and Infrastructure	Delivery Servers	Application Servers	
Property / Asset Management	Service Platform and Infrastructure	Delivery Servers	Application Servers	
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
Cryptography	Service Platform and Infrastructure	Hardware / Infrastructure	Embedded Technology Devices	Hard Disk Drive
Property / Asset Management	Service Platform and Infrastructure	Hardware / Infrastructure	Embedded Technology Devices	Hard Disk Drive
Property / Asset Management	Service Platform and Infrastructure	Hardware / Infrastructure	Embedded Technology Devices	Hard Disk Drive
Data Recovery	Service Platform and Infrastructure	Hardware / Infrastructure	Embedded Technology Devices	Redundant Array of Independent Disks (RAID)
Intrusion Detection	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards	Firewall
Imagery	Service Platform and Infrastructure	Hardware / Infrastructure	Peripherals	Direct Access Storage Device (DASD)
Instrumentation and Testing	Service Platform and Infrastructure	Hardware / Infrastructure	Peripherals	Direct Access Storage Device (DASD)
Identification and Authentication	Service Platform and Infrastructure	Hardware / Infrastructure	Peripherals	Direct Access Storage Device (DASD)
Identification and Authentication	Service Platform and Infrastructure	Hardware / Infrastructure	Peripherals	Mainframe
Document Imaging and OCR	Service Platform and Infrastructure	Hardware / Infrastructure	Peripherals	Scanner
Remote Systems Control	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Enterprise Server
Access Control	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Enterprise Server
System Resource Monitoring	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Enterprise Server
License Management	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Enterprise Server
Software Distribution	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Enterprise Server
Network Management	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Enterprise Server
Remote Systems Control	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Mainframe
System Resource Monitoring	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Mainframe
Instrumentation and Testing	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
Instrumentation and Testing	Service Platform and Infrastructure	Software Engineering	Software Configuration Management	Configuration Testing
Instrumentation and Testing	Service Platform and Infrastructure	Software Engineering	Software Configuration Management	Installation Testing
Instrumentation and Testing	Service Platform and Infrastructure	Software Engineering	Software Configuration	Load/Stress/Volume Testing

FEA SRM Component	FEA TRM Service Area	FEA TRM Service Category	FEA TRM Service Standard	Service Specification (i.e. vendor or product name)
			Management	
Instrumentation and Testing	Service Platform and Infrastructure	Software Engineering	Software Configuration Management	Performance Profiling
Instrumentation and Testing	Service Platform and Infrastructure	Software Engineering	Software Configuration Management	Reliability Testing
Imagery	Service Platform and Infrastructure	Support Platforms	Platform Independent	Java 2 Platform Enterprise Edition (J2EE)

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

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.

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

No

a. If "yes," please describe.

6. Does this investment provide the public with access to a government automated information system?

No

a. If "yes," does customer access require specific software (e.g., a specific web browser version)?

1. If "yes," provide the specific product name(s) and version number(s) of the required software and the date when the public will be able to access this investment by any software (i.e. to ensure equitable and timely access of government information and services).

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

II.A. Alternatives Analysis

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?

6/30/2004

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

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

2. Removed

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

The Dual Site, Phased alternative was chosen based on a Cost Effectiveness Analysis (CEA) and current and anticipated funding availability. The CEA measured functional, interface, performance and facilities requirements, alternative attributes including staffing losses, operational complexity, operational efficiency and outage coverage and resources. Each evaluation criteria was prioritized and ranked, and each alternative was scored. The SSA Owned Hot Site alternative scored 114 and the SSA Owned Dual Site scored 161. Given the high cost and level of redundancy of the Dual Site alternative, a third alternative, Dual Site, Phased, was developed. The Dual Site, Phased alternative was chosen because of its high relative CEA score and its lower relative cost. A phased approach will spread costs over multiple years, but will phase in risk mitigation as well. The key factor in deciding on a phased approach was the agency's ability to take advantage of emerging new technologies that will increase capabilities while reducing the costs of data storage and transmission.

4. What specific qualitative benefits will be realized?

OMB Circular A-94 and the Federal CIO Council 1999 study, "ROI and the Value Puzzle" indicate the usefulness of a Cost Effectiveness Analysis (CEA) when federal policy require a specific service or when the alternatives yield the same annual effect. Given the specific requirements of Homeland Security Presidential Declaration 7 concerning the protection of critical infrastructure assets, we believe a Cost Effectiveness Analysis is useful. The CEA for this investment clearly shows the relative value of the chosen alternative. In addition, a Return on Investment study was performed for this investment. However, given that this investment only shows tangible benefits in the event of a disaster, the ROI is based upon the assumption that a disaster occurs that renders SSA's National Computer Center inaccessible and unusable for a period of 10 days. This is the most likely, medium risk scenario based on the findings of the Deloitte risk assessment, and would result from biological or chemical contamination of the building. Disasters scenarios with more serious consequences could be constructed that would indicated a significantly higher return on investment. The ROI based on the 10 day outage assumption is 114.2. The ROI is calculated only using lost productivity and the costs to the agency of working off backlogs associated with a NCC outage, and not the costs of replacing any equipment or physical plant that might be damaged as a consequence of the disaster. Additional tangible benefits may accrue from the termination of current disaster recovery facility contracts and the repositioning of infrastructure assets from disaster recovery use to production use. Additional intangible benefits include operational continuity during severe weather events, the opportunity to provide true 24x7 service to the public via the Internet, and expanded hours of systems availability, including improved access for Foreign Service Posts. By splitting the IT infrastructure, benefits also accrue in the area of performance management as problems affecting one facility's computing environment are unlikely to affect the other. Finally, with planned IT infrastructure expansions occurring in two locations, operational risks are mitigated by placing new infrastructure in two different locations at no additional cost.

II.B. Risk Management

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?

6/30/2006

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

No

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

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:

Schedule - The project is being implemented in manageable steps to ensure viability. SSA tracks project milestones, deliverables and schedule projections on an ongoing basis. EVM variance is monitored on a monthly basis. Costs - Risk that costs will exceed business value. In addition to the obvious benefits in the event of a disaster, this investment provides value by dividing normal operations risks, enhancing systems

availability through low-level disaster recovery and improving mid- and long-term systems and facility security. This risk also is mitigated by the investment's phased implementation. Feasibility - Risk that the project is too complex and therefore success is uncertain. While this investment involves highly complex technology, it is not precedent setting. All other federal agencies with large data center operations use multiple data centers to mitigate risk. This project calls on those agencies' experience and best practices in data center implementation. Business - Risk that the investment will fail to achieve the defined business objectives. SSA tracks project milestones, deliverables and schedule projections and actuals on an ongoing basis. IT projects are reviewed at least quarterly by SSA executives through the capital planning and investment committee. Technology - Risk that advances in technology will not be assimilated into the investment. The staged implementation of this investment will ensure the constant evaluation of emerging technologies to ensure maximum efficiency in investment outputs. Both the SSA Architecture Review Board and CPIC will monitor technology and acquisitions to ensure this efficiency. All technical requirements are required to show emerging technologies as an option. Security -Risk that infrastructure and/or data may be improperly accessed or disclosed. This investment will use the same security infrastructure used to prevent unauthorized access or disclosure to existing SSA systems. The project plan includes providing access control, intrusion detection firewalls and virus protection, as appropriate, for all new investment infrastructures. Privacy - Risk of personal data being compromised. SSA has implemented the latest anti-intrusion measures to ensure that personal data is not compromised. Project managers use available Privacy Act experts to assess and mitigate this risk. Agency security and privacy protocols are being followed for this investment.

II.C. Cost and Schedule Performance

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

Yes

2. Answer the following questions about current cumulative cost and schedule performance. The numbers reported below should reflect current actual information. (Per OMB requirements Cost/Schedule Performance information should include both Government and Contractor Costs):

a. What is the Planned Value (PV)?

4.240000

b. What is the Earned Value (EV)?

4.240000

c. What is the actual cost of work performed (AC)?

4.363000

d. What costs are included in the reported Cost/Schedule Performance information (Government Only/Contractor Only/Both)?

Contractor and Government

e. "As of" date:

9/30/2006

3. What is the calculated Schedule Performance Index (SPI = EV/PV)?

1.000000

4. What is the schedule variance (SV = EV-PV)?

0

5. What is the calculated Cost Performance Index (CPI = EV/AC)?

0.970000

6. What is the cost variance (CV=EV-AC)?

-0.123000

7. 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?

b. If "yes," explain the variance:

c. If "yes," what corrective actions are being taken?

8. Have any significant changes been made to the baseline during the past fiscal year?

Yes

If "yes," when was it approved by OMB?
09/2006