

Exhibit 300 FY2008

FY2008 Exhibit 300

PART I: SUMMARY INFORMATION AND JUSTIFICATION

In Part I, complete Sections A, B, C, and D for all capital assets (IT and non-IT). Complete Sections E and F for IT capital assets.

Section A: Overview (All Capital Assets)

The following series of questions are to be completed for all investments.

I. A. 1. Date of Submission:

2006-08-17

I. A. 2. Agency:

005

I. A. 3. Bureau:

03

I. A. 4. Name of this Capital Asset:

(short text - 250 characters)

Consolidated Infrastructure, Office Automation and Telecommunications (IOAT)

I. A. 5. Unique ID: (For IT investments only, see section 53. For all other, use agency ID system.)

005-03-02-01-01-9999-00-404-139

I. A. 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

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

FY2007

I. A. 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:

(long text - 2500 characters)

USDA's goal is to create an optimized, cost-effective IT infrastructure enabling core agency missions and customer-centric services; additional goals are promoting interoperability and collaboration, improving service delivery, reducing the total cost of the IT infrastructure, increasing efficiencies, and managing the USDA IT infrastructure more effectively. Achievement of these goals will allow USDA to: transform the delivery of information, programs, and services; better enable one-stop customer services; and strengthen security by mitigating threats to USDA's information and IT assets.

Over the next five years, USDA will move towards this goal by aggregating demand across the Department and provisioning through consolidation, shared services and enterprise buying (SmartBUYs). In addition, USDA will focus on implementation of business and technology management best practices.

One phase of this optimization effort, begun in FY2006, pursues the consolidation of Data Centers, Local Area Networks, and Electronic Mail (email), ultimately creating centers of excellence around each core competency. In addition, all telecommunications networks are being consolidated onto one USDA-wide Universal Telecommunications Network (UTN). USDA's E-Board endorsed the concept of consolidation in these areas on August 4, 2005, and directed the CIO to complete these initiatives within 3 - 5 years. This consolidation will give USDA a standard infrastructure, a consistent and secure management strategy, improved contracts management, security certifications and acceptance, and more consistent utilization across the Department.

Another phase, the establishment of a consolidated USDA web farm, will play a major role in enhancing one-stop shopping capability by providing the hardware and software infrastructure and common approaches to support website development, self-service transactions, electronic procurement, distribution and receipt of electronic forms, and applications.

USDA recognizes these early phases as incremental steps towards achieving an optimized infrastructure, and is beginning an alternatives analysis study, to be completed in FY2007, for achieving a fully optimized IT infrastructure across the entire Department. A

plan for implementing the studies recommended alternative will be developed and submitted in the FY2009 submission.

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

yes

I. A. 9. a. If "yes", what was the date of this approval?

2006-09-06

I. A. 10. Did the Project Manager review this Exhibit?

yes

I. A. 11. Contact information of Project Manager?

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

no

I. A. 12. a. Will this investment include electronic assets (including computers)?

yes

I. A. 12. b. Is this investment for new construction or major retrofit of a Federal building or facility? (answer applicable to non-IT assets only)

no

I. A. 12. b. 1. If "yes", is an ESPC or UESC being used to help fund this investment?

I. A. 12. b. 2. If "yes", will this investment meet sustainable design principles?

I. A. 12. b. 3. If "yes", is it designed to be 30% more energy efficient than relevant code?

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

yes

I. A. 13. a. If "yes", check all that apply:

I. A. 13. b. Briefly describe how this asset directly supports the identified initiative(s).

(medium text - 500 characters)

Please see the attached 'Response to OMB questions' document for a detailed response.

I. A. 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

I. A. 14. a. If "yes", does this investment address a weakness found during the PART review?

I. A. 14. b. If "yes", what is the name of the PARTed Program?

(short text - 250 characters)

I. A. 14. c. If "yes", what PART rating did it receive?

I. A. 15. Is this investment for information technology? (see section 53 for definition)

yes

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

Level 1 - Projects with low-to-moderate complexity and risk. Example: Bureau-level project such as a stand-alone information system that has low- to-moderate complexity and risk. Level 2 - Projects with high complexity and/or risk which are critical to the mission of the organization. Examples: Projects that are part of a portfolio of projects/systems that impact each other and/or impact mission activities. Department-wide projects that impact cross-organizational missions, such as an agency-wide system integration that includes large scale Enterprise Resource Planning (e.g., the DoD Business Mgmt Modernization Program). Level 3 - Projects that have high complexity, and/or risk, and have government-wide impact. Examples: Government-wide initiative (E-GOV, President's Management Agenda). High interest projects with Congress, GAO, OMB, or the general public. Cross-cutting initiative (Homeland Security).

Level 2

I. A. 17. What project management qualifications does the Project Manager have? (per OMB's PM Guidance):

(1) - The project manager assigned for this investment has been validated as qualified in accordance with OMB PM Guidance.; (2) - The project manager assigned for this investment is in the process of being validated as qualified in accordance with OMB PM Guidance.; (3) - The project manager assigned for this investment is not validated as qualified in accordance with OMB PM Guidance.; (4) - The qualifications for the project manager named have not been evaluated.; (5) - No project manager is currently assigned for this investment.; (6) - N/A -- This is not an IT investment.

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

I. A. 18. Is this investment identified as "high risk" on the Q4 - FY 2006 agency high risk report (per OMB's "high risk" memo)?

no

I. A. 19. Is this a financial management system?

no

I. A. 19. a. If "yes", does this investment address a FFMIA compliance area?

I. A. 19. a. 1. If "yes" which compliance area?

(short text - 250 characters)

I. A. 19. a. 2. If "no", what does it address?

(medium text - 500 characters)

I. A. 19. 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

(long text - 2500 characters)

I. A. 20. What is the percentage breakout for the total FY2008 funding request for the following? (This should total 100%)

I. A. 20. a. Hardware

20

I. A. 20. b. Software

19

I. A. 20. c. Services

36

I. A. 20. d. Other

25

I. A. 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?

yes

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

I. A. 22. a. Name

(short text - 250 characters)

Wilburt Crawley

I. A. 22. c. Title

(short text - 250 characters)

USDA Privacy Officer

I. A. 22. d. Email

(short text - 250 characters)

wilburt.crawley@usda.gov

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

no

Section B: Summary of Funding

I. B. 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.

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

	PY-1 Spending Prior to 2006	PY 2006	CY 2007	BY 2008
Planning	11.639	0.74	0.8	0.8
Acquisition	437.433	42.871	78.723	58.979
Subtotal Planning & Acquisition	449.072	43.611	79.523	59.779
Operations & Maintenance	2145.213	500.986	561.274	544.667
TOTAL	2594.285	544.598	640.797	604.446
Government FTE Costs	805.070	194.566	196.776	209.200
Number of FTE represented by cost	4087.9	2236.9	2202.1	2222.1

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

yes

I. B. 2. a. If "yes", How many and in what year?

(medium text - 500 characters)

From FY06-15 69 additional FTEs will need to be hired. USDA is in the process of analyzing its infrastructure environment and architecture with the goal of transitioning to a more optimized, cost-effective IT infrastructure. USDA estimates that it will take five years to achieve this goal. The spending requirements presented in the FY2008 IOAT are based on the required support levels of government resources and contractor services to administer and manage the current infrastructure environment.

I. B. 3. If the summary of spending has changed from the FY2007 President's budget request, briefly explain those changes.

(long text - 2500 characters)

AgPRS - The estimated completion date for this investment was the end of FY2012 when the budget request was prepared last year. However, changes in the management of the program within the Forest Service due to competitive sourcing have extended the timeline for the completion of the upgrade from analog to digital (P-25), preparing for the potential reallocation of spectrum and laying the foundation for interoperability through the incorporation of SAFECOM operating principles to the end of FY2015. The Forest Service radio assets make up about 90% of the total radio assets for USDA. ARSNet - The projected costs were increased by \$.83 million in FY 2006 and \$.56 million in FY 2007 and beyond to recognize the annual lifecycle replacement costs and maintenance agreements for system hardware. FS Computer Base - For Telecomm Base the estimated completion date for this investment is the end of FY2012 for the purposes of completing this business case summary. This project is expected to be on-going beyond FY2012 but changes in technology, network and voice architecture and pricing for recurring circuits and services make it impossible to create a reasonable estimate beyond FY2012. RMA - Investment 4 is RMA's Infrastructure Modernization, Support, and Training (IMST) investment. An increase of \$1,197,506 is requested. This investment supports system administration of Agency's network and operating environment to facilitate 24 hour a day, 7 days a week operational support of Agency business processes. This investment also interfaces with industry partners and other government entities such as: NITC, NFC, FSA, etc. Funds are specifically requested for Green Book expenses moved under this investment with the retirement of RMA Investment 11 (Other). Green Book is increased by \$141,706 to reflect the potential increase in telecommunication cost. SCMI-IT - Due to a significant lack of funding support from the Service Center Agencies, ITS has been forced to reduce all efforts down to operations and maintenance only. As of PY 2006, the status of SCMI-IT is operations and maintenance. In addition to the status change, a source of funding for SCMI-IT will no longer be coming directly from Congressional appropriations. Beginning in FY 2007, all SCMI-IT/ITS funding will be provided by the customers, the Service Center Agencies. The SCMI-IT Congressional appropriation will be divided among the Service Center Agencies according to the level of support each agency requires.

Section C: Acquisition/Contract Strategy

I. C. 1. Complete the table for all contracts and/or task orders in place or planned for this investment:

(Character Limitations: Contract or Task Order Number - 250 Characters; Type of Contract/Task Order - 250 Characters; Name of CO - 250 Characters; CO Contact Information - 250 Characters)

I. C. 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:

(long text - 2500 characters)

The USDA issued a Departmental Regulation (DR) on December 12, 2005 the defined the policies for using and reporting EVM. The scope of this DR for use of EVM follows:

The policy was established for major IT investments.

The thresholds that determine applicability of this DR apply only to the development, modernization, or enhancement (D/M/E) expenditures of a major IT investment.

- All new major IT investments (major applications) for which agencies are planning to spend more than twenty million dollars in D/M/E for application development over the agency-defined life cycle.

- All major IT investments that are currently in process and are budgeted for more than twenty million dollars in D/M/E during the remainder of the life cycle.

For purposes of reporting earned value, the D/M/E dollar threshold does not apply to investments in infrastructure (i.e. hardware or COTS software) or the procurement of data (i.e. GIS data).

Of the 50 investments covered by the USDA Consolidated Infrastructure, Office Automation, and Telecommunications (IOAT) 300, 40 do not meet the threshold to be classified as major IT investments, thus, EVM is not required. Of the remaining 10 investments that meet the major IT investment threshold, 7 investments will be steady-state investments in FY2008 as opposed to D/M/E, and therefore, EVM is not required.

The three remaining major investments (APHIS Information Technology Infrastructure (AITI); RMA-04 Infrastructure Modernization, Support, and Training; and Enterprise Contingency Planning Program ((ECP) (Formerly LDRPS)) are mixed life-cycle investments that are predominately steady state in nature, although portions remain in the D/M/E phase.

For AITI, the vast majority of the investments expenses, historically in excess of 85% of the investment, are for personnel (FTE and contractors) and maintenance of existing systems, neither of which are appropriate for the calculation of EVM. For the D/M/E portions, APHIS will be implementing EVM, but no contracts have been issued yet that qualify.

For the D/M/E portion of the performance based contract for the RMA-04 investment, complete capital planning, project management and earned value management (EVM) is required and utilized.

For D/M/E portion of ECP, complete capital planning, project management and earned value management (EVM) is required and utilized.

I. C. 3. Do the contracts ensure Section 508 compliance?

yes

I. C. 3. a. Explain Why:

(medium text - 500 characters)

All related contracts in accordance with the contracting officer's guidance adhere to Section 508 compliance.

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

yes

I. C. 4. a. If "yes", what is the date?

2006-08-30

I. C. 4. b. If "no", will an acquisition plan be developed?

I. C. 4. b. 1. If "no", briefly explain why:
(medium text - 500 characters)

Section 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.

I. D. 1. Table 1

(Character Limitations: Strategic Goal(s) Supported - 250 Characters; Performance Measure - 250 Characters; Actual/baseline (from Previous Year) - 250 Characters; Planned Performance Metric (Target) - 250 Characters; Performance Metric Results (Actual) - 250 Characters; Measurement Indicator - 250 Characters; Baseline - 250 Characters; Planned Improvement to the Baseline - 250 Characters; Actual Results - 250 Characters)

Fiscal Year	Strategic Goal(s) Supported	Performance Measure	Actual/baseline (from Previous Year)	Planned Performance Metric (Target)	Performance Metric Results (Actual)
2006	Digital Architecture, Interoperability, USDA Strategic goal #5	% P-25 infrastructure	USDA <5% P-25	USDA 10% P-25	USDA 10% P-25
2007	Digital Architecture, Interoperability, USDA Strategic goal #5	% P-25 infrastructure	USDA 10% P-25	USDA 20% P-25	
2008	Digital Architecture, Interoperability, USDA Strategic goal #5	% P-25 infrastructure	USDA 20% P-25	USDA 30% P-25	
2009	Digital Architecture, Interoperability, USDA Strategic goal #5	% P-25 infrastructure	USDA 30% P-25	USDA 40% P-25	
2010	Digital Architecture, Interoperability, USDA Strategic goal #5	% P-25 infrastructure	USDA 40% P-25	USDA 50% P-25	
2011	Digital Architecture, Interoperability, USDA Strategic goal #5	% P-25 infrastructure	USDA 50% P-25	USDA 60% P-25	

2012	Digital Architecture, Interoperability, USDA Strategic goal #5	% P-25 infrastructure	USDA 60% P-25	USDA 70% P-25	
2013	Digital Architecture, Interoperability, USDA Strategic goal #5	% P-25 infrastructure	USDA 70% P-25	USDA 80% P-25	
2014	Digital Architecture, Interoperability, USDA Strategic goal #5	% P-25 infrastructure	USDA 80% P-25	USDA 90% P-25	
2015	Digital Architecture, Interoperability, USDA Strategic goal #5	% P-25 infrastructure	USDA 90% P-25	USDA 100% P-25	
2003	APHIS Strategic Goals: (Goal 1, 2, & 3)	Improve system and network performance from FY2002 levels	As of 10/1/2002: 4% available capacity on network backbone	Increased available capacity by 69%	As of 9/30/2003: 73% available capacity on network backbone As of 7/31/2004: 70% available capacity on network backbone New Improvement Goal will be established if/when avail. capacity drops below 55%.
2003	APHIS Strategic Goals: (Goal 1, 2, & 3)	Improve remote system and network availability	As of 10/1/2002: 153 field sites with WAN access; 510 supported telcom devices	As of 9/30/2003: 101.3% increase in # of field sites with access to APHIS WAN; 40% increase in # of supported telcom devices.	As of 9/30/2003: 308 field sites with APHIS WAN access; 717 supported telcom devices
2004	Same as above	Improve remote system and network availability	308 field sites with WAN access; 717 supported telcom devices	12% increase in # of field sites with access to APHIS WAN; 32% increase in # of supported telcom devices.	345 field sites with APHIS WAN access; 945 supported telcom devices
2005	AITI Strategic Goal: provide an integrated hardware and software platform to support the missions of APHIS (AITI Concept Management Plan, October 2002)	Improve remote system and network availability	345 field sites with WAN access; 945 supported telecomm devices	48% increase in field sites and 12.5% increase in devices	512 field sites with WAN access; 1075 telecomm devices
2006	Same as above	Improve remote system and network availability	512 field sites; 1075 telecom devices	TBD	TBD
2004	APHIS Strategic Goals: (Goal 1) (see above) (Goal 2) (see above) (Goal 3) (see above) APHIS Integrated Planning	Improve reliability of network infrastructure	As of 10/1/2003: 98.51% availability of routers and circuits	As of 9/30/2004: Increase of 1.39% in availability of routers and circuits	As of 9/30/2004: 99.9% availability of routers and circuits

	Team IT Strategic Goals:(Goal 1) (see above)				
2004	APHIS Strategic Goals: (Goal 3) (see above) APHIS Integrated Planning Team IT Strategic Goals: (Goal 1) (see above)	Reduce maintenance costs for network infrastructure server components	As of 10/1/2003: 130 Windows field servers; \$1,235,000 anual maintenance costs	As of 9/30/2004: 15% reduction in # Windows field servers; 15% reduction in associated maintenance costs	110 Windows field servers; \$1,045,000 annual maintenance costs
2005	APHIS Strategic Goals: (Goal 3) (see above) APHIS Integrated Planning Team IT Strategic Goals: (Goal 1) (see above)	Reduce maintenance costs for network infrastructure server components	110 Windows field servers; \$1,045,000 annual maintenance costs	Projected results as of 9/30/2005: 18% reduction in # Windows field servers; 18% reduction in associated maintenance costs	Projected results as of 9/30/2005: 90 Windows field servers; \$855,000 annual maintenance costs
2004	APHIS Strategic Goals: (Goal 1) (see above) (Goal 2) (see above) (Goal 3) (see above) APHIS Integrated Planning Team IT Strategic Goals: (Goal 3) (see above)	Improve management of infrastructure security	0	Projected improvement is increase of 100% in % of GSS systems with C&A completed	100% C&A for all GSS systems completed 11/30/2004
2005	APHIS Strategic Goals: (Goal 1) (see above) (Goal 2) (see above) (Goal 3) (see above) APHIS Integrated Planning Team IT Strategic Goals: (Goal 3) (see above)	Improve management of infrastructure security	100% C&A for GSS	Maintain 100% C&A of GSS' prior to implementation	100% C&A for new GSS'
2005	APHIS Strategic Goals: (Goal 1) (see above) (Goal 2) (see above) (Goal 3) (see above) APHIS Integrated Planning Team IT Strategic Goals: (Goal 3) (see above) (Goal 5) (see above)	Improve management of infrastructure security	Baseline established in 2005	Identify all critical data files that need Backup and Recovery Plans	75% of critical data files have established Backup and Recovery Plans
2005	APHIS Strategic Goals: (Goal 1) (see above) (Goal 2) (see above) (Goal 3) (see above) APHIS Integrated Planning Team IT Strategic Goals: (Goal 3) (see above) (Goal 5) (see above)	Improve management of infrastructure	Baseline established in 2005	N/A	85%
2005	APHIS Strategic Goals: (Goal 1) (see above) (Goal 2) (see above) (Goal 3) (see above)	Improve overall IT infrastructure management and standardization	Baseline established in 2005	N/A	85%

	above)APHIS Integrated Planning Team IT Strategic Goals: (Goal 3) (see above) (Goal 5) (see above)				
2004	APHIS Strategic Goals: (Goal 3) (see above) APHIS Integrated Planning Team IT Strategic Goals: (Goal 5) (see above)	Improve overall IT infrastructure management and standardization	Baseline to be established in 2004	N/A	Work completed 9/30/2004.
2005	APHIS Strategic Goals: (Goal 3) (see above) APHIS Integrated Planning Team IT Strategic Goals: (Goal 5) (see above)	Improve overall IT infrastructure management and standardization	Baseline established in 2005	100%	100% policies
2005	APHIS Strategic Goals: (Goal 3) (see above) APHIS Integrated Planning Team IT Strategic Goals: (Goal 5) (see above)	Improve overall IT infrastructure management and standardization	Baseline established in 2005	N/A	60%
2005	APHIS Strategic Goals: (Goal 3) (see above) APHIS Integrated Planning Team IT Strategic Goals: (Goal 5) (see above)	Improve APHIS Enterprise Architecture Strategic Planning process	Baseline established in 2005	100% Entered into Adaptive	100% Entered into Adaptive
2005	APHIS Strategic Goals: (Goal 3) (see above) APHIS Integrated Planning Team IT Strategic Goals: (Goal 5) (see above)	Improve APHIS Enterprise Architecture Strategic Planning process	0	100%	TBD
2005	APHIS Strategic Goals: (Goal 3) (see above) APHIS Integrated Planning Team IT Strategic Goals: (Goal 1) (see above)	Improve overall customer satisfaction with IT infrastructure and services environment	Baseline to be established in 2005	none	Survey development underway, expected completion by end of CY05
2006	APHIS Strategic Goals (Goal 1, 2, 3)	Improve overall customer satisfaction with IT infrastructure and services environment	FY06 Target is 75%	none	none (measure unusable)
2006	HR Management - Payroll Management and Expense Reimbursement	Increase USDA Employee enrollment in eAuthentication Service	April 2005, 80,047 USDA Employees enrolled	95000	94233
2006	Customer Results	Increase number of	April 2005, 122	170	191

		applications available via the USDA eAuthentication service	applicants were integrated with USDA eAuthentication service		
2006	Application Usage	Increase usage of applications protected by the USDA eAuthentication service	June 2005, 1,042,520 logins per month into the USDA eAuthentication service	1303150	1268012
2006	System Availability	Ensure the USDA eAuthentication service is available 99% of the time	June 2005, the USDA eAuthentication service is available 100% of the time	99	100
2007	HR Management - Payroll Management and Expense Reimbursement	Increase USDA Employee enrollment in eAuthentication Service	As of April 2006, 92,281 USDA Employees enrolled	105000	0
2007	Customer Results	Increase number of applications available via the USDA eAuthentication service	As of April 2006, 179 USDA applications available via the USDA eAuthentication service	200	0
2007	Application Usage	Increase usage of applications protected by the USDA eAuthentication service	As of April 2006, 1,297,269 logins per month into the USDA eAuthentication service	1621586	0
2007	System Availability	Ensure the USDA eAuthentication service is available 99% of the time	April 2006, the USDA eAuthentication service is available 100% of the time	99	0
2008	HR Management - Payroll Management and Expense Reimbursement	Increase USDA Employee enrollment in eAuthentication Service	TBD	115	0
2008	Customer Results	Increase number of applications available via the USDA eAuthentication service	TBD	230	0
2008	Application Usage	Increase usage of applications protected by the USDA eAuthentication service	TBD	1500000	0
2008	System Availability	Ensure the USDA eAuthentication service is available	TBD	99	0

		99% of the time			
2005	eGov Obj 1.4: Provide the public with info and services to benefit from and preserve natural resources and the environment. eGov Obj 2.1: Empower organizations by providing appropriate and meaningful data and knowledge for timely decision-making	Increase in the number of agency and staff office Web sites that provide agricultural, food, and nutrition related information for citizens, business partners, and employees using USDA's Web Standards.	As of January 2005, there were 7 Web site compliant with USDA Web Standards.	18 Web sites compliant with USDA Web Standards.	As of August 2005, there were 18 Web sites compliant with USDA Web Standards.
2005	eGov Obj 1.4: Provide info & svcs for natural resources and environment. eGov Obj 2.1: Provide data and knowledge for timely decision-making. eGov Obj 3.1: Foster collaboration to minimize redundancy. eGov Obj 3.4: Manage technical infrastructure	Increase in the number of agencies and staff offices Web sites that are integrated with the Google Search appliance.	Other search engines were available to agencies but not all sites had capability. The previous search engine was sluggish and the results were returned without preference. It was not interoperable between agency Web sites.	4 new agency/staff office Web sites integrate the Google search appliance to provide enhanced search results to employees and public by the 4th quarter of FY05.	As of August 2005, the Google Search appliance is deployed on 7 Agencies and Staff Offices Web sites.
2005	eGov Obj 3.1: Foster collaboration to minimize redundancy. eGov Obj 3.3: Enhance admin and support functions that satisfy employee and enterprise needs. eGov Obj 3.4: Manage technical infrastructure	Increase in the number of USDA applications integrated with a single point of access to common employee data.	0 applications were integrated to a single point of access to common employee data.	4 applications have been integrated to use the Common Employee Database.	As of August 2005, 5 applications have been integrated to use the Common Employee Database.
2005	eGov Obj 3.2: Increase employee skills, understanding, access, and use of available tools. eGov Obj 3.3: Enhance admin and support functions that satisfy employee and enterprise needs. eGov Obj 3.4: Manage technical infrastructure	Provide ESS Infrastructure services to customers in accordance with USDA's eGovernment vision of making services electronically available, any place, any time.	No baseline prior to the fiscal year.	90% availability per server for Infrastructure Services during operational hours. 90% availability per server for Infrastructure Services during non-operational hours	95% availability per server for Infrastructure Services during operational hours. 90% availability per server for Infrastructure Services during non-operational hours.
2005	eGov Obj 3.3: Enhance admin and support functions that satisfy employee and enterprise needs. eGov Obj 3.4: Manage technical infrastructure	Standardize infrastructure technologies and skills within USDA to minimize redundant and overlapping technologies.	As of January 2005, there were 2 agencies or staff offices using ESS infrastructure tools.	3 total Agency or Staff Office web applications hosted on the ESS WebSphere or WebSphere Portal infrastructures.	As of August 2005, ESS has 3 agencies or staff offices are using ESS WebSphere or WebSphere Portal infrastructures.

2005	eGov Obj 3.2: Increase employee skills, understanding, access, and use of available tools.	Increase number of standard templates available online.	No current templates exist.	5 Common Templates.	11 Common Templates were created and completed.
2000	eGov Obj 3.3: Enhance admin and support functions that satisfy employee and enterprise needs. eGov Obj 3.4: Manage technical infrastructure	Provide users with detailed workflow to manage USDA correspondence.	No existing electronic correspondence management.	Enterprise correspondence management module is operational for the pilot entities in the second quarter of FY05. Increase percentage of content that is created dynamically or delivered using templates.	Enterprise Correspondence Management Module (ECMM) successfully piloted in the FY05 Q2. Users now use detailed workflows to manage USDA correspondence.
2007	Customer Results	Availability	A new baseline is Gartner Consulting Customer Satisfaction measure. Scale of 1-5 with 4.0 being satisfactory	Plan calls for improved satisfaction with availability	
2007	Customer Results	Delivery Time	A new baseline is Gartner Consulting Customer Satisfaction measure. Scale of 1-5 with 4.0 being satisfactory	Plans call for faster delivery of additional services	
2007	Processes and Activities	Savings & Cost Avoidance	Prior to the A-76 competition, baseline costs for this FY were anticipated to be 95.19 million	Planned improvements reflect best practices from industry based upon the results of the A76 Competitive Sourcing competition	
2007	Processes and Activities	Security	Baseline is the direction in FS Manual	Improvements include issuing new and update direction coverings security and privacy requirements	
2007	Processes and Activities	Privacy	Baseline is the direction in FS Manual	Improvements include issuing new and update direction coverings security and privacy requirements	
2007	Technology	O&M Cost	Baseline is included in MEO costs identified in Financial: Savings & Cost Avoidance Section	Improvements will result from more effective use of support tolls, resulting in a decrease in staffing	
2007	Technology	User Satisfaction	User satisfaction is	Planned	

			based on annual customer satisfaction surveys. See Customer Results area for details on this measurement.	improvements reflect best practices from industry based upon the results of the A76 Competitive Sourcing competition
2007	Technology	Support Costs	Baseline is included in MEO costs identified in Financial: Savings & Cost Avoidance Section	Improvements will result from more effective use of support tolls.
2008	Customer Results	Customer Satisfaction	A new baseline is Gartner Consulting Customer Satisfaction measure. Scale of 1-5 with 4.0 being satisfactory	Plans call for satisfaction to cover additional service areas (web access ,desktop) beyond helpdesk
2008	Customer Results	Availability	A new baseline is Gartner Consulting Customer Satisfaction measure. Scale of 1-5 with 4.0 being satisfactory	Plans call for faster delivery of additional services
2008	Customer Results	Delivery Time	A new baseline is Gartner Consulting Customer Satisfaction measure. Scale of 1-5 with 4.0 being satisfactory	Plans call for faster delivery of additional services.
2008	Processes and Activities	Savings & Cost Avoidance	Prior to the A-76 competition, baseline costs for this FY were anticipated to be \$97.98 million	Planned improvements reflect best practices from industry based upon the results of the A-76 Competitive Sourcing competition
2008	Processes and Activities	Security	Baseline is the direction in FS Manual	Improvements include issuing new and update direction covering security and privacy requirements
2008	Processes and Activities	Privacy	Baseline is the direction in FS Manual	Improvements include issuing new and update direction covering security and privacy requirements
2008	Technology	User Satisfaction	User satisfaction is based on annual customer satisfaction surveys.	Planned improvements reflect best practices from

			See Customer Results area for details on this measurement.	industry based upon the results of the A76 Competitive Sourcing competition.		
2008	Technology	Support Costs	Baseline is included in MEO costs identified in Financial: Savings & Cost Avoidance Section	Improvements will result from more effective use of support tolls.		
2008	Technology	O&M costs	Baseline is included in MEO costs identified in Financial: Savings & Cost Avoidance Section	Improvements will result from more effective use of support tolls in a decreasing in staffing.		
2006	Enhance IRM Customer Services	Improved WAN performance at reduced cost; consistent voice system performance; reduced travel costs & improved virtual communications; cost identification & containment; improved customer communications	Costs were distributed prior to A-76 Competitive Sourcing Study, FY2006 baseline for enterprise costs; Annual customer satisfaction surveys; closed ticket survey results	Implementation of communications strategy; UTN Phase 2; telephone mnt/repair contract; voice strategic plan; video conferencing stds & contract; audit of voice & data circuits/svcs; telecom policy & guidance updates.		
2007	Enhance IRM Customer Services	Improved WAN performance at reduced cost; consistent voice system performance; reduced travel costs & improved virtual communications; cost identification & containment; improved customer communications	Costs were distributed prior to A-76 Competitive Sourcing Study, FY2006 baseline for enterprise costs; Annual customer satisfaction surveys; closed ticket survey results	Implementation of communications strategy; UTN Phase 2; telephone mnt/repair contract; voice strategic plan; video conferencing stds & contract; audit of voice & data circuits/svcs; telecom policy & guidance updates.		
2008	Enhance IRM Customer Services	Improved WAN performance at reduced cost; consistent voice system performance; reduced travel costs & improved virtual communications; cost identification & containment; improved customer communications	Costs were distributed prior to A-76 Competitive Sourcing Study, FY2006 baseline for enterprise costs; Annual customer satisfaction surveys; closed ticket survey results	Implementation of communications strategy; UTN Phase 2; telephone mnt/repair contract; voice strategic plan; video conferencing stds & contract; audit of voice & data circuits/svcs; telecom policy & guidance updates.		
2006	USDA Goal2 - Promote Health by providing access to date, affordable, and	1300 federal new computers refreshed and supported; 300 state computers	5550 federal computers with FAIM load specs supported; 1026	100%; 100%	100 %; 100 %	

	nutritious food	refreshed and supported	state computers with FAIM specs supported		
2007	USDA Goal2 - Promote Health by providing access to date, affordable, and nutritious food	1300 federal new computers refreshed and supported; 300 state computers refreshed and supported	1300 federal new computers refreshed and supported; 300 state computers refreshed and supported	100%; 100%	
2007	Expand Electronic Government	IT infrastructure will be available 97% of the time	99.99%	99.99%	N/A
2008	Expand Electronic Government	IT infrastructure will be available 97% of the time	99.99%	99.99%	N/A
2006	Preserve and strengthen the economic stability of America's agricultural producers by promoting and supporting the use of sound risk management tools among farmers and ranchers.	Increase the number of pilot program evaluations completed that could lead to the conversion from pilot program to permanent program status.	In FY 2002, none of the existing RMA pilot programs had been evaluated for potential conversion from pilot program to permanent program status.	39	TBD
2006	Preserve and strengthen the economic stability of America's agricultural producers by promoting and supporting the use of sound risk management tools among farmers and ranchers.	Increase the number of commodities under development, which could lead to the implementation of a pilot crop insurance program.	In FY 2002, none of the 14 new program development projects had been completed for potential implementation as pilot programs for uninsured commodities.	9 of the 14	TBD
2006	Preserve and strengthen the economic stability of America's agricultural producers by promoting and supporting the use of sound risk management tools among farmers and ranchers.	Increase the number of risk management tools that address pasture, rangeland and forage production needs.	In 2002, there were two crop insurance programs (one pilot and one permanent), that address pasture, rangeland, forage, or hay production needs.	5	TBD
2006	Preserve and strengthen the economic stability of America's agricultural producers by promoting and supporting the use of sound risk management tools among farmers and ranchers.	Increase producer knowledge of and ability to utilize risk management tools.	In FY 2004, the number of producers reached through Commodity Partnership Agreements and Targeted States Cooperative Agreements with risk management education	342,483 (cumulative)	TBD

			information was 47,000.		
2006	Preserve and strengthen the economic stability of America's agricultural producers by promoting and supporting the use of sound risk management tools among farmers and ranchers.	Increase producer knowledge of and ability to utilize risk management tools.	In FY 2004, RMA sponsored 116,000 hours of producer training.	882,713 (cumulative)	TBD
2006	Preserve and strengthen the economic stability of America's agricultural producers by promoting and supporting the use of sound risk management tools among farmers and ranchers.	Enhance program integrity through augmented reviews conducted annually.	In 2003, RMA conducted ten operational reviews of insurance companies receiving funding through FCIC.	43	TBD
2006	Preserve and strengthen the economic stability of America's agricultural producers by promoting and supporting the use of sound risk management tools among farmers and ranchers.	Enhance program integrity through augmented reviews conducted annually.	In 2003, RMA conducted 17 annual financial analyses of insurance companies receiving funding through FCIC.	136	TBD
2006	Preserve and strengthen the economic stability of America's agricultural producers by promoting and supporting the use of sound risk management tools among farmers and ranchers.	Enhance program integrity through augmented reviews conducted annually.	In 2003 RMA conducted 68 quarterly financial analyses of insurance companies receiving funding through FCIC.	544	TBD
2006	Preserve and strengthen the economic stability of America's agricultural producers by promoting and supporting the use of sound risk management tools among farmers and ranchers.	Agency infrastructure supports decision-making, policy formulation, and program operations.	Baseline: The November 2005, USDA Internal PMA Scorecard gave RMA X# of ?green scores?.	X#	TBD
2006	Preserve and strengthen the economic stability of	Agency infrastructure supports decision-	At the start of FY 2004, the number of 2 mission critical		TBD

	America's agricultural producers by promoting and supporting the use of sound risk management tools among farmers and ranchers.	making, policy formulation, and program operations.	occupations with skills gaps was seven.		
2006	Preserve and strengthen the economic stability of America's agricultural producers by promoting and supporting the use of sound risk management tools among farmers and ranchers.	Agency infrastructure supports decision-making, policy formulation, and program operations.	At the start of FY 2004, the percentage of SES, managers, and workforce with performance appraisal plans that link to the Agency mission, goal, and outcomes was less than 1%.	100%	TBD
2003	Goal 1: Enhance Economic Opportunities for Agricultural Producers. Goal 2: Support Increased Economic Opportunities and Improved Quality of Life in Rural America. Goal 5: Protect and Enhance the Nation's Natural Resources	Reduce percentage of successful intrusions at USDA attributed to CCE to zero by 2006.	70% of successful intrusions at USDA were attributed to CCE in 2000.	Percentage of successful intrusions at USDA attributed to CCE.	By end of FY 2002, percentage of intrusions was reduced to approximately 30%.
2004	Goal 1: Enhance Economic Opportunities for Agricultural Producers. Goal 2: Support Increased Economic Opportunities and Improved Quality of Life in Rural America. Goal 5: Protect and Enhance the Nation's Natural Resources	Reduce redundant information gathering from customers.	All customer information, including name and address, entered independently by each agency.	Number of times customer data is entered	Customer name and address information is now entered once.
2005	Goal 1: Enhance Economic Opportunities for Agricultural Producers. Goal 2: Support Increased Economic Opportunities and Improved Quality of Life in Rural America.	Establish Service Level Agreements and Operational Level Agreements with each of the service center agencies.	A baseline does not exist because the SCMI is changing the business delivery model.	To be defined within the Service Level Agreements and Operational Level Agreements	Three security service level agreements have been negotiated between ITS and the SCA.
2006	Goal 1: Enhance Economic Opportunities for Agricultural Producers. Goal 2: Support Increased Economic Opportunities and Improved Quality of	Establish Service Level Agreements with the SCA	No baseline exists	21 SLAs for each Service Catalog Offering (7) for each Agency (3)	3 Service Level Agreements were negotiated between ITS and the SCA, covering all aspects of the Service Catalog

	Life in Rural America. Goal 5: Protect and Enhance the Nation's Natural Resources					
2007	Goal 2: Enhance the Competitiveness and Sustainability of Rural Farm Economies	Reduce the number of outstanding POAMs	153 POAMs		Decrease the number of POAMs by 25 per quarter	Decreased the number of POAMs to 86
2007	Goal 3: Support Increased Economic Opportunities and Improved Quality of Life in Rural America	Establish Service Level Agreements with the SCA	3 SLAs		One SLA per Agency for FY 2008	TBD
2007	Goal 6: Protect and Enhance the Nation's Natural Resource Base and Environment	Increase the number of Common Land Units (CLU) and Soil Surveys digitized	3137 CLUs digitized	450 CLUs digitized		TBD
2008	Goal 2: Enhance the Competitiveness and Sustainability of Rural Farm Economies	Reduce the number of outstanding POAMs	TBD		Decrease the number of POAMs by 25 per quarter	TBD
2008	Goal 3: Support Increased Economic Opportunities and Improved Quality of Life in Rural America	Establish Service Level Agreements with the SCA	TBD		One SLA per Agency for FY 2009	TBD
2008	Goal 3: Support Increased Economic Opportunities and Improved Quality of Life in Rural America	Increase the number of Common Land Units (CLU) and Soil Surveys digitized	TBD	250 CLUs digitized		TBD
2009	Goal 2: Enhance the Competitiveness and Sustainability of Rural Farm Economies	Reduce the number of outstanding POAMs	TBD		Decrease the number of POAMs by 25 per quarter	TBD
2009	Goal 3: Support Increased Economic Opportunities and Improved Quality of Life in Rural America	Establish Service Level Agreements with the SCA	TBD		One SLA per Agency for FY 2010	TBD
2009	Goal 3: Support Increased Economic Opportunities and Improved Quality of Life in Rural America	Increase the number of Common Land Units (CLU) and Soil Surveys digitized	TBD	350 CLUs digitized		TBD

I. D. 2. Table 2

Fiscal Year	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Planned Improvement to the Baseline	Actual Results
2007	Technology	Efficiency	% P-25 digital radio infrastructure	<5% P-25 in FY2005	20% P-25 in FY2007	TBD
2006	Processes and Activities	Information Systems Security	GSS' with approved C&A (%)	100	maintain 100	100
2006	Processes and Activities	Contingency Planning	GSS' with tested contingency plans	100	maintain 100	100

			(%)			
2006	Processes and Activities	Budget and Performance Integration	Investments using the enterprise project management system (%)	50	10	0
2006	Processes and Activities	Help Desk Services	ATAC average response time	30 min	-1	28.9 min
2006	Technology	IT Contribution to Process, Customer, or Mission	Web traffic at www.aphis.usda.gov	5000000	500000	
2006	Technology	Reliability	Enterprise systems with failover support (%)	50	10	62
2006	Technology	Availability	Network and server uptime	99.5	0.1	99.62
2007	Processes and Activities	Information Systems Security	GSS' with approved C&A (%)	100	maintain 100	
2007	Processes and Activities	Contingency Planning	GSS' with tested contingency plans (%)	100	maintain 100	
2007	Processes and Activities	Budget and Performance Integration	Investments using the enterprise project management solution (%)	60	10	
2007	Processes and Activities	Help Desk Services	ATAC average response time	28 min	-1	
2007	Technology	IT Contribution to Process, Customer, or Mission	Web traffic at www.aphis.usda.gov	5500000	500000	
2007	Technology	Reliability	Enterprise systems with failover support (%)	60	10	
2007	Technology	Availability	Network and Server uptime	99.6	0.1	
2008	Processes and Activities	Information Systems Security	GSS' with approved C&A (%)	100	maintain 100	
2008	Processes and Activities	Contingency Planning	GSS' with tested contingency plans (%)	100	maintain 100	
2008	Processes and Activities	Budget and Performance Integration	Investments using the enterprise project management solution (%)	70	10	
2008	Processes and Activities	Help Desk Services	ATAC average response time	27 min	-1	
2008	Technology	IT Contribution to Process, Customer, or Mission	Web traffic at www.aphis.usda.gov	6000000	500000	

2008	Technology	Reliability	Enterprise systems with failover support (%)	70	10	
2008	Technology	Availability	Network and server uptime	99.7	0.1	
2009	Processes and Activities	Information Systems Security	GSS' with approved C&A (%)	100	maintain 100	
2009	Processes and Activities	Contingency Planning	GSS' with tested contingency plans (%)	100	maintain 100	
2009	Processes and Activities	Budget and Performance Integration	Investments using the enterprise project management solution (%)	80	10	
2009	Processes and Activities	Help Desk Services	ATAC average response time	26	-1	
2009	Technology	IT Contribution to Process, Customer, or Mission	Web traffic at www.aphis.usda.gov	6500000	500000	
2009	Technology	Reliability	Enterprise systems with failover support(%)	85	10	
2009	Technology	Availability	Network and server uptime	99.7	0.1	
2006	Mission and Business Results	Agricultural Innovation and Services	Number of email systems maintained	52 electronic mail systems	20% reduction in electronic mail systems or 40 systems	40 email systems (20% reduction)
2006	Customer Results	IT Infrastructure Maintenance	Percentage of USDA-compliant electronic mail systems	20% of systems are USDA-compliant	50% USDA-compliant email systems	50% of agency email systems are USDA-compliant
2006	Processes and Activities	Information Systems Security	Degree to which electronic mail is secure	Level of security varies across the existing 52 electronic mail systems	50% of agency email systems meet security standards	50% of agency email systems meet security standards
2006	Technology	Reliability	Percent of time network is operational and available	95% availability	98% availability	Agency email systems have a 98% availability rate
2007	Mission and Business Results	Agricultural Innovation and Services	Number of email systems maintained	40 electronic mail systems	98% reduction in electronic mail systems or 1 system	TBD in Sept 2007
2000	Customer Results	IT Infrastructure Maintenance	Percentage of USDA-compliant electronic mail systems	50% of systems are USDA-compliant	100% USDA-compliant email system	TBD in Sept 2007
2000	Processes and Activities	Information Systems Security	Degree to which electronic mail is secure	75% secure email	99.9% secure email	TBD in Sept 2007
2000	Technology	Availability	Percent of time network is operational and available	98% availability	99.9% availability	TBD in Sept 2007

2008	Mission and Business Results	Agricultural Innovation and Services	Number of email systems maintained	1 agency-wide mail system	Maintain current level of performance	TBD in Sept 2008
2000	Customer Results	IT Infrastructure Maintenance	Maintain lifecycle replacement program for all system HW and current licensing and patches for system SW	All system HW/SW remain current	Maintain current level of performance	TBD in Sept 2008
2008	Processes and Activities	Information Systems Security	Degree to which electronic mail is secure	99.9% secure email	Maintain current level of performance	TBD in Sept 2008
2008	Technology	Availability	Percent of time network is operational and available	99.9% availability	Maintain current level of performance	TBD in Sept 2008
2000	Mission and Business Results	Agricultural Innovation and Services	Number of email systems maintained	1 agency-wide email system	Maintain current level of performance	TBD in Sept 2009
2000	Customer Results	IT Infrastructure Maintenance	Maintain lifecycle replacement program for all system HW and current licensing and patches for all system SW	All system HW/SW remain current	Maintain current level of performance	TBD in Sept 2009
2009	Processes and Activities	Information Systems Security	Degree to which electronic mail is secure	99.9% secure email	Maintain current level of performance	TBD in Sept 2009
2009	Technology	Availability	Percent of time network is operational and available	99.9 percent availability	Maintain current level of performance	TBD in Sept 2009
2006	Mission and Business Results	Information Systems Security	Employees with USDA eAuthentication credentials	April 2005, 80,047 USDA Employees enrolled	April 2005, 80,047 USDA Employees enrolled	As of April 2006, 92,281 USDA Employees enrolled
2006	Customer Results	Information Management	Number of applications available via the USDA eAuthentication service	122 applications integrated	Increase to 170 applications integrated	179 applications integrated
2006	Processes and Activities	Information Management	Usage of applications protected by the USDA eAuthentication service	June 2005, 1,042,520 logins per month into the USDA eAuthentication service	Average logins per month, increase by 25%	As of April 2006, 1,297,269 logins per month into the USDA eAuthentication service
2006	Technology	Availability	Uptime at 99%	99%	Maintain Baseline	100%
2007	Mission and Business Results	Information Systems Security	Employees with USDA eAuthentication credentials	As of April 2006, 92,281 USDA Employees enrolled	105,000 USDA Employees enrolled	TBD

2007	Customer Results	Availability	Increase number of applications available via the USDA eAuthentication service	179 applications integrated	Increase to 200 applications integrated	TBD
2007	Processes and Activities	Information Management	Usage of applications protected by the USDA eAuthentication service	As of April 2006, 1,297,269 logins per month into the USDA eAuthentication service	Average logins per month, increase by 25%	TBD
2007	Technology	Availability	Uptime at 99%	TBD	Maintain Baseline	TBD
2008	Mission and Business Results	Information Systems Security	Employees with USDA eAuthentication credentials	TBD	115,000 USDA Employees enrolled	TBD
2008	Customer Results	Availability	Increase number of applications available via the USDA eAuthentication service	TBD	Increase to 230 applications integrated	TBD
2008	Processes and Activities	Participation	Usage of applications protected by the USDA eAuthentication service	TBD	Average logins per month, increase by 25%	TBD
2008	Technology	Improvement	Uptime at 99%	TBD	Maintain Baseline	TBD
2007	Technology	Reliability	Concurrent usage of full license capability of 125 users should be achievable with no adverse system degradation.	Full baseline system utilization of 125 concurrent users has not been tested.	Evaluate USDA telecommunications infrastructure and supporting hardware for effectiveness. PMO to prepare plans with estimated costs to correct any deficiencies.	TBD
2007	Mission and Business Results	Information Management	A test environment is required for COTS upgrades and other enhancements as the CPS is implemented enterprise-wide.	Currently the production database is used as the test database. There is no separate Test database.	Implement separate test environment for COTS upgrades and other enhancements.	TBD
2007	Mission and Business Results	Operational Defense	Develop comprehensive key asset and critical infrastructure ID and protection strategy within ECPP PMO for compliance (Homeland Security	Comprehensive key asset and critical infrastructure identification and protection strategy does not exist.	Develop comprehensive infrastructure identification and protection strategy.	TBD

			Presidential Directiv 7), aid in risk management, organizational business impact analysis and incident response			
2007	Customer Results	Customer Services	Customer Satisfaction: Average time it takes for customer to access desired data.	TBD: Customer satisfaction metrics methodology to be established and metrics gathered by the ECPP PMO.	Anticipate baseline customer satisfaction metrics to be 90% acceptable time to access desired data.	TBD
2007	Mission and Business Results	Contingency Planning	Establish Contingency Plan templates for the Facilities Management Phase of the ECPP in preparation for plan development in LDRPS.	FY 2006 Results: 33 Contingency Plans have been developed for the pilot phases of the Facilities Management	Prepare 30% of the templates for the Facilities Management Phase of the ECPP Program.	TBD
2007	Processes and Activities	Benefits Management	Ensure that COOP, IT, and Facilities Contingency Plans are executable for mission critical systems through planning efforts of Executive council	No consistency in processes or tools	Develop Information Survivability Master Project Plans for execution of USDA mission critical COOP, IT, and Facilities mission critical systems and activities.	
2008	Mission and Business Results	Contingency Planning	Using LDRPS, develop electronic Contingency Plans for tested manual IT contingency plans.	LDRPS used to complete IT Contingency Plans for XX% of the Mission Critical systems. Baseline TBD from FY2007	Produce IT Contingency Plans utilizing LDRPS for 30% of total 460 IT Systems.	TBD
2008	Technology	Availability	CPS must be highly available (24 x 7) to serve USDA needs	CPS is currently available XX%. Baseline TBD from 2007.	Increase 4.2% to 99% availability via the implementation of hot site system failover and associated IT infrastructure measures.	TBD
2008	Mission and Business Results	Information Management	External Data Sharing with other critical USDA systems will add to the effectiveness of the CPS.	No systems have been identified to share data with the CPS. Planning should take place in FY 2006-2007 and is TBD.	Select and approve two (2) critical USDA systems which to share data with the CPS.	TBD
2008	Processes and Activities	Improvement	System response time must not impede user efficiency.	System response time is not appropriate for number of potential concurrent users.	Ensure that system response time is within established best practices. Continue to follow	TBD

					the PMO plan for improving system performance, upgrading telecommunications infrastructure and supporting hardware where necessary.	
2008	Mission and Business Results	Risk	Develop a risk management program within the ECPP PMO to conduct risk and business impact analysis to mitigate and manage risks.	No risk management program exists.	Establish a holistic Risk Management Program within the PMO to manage the various components of risk outlined in the risk management plan that threaten ECPP effectiveness and USDA's ability to protect critical infrastructure assets.	TBD
2008	Mission and Business Results	Operational Defense	Implement comprehensive key asset and critical infrastructure ID and protection strategy within ECPP PMO for compliance (HSPD7), aid in risk management, organizational business impact analysis and incident response.	Comprehensive key asset and critical infrastructure identification and protection strategy is TBD	Implement 50% of comprehensive infrastructure identification and protection strategy.	TBD
2008	Processes and Activities	Benefits Management	Number of valid and executable Contingency Plans produced by users at each implementation Phase.	Baseline TBD as no current statistics available on validity of Contingency Plans.	Establish a methodology to gather statistics on accuracy, validity, timeliness, and capacity for execution of Contingency Plans utilizing CPS. Ensure that this methodology is incorporated in applicable plans and in testing, training, and exercises.	TBD
2008	Customer Results	Customer Satisfaction	Customer surveys: % of CPS system users are satisfied with the system.	A customer survey program does not exist for CPS users	Establish a Customer Survey program for both technical and functional users of CPS.	TBD
2008	Customer Results	Customer Satisfaction	Customer surveys: % of CPS system users are satisfied	Baseline customer satisfaction with CPS is TBD.	These surveys should be favorable by at least 95% of	TBD

			with the system.		the respondents. Recurring deficiencies should be addressed by PMO.	
2008	Customer Results	Timeliness	Responsiveness to customers: Amount of time required for response to technical and functional help desk requests.	Baseline TBD: Currently the average time is X hour response time for both technical and functional requests.	Prepare Service Level Agreements with users specifying a technical maximum 4 hour turnaround time and a functional maximum 2 hour turnaround time.	TBD
2008	Mission and Business Results	Costs	Earned Value per identifiable entities has a Cost Variance (CV) or Scheduled Variance (SV) no greater than 10%	An EVM function to be established for the ECPP	Calculate Cost Variance (CV), Scheduled Variance (SV), and Earned Value per ANSI/EIA Standard-748 . Increase to 99.5% availability via the implementation of hot site system failover and associated IT infrastructure measures.	TBD
2009	Technology	Availability	CPS must be highly available (24 x 7) to serve USDA needs	CPS is currently XX% available. Baseline from FY2008 TBD.		TBD
2009	Customer Results	User Satisfaction	User Satisfaction with CPS contribution to contingency planning process	XX% of the user base views CPS as increasing the effectiveness of performing contingency planning duties. Baseline is from 2008.	75% of the user base view CPS as increasing the effectiveness of performing contingency planning duties.	TBD
2009	Processes and Activities	Operational Defense	Implement comprehensive key asset and critical infrastructure ID and protection strategy within ECPP PMO for regulatory compliance (HSPD 7), aid in risk management, organizational business impact analysis and incident response.	Comprehensive key asset and critical infrastructure identification and protection strategy TBD from FY08	Implement 100% of comprehensive infrastructure identification and protection strategy.	TBD
2009	Processes and Activities	Customer Services	Customer Satisfaction: Average time it takes for customer to access desired data.	FY 2008 baseline metrics.	Use historic data during customer satisfaction surveys to quantify improvements.	TBD
2009	Processes	Management	Management	PMO office exists.	PMO office to give	TBD

	and Activities	Improvement	<p>policies and procedures are standard and repeatable, fully address the requirements, and are compliant with applicable governance and directives. PM and PMO capable in risk mitigation and knowledge management..</p>		<p>support to ECPP Steering Committee and existing CPS Phase Managers. Management and innovation measurement indicators in PMO office.</p>	
2010	Mission and Business Results	Operational Defense	Effectiveness of key asset and critical infrastructure identification and protection strategy.	Implemented key asset and critical infrastructure I.D. and protection strategy TBD.	Monitor key asset and critical infrastructure identification and protection strategy for areas of improvement.	TBD
2010	Mission and Business Results	Customer Satisfaction	Customer Satisfaction: Average time it takes for customer to access desired data.	FY 2009 baseline metrics.	Use historic data during customer satisfaction surveys to quantify improvements.	TBD
2010	Mission and Business Results	Security Management	Assure appropriate levels of E-Authentication for the ECPP exists.	USDA production E-Authentication capability of Level 2 (username/password)	Prepare an authentication risk analysis on system use cases to establish E-Authentication increase to Level 3 and Level 4.	TBD
2006	Customer Results	Criminal Rehabilitation	Increase in the number of agency and staff office Web sites that provide agricultural, food, and nutrition related information for citizens, business partners, and employees using USDA's Web Standards.	As of January 2005, there were 7 Web site compliant with USDA Web Standards.	53 total Web sites compliant with USDA Web Standards.	TBD
2006	Technology	Errors	Increase in the number of agencies and staff offices Web sites that are integrated with the Google Search appliance.	Other search engines were available to agencies but not all sites had capability. The previous search engine was sluggish and the results were returned without preference. It was not interoperable between agency Web sites.	19 total agency/staff office Web sites integrate the Google search appliance to provide enhanced search results to employees and public by the 4th quarter of FY05.	TBD

2006	Mission and Business Results	Delivery Time	Customer Satisfaction	Annual customer satisfaction surveys; closed ticket survey results	Maintain (minimum) or improve overall score; address specific systemic problems indicated	4.2 overall for FY2006
2007	Mission and Business Results	Disaster Preparedness and Planning	Emergency Response - % of field offices with upgraded communication and computer systems out of total	60%	70%	NA
2008	Mission and Business Results	Disaster Preparedness and Planning	Emergency Response - % of field offices with upgraded communication and computer systems out of total	70%	80%	NA
2009	Mission and Business Results	Disaster Preparedness and Planning	Emergency Response - % of field offices with upgraded communication and computer systems out of total	80%	95%	NA
2010	Mission and Business Results	Disaster Preparedness and Planning	Emergency Response - % of field offices with upgraded communication and computer systems out of total	100%	100%	NA
2007	Processes and Activities	Timeliness	Timeliness - Average call handling time	3 hours	2.5 hours	NA
2007	Processes and Activities	Security	Security - Percentage increase of network intrusions detected	90%	95%	NA
2008	Processes and Activities	Timeliness	Timeliness - Average call handling time	2.5 hours	2 hours	NA
2008	Processes and Activities	Security	Security - Percentage increase of network intrusions detected	95%	97%	NA
2009	Processes and Activities	Timeliness	Timeliness - Average call handling time	2 hours	1.5 hours	NA
2009	Processes and Activities	Security	Security - Percentage increase of network intrusions detected	97%	99%	NA
2010	Processes and Activities	Timeliness	Timeliness - Average call handling time	1.5 hours	1 hour	NA
2010	Processes and Activities	Security	Security - Percentage increase	99%	99%	NA

			of network intrusions detected			
			Availability - Percent increase in FSIS network, telecommunications, application and hardware infrastructure availability			
2007	Customer Results	Availability	85%	89%	NA	
			Availability - Percent increase in FSIS network, telecommunications, application and hardware infrastructure availability			
2008	Customer Results	Availability	89%	91%	NA	
			Availability - Percent increase in FSIS network, telecommunications, application and hardware infrastructure availability			
2009	Customer Results	Availability	91%	93%	NA	
			Availability - Percent increase in FSIS network, telecommunications, application and hardware infrastructure availability			
2010	Customer Results	Availability	93%	95%	NA	
			Availability - Percent increase in Blackberry availability			
2007	Customer Results	Availability	70%	75%	NA	
			Availability - Percent increase in Blackberry availability			
2008	Customer Results	Availability	75%	80%	NA	
			Availability - Percent increase in Blackberry availability			
2009	Customer Results	Availability	75%	80%	NA	
			Availability - Percent increase in Blackberry availability			
2010	Customer Results	Availability	80%	85%	NA	
			Availability - Percentage of critical data files & operations with an established backup frequency			
2007	Technology	Availability	80%	85%	NA	
			Availability - Percentage of critical data files &			
2008	Technology	Availability	85%	90%	NA	

			operations with an established backup frequency			
2009	Technology	Availability	Availability - Percentage of critical data files & operations with an established backup frequency	90%	95%	NA
2010	Technology	Availability	Availability - Percentage of critical data files & operations with an established backup frequency	95%	97%	NA
2006	Technology	Efficiency	Time to transmit 1 MB of data	20 min	6 min	6 min
2006	Processes and Activities	Response Time	Time to process inspector data	24 hrs	12 hrs	12 hrs
2007	Technology	Efficiency	Time to to transmit 1 MB of data	3 min	2 min	To be determined
2006	Mission and Business Results	Information Management	Number of component systems that are integrated with the corporate transaction database	7	14	14
2006	Customer Results	Service Efficiency	Percent of rejected forms	5%	3%	3%
2006	Technology	Reliability	Time to Recover NFC Systems	Less than 72 Hours	As applicable, meet application Recovery Time Objectives of less than 72 hours as specified in the current Business Impact Analysis for one critical application	Less than 48 hours based on available data.
2006	Technology	Reliability	Time to Recover Reporting Center	Less than 72 Hours	The critical applications associated with the Reporting Center have been mirrored with RTO/RPO times of less than 24 hours.	Less than 24 hours based on available data.
2006	Customer Results	Availability	Availability	Production system available to customer	99% system available during established hours	98.7 based on available data.
2006	Customer Results	Availability	Resolution Time for Help Desk Calls	95%	Resolve 96% of user calls to OCC within 24 hours	94.5% based on available data.
2006	Mission and Business Results	Savings and Cost Avoidance	Cost Reduction	Economic impact of \$14 million daily for downtime	Reduce the daily downtime cost to \$14million due to natural disasters	No reduction
2006	Mission and	Security	Data Security	0 intrusions and	No intrusions or	0

	Business Results			unauthorized accesses	unauthorized accesses	
2006	Mission and Business Results	Availability	Hours of downtime	48 hours annually	48 hours of downtime due to natural disasters As applicable, meet application Recovery Time Objectives of less than 72 hours as specified in the current Business Impact Analysis for all business application	48 hours based on available data.
2007	Technology	Reliability	Time to Recover NFC Systems	Less than 72 Hours	The critical applications associated with the Reporting Center have been mirrored with RTO/RPO times of less than 24 hours.	N/A
2007	Technology	Reliability	Time to Recover Reporting Center	Less than 72 Hours	99% system available during established hours	N/A
2007	Customer Results	Availability	Availability	Production system available to customer	Resolve 96% of user calls to OCC within 24 hours	N/A
2007	Customer Results	Availability	Resolution Time for Help Desk Calls	95%	Reduce the daily downtime cost to \$7 million due to natural disasters.	N/A
2007	Mission and Business Results	Savings and Cost Avoidance	Cost Reduction	Economic impact of \$14 million daily for downtime	No intrusions or unauthorized accesses	N/A
2007	Mission and Business Results	Security	Data Security	0 intrusions and unauthorized accesses	24 hours of downtime due to natural disasters As applicable, meet application Recovery Time Objectives of less than 48 hours as specified in the current Business Impact Analysis for all business applications	N/A
2007	Mission and Business Results	Availability	Hours of downtime	48 hours annually	The critical applications associated with the Reporting Center have been mirrored with RTO/RPO times of less than 24 hours	N/A
2008	Technology	Reliability	Time to Recover NFC Systems	Less than 72 Hours	99% system available during	N/A
2008	Technology	Reliability	Time to Recover Reportin Ccenter	Less than 72 Hours		
2008	Customer Results	Availability	Availability	Production system available to		

				customer	established hours	
2008	Customer Results	Availability	Resolution Time for Help Desk Calls	95%	Resolve 96% of user calls to OCC within 24 hours	N/A
2008	Mission and Business Results	Security	Data Security	0 intrusions and unauthorized accesses	No intrusions or unauthorized accesses	N/A
2008	Mission and Business Results	Availability	Hours of Downtime	48 hours annually	0 hours of downtime due to natural disasters	N/A
2008	Mission and Business Results	Innovation and Improvement	Number of Agencies Receiving COOP Services from NFC	TBD	TBD	N/A
2006	Technology	IT Infrastructure Maintenance	System is viable 24X7X365 for processing, maintaining and operating the Agency's business and administrative processes.	99.20%	0.40%	99.6% Uptime
2005	Technology	Efficiency	Interoperability	Disparate e-mail systems	Migrate all SCA to Exchange	All SCA have been migrated to Exchange.
2007	Mission and Business Results	IT Infrastructure Maintenance	ITS Maintenance of Customer (SCA) Infrastructure	CCE is in place, delivering core services to the SCA	Update technology infrastructure modernization plan and ensure 100% technology refreshment compliance	TBD
2007	Processes and Activities	Security Management	Number of Security Incidents	No baseline established	Reduce Number of Security Incidents by 5%	TBD
2007	Customer Results	Customer Impact or Burden	SCA Satisfaction	SLAs are in place	Refine SLAs to better manage SCA service delivery expectations	TBD
2007	Technology	Availability	System Availability	FY05 Network Availability was 99.6%	Improve Reliability, Maintainability and Availability score by at least 1% per year over previous year's Network Availability percentage	TBD

Section 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.

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

yes

I. F. 1. a. If "no", please explain why?
(long text - 2500 characters)

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

no

I. F. 2. a. If "yes", provide the investment name as identified in the Transition Strategy provided in the agency's most recent annual EA Assessment.

(medium text - 500 characters)

I. F. 2. b. If "no" please explain why?

(long text - 2500 characters)

When the infrastructure optimization alternatives analysis study is completed in FY2007, the chosen optimization investment alternative will be incorporated into the EA Assessments Transition Strategy.

I. F. 3. 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/>.

FEA SRM Component - Use existing SRM Components or identify as "NEW". A "NEW" component is one not already identified as a service component in the FEA SRM. FEA Service Component Reused - 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 or External Reuse? - '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. Funding Percentage - 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. (Character Limitations: Agency Component Name - 250 Characters; Agency Component Description - 500 Characters)

Agency Component Name	Agency Component Description	FEA SRM Service Type	FEA SRM Component	FEA Service Component Reused - Component Name	FEA Service Component Reused - UPI	Internal or External Reuse?	BY Funding Percentage
Organizational Management - Network Management	Monitor and maintain a communication network in order to diagnose problems, gather statistics and provide general usage	Organizational Management	Network Management			No Reuse	80
Customer Relationship Management	ATAC	Customer Relationship Management	Call Center Management	Call Center Management		Internal	0
Investment Management	CPIC and Project management system	Investment Management	Portfolio Management	Portfolio Management		Internal	0
Management of Processes	TRM Change management via eworks	Management of Processes	Change Management	Change Management		Internal	0
Management of Processes	CSB led project to implement configuration management	Management of Processes	Configuration Management	Configuration Management		Internal	0
Collaboration	Email/Groupware infrastructure	Collaboration	Email	Email		Internal	0
Communication	Enterprise IM service	Communication	Instant Messaging	Instant Messaging		Internal	0

Communication	IP based audio services	Communication	Voice Communications	Voice Communications		Internal	0
Forms Management	Agency standard forms solution	Forms Management	Forms Creation	Forms Creation		Internal	0
Forms Management	Agency standards forms solution	Forms Management	Forms Modification	Forms Modification		Internal	0
Security Management		Security Management	Certification and Accreditation	Certification and Accreditation		Internal	0
Security Management	Agency standard anti-virus solution	Security Management	Virus Protection	Virus Protection		Internal	0
Systems Management		Systems Management	License Management	License Management		Internal	0
Systems Management		Systems Management	System Resource Monitoring	System Resource Monitoring		Internal	0
Systems Management		Systems Management	Software Distribution	Software Distribution		Internal	0
ARSnet Exchange	MS Exchange/Outlook	Collaboration	Email	Email	005-18-02-51-01-0001-00-404-139	No Reuse	99
eAuthentication	eAuthentication provides identification and authentication services via registration and site protection.	Security Management	Identification and Authentication	Identification and Authentication	005-03-01-81-04-0250-24	Internal	2
eAuthentication	eAuthentication provides access control to applications via the ability to delegate access via Identity Minder	Security Management	Access Control	Identification and Authentication	005-03-01-81-04-0250-24	Internal	2
eAuthentication	eAuthentication enables users to be managed via Active Directory and Identity Minder.	Security Management	Customer / Account Management	Identification and Authentication	005-03-01-81-04-0250-24	Internal	2
eAuthentication	Roles, privileges, and access are managed and supported via Identity Minder	Security Management	Customer / Account Management	Identification and Authentication	005-03-01-81-04-0250-24	Internal	2
eAuthentication	eAuthentication captures the authentication audit trail and provides the ability to perform analysis on the data.	Security Management	Audit Trail Capture and Analysis	Identification and Authentication	005-03-01-81-04-0250-24	Internal	2
eAuthentication	eAuthentication has self-service registration, information and	Customer Initiated Assistance	Self-Service	Identification and Authentication	005-03-01-81-04-0250-24	Internal	2

	password change screens for the users.							
eAuthentication	eAuthentication has online registration functionality for level 1, 2, and 3 credentials.	Customer Initiated Assistance	Reservations / Registration	Identification and Authentication	005-03-01-81-04-0250-24	Internal	2	
eAuthentication	eAuthentication uses a structured change management process for migrating any new changes into production.	Management of Processes	Change Management	Identification and Authentication	005-03-01-81-04-0250-24	Internal	5	
eAuthentication	eAuthentication uses a structured configuration management process for migrating any new changes into production	Management of Processes	Configuration Management	Identification and Authentication	005-03-01-81-04-0250-24	Internal	5	
Disaster Management/ Homeland Security	Internal / External Stakeholder Communication	Customer Relationship Management	Surveys	Performance Management	005-03-01-81-01-0251-00-104-008	No Reuse	2	
Disaster Management/ Homeland Security	Internal / External Stakeholder Communication	Customer Preferences	Personalization	Performance Management	005-03-01-81-01-0251-00-104-008	No Reuse	1	
Disaster Management/ Homeland Security	Internal / External Stakeholder Communication	Customer Preferences	Alerts and Notifications	Performance Management	005-03-01-81-01-0251-00-104-008	No Reuse	2	
Disaster Management/ Homeland Security	Internal / External Stakeholder Communication	Customer Initiated Assistance	Online Help	Performance Management	005-03-01-81-01-0251-00-104-008	No Reuse	1	
Disaster Management/ Homeland Security	Internal / External Stakeholder Communication	Customer Initiated Assistance	Online Tutorials	Performance Management	005-03-01-81-01-0251-00-104-008	No Reuse	1	
Disaster Management/ Homeland Security	Internal / External Stakeholder Communication	Customer Initiated Assistance	Multi-Lingual Support	Performance Management	005-03-01-81-01-0251-00-104-008	No Reuse	1	
Disaster Management/ Homeland Security	Functional Process Identification and Management	Management of Processes	Business Rule Management	Call Center Management	005-03-01-81-01-0251-00-104-008	No Reuse	1	
Disaster Management/ Homeland Security	Functional Process Updates Management	Management of Processes	Change Management	Call Center Management	005-03-01-81-01-0251-00-104-008	No Reuse	1	
Disaster Management/ Homeland Security	Hardware and Software	Management of Processes	Configuration Management	Call Center Management	005-03-01-81-01-	No Reuse	1	

Homeland Security	Management				0251-00-104-008			
Disaster Management/ Homeland Security	Functional Process Management of Requirements	Management of Processes	Requirements Management	Call Center Management	005-03-01-81-01-0251-00-104-008	No Reuse	1	
Disaster Management/ Homeland Security	Management of Program and Project	Management of Processes	Requirements Management	Call Center Management	005-03-01-81-01-0251-00-104-008	No Reuse	3	
Disaster Management/ Homeland Security	Functional Process and Management of Policies	Management of Processes	Requirements Management	Call Center Management	005-03-01-81-01-0251-00-104-008	No Reuse	1	
Disaster Management/ Homeland Security	Management of Risk	Management of Processes	Risk Management	Call Center Management	005-03-01-81-01-0251-00-104-008	No Reuse	2	
Disaster Management/ Homeland Security	Management of Organization	Organizational Management	Risk Management	Call Center Management	005-03-01-81-01-0251-00-104-008	No Reuse	1	
Disaster Management/ Homeland Security	Product and Service Management	Supply Chain Management	Catalog Management	Call Center Management	005-03-01-81-01-0251-00-104-008	No Reuse	1	
Disaster Management/ Homeland Security	Management of Content	Content Management	Tagging and Aggregation	Call Center Management	005-03-01-81-01-0251-00-104-008	No Reuse	1	
Disaster Management/ Homeland Security	Contingency Plan Storage and Management	Document Management	Classification	Call Center Management	005-03-01-81-01-0251-00-104-008	No Reuse	1	
Disaster Management/ Homeland Security	Contingency Plan Storage and Management	Document Management	Document Referencing	Call Center Management	005-03-01-81-01-0251-00-104-008	No Reuse	1	
Disaster Management/ Homeland Security	Contingency Plan Storage and Management	Document Management	Indexing	Call Center Management	005-03-01-81-01-0251-00-104-008	No Reuse	1	
Disaster Management/ Homeland Security	Contingency Plan Storage and Management	Document Management	Indexing	Call Center Management	005-03-01-81-01-0251-00-104-008	No Reuse	4	
Disaster Management/ Homeland Security	Contingency Plan Storage and Management	Knowledge Management	Information Retrieval	Call Center Management	005-03-01-81-01-0251-00-104-008	No Reuse	6	
Disaster Management/ Homeland Security	Contingency Plan Storage and Management	Knowledge Management	Information Retrieval	Call Center Management	005-03-01-81-01-0251-00-104-008	No Reuse	1	
Disaster Management/ Homeland Security	Contingency Plan Storage and Management	Knowledge Management	Information Sharing	Call Center Management	005-03-01-81-01-0251-00-104-008	No Reuse	6	

Disaster Management/ Homeland Security	Contingency Plan Storage and Management	Knowledge Management	Categorization	Call Center Management	005-03-01-81-01-0251-00-104-008	No Reuse	1
Disaster Management/ Homeland Security	Contingency Plan Storage and Management	Knowledge Management	Knowledge Capture	Call Center Management	005-03-01-81-01-0251-00-104-008	No Reuse	2
Disaster Management/ Homeland Security	Contingency Plan Storage and Management	Knowledge Management	Knowledge Distribution and Delivery	Call Center Management	005-03-01-81-01-0251-00-104-008	No Reuse	7
Disaster Management/ Homeland Security	Data Conversion	Visualization	Knowledge Distribution and Delivery	Call Center Management	005-03-01-81-01-0251-00-104-008	No Reuse	1
Disaster Management/ Homeland Security	Simulation / Testing	Knowledge Discovery	Data Mining	Call Center Management	005-03-01-81-01-0251-00-104-008	No Reuse	5
Disaster Management/ Homeland Security	Simulation / Testing	Knowledge Discovery	Simulation	Call Center Management	005-03-01-81-01-0251-00-104-008	No Reuse	7
Disaster Management/ Homeland Security	Business Intelligence / Decision Support	Business Intelligence	Decision Support and Planning	Call Center Management	005-03-01-81-01-0251-00-104-008	No Reuse	5
Disaster Management/ Homeland Security	Reporting	Reporting	Ad Hoc	Call Center Management	005-03-01-81-01-0251-00-104-008	No Reuse	1
Disaster Management/ Homeland Security	Reporting	Data Management	Standardized / Canned	Call Center Management	005-03-01-81-01-0251-00-104-008	No Reuse	1
Disaster Management/ Homeland Security	Management of Data	Data Management	Extraction and Transformation	Call Center Management	005-03-01-81-01-0251-00-104-008	No Reuse	1
Disaster Management/ Homeland Security	Management of Data	Data Management	Data Exchange	Call Center Management	005-03-01-81-01-0251-00-104-008	No Reuse	1
Disaster Management/ Homeland Security	Management of Data	Data Management	Data Recovery	Call Center Management	005-03-01-81-01-0251-00-104-008	No Reuse	7
Disaster Management/ Homeland Security	Management of Data	Data Management	Data Classification	Call Center Management	005-03-01-81-01-0251-00-104-008	No Reuse	5
Disaster Management/ Homeland Security	Management of Data	Data Management	Data Cleansing	Call Center Management	005-03-01-81-01-0251-00-104-008	No Reuse	1
Disaster Management/ Homeland Security	Management of Data	Data Management	Loading and Archiving	Call Center Management	005-03-01-81-01-	No Reuse	1

Homeland Security					0251-00-104-008		
Disaster Management/ Homeland Security	Asset Management	Data Management	Loading and Archiving	Call Center Management	005-03-01-81-01-0251-00-104-008	No Reuse	1
Disaster Management/ Homeland Security	Asset Management	Data Management	Loading and Archiving	Call Center Management	005-03-01-81-01-0251-00-104-008	No Reuse	1
Disaster Management/ Homeland Security	Asset Management	Data Management	Loading and Archiving	Call Center Management	005-03-01-81-01-0251-00-104-008	No Reuse	1
Disaster Management/ Homeland Security	Asset Management	Data Management	Loading and Archiving	Call Center Management	005-03-01-81-01-0251-00-104-008	No Reuse	1
Disaster Management/ Homeland Security	Workforce Management	Data Management	Loading and Archiving	Call Center Management	005-03-01-81-01-0251-00-104-008	No Reuse	2
Disaster Management/ Homeland Security	Workforce Management	Data Management	Loading and Archiving	Call Center Management	005-03-01-81-01-0251-00-104-008	No Reuse	2
Disaster Management/ Homeland Security	Workforce Management	Data Management	Contingent Workforce Management	Call Center Management	005-03-01-81-01-0251-00-104-008	No Reuse	2
Disaster Management/ Homeland Security	Retrieval Management	Search	Query	Call Center Management	005-03-01-81-01-0251-00-104-008	No Reuse	1
Disaster Management/ Homeland Security	Retrieval Management	Search	Classification	Call Center Management	005-03-01-81-01-0251-00-104-008	No Reuse	1
Disaster Management/ Homeland Security	Retrieval Management	Search	Pattern Matching	Call Center Management	005-03-01-81-01-0251-00-104-008	No Reuse	1
Customer Services	Managing of infrastructure activities to facilitate Business Service Delivery	Customer Initiated Assistance	Assistance Request	Assistance Request	005-35-02-61-03-1240-00-404-139	No Reuse	3
Customer Services	Managing of infrastructure activities to facilitate Business Service Delivery	Customer Initiated Assistance	Online Tutorials	Online Tutorials	005-35-02-61-03-1240-00-404-139	No Reuse	3
Customer Services	Managing of infrastructure activities to facilitate Business Service Delivery	Customer Initiated Assistance	Scheduling	Scheduling	005-35-02-61-03-1240-00-404-139	No Reuse	3
Customer	Managing of	Customer	Alerts and	Alerts and	005-35-02-	No	1

Services	infrastructure activities to facilitate Business Service Delivery	Preferences	Notifications	Notifications	61-03-1240-00-404-139	Reuse	
Customer Services	Managing of infrastructure activities to facilitate Business Service Delivery	Customer Preferences	Contact and Profile Management	Contact and Profile Management	005-35-02-61-03-1240-00-404-139	No Reuse	1
Customer Services	Managing of infrastructure activities to facilitate Business Service Delivery	Customer Relationship Management	Call Center Management	Call Center Management	005-35-02-61-03-1240-00-404-139	No Reuse	3
Customer Services	Managing of infrastructure activities to facilitate Business Service Delivery	Customer Relationship Management	Customer / Account Management	Customer / Account Management	005-35-02-61-03-1240-00-404-139	No Reuse	3
Customer Services	Managing of infrastructure activities to facilitate Business Service Delivery	Customer Relationship Management	Customer Feedback	Customer Feedback	005-35-02-61-03-1240-00-404-139	No Reuse	3
Business Mgmt Services	Managing of infrastructure activities to facilitate Business Service Delivery	Management of Processes	Configuration Management	Configuration Management	005-35-02-61-03-1240-00-404-139	No Reuse	7
Business Mgmt Services	Managing of infrastructure activities to facilitate Business Service Delivery	Management of Processes	Risk Management	Risk Management	005-35-02-61-03-1240-00-404-139	No Reuse	7
Business Mgmt Services	Managing of infrastructure activities to facilitate Business Service Delivery	Organizational Management	Network Management	Network Management	005-35-02-61-03-1240-00-404-139	No Reuse	7
Business Mgmt Services	Managing of infrastructure activities to facilitate Business Service Delivery	Organizational Management	Workgroup / Groupware	Workgroup / Groupware	005-35-02-61-03-1240-00-404-139	No Reuse	1
DigitalAsset Services	Managing of infrastructure activities to facilitate Business Service Delivery	Document Management	Library / Storage	Library / Storage	005-35-02-61-03-1240-00-404-139	No Reuse	1
Back Office Services	Managing of infrastructure activities to facilitate Business Service Delivery	Asset / Materials Management	Asset Transfer, Allocation, and Maintenance	Asset Transfer, Allocation, and Maintenance	005-35-02-61-03-1240-00-404-139	No Reuse	1
Back Office Services	Managing of infrastructure activities to facilitate Business Service Delivery	Asset / Materials Management	Asset Cataloging / Identification	Asset Cataloging / Identification	005-35-02-61-03-1240-00-404-139	No Reuse	1

Back Office Services	Managing of infrastructure activities to facilitate Business Service Delivery	Asset / Materials Management	Computers / Automation Management	Computers / Automation Management	005-35-02-61-03-1240-00-404-139	No Reuse	1
Back Office Services	Managing of infrastructure activities to facilitate Business Service Delivery	Asset / Materials Management	Property / Asset Management	Property / Asset Management	005-35-02-61-03-1240-00-404-139	No Reuse	1
Back Office Services	Managing of infrastructure activities to facilitate Business Service Delivery	Data Management	Data Recovery	Data Recovery	005-35-02-61-03-1240-00-404-139	No Reuse	1
Back Office Services	Managing of infrastructure activities to facilitate Business Service Delivery	Data Management	Loading and Archiving	Loading and Archiving	005-35-02-61-03-1240-00-404-139	No Reuse	1
Support Services	Managing of infrastructure activities to facilitate Business Service Delivery	Collaboration	Document Library	Document Library	005-35-02-61-03-1240-00-404-139	No Reuse	1
Support Services	Managing of infrastructure activities to facilitate Business Service Delivery	Collaboration	Email	Email	005-35-02-61-03-1240-00-404-139	No Reuse	1
Support Services	Managing of infrastructure activities to facilitate Business Service Delivery	Collaboration	Shared Calendaring	Shared Calendaring	005-35-02-61-03-1240-00-404-139	No Reuse	1
Support Services	Managing of infrastructure activities to facilitate Business Service Delivery	Collaboration	Task Management	Task Management	005-35-02-61-03-1240-00-404-139	No Reuse	1
Support Services	Managing of infrastructure activities to facilitate Business Service Delivery	Collaboration	Threaded Discussions	Threaded Discussions	005-35-02-61-03-1240-00-404-139	No Reuse	1
Support Services	Managing of infrastructure activities to facilitate Business Service Delivery	Communication	Audio Conferencing	Audio Conferencing	005-35-02-61-03-1240-00-404-139	No Reuse	1
Support Services	Managing of infrastructure activities to facilitate Business Service Delivery	Communication	Community Management	Community Management	005-35-02-61-03-1240-00-404-139	No Reuse	12
Support Services	Managing of infrastructure activities to facilitate Business	Communication	Computer / Telephony Integration	Computer / Telephony Integration	005-35-02-61-03-1240-00-404-139	No Reuse	12

Support Services	Service Delivery Managing of infrastructure activities to facilitate Business Service Delivery	Communication	Event / News Management	Event / News Management	005-35-02-61-03-1240-00-404-139	No Reuse	1
Support Services	Service Delivery Managing of infrastructure activities to facilitate Business Service Delivery	Communication	Video Conferencing	Video Conferencing	005-35-02-61-03-1240-00-404-139	No Reuse	1
Support Services	Service Delivery Managing of infrastructure activities to facilitate Business Service Delivery	Search	Query	Query	005-35-02-61-03-1240-00-404-139	No Reuse	1
Support Services	Service Delivery Managing of infrastructure activities to facilitate Business Service Delivery	Security Management	Access Control	Access Control	005-35-02-61-03-1240-00-404-139	No Reuse	1
Support Services	Service Delivery Managing of infrastructure activities to facilitate Business Service Delivery	Security Management	Audit Trail Capture and Analysis	Audit Trail Capture and Analysis	005-35-02-61-03-1240-00-404-139	No Reuse	1
Support Services	Service Delivery Managing of infrastructure activities to facilitate Business Service Delivery	Security Management	Digital Signature Management	Digital Signature Management	005-35-02-61-03-1240-00-404-139	No Reuse	1
Support Services	Service Delivery Managing of infrastructure activities to facilitate Business Service Delivery	Security Management	Cryptography	Cryptography	005-35-02-61-03-1240-00-404-139	No Reuse	1
Support Services	Service Delivery Managing of infrastructure activities to facilitate Business Service Delivery	Security Management	Identification and Authentication	Identification and Authentication	005-35-02-61-03-1240-00-404-139	No Reuse	1
Support Services	Service Delivery Managing of infrastructure activities to facilitate Business Service Delivery	Security Management	Intrusion Detection	Intrusion Detection	005-35-02-61-03-1240-00-404-139	No Reuse	1
Support Services	Service Delivery Managing of infrastructure activities to facilitate Business Service Delivery	Security Management	Network Management	Network Management	005-35-02-61-03-1240-00-404-139	No Reuse	1
Support Services	Service Delivery Managing of infrastructure activities to facilitate Business Service Delivery	Security Management	Customer / Account Management	Customer / Account Management	005-35-02-61-03-1240-00-404-139	No Reuse	1
Support Services	Managing of infrastructure activities to	Security Management	Internal Controls	Internal Controls	005-35-02-61-03-1240-00-	No Reuse	1

	facilitate Business Service Delivery				404-139		
Support Services	Managing of infrastructure activities to facilitate Business Service Delivery	Systems Management	License Management	License Management	005-35-02-61-03-1240-00-404-139	No Reuse	1
Support Services	Managing of infrastructure activities to facilitate Business Service Delivery	Systems Management	Remote Systems Control	Remote Systems Control	005-35-02-61-03-1240-00-404-139	No Reuse	12
Support Services	Managing of infrastructure activities to facilitate Business Service Delivery	Systems Management	Software Distribution	Software Distribution	005-35-02-61-03-1240-00-404-139	No Reuse	1
Support Services	Managing of infrastructure activities to facilitate Business Service Delivery	Systems Management	System Resource Monitoring	System Resource Monitoring	005-35-02-61-03-1240-00-404-139	No Reuse	1
Process Automation Services	As part of the BCP, NFC will document all business processes for use in the event of a service disruption that prohibits NFC employees from immediate continuation of service provision. The BCP will require documentation of storage and indexing processes for rapid recovery of data.	Tracking and Workflow	Process Tracking	Process Tracking		No Reuse	40
Digital Asset Services	The BCP investment will improve data recovery and payroll data capture by speeding the restoration of NFC's business processes in the event of a service disruption.	Document Management	Library / Storage	Library / Storage		No Reuse	20
Back Office Services		Data Management	Data Recovery	Data Recovery		No Reuse	40
RMA-04 IMST	Infrastructure, Modernization, Support & Training	Systems Management	Audit Trail Capture and Analysis	Standardized / Canned	005-47-02-00-01-0004-00-402-124	Internal	10
ITS	Information Technology	Customer Relationship	Call Center Management	Computers / Automation	005-03-02-01-01-	Internal	1

	Services	Management		Management	0113-00-404-139		
ITS	Information Technology Services	Customer Relationship Management	Contact and Profile Management	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	1
ITS	Information Technology Services	Customer Relationship Management	Partner Relationship Management	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	1
ITS	Information Technology Services	Customer Initiated Assistance	Online Help	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	1
ITS	Information Technology Services	Customer Initiated Assistance	Online Tutorials	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	1
ITS	Information Technology Services	Customer Initiated Assistance	Self-Service	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	1
ITS	Information Technology Services	Management of Processes	Change Management	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	5
ITS	Information Technology Services	Management of Processes	Configuration Management	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	4
ITS	Information Technology Services	Management of Processes	Program / Project Management	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	4
ITS	Information Technology Services	Management of Processes	Governance / Policy Management	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	4
ITS	Information Technology Services	Management of Processes	Quality Management	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	4
ITS	Information Technology Services	Management of Processes	Risk Management	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	4
ITS	Information Technology Services	Management of Processes	Network Management	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	4
ITS	Information Technology Services	Supply Chain Management	Procurement	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	1
ITS	Information Technology Services	Supply Chain Management	Sourcing Management	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	1

ITS	Information Technology Services	Content Management	Content Review and Approval	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	1
ITS	Information Technology Services	Document Management	Document Imaging and OCR	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	1
ITS	Information Technology Services	Document Management	Document Referencing	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	1
ITS	Information Technology Services	Document Management	Document Revisions	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	1
ITS	Information Technology Services	Document Management	Library / Storage	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	1
ITS	Information Technology Services	Document Management	Document Review and Approval	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	1
ITS	Information Technology Services	Document Management	Document Conversion	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	1
ITS	Information Technology Services	Document Management	Indexing	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	1
ITS	Information Technology Services	Document Management	Classification	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	1
ITS	Information Technology Services	Knowledge Management	Information Retrieval	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	1
ITS	Information Technology Services	Knowledge Management	Information Mapping / Taxonomy	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	1
ITS	Information Technology Services	Knowledge Management	Information Sharing	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	1
ITS	Information Technology Services	Knowledge Management	Categorization	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	1
ITS	Information Technology Services	Knowledge Management	Knowledge Engineering	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	1
ITS	Information Technology	Knowledge Management	Knowledge Capture	Computers / Automation	005-03-02-01-01-	Internal	1

	Services			Management	0113-00-404-139		
ITS	Information Technology Services	Knowledge Management	Knowledge Distribution and Delivery	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	1
ITS	Information Technology Services	Records Management	Record Linking / Association	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	1
ITS	Information Technology Services	Records Management	Document Classification	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	1
ITS	Information Technology Services	Data Management	Data Exchange	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	2
ITS	Information Technology Services	Data Management	Data Mart	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	1
ITS	Information Technology Services	Data Management	Data Warehouse	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	1
ITS	Information Technology Services	Data Management	Meta Data Management	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	1
ITS	Information Technology Services	Data Management	Data Cleansing	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	1
ITS	Information Technology Services	Data Management	Extraction and Transformation	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	2
ITS	Information Technology Services	Data Management	Loading and Archiving	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	3
ITS	Information Technology Services	Data Management	Data Recovery	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	2
ITS	Information Technology Services	Data Management	Data Classification	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	2
ITS	Information Technology Services	Asset / Materials Management	Property / Asset Management	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	1
ITS	Information Technology Services	Asset / Materials Management	Asset Cataloging / Identification	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	1

ITS	Information Technology Services	Asset / Materials Management	Asset Transfer, Allocation, and Maintenance	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	1
ITS	Information Technology Services	Asset / Materials Management	Computers / Automation Management	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	1
ITS	Information Technology Services	Collaboration	Email	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	2
ITS	Information Technology Services	Collaboration	Document Library	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	2
ITS	Information Technology Services	Communication	Video Conferencing	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	6
ITS	Information Technology Services	Communication	Event / News Management	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	6
ITS	Information Technology Services	Communication	Computer / Telephony Integration	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	6
ITS	Information Technology Services	Systems Management	License Management	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	2
ITS	Information Technology Services	Systems Management	Remote Systems Control	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	1
ITS	Information Technology Services	Systems Management	System Resource Monitoring	Computers / Automation Management	005-03-02-01-01-0113-00-404-139	Internal	1

I. F. 4. 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 - 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. Service Specification - 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. (Character Limitations: Service Specification (i.e., vendor and product name) - 250 characters)

FEA SRM Component	FEA TRM Service Area	FEA TRM Service Category	FEA TRM Service Standard	Service Specification (i.e., vendor and product name)
Call Center Management	Service Access and Delivery	Business Logic	Reporting and Analysis	
Portfolio Management	Service Access and Delivery	Integration	Collaboration / Communications	
Change Management	Service Platform and Infrastructure	Hardware / Infrastructure	Legislative / Compliance	
Configuration Management	Service Platform and Infrastructure	Hardware / Infrastructure	Legislative / Compliance	

Email	Service Platform and Infrastructure	Hardware / Infrastructure	Collaboration / Communications
Instant Messaging	Service Platform and Infrastructure	Hardware / Infrastructure	Collaboration / Communications
Voice Communications	Service Platform and Infrastructure	Hardware / Infrastructure	Wireless / Mobile / Voice
Forms Creation	Service Platform and Infrastructure	Data Management	Application Servers
Forms Modification	Service Platform and Infrastructure	Data Management	Application Servers
Certification and Accreditation	Service Platform and Infrastructure	Security	Platform Independent
Virus Protection	Service Platform and Infrastructure	Security	Platform Independent
License Management	Service Platform and Infrastructure	Support Platforms	Legislative / Compliance
System Resource Monitoring	Service Platform and Infrastructure	Support Platforms	Supporting Network Services
Software Distribution	Service Platform and Infrastructure	Support Platforms	Platform Independent
Email	Service Access and Delivery	Access Channels	Collaboration / Communications
Identification and Authentication	Service Access and Delivery	Access Channels	Collaboration / Communications
Access Control	Service Access and Delivery	Access Channels	Other Electronic Channels
Access Control	Service Access and Delivery	Access Channels	Other Electronic Channels
Access Control	Service Platform and Infrastructure	Delivery Servers	Web Servers
Event / News Management	Service Access and Delivery	Service Requirements	Legislative / Compliance
Portfolio Management	Service Access and Delivery	Service Transport	Supporting Network Services
Customer / Account Management	Service Access and Delivery	Service Transport	Supporting Network Services
Customer / Account Management	Service Access and Delivery	Service Transport	Supporting Network Services
Customer / Account Management	Service Access and Delivery	Service Transport	Supporting Network Services
Customer / Account Management	Service Access and Delivery	Service Transport	Supporting Network Services
Customer / Account Management	Service Access and Delivery	Service Transport	Supporting Network Services
Customer / Account Management	Service Platform and Infrastructure	Support Platforms	Supporting Network Services
Audit Trail Capture and Analysis	Service Platform and Infrastructure	Database / Storage	Supporting Network Services
Self-Service	Service Access and Delivery	Access Channels	Web Browser
Self-Service	Service Access and Delivery	Access Channels	Web Browser
Reservations / Registration	Service Access and Delivery	Access Channels	Web Browser
Reservations /	Service Access	Access Channels	Web Browser

Registration	and Delivery		
Change Management	Service Platform and Infrastructure	Software Engineering	Software Configuration Management
Configuration Management	Service Platform and Infrastructure	Software Engineering	Software Configuration Management
Surveys	Service Access and Delivery	Delivery Servers	Internet
Surveys	Service Access and Delivery	Delivery Servers	Intranet
Personalization	Service Platform and Infrastructure	Software Engineering	Software Configuration Management
Personalization	Service Interface and Integration	Interoperability	Data Format / Classification
Alerts and Notifications	Service Access and Delivery	Access Channels	Collaboration / Communications
Alerts and Notifications	Service Platform and Infrastructure	Delivery Servers	Application Servers
Online Help	Service Access and Delivery	Access Channels	Collaboration / Communications
Online Help	Service Access and Delivery	Delivery Channels	Internet
Online Help	Service Access and Delivery	Delivery Channels	Intranet
Online Tutorials	Service Access and Delivery	Access Channels	Collaboration / Communications
Online Tutorials	Service Access and Delivery	Delivery Channels	Internet
Online Tutorials	Service Access and Delivery	Delivery Channels	Intranet
Multi-Lingual Support	Service Interface and Integration	Interoperability	Data Format / Classification
Business Rule Management	Service Access and Delivery	Service Requirements	Legislative / Compliance
Business Rule Management	Service Platform and Infrastructure	Delivery Servers	Application Servers
Business Rule Management	Service Platform and Infrastructure	Database / Storage	Database
Business Rule Management	Service Platform and Infrastructure	Database / Storage	Storage
Business Rule Management	Component Framework	Data Interchange	Data Exchange
Business Rule Management	Service Interface and Integration	Interoperability	Data Types / Validation
Change Management	Service Access and Delivery	Delivery Servers	Internet
Change Management	Service Access and Delivery	Delivery Servers	Intranet
Change Management	Service Access and Delivery	Service Requirements	Legislative / Compliance
Change Management	Service Platform and Infrastructure	Delivery Servers	Application Servers
Change Management	Service Platform	Database /	Database

Change Management	and Infrastructure Service Platform and Infrastructure	Storage Database / Storage	Storage
Change Management	Component Framework	Data Interchange	Data Exchange
Change Management	Service Interface and Integration	Interoperability	Data Types / Validation
Configuration Management	Service Access and Delivery	Service Requirements	Legislative / Compliance
Configuration Management	Service Platform and Infrastructure	Delivery Servers	Application Servers
Configuration Management	Service Platform and Infrastructure	Database / Storage	Database
Configuration Management	Service Platform and Infrastructure	Database / Storage	Storage
Configuration Management	Component Framework	Data Interchange	Data Exchange
Configuration Management	Service Platform and Infrastructure	Interoperability	Data Types / Validation
Requirements Management	Service Access and Delivery	Service Requirements	Legislative / Compliance
Requirements Management	Service Platform and Infrastructure	Delivery Servers	Application Servers
Requirements Management	Service Platform and Infrastructure	Database / Storage	Database
Requirements Management	Service Platform and Infrastructure	Database / Storage	Storage
Requirements Management	Component Framework	Data Interchange	Data Exchange
Requirements Management	Service Interface and Integration	Interoperability	Data Types / Validation
Program / Project Management	Service Access and Delivery	Service Requirements	Legislative / Compliance
Program / Project Management	Service Platform and Infrastructure	Delivery Servers	Application Servers
Program / Project Management	Service Platform and Infrastructure	Database / Storage	Database
Program / Project Management	Service Platform and Infrastructure	Database / Storage	Storage
Program / Project Management	Component Framework	Data Interchange	Data Exchange
Program / Project Management	Service Interface and Integration	Interoperability	Data Types / Validation
Governance / Policy Management	Service Access and Delivery	Service Requirements	Legislative / Compliance
Governance / Policy Management	Service Platform and Infrastructure	Delivery Servers	Application Servers
Governance / Policy Management	Service Platform and Infrastructure	Database / Storage	Database
Governance / Policy Management	Service Platform and Infrastructure	Database / Storage	Storage
Governance / Policy Management	Component Framework	Data Interchange	Data Exchange
Governance / Policy Management	Service Interface and Integration	Interoperability	Data Types / Validation

Risk Management	Service Access and Delivery	Delivery Servers	Internet
Risk Management	Service Access and Delivery	Delivery Servers	Intranet
Workgroup / Groupware	Service Access and Delivery	Delivery Servers	Internet
Workgroup / Groupware	Service Access and Delivery	Delivery Servers	Intranet
Catalog Management	Service Access and Delivery	Service Requirements	Legislative / Compliance
Catalog Management	Service Platform and Infrastructure	Delivery Servers	Application Servers
Catalog Management	Service Platform and Infrastructure	Database / Storage	Database
Catalog Management	Service Platform and Infrastructure	Database / Storage	Storage
Catalog Management	Component Framework	Data Interchange	Data Exchange
Catalog Management	Service Interface and Integration	Interoperability	Data Types / Validation
Tagging and Aggregation	Service Platform and Infrastructure	Database / Storage	Database
Classification	Service Platform and Infrastructure	Database / Storage	Database
Document Referencing	Service Platform and Infrastructure	Database / Storage	Database
Indexing	Service Platform and Infrastructure	Database / Storage	Database
Library / Storage	Service Platform and Infrastructure	Database / Storage	Database
Information Retrieval	Service Access and Delivery	Delivery Servers	Internet
Information Retrieval	Service Access and Delivery	Delivery Servers	Intranet
Information Retrieval	Service Platform and Infrastructure	Delivery Servers	Application Servers
Information Retrieval	Service Platform and Infrastructure	Database / Storage	Database
Information Retrieval	Service Platform and Infrastructure	Database / Storage	Storage
Information Retrieval	Component Framework	Data Interchange	Data Exchange
Information Mapping / Taxonomy	Service Access and Delivery	Service Requirements	Legislative / Compliance
Information Mapping / Taxonomy	Service Platform and Infrastructure	Delivery Servers	Application Servers
Information Mapping / Taxonomy	Service Platform and Infrastructure	Database / Storage	Database
Information Mapping / Taxonomy	Service Platform and Infrastructure	Database / Storage	Storage
Information Mapping / Taxonomy	Component Framework	Data Interchange	Data Exchange
Information Mapping / Taxonomy	Service Interface and Integration	Interoperability	Data Types / Validation
Information Sharing	Service Platform	Delivery Servers	Application Servers

	and Infrastructure		
Information Sharing	Service Platform and Infrastructure	Database / Storage	Database
Information Sharing	Service Platform and Infrastructure	Database / Storage	Storage
Information Sharing	Component Framework	Data Interchange	Data Exchange
Information Sharing	Service Interface and Integration	Interoperability	Data Types / Validation
Categorization	Service Platform and Infrastructure	Delivery Servers	Application Servers
Categorization	Service Platform and Infrastructure	Database / Storage	Database
Categorization	Service Platform and Infrastructure	Database / Storage	Storage
Categorization	Component Framework	Data Interchange	Data Exchange
Categorization	Service Interface and Integration	Interoperability	Data Types / Validation
Knowledge Capture	Service Platform and Infrastructure	Database / Storage	Database
Knowledge Capture	Service Platform and Infrastructure	Database / Storage	Storage
Knowledge Distribution and Delivery	Service Platform and Infrastructure	Delivery Servers	Application Servers
Knowledge Distribution and Delivery	Component Framework	Data Interchange	Data Exchange
Graphing / Charting	Service Platform and Infrastructure	Delivery Servers	Application Servers
Graphing / Charting	Service Platform and Infrastructure	Database / Storage	Database
Graphing / Charting	Service Platform and Infrastructure	Database / Storage	Storage
Graphing / Charting	Component Framework	Data Interchange	Data Exchange
Graphing / Charting	Service Interface and Integration	Interoperability	Data Types / Validation
Data Mining	Service Access and Delivery	Service Requirements	Legislative / Compliance
Data Mining	Service Platform and Infrastructure	Delivery Servers	Application Servers
Data Mining	Service Platform and Infrastructure	Database / Storage	Database
Data Mining	Service Platform and Infrastructure	Database / Storage	Storage
Data Mining	Component Framework	Data Interchange	Data Exchange
Data Mining	Service Interface and Integration	Interoperability	Data Types / Validation
Simulation	Service Interface and Integration	Interoperability	Data Format / Classification
Decision Support and Planning	Service Platform and Infrastructure	Database / Storage	Database
Decision Support and Planning	Service Platform and Infrastructure	Database / Storage	Storage

Decision Support and Planning	Component Framework	Data Interchange	Data Exchange
Ad Hoc	Service Platform and Infrastructure	Database / Storage	Database
Ad Hoc	Service Platform and Infrastructure	Database / Storage	Storage
Standardized / Canned	Service Platform and Infrastructure	Database / Storage	Database
Standardized / Canned	Service Platform and Infrastructure	Database / Storage	Storage
Extraction and Transformation	Service Platform and Infrastructure	Database / Storage	Database
Extraction and Transformation	Service Platform and Infrastructure	Database / Storage	Storage
Extraction and Transformation	Component Framework	Data Interchange	Data Exchange
Data Exchange	Service Platform and Infrastructure	Database / Storage	Database
Data Exchange	Service Platform and Infrastructure	Database / Storage	Storage
Data Exchange	Component Framework	Data Interchange	Data Exchange
Data Recovery	Service Platform and Infrastructure	Database / Storage	Database
Data Recovery	Service Platform and Infrastructure	Database / Storage	Storage
Data Recovery	Component Framework	Data Interchange	Data Exchange
Data Classification	Service Platform and Infrastructure	Database / Storage	Database
Data Classification	Service Platform and Infrastructure	Database / Storage	Storage
Data Classification	Component Framework	Data Interchange	Data Exchange
Data Cleansing	Service Platform and Infrastructure	Database / Storage	Database
Data Cleansing	Service Platform and Infrastructure	Database / Storage	Storage
Data Cleansing	Component Framework	Data Interchange	Data Exchange
Loading and Archiving	Component Framework	Data Interchange	Data Exchange
Asset Cataloging / Identification	Service Platform and Infrastructure	Database / Storage	Database
Asset Cataloging / Identification	Service Platform and Infrastructure	Database / Storage	Storage
Asset Cataloging / Identification	Component Framework	Data Interchange	Data Exchange
Asset Transfer, Allocation, and Maintenance	Service Platform and Infrastructure	Database / Storage	Database
Asset Transfer, Allocation, and Maintenance	Service Platform and Infrastructure	Database / Storage	Storage
Asset Transfer,	Component	Data Interchange	Data Exchange

Allocation, and Maintenance	Framework		
Computers / Automation Management	Service Platform and Infrastructure	Database / Storage	Database
Computers / Automation Management	Service Platform and Infrastructure	Database / Storage	Storage
Property / Asset Management	Service Platform and Infrastructure	Database / Storage	Database
Property / Asset Management	Service Platform and Infrastructure	Database / Storage	Storage
Workforce Directory / Locator	Service Platform and Infrastructure	Database / Storage	Database
Workforce Directory / Locator	Service Platform and Infrastructure	Database / Storage	Storage
Team / Org Management	Service Platform and Infrastructure	Database / Storage	Database
Team / Org Management	Service Platform and Infrastructure	Database / Storage	Storage
Contingent Workforce Management	Service Platform and Infrastructure	Database / Storage	Database
Contingent Workforce Management	Service Platform and Infrastructure	Database / Storage	Storage
Query	Service Platform and Infrastructure	Database / Storage	Database
Query	Service Platform and Infrastructure	Database / Storage	Storage
Classification	Service Platform and Infrastructure	Database / Storage	Database
Classification	Service Platform and Infrastructure	Database / Storage	Storage
Pattern Matching	Service Platform and Infrastructure	Database / Storage	Database
Pattern Matching	Service Platform and Infrastructure	Database / Storage	Storage
Assistance Request	Service Access and Delivery	Delivery Channels	Intranet
Online Tutorials	Service Access and Delivery	Delivery Channels	Intranet
Scheduling	Service Access and Delivery	Delivery Channels	Intranet
Alerts and Notifications	Service Access and Delivery	Access Channels	Collaboration / Communications
Contact and Profile Management	Service Access and Delivery	Service Transport	Supporting Network Services
Customer / Account Management	Service Access and Delivery	Access Channels	Collaboration / Communications
Risk Management	Service Platform and Infrastructure	Hardware / Infrastructure	Supporting Security Services
Network Management	Service Platform and Infrastructure	Hardware / Infrastructure	Supporting Network Services
Workgroup / Groupware	Service Platform and Infrastructure	Delivery Servers	Application Servers
Library / Storage	Service Platform and Infrastructure	Database / Storage	Storage
Data Recovery	Service Platform	Hardware /	Embedded

	and Infrastructure	Infrastructure	Technology Devices
Loading and Archiving	Service Platform and Infrastructure	Software Engineering	Test Management
Email	Service Platform and Infrastructure	Delivery Servers	Application Servers
Shared Calendaring	Service Platform and Infrastructure	Delivery Servers	Application Servers
Task Management	Service Platform and Infrastructure	Delivery Servers	Application Servers
Threaded Discussions	Service Platform and Infrastructure	Delivery Servers	Application Servers
Community Management	Service Platform and Infrastructure	Hardware / Infrastructure	Wide Area Network (WAN)
Computer / Telephony Integration	Service Access and Delivery	Access Channels	Wireless / PDA
Event / News Management	Service Access and Delivery	Delivery Servers	Application Servers
Video Conferencing	Service Access and Delivery	Access Channels	Collaboration / Communications
Query	Component Framework	Presentation / Interface	Dynamic Server-Side Display
Access Control	Component Framework	Security	Certificates / Digital Signatures
Audit Trail Capture and Analysis	Service Access and Delivery	Service Requirements	Legislative / Compliance
Digital Signature Management	Component Framework	Security	Certificates / Digital Signatures
Identification and Authentication	Component Framework	Security	Certificates / Digital Signatures
Intrusion Detection	Service Platform and Infrastructure	Hardware / Infrastructure	Supporting Security Services
Network Management	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers
Customer / Account Management	Service Access and Delivery	Service Requirements	Legislative / Compliance
Remote Systems Control	Service Access and Delivery	Delivery Channels	Virtual Private Network (VPN)
Software Distribution	Service Platform and Infrastructure	Hardware / Infrastructure	Supporting Network Services
System Resource Monitoring	Service Platform and Infrastructure	Hardware / Infrastructure	Supporting Network Services
Configuration Management	Service Access and Delivery	Hardware / Infrastructure	Hosting
Configuration Management	Service Access and Delivery	Access Channels	Hosting
Configuration Management	Service Access and Delivery	Delivery Channels	Hosting
Configuration Management	Service Access and Delivery	Database / Storage	Hosting
Configuration Management	Service Access and Delivery	Data Interchange	Hosting
Partner Relationship Management	Service Platform and Infrastructure	Delivery Servers	Application Servers
Process Tracking	Service Platform and Infrastructure	Database / Storage	Database

Process Tracking	Service Platform and Infrastructure	Delivery Servers	Web Servers
Process Tracking	Service Platform and Infrastructure	Delivery Servers	Application Servers
Process Tracking	Service Platform and Infrastructure	Software Engineering	Integrated Development Environment
Process Tracking	Service Platform and Infrastructure	Software Engineering	Integrated Development Environment
Process Tracking	Service Platform and Infrastructure	Delivery Servers	Database
Process Tracking	Component Framework	Presentation / Interface	Static Display
Process Tracking	Component Framework	Presentation / Interface	Dynamic Server-Side Display
Process Tracking	Component Framework	Business Logic	Platform Dependent
Process Tracking	Component Framework	Business Logic	Platform Dependent
Process Tracking	Component Framework	Business Logic	Platform Dependent
Process Tracking	Component Framework	Business Logic	Platform Independent
Process Tracking	Component Framework	Business Logic	Platform Independent
Process Tracking	Component Framework	Data Management	Database Connectivity
Process Tracking	Component Framework	Data Management	Database Connectivity
Workgroup / Groupware	Service Access and Delivery	Access Channels	Web Browser
Workgroup / Groupware	Service Access and Delivery	Access Channels	Collaboration / Communications
Workgroup / Groupware	Service Access and Delivery	Delivery Channels	Internet
Workgroup / Groupware	Service Access and Delivery	Delivery Channels	Intranet
Workgroup / Groupware	Service Access and Delivery	Delivery Channels	Virtual Private Network (VPN)
Workgroup / Groupware	Service Access and Delivery	Service Requirements	Legislative / Compliance
Workgroup / Groupware	Service Access and Delivery	Service Requirements	Authentication / Single Sign-on
Partner Relationship Management	Service Access and Delivery	Service Transport	Supporting Network Services
Workgroup / Groupware	Service Platform and Infrastructure	Support Platforms	Platform Independent
Workgroup / Groupware	Service Platform and Infrastructure	Support Platforms	Platform Dependent
Workgroup / Groupware	Service Platform and Infrastructure	Delivery Servers	Web Servers
Workgroup / Groupware	Service Platform and Infrastructure	Delivery Servers	Application Servers
Workgroup / Groupware	Service Platform	Database /	Database

	and Infrastructure	Storage	
Workgroup / Groupware	Service Platform and Infrastructure	Database / Storage	Storage
Workgroup / Groupware	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers
Workgroup / Groupware	Service Platform and Infrastructure	Hardware / Infrastructure	Embedded Technology Devices
Workgroup / Groupware	Service Platform and Infrastructure	Hardware / Infrastructure	Peripherals
Workgroup / Groupware	Service Platform and Infrastructure	Hardware / Infrastructure	Local Area Network (LAN)
Workgroup / Groupware	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards
Workgroup / Groupware	Service Platform and Infrastructure	Hardware / Infrastructure	Video Conferencing
Customer / Account Management	Service Access and Delivery	Access Channels	Web Browser
Customer / Account Management	Service Access and Delivery	Access Channels	Web Browser
Customer / Account Management	Service Access and Delivery	Access Channels	Wireless / PDA
Customer / Account Management	Service Access and Delivery	Access Channels	Wireless / PDA
Customer / Account Management	Service Access and Delivery	Access Channels	Collaboration / Communications
Customer / Account Management	Service Access and Delivery	Access Channels	Collaboration / Communications
Customer / Account Management	Service Access and Delivery	Access Channels	Collaboration / Communications
Customer / Account Management	Service Access and Delivery	Access Channels	Other Electronic Channels
Customer / Account Management	Service Access and Delivery	Access Channels	Other Electronic Channels
Customer / Account Management	Service Access and Delivery	Access Channels	Other Electronic Channels
Customer / Account Management	Service Access and Delivery	Delivery Channels	Internet
Customer / Account Management	Service Access and Delivery	Delivery Channels	Intranet
Customer / Account Management	Service Access and Delivery	Delivery Channels	Extranet
Customer / Account Management	Service Access and Delivery	Delivery Channels	Peer to Peer (P2P)
Customer / Account Management	Service Access and Delivery	Delivery Channels	Virtual Private Network (VPN)
Customer / Account Management	Service Access and Delivery	Service Requirements	Legislative / Compliance
Customer / Account Management	Service Access and Delivery	Service Requirements	Legislative / Compliance
Customer / Account Management	Service Access and Delivery	Service Requirements	Legislative / Compliance
Customer / Account Management	Service Access and Delivery	Service Requirements	Legislative / Compliance
Customer / Account Management	Service Access and Delivery	Service Requirements	Authentication / Single Sign-on

Customer / Account Management	Service Access and Delivery	Service Requirements	Hosting
Customer / Account Management	Service Access and Delivery	Service Transport	Supporting Network Services
Customer / Account Management	Service Access and Delivery	Service Transport	Service Transport
Customer / Account Management	Service Platform and Infrastructure	Support Platforms	Platform Independent
Customer / Account Management	Service Platform and Infrastructure	Support Platforms	Platform Independent
Customer / Account Management	Service Platform and Infrastructure	Support Platforms	Platform Independent
Customer / Account Management	Service Platform and Infrastructure	Support Platforms	Platform Dependent
Customer / Account Management	Service Platform and Infrastructure	Support Platforms	Platform Dependent
Customer / Account Management	Service Platform and Infrastructure	Delivery Servers	Web Servers
Customer / Account Management	Service Platform and Infrastructure	Delivery Servers	Web Servers
Customer / Account Management	Service Platform and Infrastructure	Delivery Servers	Media Servers
Customer / Account Management	Service Platform and Infrastructure	Delivery Servers	Media Servers
Customer / Account Management	Service Platform and Infrastructure	Database / Storage	Database
Customer / Account Management	Service Platform and Infrastructure	Database / Storage	Database
Customer / Account Management	Service Platform and Infrastructure	Database / Storage	Database
Customer / Account Management	Service Platform and Infrastructure	Database / Storage	Database
Customer / Account Management	Service Platform and Infrastructure	Database / Storage	Storage
Customer / Account Management	Service Platform and Infrastructure	Database / Storage	Storage
Customer / Account Management	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers
Customer / Account Management	Service Platform and Infrastructure	Hardware / Infrastructure	Embedded Technology Devices
Customer / Account Management	Service Platform and Infrastructure	Hardware / Infrastructure	Peripherals
Customer / Account Management	Service Platform and Infrastructure	Hardware / Infrastructure	Peripherals
Customer / Account Management	Service Platform and Infrastructure	Hardware / Infrastructure	Peripherals
Customer / Account Management	Service Platform and Infrastructure	Hardware / Infrastructure	Wide Area Network (WAN)
Customer / Account Management	Service Platform and Infrastructure	Hardware / Infrastructure	Wide Area Network (WAN)
Customer / Account Management	Service Platform and Infrastructure	Hardware / Infrastructure	Local Area Network (LAN)
Customer / Account Management	Service Platform and Infrastructure	Hardware / Infrastructure	Local Area Network (LAN)
Customer / Account Management	Service Platform and Infrastructure	Hardware / Infrastructure	Local Area Network

Management	and Infrastructure	Infrastructure	(LAN)
Customer / Account Management	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards
Customer / Account Management	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards
Customer / Account Management	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards
Customer / Account Management	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards
Customer / Account Management	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards
Customer / Account Management	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards
Customer / Account Management	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards
Customer / Account Management	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards
Customer / Account Management	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards
Customer / Account Management	Service Platform and Infrastructure	Hardware / Infrastructure	Video Conferencing
Customer / Account Management	Service Platform and Infrastructure	Software Engineering	Software Configuration Management
Customer / Account Management	Service Platform and Infrastructure	Software Engineering	Software Configuration Management
Customer / Account Management	Service Platform and Infrastructure	Software Engineering	Software Configuration Management
Customer / Account Management	Service Platform and Infrastructure	Software Engineering	Software Configuration Management
Customer / Account Management	Service Platform and Infrastructure	Software Engineering	Software Configuration Management
Customer / Account Management	Service Platform and Infrastructure	Software Engineering	Test Management
Customer / Account Management	Service Platform and Infrastructure	Software Engineering	Test Management
Customer / Account Management	Service Platform and Infrastructure	Software Engineering	Test Management
Customer / Account Management	Service Platform and Infrastructure	Software Engineering	Test Management
Customer / Account Management	Service Platform and Infrastructure	Software Engineering	Test Management
Customer / Account Management	Service Interface and Integration	Integration	Application Servers
Customer / Account Management	Service Interface and Integration	Integration	Data Transformation
Change Management	Service Platform and Infrastructure	Database / Storage	Storage
Change Management	Component Framework	Data Interchange	Data Exchange

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

yes

I. F. 5. a. If "yes", please describe.

(long text - 2500 characters)

AgPRS - The Forest Service is in the process of developing standards with DOI BLM for sharing of radio system components, beginning with backbone repeaters and dispatch consoles. Both agencies are moving to a P-25 digital radio infrastructure and should be able to leverage infrastructure sharing at some level. eAuthentication - The USDA eAuthentication service is integrated with the GSA E-Authentication project using the Security Assertion Markup Language (SAML) to enable users with credentials from other integrated services to access integrated applications. Integration efforts with the GSA eAuthentication architecture will enable: Improved citizen service - The eGovernment experience is significantly improved for citizens and businesses. Those users who have USDA credentials are able to use them across the Federal government. Those who have credentials from another agency are able to use them at USDA. Cost savings - Credentials, especially higher assurance credentials, are expensive to issue and manage. Allowing non-USDA credentials to be used for USDA applications should represent cost savings for USDA. The extent of these saving will depend on the widespread acceptance of the GSA SAML based architecture model. Support for new technologies - As new forms of credentials are brought into use, they can be used to access USDA resources through the GSA SAML based architecture. While WebCAAF and NFCCA provides the ability to add additional authentication types, the GSA SAML based architecture will allow this transparently to USDA. FS Computer Base - The Computer Base investments will leverage single sign-on capabilities and Directory Services via the government-wide eAuthentication effort. The Forest Service Telecommunications Base takes advantage of several Government and USDA components and contracts for infrastructure including the GSA FTS (soon to be Networx) contract vehicles for both voice and data network circuits and services and the USDA Universal Telecommunications Network. Participation in the newly formed Executive Telecommunications Intergovernmental Management Council (ETIMC) chaired by the CIOs of both USDA and DOI should provide additional opportunities for sharing of infrastructure and contracts. RMA IMST - The Microsoft .NET framework utilizes advanced component technologies new development models to utilize interoperable server and client capabilities and tool support. SCMI-IT - eGov, AgLearn, eAuthentication

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

yes

I. F. 6. a. If "yes", does customer access require specific software (e.g., a specific web browser version)?

no

I. F. 6. a. 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).

(medium text - 500 characters)

PART II: PLANNING, ACQUISITION AND PERFORMANCE INFORMATION

Part II should be completed only for investments which in FY2008 will be in "Planning" or "Full Acquisition," or "Mixed Life-Cycle" investments, i.e., selected one of these three choices in response to Question 6 in Part I, Section A above.

Section A: Alternatives Analysis (All Capital Assets)

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.

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

yes

II. A. 1. a. If "yes", provide the date the analysis was completed?

2006-04-25

II. A. 1. b. If "no", what is the anticipated date this analysis will be completed?

II. A. 1. c. If no analysis is planned, please briefly explain why:

(long text - 2500 characters)

II. A. 2. Use the results of your alternatives analysis to complete the following table:*(Character Limitations: Alternative Analyzed - 500 characters; Description of Alternative - 500 Characters)*

Alternative Analyzed	Description of Alternative	Risk Adjusted Lifecycle Cost Estimate	Risk Adjusted Lifecycle Benefits Estimate
ARSnet 3	Microsoft network and email	22900000	0
Business Continuity at NFC 1	(Recommended Alternative) Establish New Primary with NFC as Backup (COOP Only) Using Point-in-time copy to remote DASD the data transmitted to the remote storage site and is stored on DASD. In the event of a disaster, the data must be transmitted from the storage site to the recovery site. Typically, the remote storage site and recovery site are the same; thus eliminating the need to transmit and expediting the recovery process.	44203196	52988000

II. A. 3. Which alternative was selected by the Agency's Executive/Investment Committee and why was it chosen?*(medium text - 500 characters)*

ARSnet Option 3 was selected because it fully supported USDAs enterprise architecture and provided full integration with USDAs network and email solutions. FSIS Infrastructure Not yet selected. Quantitative benefit is derived from lives saved and animals protected. Business Continuity Improvement at the NFC Option 1. Contingency Planning Suite (CPS) Option 1, this is the most efficient database for contingency planning and disaster recovery mobilization activities for a large enterprise.

II. A. 4. What specific qualitative benefits will be realized?*(long text - 2500 characters)*

ARSnet By consolidating and replacing a diverse set of email systems that are independently managed and supported at geographically disperse locations; ARS will be able to redirect designated support staff to focus on mission-critical work. Cost benefits will come through the implementation and support of a single enterprise-wide email system and infrastructure. FSIS Infrastructure A more real-time environment will allow plants to share data with headquarters, other plants, and laboratories much faster especially when problems arise. Business Continuity Improvement at the NFC Implementation of a warm backup system will reduce potential negative impacts, including inability to make salary and vendor payments. The goal is to reduce the time required to recover business operations to less than 24 hours. In the event of a disruption of service, this investment has the potential to save tens of millions of dollars in loss to NFCs customers. Contingency Planning Suite (CPS) Economically, it is most beneficial to have an enterprise-wide program for recovery from natural disasters such as we have recently witnessed in the Katrina and Rita hurricanes of 2005. Intangible benefits are realized as WEB enabled applications would eliminate the interruptions to operations due to sporadic and frequent system outages that occur on non-WEB enabled operations that could have a negative effect on the accuracy of information and ability to respond to emergencies. Integrating to an enterprise wide solution will take advantage of existing procedures and affords the PMO to set up repeatable processes and procedures. Another intangible advantage of integrating the CPS software that is already a logical data model provides USDA with the opportunity to implement a flexible, extensible system. Tangible benefits realized are in accuracy, compatibility, efficiency, modularity, and reliability. Uniformity of templates produces more timely, accurate and executable information. Compatibility is realized by utilizing existing facilities and being an integral partner in a USDA enterprise wide telecommunications study, plans, and upgrades to the current structure. Efficiency and reliability are evidenced by down time reduction largely due to CPS WEB enabled software.

Section 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.

II. B. 1. Does the investment have a Risk Management Plan?

yes

II. B. 1. a. If "yes", what is the date of the plan?

2006-06-14

II. B. 1. b. Has the Risk Management Plan been significantly changed since last year's submission to OMB?

no

II. B. 1. c. If "yes", describe any significant changes:

(long text - 2500 characters)

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

II. B. 2. a. If "yes", what is the planned completion date?

II. B. 2. b. If "no", what is the strategy for managing the risks?

(long text - 2500 characters)

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

(long text - 2500 characters)

ARSnet The life cycle cost estimates reflect the annual maintenance of software licenses, lifecycle replacement of all hardware, and ongoing service agreements. Business Continuity Improvement at the NFC NFC is using earned value metrics to identify trouble areas early and holding monthly executive briefings, biweekly partner meetings and the project is organized in phases with controlled entry and exit points to ensure quality and timeliness of products. NFC has put into place a firm fixed price contract for the initial phases of the project in which the vendor will give performance based requirements. NFC has put incentives into the integration contract which are based on decreasing the total cost of ownership. Contingency Planning Suite CPS investment risks will be monitored on a monthly basis, or more frequently as necessary by the Enterprise Contingency Planning Program (ECPP) Program Management Office (PMO) throughout the investment schedule. Investment activities will be evaluated for risk, and in accordance with the ECPP Risk Management Plan, contingency plans will be developed for high and medium probability risks that are identified. The implementation schedule has been prioritized by USDA mission area in order of importance of continuity of USDA service to citizens, internal organizations and state and local offices to reflect the risk of schedule slippage and due to the collateral duty that contingency planning entails. The life-cycle cost estimate includes the creation of a funding contingency plan using USDA shared funding methodology for deployment on a reduced scale. Within the life-cycle cost estimate and investment schedule, an ECPP PMO has been established to aggressively oversee project implementation and closely record and track routine activity and current cost data for the continuing implementation activities to address the risk of exceeding budget estimates for implementation of the Facilities Phase within the Contingency Planning Suite (CPS). Cost planning has incorporated the acquisition of functional experts at various points in the schedule to provide comprehensive planning and oversight of implementation. Training requirements evaluations have been included in life cycle costs for all system users and the development of an adequate training plan. The investment risk has also been reflected in the development of satisfactory system documentation and a help desk which is scheduled to be maintained by the ECPP PMO.