

RAILROAD RETIREMENT BOARD

Information Technology Initiatives for Fiscal Year 2009

The Railroad Retirement Board is actively pursuing further automation and modernization of its various claims processing systems. Ongoing and planned projects will further increase and enhance the efficiency and effectiveness of our benefit payments and program administration. Automation initiatives in recent years have also significantly improved operations and allowed the agency to reduce staffing in certain areas. Key initiatives for fiscal year 2009 are described below.

Technology Infrastructure and Administrative Support -- These investments are required to establish a firm foundation for the technology advances we have planned in accordance with the agency's target enterprise architecture, and to maintain our operational readiness. The specific investments in fiscal year 2009 include:

Network Operations (\$450,000 at both budget levels)

This item supports the agency's centralized wide-area network operations. It includes funding for emergency/mandatory replacements or upgrades of hardware and software as needed to ensure continuing service to the user community and the agency's customers. This item also provides for assistance in the form of staff augmentation and other contractual support to provide for the introduction of new technologies, and the purchase of system monitoring tools to improve efficiency. Additional information concerning this area is included in the IT Capital Plan, Element 2.

Infrastructure Replacement (\$50,000 at the guidance level; \$900,000 at the agency request level)

This item provides funding for the continued upgrading and scheduled replacement of the agency's IT infrastructure equipment and related software. The upgrades and replacements follow the RRB's *IT Equipment Replacement Policy* for modernizing and securing the agency's computer operations. At the guidance level of the budget, most scheduled replacements would have to be deferred. Additional information concerning this area is included in the IT Capital Plan, Element 3.

IT Tools (\$100,000 at the guidance level; \$130,000 at the agency request level)

The RRB will purchase a variety of software and systems development tools to continue automation efforts that exploit new information technology and support the transition to automation. Funding is also needed to comply with Federal requirements concerning the need to record and archive electronic transmission of information in the future. Additional information concerning this area is included in the IT Capital Plan, Element 5.

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Application Design Services -- Initiatives in this category are required to provide electronic services to the public, as mandated by the Government Paperwork Elimination Act of 1998, and other Federal directives/mandates. They are also needed to achieve our strategic objective of providing our customers with more flexible service delivery options.

E-Government (\$200,000 at the guidance level; \$450,000 at the agency request level)

At the agency request level of funding in fiscal year 2009, we plan to begin development of a web-based system that will allow employees and spouses to file applications for retirement age and service benefits online. We will also develop automated referrals processing in the Employer Reporting System (ERS) for use by the employers who do not file annual reports through the Internet. By the end of fiscal year 2009, we will have consolidated ERS processing for 16 new services covering 20 paper-based forms. Additional information concerning these activities is included in the IT Capital Plan, Element 6.

Risk Management Services -- In order to provide appropriate protection of information and information systems in the face of a changing risk environment, a comprehensive security program requires continuous management to control the risks that threaten the agency's critical assets. Complementary use of both technology and well-trained personnel can effectively reduce those risks to an acceptable level.

Information Security (\$375,000 at both budget levels)

In fiscal year 2009, we plan to continue with certification and accreditation of agency systems, and acquire security awareness training and specialized role-based training related to security concerns. We will also acquire a Federal Information Security Management Act (FISMA) Reporting Solution to automate FISMA evaluation and reporting processes. In addition, we plan to acquire a digital evidence forensic workstation and to automate malicious code analysis software and tools. Additional information concerning these activities is included in the IT Capital Plan, Element 7.

System Modernization – Building on the DB2 Data Optimization project, the next step is system modernization. The data optimization process will point out opportunities to modernize our systems, many of which are old and complex and require a large investment in maintenance. Planning for system modernization will begin in fiscal year 2008, with selection of a pilot application.

System Modernization (\$300,000 at the guidance level; \$495,000 at the agency request level)

In fiscal year 2009, we will use contractor services to evaluate the pilot application's business requirements, identify possible solutions, and recommend

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one for implementation. Key to this examination will be the requirement to use optimized data so that data redundancy is reduced to the lowest practical level. Development of the pilot application will take place during fiscal year 2009. Additional information concerning this project is included in the IT Capital Plan, Element 9.

Enterprise Human Resources Integration (EHRI) – One of the 25 Presidential E-Government initiatives, EHRI is comprised of three major components: a central data repository for all Executive Branch employee records; an electronic employee record accessible to all Federal employees; and, a set of analytical tools for reporting and data analysis. This initiative also reflects a mandate from OMB to implement an electronic Official Personnel Folder (eOPF).

EHRI (\$280,000 included only at the agency request level of the budget)

In fiscal year 2009, funding is requested for EHRI planning and implementation services. Planning services include assessing requirements for, and planning of, implementation of the overall eOPF at the RRB, including software, hardware, hosting, licenses, and paper file (“backfile”) conversion. Implementation services include acquisition of software and licenses, system configuration of the development and production environments, software development and configuration, installation and configuration of the eOPF system at the hosting facility, system testing at the development and production environment, transition to support, training, and backfile conversion. Additional information concerning this initiative is included in the IT Capital Plan, Element 10.

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Information Technology (IT) Capital Plan
FY 2007 - 2012

Capital Element	FY 2007 ^{a/}	FY 2008 ^{b/}	FY 2009 ^{c/}	FY 2010	FY 2011	FY 2012	TOTAL
1. Mainframe leases/purchases	\$630,147	\$0	\$0	\$850,000	\$0	\$0	\$1,480,147
2. Network operations	350,000	350,000	450,000	450,000	450,000	470,000	2,520,000
3. Infrastructure replacement	944,766	210,000	900,000	900,000	900,000	900,000	4,754,766
4. Document imaging	25,000	0	0	0	0	0	25,000
5. IT tools	0	150,000	130,000	50,000	75,000	75,000	480,000
6. E-Government	230,353	0	450,000	350,000	350,000	350,000	1,730,353
7. Risk management	110,000	375,000	375,000	375,000	375,000	375,000	1,985,000
8. DB2 data optimization	912,234	0	0	0	0	0	912,234
9. System modernization	0	0	495,000	475,000	475,000	475,000	1,920,000
10. Enterprise Human Resources Integration	0	0	280,000	0	0	0	280,000
11. Implement 800 number	690,000	0	0	0	0	0	690,000
Non-Capital Plan Element							
12. IT task orders	0	305,000	450,000	450,000	450,000	450,000	2,105,000
TOTAL	\$3,892,500	\$1,390,000	\$3,530,000	\$3,900,000	\$3,075,000	\$3,095,000	\$18,882,500

^{a/} Amounts reflect funding as of August 10, 2007. Additional funding is expected to be allocated for IT later in fiscal year 2007.

^{b/} Amounts reflect funding at the President's proposed level of the fiscal year 2008 budget.

^{c/} Reflects funding at the agency request level of the fiscal year 2009 budget. The chart on the following page shows the amounts which would be available at the OMB guidance level.

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Information Technology (IT) Capital Plan
 FY 2007 - 2012

INFORMATION TECHNOLOGY INVESTMENTS IN THE FY 2009 BUDGET

Capital Element	Guidance Level	Increase	Agency Request
1. Mainframe leases/purchases	\$0	\$0	\$0
2. Network operations	450,000	0	450,000
3. Infrastructure replacement	50,000	850,000	900,000
4. Document imaging	0	0	0
5. IT tools	100,000	30,000	130,000
6. E-Government	200,000	250,000	450,000
7. Risk management	375,000	0	375,000
8. DB2 data optimization	0	0	0
9. System modernization	300,000	195,000	495,000
10. Enterprise Human Resources Integration	0	280,000	280,000
11. Implement 800 number	0	0	0
Non-Capital Plan Element			
12. IT task orders	150,000	300,000	450,000
TOTAL	\$1,625,000	\$1,905,000	\$3,530,000

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***Information Technology (IT) Capital Plan
FY 2007-2012***

1. Capital Element: *Mainframe Leases/Purchases*

FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	TOTAL
\$630,147	\$0	\$0	\$850,000	\$0	\$0	\$1,480,147

Agency Strategy and Benefits: The mainframe operating system supports our nationwide delivery of services as well as our suite of mainframe legacy application programs and databases. The agency leased a Z890 mainframe in July 2004, through a multi-year operating lease. Following buyout of the mainframe in fiscal year 2007, the RRB upgraded the processor from 135 MIPS (million instructions per second) to 170 MIPS.

The acquisition of the database, DB2, and its capacity requirements was a factor influencing the upgrade. The Z890 mainframe provides us with flexible enterprise server capabilities and is capable of providing greater capacity. This supports the agency's plans for increasingly automated operations and new E-Government functions. Benefits include reduced energy requirements, faster performance, growth options for increased capacity, and an ongoing ability to install new releases of operating system software as they are issued.

Fiscal year 2010

In fiscal year 2010, funding is provided for purchase of a new mainframe.

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***Information Technology (IT) Capital Plan
FY 2007-2012***

2. Capital Element: *Network Operations*

FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	TOTAL
\$350,000	\$350,000	\$450,000	\$450,000	\$450,000	\$470,000	\$2,520,000

Agency Strategy and Benefits: The agency strives to provide one of the best computing environments in the Federal government. This capital item supports the agency's centralized wide-area network operations. The RRB's computer network links together headquarters and field office computer systems. Services such as electronic mail and the Web are supported through network operations.

Fiscal years 2007-2012

This item provides for:

- Assistance in the form of contractual support for our mainframe and network staff,
- Support to provide for the introduction of new, emerging technologies, and
- Purchase of system monitoring tools to further mechanize the monitoring of the network so that we can do more with less staff.

Cyclical replacement of hardware is included in Capital Element 3, Infrastructure Replacement.

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*Information Technology (IT) Capital Plan
FY 2007-2012*

3. Capital Element: *Infrastructure Replacement*

FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	TOTAL
\$944,766	\$210,000	\$900,000	\$900,000	\$900,000	\$900,000	\$4,754,766

Agency Strategy and Benefits: IT infrastructure is the critical foundation for business applications. Life cycle replacement of infrastructure equipment is a direct cost but reduces indirect, hidden costs such as lost end-user productivity and downtime. This item provides for the continued upgrading and scheduled replacement of the agency’s network equipment and software.

Fiscal years 2007-2012

Upgrades and cyclical replacements follow the RRB’s *IT Equipment Replacement Policy* for modernizing and securing the agency’s computer operations. Core IT infrastructure elements identified in the policy include:

- Imaging jukeboxes
- Laptops
- Monitors
- Personal digital assistants (PDA’s)
- Personal computers (not including monitors)
- Network printers
- Card readers for Personal Identification Verification Cards
- Personal printers
- Portable printers
- Routers/switches
- Scanners (imaging)
- Scanners (personal)
- Servers

This capital element also includes the cyclical replacement of the MediaSite Live (RRB Vision) equipment, and the cyclical replacement of software and equipment to comply with OMB Memorandum 05-22, “Transition Planning for Internet Protocol Version 6 (IPv6),” issued in August 2005. The RRB is currently engaged in planning the transition to IPv6 in the agency’s network. The hardware and software that constitute the network backbone (core) are required to be in place by June 30, 2008. Equipment will be replaced based on this policy.

The funds requested will only provide for a portion of the equipment due to be replaced based on our IT equipment replacement schedule. Due to other priority needs in past years, IT equipment has not been replaced based on the industry standards. Replacement of equipment will continue to be based on priorities.

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***Information Technology (IT) Capital Plan
FY 2007-2012***

4. Capital Element: *Document Imaging*

FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	TOTAL
\$25,000	\$0	\$0	\$0	\$0	\$0	\$25,000

Agency Strategy and Benefits: This capital item represents funding for the expansion of document imaging. Image processing allows claims staff to view certain documentary evidence and materials needed to adjudicate or process a claim through a microcomputer workstation, without having to wait to retrieve a paper claim folder from the central file storage area. The RRB’s document imaging system has:

- Improved service delivery through immediate access to claim information,
- Reduced the need for and expense of paper folders and claim materials,
- Reduced contract costs for claim folder storage and retrieval, and
- Provided simultaneous access to claim folder information by multiple employees.

In fiscal year 2007, a pilot study was conducted to determine whether field offices should scan documents into our imaging system. Based on the pilot study results, additional funding may be used to purchase scanning stations for additional field offices. Thus, the projected total funding for this element in fiscal year 2007 could increase to \$110,000.

Beginning in fiscal year 2008, document imaging costs are included in Capital Element 2, Network Operations, and Capital Element 3, Infrastructure Replacement.

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FY 2007-2012*

5. Capital Element: IT Tools

FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY2012	TOTAL
\$0	\$150,000	\$130,000	\$50,000	\$75,000	\$75,000	\$480,000

Agency Strategy and Benefits: New software tools are needed to implement the target information technology architecture defined in the RRB’s Enterprise Architecture Strategic Plan. Taken as a whole, the new tools and software purchased under this capital element will provide programmers and system support staff with the ability to move development forward, improve the efficiency and effectiveness of the system development life cycle, and help business processes throughout the agency operate more effectively.

Fiscal years 2007-2012

The RRB will purchase a variety of software and systems development tools to continue automation efforts that exploit new information technology and support the transition to automation. This includes tools to support middleware, relational databases, and the development of additional microcomputer application systems, as well as tools to allow secure Intranet/Internet access to enterprise mainframe-based applications and data. It also includes additional developer licenses for a variety of multi-platform system development tools and server support components. Funding was not allocated to this item in 2007 due to higher priority needs.

Funding is also needed to comply with Federal requirements concerning the need to record and archive electronic transmission of information in the future. We plan to implement a fully developed Electronic Records Management (ERM) system, which consists of the ERM application, hardware, staff, policies, and procedures that work in concert to enable the RRB to manage records electronically. This element includes the ERM software and developmental effort to identify, classify, and dispose of RRB electronic records according to specified records disposition policies.

In 2008, we will purchase ERM software and use a consultant to assist with developing the ERM application. In 2009, we will continue using the consultant’s assistance, and will provide agency-wide training on use of the software.

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FY 2007-2012*

6. Capital Element: E-Government

FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	TOTAL
\$230,353	\$0	\$450,000	\$350,000	\$350,000	\$350,000	\$1,730,353

Agency Strategy and Benefits: With its emphasis on the use of information technology in the delivery of services, E-Government presents the agency with the opportunity to re-think how it delivers services. Specifically, E-Government offers the agency the opportunity to: examine its current operations and procedures, identify business processes and practices that can be streamlined, implement those streamlined business processes, and implement new technologies that enhance those improvements. In the process of streamlining business operations, a properly implemented E-Government solution provides the agency with the opportunity to focus its resources on other service delivery efforts.

The President’s Management Agenda calls for expanded use of the Internet for services to citizens. We plan to use contractor services to augment existing agency staff to expand the electronic services available to the railroad public via the RRB’s website. This goal is consistent with the agency’s overall goal to address our customers’ needs and expectations, providing them with a range of choices for conducting business with us, including more Internet options that are private and secure. The benefits of these initiatives will be realized in increased efficiency and accuracy of business transactions between rail employees/ employers and the RRB.

Fiscal year 2007

In fiscal year 2007, we plan to implement a web-based system that will accept address changes and death notifications from the RRB’s Medicare Part B carrier.

In December 2003, we implemented the Employer Reporting System (ERS) which initiated a strategic shift from paper forms and reports to Internet-based reporting and reports by railroad employers. The goal of this project is to provide employers with electronic alternatives to all 74 paper forms exchanged between employers and the RRB. We are also planning for secure e-mail to provide notices of covered service and compensation.

Fiscal year 2008

In fiscal year 2008, we plan to implement a web-based system that will allow railroad employees to file sickness insurance benefit claims online.

For rail employers, we plan to add the following forms to ERS: BA-3, Annual Report of Creditable Compensation; BA-10, Report of Miscellaneous Compensation and Sick Pay;

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and BA-11, Report of Gross Earnings. In addition, we plan to complete conversion of the existing system from SAS-based software to Microsoft's .Net language platform.

Fiscal year 2009

At the agency request level of funding in fiscal year 2009, we plan to implement a web-based system that will allow employees and spouses to file applications for retirement age and service benefits over the Internet.

We will also develop automated referrals processing in ERS for use by the employers who do not file annual reports through the Internet ERS. These referrals relate to the following:

- Employer's deemed service month questionnaire,
- Supplemental reports of service and compensation and discrepancy resolution,
- Discrepancies on service and compensation reports,
- Service reported after the annuity beginning date, and
- Requests for pay-rate information.

By the end of fiscal year 2009, we will have consolidated processing for 16 new services covering 20 paper-based forms.

Fiscal years 2010-2012

For rail employers, we will add more consolidated processing for services covering additional paper-based forms. We will continue to focus on the opportunities that ERS can offer the rail community and the RRB to improve our business processes and interactions. Like previous phases, this will involve some streamlining of the process, rather than just automating the current processes. We expect that the agency will need to continue to commit resources to this project through fiscal year 2012 and beyond.

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Information Technology (IT) Capital Plan FY 2007-2012

7. Capital Element: Risk Management

FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	TOTAL
\$110,000	\$375,000	\$375,000	\$375,000	\$375,000	\$375,000	\$1,985,000

Agency Strategy and Benefits: In order to provide appropriate protection of information and information systems in the face of a changing risk environment, a comprehensive security program requires continuous management to control the risks that threaten the agency's critical assets. Complementary use of both technology and well-trained personnel can effectively reduce those risks to an acceptable level. Funding of the risk management capital plan item will provide for a variety of annual information security program activities. Projects/initiatives include the following.

Fiscal year 2007

OMB Circular A-130 and the Federal Information Security Management Act (FISMA) require Federal agencies to plan for security, ensure that appropriate officials are assigned security responsibility, and authorize system processing prior to operations and periodically thereafter. This authorization by senior agency officials is sometimes referred to as *accreditation*. The technical and non-technical evaluation of an IT system that produces the necessary information required by the authorizing official to make a credible, risk-based decision on whether to place the system into operation is known as *certification*.

The RRB has six major applications and two general support systems that must undergo an NIST-defined certification and accreditation process. In fiscal year 2007, we are initiating the certification and accreditation process for our systems.

Fiscal year 2008

- Continue certification and accreditation of agency systems.
- Acquire an Intrusion Prevention server.
- Acquire an Intrusion Prevention System appliance which will be placed on the perimeter of the network to protect the entire network, including the virtual private network.
- Establish an Anti-Spyware Enterprise server which uses true ON-Access scanning to proactively block, identify, and safely eliminate applications such as spyware, adware, cookies, and remote control programs.
- Purchase another Encase (forensics, incident response, and security tool) license so that two employees can work simultaneously to cut incident handling time in half.
- Create a security test lab to enact test security scenarios and incident replication.
- Establish a Security Inventory System which would be a document control system for records of source for security controls, assessments, planning, certification, accreditation, and privacy.

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Information Technology (IT) Capital Plan FY 2007-2012

Fiscal year 2009

- Continue certification and accreditation of agency systems.
- Acquire security awareness training. The agency will take advantage of shared service center agencies/vendors participating in the Presidential Information Systems Security Line of Business initiative.
- Acquire role-based comprehensive specialized security training for personnel with direct responsibilities for protecting IT systems.
- Acquire a FISMA Reporting Solution to automate FISMA evaluation and reporting processes. The agency will take advantage of shared service center agencies/vendors participating in the Presidential Information Systems Security Line of Business initiative.
- Replace equipment in accordance with life-cycle standards.
- Acquire a digital evidence forensic workstation and automated malicious code analysis software/tools.
- Continue efforts to improve other processes to incorporate security program principles into all aspects of IT system operations.

Fiscal years 2010-2012

- Continue certification and accreditation of agency systems.
- Provide for annual security awareness training for all agency personnel.
- Provide specialized security training for personnel with direct responsibilities for protecting IT systems.
- Continue efforts to improve other processes to incorporate security program principles into all aspects of IT system operations.

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*Information Technology (IT) Capital Plan
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8. Capital Element: DB2 Data Optimization

FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	TOTAL
\$912,234	\$0	\$0	\$0	\$0	\$0	\$912,234

Agency Strategy and Benefits: The RRB is nearing completion of a major project to convert our systems from a non-relational database management system (IDMS) to IBM’s DB2 relational database. After our databases are converted to DB2, we must optimize the performance of those databases and reduce data redundancy.

In fiscal year 2007, we plan to begin the next phase of the project, to reanalyze and improve our data efficiency. The data optimization process will help us meet the requirements of the data reference model for our architecture. This process will also improve data accuracy.

Contractor support will be needed to assist with the optimization effort. Automated tools and training will also be needed to monitor the performance of the databases.

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*Information Technology (IT) Capital Plan
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9. Capital Element: System Modernization

FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	TOTAL
\$0	\$0	\$495,000	\$475,000	\$475,000	\$475,000	\$1,920,000

Agency Strategy and Benefits: Building on the data optimization effort, the next step is system modernization. The data optimization process will point out opportunities to modernize our systems, many of which are old and complex and require a large investment in maintenance. Planning for system modernization will begin in 2008.

Fiscal year 2008

We will use our enterprise architecture business value and risk assessment tools to rank our crucial business processes. From this ranking, we will select a pilot application for modernization that is both highly critical to our mission and in immediate need of redesign. We will then write a business requirements statement for modernizing the pilot application.

Fiscal year 2009

We will use contractor services to evaluate the pilot application’s business requirements. The contractor will identify possible solutions, analyze them and then recommend one for implementation. Key to this examination will be the requirement to use optimized data so that data redundancy is reduced to the lowest practical level. To save development costs, the contractor will also investigate incorporating any of the pilot application’s processes into already existing RRB applications. Additionally, the contractor will explore the possibility of locating the application on a non-mainframe computer platform. Moving away from mainframe technologies will help the RRB recruit development staff to replace its retiring workforce. Development of the pilot application will begin during fiscal year 2009. RRB and contractor staff will perform the work.

Fiscal years 2010 – 2012

With contractor assistance, the RRB will continue modernizing high value-high risk applications using knowledge gained from the redesign of the pilot application. Our efforts will result in improved interoperability and flexibility of systems, decreased time and cost to develop and operate E-Government applications, and improved ability to collaborate with agency partners. By modernizing systems, the RRB will save staff time in maintenance that could be better used in developing new systems. The modernization process will help us reduce redundancy, improve accuracy and speed, and move to more modern, less costly technologies.

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***Information Technology (IT) Capital Plan
FY 2007-2012***

10. Capital Element: *Enterprise Human Resources Integration*

FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	TOTAL
\$0	\$0	\$280,000	\$0	\$0	\$0	\$280,000

Agency Strategy and Benefits: Enterprise Human Resources Integration (EHRI) is one of the 25 Presidential E-Government initiatives. EHRI is comprised of three major components; a central data repository for all Executive Branch employee records, an electronic employee record accessible to all Federal employees, and a set of analytical tools for reporting and data analysis.

A part of EHRI is related to OMB’s mandate for agencies to implement an *electronic Official Personnel Folder* (eOPF) system. Currently, Official Personnel Folders are paper folders housed on-site by each Federal agency. Funds for this initiative would provide for the planning and implementation of an eOPF system for the RRB. The Office of Personnel Management’s EHRI Project Office will provide the RRB technical support and administrative services related to eOPF.

Some benefits of EHRI include:

- Projected \$72 million annual savings government-wide by eliminating paper folders;
- Automated filing of SF-50 notices of personnel actions;
- Access to eOPF’s with web-based, secure, and audited access;
- Ability of employees to access their OPF’s from work or home; and
- Automated retrieval of eOPF’s by agencies and the National Archives and Records Administration.

Fiscal year 2009

Planning services proposed include assessing requirements for, and planning of, implementation of the overall EHRI eOPF system at the RRB, including software, hardware, hosting, licenses, and paper file (“backfile”) conversion. Implementation services include acquisition of software and licenses, system configuration of the development and production environments, software development and configuration, installation and configuration of the eOPF system at the hosting facility, system testing at the development and production environment, transition to support, training, and backfile conversion.

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***Information Technology (IT) Capital Plan
FY 2007-2012***

11. Capital Element: *Implement 800 Number*

FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	TOTAL
\$690,000	\$0	\$0	\$0	\$0	\$0	\$690,000

The RRB currently serves approximately 270,000 railroad employees and 600,000 retirees/beneficiaries. The current structure of the field service through which the RRB delivers services to its customers includes 53 field offices, and 3 regional offices (Philadelphia, Denver and Atlanta). Approximately 300 RRB staff members are currently assigned to the geographically dispersed offices, and assist customers with retirement-survivor and unemployment-sickness insurance benefits, processes, and inquiries.

In fiscal year 2007, the RRB has budgeted funding to implement a nationwide toll-free service for our customers. The RRB has indicated that the design for the new system must address strategic objectives to:

- Maximize the use of technology to improve productivity in the face of declining staff and operating budgets, and
- Maintain the current levels of customer service to which RRB customers have become accustomed.

Requirements for the new system specify that the provider must:

- Maximize the use of carrier-provided routing and/or enhanced network features, incorporating all appropriate technologies to allow for dynamic and flexible call routing capabilities among the field offices. These features and technologies should meet or exceed the RRB’s current quality standards for customer service delivery.
- Develop a strategy for the integration and optimization of the RRB’s interactive voice response (IVR) services with the nationwide toll-free services design.

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12. Non-Capital Element: *IT Task Orders*

FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	TOTAL
\$0	\$305,000	\$450,000	\$450,000	\$450,000	\$450,000	\$2,105,000

Agency Strategy and Benefits: This non-capital item represents funding to implement the President’s goals for increasing private-sector competition in commercial-type activities. Task orders offer the agency an opportunity to quickly and efficiently purchase IT services including staff augmentation, computer programming, hardware, software, and other IT-related services.

Task order contracts are a method of rapid procurement of IT professional services with predetermined contractors at competitive rates. Task order contracts allow the agency to enter into contracts before the specific service/product requirements are known. A task order contract obligates a contractor to render services or deliver products as ordered *from time to time* by the agency, and the contractor is pre-qualified to do work for the RRB. This type of contract puts the contractor on standby. The contract statement of work is a general description of the services or products the contractor will be obligated to produce on demand. And after the contract award, the agency will issue, as needed, task orders to specify specific, detailed requirements. The task order contract, with its simplified process and unique fast-track rules, is used to save time and money in the long run.

Fiscal years 2008 - 2012

In fiscal years 2008 through 2012, we plan to use contractor resources on a task-order basis as an alternative to filling vacant positions, to augment staffing for system and network engineering, and to accelerate the development of application development projects. Task orders will also be used for assistance in handling follow-up activities related to the DB2 data optimization project (Capital Element 8).

IT Investment Portfolio - Railroad Retirement Board
Exhibit 53 - Appropriation Funding Source: OMB 446-00-8237-0/60-8237-0-7-601

2008 UPI (17-digits required for all)	2009 UPI (17-digits required for all)	Investment Title	Investment Description (limited to 255 characters)	Primary FEA Mapping (BRM or SRM)		Percentage (%)						HSPD-12 (\$M)	Homeland Security	DME (\$M)			Steady State (\$M)			Investment C&A Status (00,02,22,25,55)	Project Management Qualification Status (1, 2, 3, 4, 5, 6)	On High-Risk List (Yes)	Breach (Yes/No)	Segment Architecture (1,2,3)			
				Line of Business or Service Type (3 digit code)	Sub-Function or Svc Component (3 digit code)	BF	BE	Financial	IT Security	IPv6	PY			PY	CY	BY	PY	CY	BY								
446-00-00-00-00-0000-00	446-00-00-00-00-0000-00	Total Railroad Retirement Board Investment Portfolio Sum of Parts 1,2,3&4							12						3.892	1.085	3.080	0.000	0.000	0.000							
446-00-00-00-01-0000-09	446-00-00-00-01-0000-09	Total, Major Projects													0.000	0.000	0.000	0.000	0.000	0.000							
446-00-00-00-02-0000-09	446-00-00-00-02-0000-09	Total, Non-Major Projects							12						3.892	1.085	3.080	0.000	0.000	0.000							
446-00-01-00-00-0000-00	446-00-01-00-00-0000-00	Total, Part 1 - IT Investments													0.920	0.000	0.450	0.000	0.000	0.000							
446-00-01-01-00-0000-00	446-00-01-01-00-0000-00	Mission Area 1: Financial Management																									
446-00-01-01-01-0000-09	446-00-01-01-01-0000-09	Subtotal, Major Projects for Mission Area 1 - Financial Management													0.000	0.000	0.000	0.000	0.000	0.000							
446-00-01-01-02-0000-09	446-00-01-01-02-0000-09	Subtotal, Non-Major Projects for Mission Area 1 - Financial Management													0.000	0.000	0.000	0.000	0.000	0.000							
446-00-01-01-00-0000-09	446-00-01-01-00-0000-09	Subtotal for Mission Area 1, Major and Non-Major Projects. Financial Management													0.000	0.000	0.000	0.000	0.000	0.000							
446-00-01-02-00-0000-00	446-00-01-02-00-0000-00	Mission Area 2: RRA/RUIA Benefit Programs													0.000	0.000	0.000	0.000	0.000	0.000							
446-00-01-02-01-0000-09	446-00-01-02-01-0000-09	Subtotal, Major Projects for Mission Area 2													0.000	0.000	0.000	0.000	0.000	0.000							
446-00-01-02-02-0003-00	446-00-01-02-02-0003-00	First Non-Major Project Name: E-Government.	RRA and RUIA Internet transactions. Development of on-line customer functions.	703	525										0.230	0.000	0.450	0.000	0.000	0.000	00				2		3
446-00-01-02-02-0003-04	446-00-01-02-02-0003-04	MAX ID: 446-00-8011-0	Funding source: Limitation on Administration																								
	446-00-01-02-02-0004-00	Second Non-Major Project Name: Implement Toll Free Number	Contractual assistance to develop toll free telephone service.	703	525										0.690	0.000	0.000	0.000	0.000	0.000	00				2		3
	446-00-01-02-02-0004-04	MAX ID: 446-00-8011-0	Funding source: Limitation on Administration																								
446-00-01-02-02-0000-09	446-00-01-02-02-0000-09	Subtotal, Non-Major Projects for Mission Area 2													0.920	0.000	0.450	0.000	0.000	0.000							
446-00-01-02-00-0000-09	446-00-01-02-00-0000-09	Subtotal Total for Mission Area 2, Major and Non-Major Projects													0.920	0.000	0.450	0.000	0.000	0.000							

IT Investment Portfolio - Railroad Retirement Board
Exhibit 53 - Appropriation Funding Source: OMB 446-00-8237-0/60-8237-0-7-601

2008 UPI (17-digits required for all)	2009 UPI (17-digits required for all)	Investment Title	Investment Description (limited to 255 characters)	Primary FEA Mapping (BRM or SRM)		Percentage (%)						HSPD-12 (\$M)	Homeland Security	DME (\$M)			Steady State (\$M)			Investment C&A Status (00,02,22,25,55)	Project Management Qualification Status (1, 2, 3, 4, 5, 6)	On High-Risk List (Yes)	Breach (Yes/No)	Segment Architecture (1,2,3)					
				Line of Business or Service Type (3 digit code)	Sub-Function or Svc Component (3 digit code)	BF	BE	Financial	IT Security	IPv6	PY			Priority Identifier (Select all that apply)	PY	CY	BY	PY	CY						BY				
446-00-02-00-00-0000-00	446-00-02-00-00-0000-00	Part 2. IT Infrastructure and Office Automation							18						2.060	1.085	2.135	0.000	0.000	0.000									
446-00-02-02-01-0000-09	446-00-02-02-01-0000-09	Subtotal, Major Projects - None													0.000	0.000	0.000	0.000	0.000	0.000									
446-00-02-02-02-0001-00	446-00-02-02-02-0001-00	First Non-Major Project Name: Infrastructure Leases.	Mainframe lease costs and upgrade costs.	404	139										0.630	0.000	0.000	0.000	0.000	0.000	00								3
446-00-02-02-02-0001-04	446-00-02-02-02-0001-04	MAX ID: 446-00-8011-0	Funding source: Limitation on Administration																										
446-00-02-02-02-0004-00	446-00-02-02-02-0004-00	Second Non-Major Project Name: Document Imaging.	Expansion of systems to image documents in headquarters and the field.	732	563										0.025	0.000	0.000	0.000	0.000	0.000	00								3
446-00-02-02-02-0004-04	446-00-02-02-02-0004-04	MAX ID: 446-00-8011-0	Funding source: Limitation on Administration																										
446-00-02-02-02-0005-00	446-00-02-02-02-0005-00	Third Non-Major Project Name: System Development Tools (IT Tools).	Tools utilized to build new systems and support transition to a new information technology architecture.	404	139										0.000	0.150	0.130	0.000	0.000	0.000	00								3
446-00-02-02-02-0005-04	446-00-02-02-02-0005-04	MAX ID: 446-00-8011-0	Funding source: Limitation on Administration																										
446-00-02-02-02-0006-00	446-00-02-02-02-0006-00	Fourth Non-Major Project Name: Information Security	Computer hardware/software and consulting services to enhance security.	761	656				100						0.110	0.375	0.375	0.000	0.000	0.000	00								3
446-00-02-02-02-0006-04	446-00-02-02-02-0006-04	MAX ID: 446-00-8011-0	Funding source: Limitation on Administration																										
446-00-02-02-02-0008-00	446-00-02-02-02-0008-00	Fifth Non-Major Project Name: Network Operations.	Support for the RRB's local and wide-area network operations. Funds replacement and/or upgrade of network servers and software.	404	139										0.350	0.350	0.450	0.000	0.000	0.000	00								3
446-00-02-02-02-0008-04	446-00-02-02-02-0008-04	MAX ID: 446-00-8011-0	Funding source: Limitation on Administration																										

IT Investment Portfolio - Railroad Retirement Board
Exhibit 53 - Appropriation Funding Source: OMB 446-00-8237-0/60-8237-0-7-601

2008 UPI (17-digits required for all)	2009 UPI (17-digits required for all)	Investment Title	Investment Description (limited to 255 characters)	Primary FEA Mapping (BRM or SRM)		Percentage (%)						HSPD-12 (\$M)	Homeland Security	DME (\$M)			Steady State (\$M)			Investment C&A Status (00,02,22,25,55)	Project Management Qualification Status (1, 2, 3, 4, 5, 6)	On High-Risk List (Yes)	Breach (Yes/No)	Segment Architecture (1,2,3)		
				Line of Business or Service Type (3 digit code)	Sub-Function or Svc Component (3 digit code)	BF	BE	Financial	IT Security	IPv6	PY			PY	CY	BY	PY	CY	BY							
446-00-02-02-0012-00	446-00-02-02-0012-00	Sixth Non-Major Project Name: Infrastructure Replacement.	Continuing upgrade and scheduled replacement of computer equipment and software.	404	139									0.945	0.210	0.900	0.000	0.000	0.000	00	1				3	
446-00-02-02-0012-04	446-00-02-02-0012-04	MAX ID: 446-00-8011-0	Funding source: Limitation on Administration																							
446-00-02-02-0013-00	446-00-02-02-0013-00	Seventh Non-Major Project Name: Enterprise Human Resources Integration.	Presidential E-government initiative to develop an electronic Official Personnel Folder (eOPF) system.	752	617									0.000	0.000	0.280	0.000	0.000	0.000	00	1				3	
446-00-02-02-0013-04	446-00-02-02-0013-04	MAX ID: 446-00-8011-0	Funding source: Limitation on Administration																							
446-00-02-02-0000-09	446-00-02-02-0000-09	Subtotal, Non-Major Projects - IT Infrastructure and Office Automation												2.060	1.085	2.135	0.000	0.000	0.000							
446-00-03-00-0000-00	446-00-03-00-0000-00	Part 3. IT Architecture and Planning												0.912	0.000	0.495	0.000	0.000	0.000							
446-00-03-02-01-0000-09	446-00-03-02-01-0000-09	Subtotal, Major Projects - IT Architecture												0.000	0.000	0.000	0.000	0.000	0.000							
446-00-03-02-02-0052-00	446-00-03-02-02-0052-00	Non-Major Project Name: System Modernization.	Modernization of software systems.	404	136									0.000	0.000	0.495	0.000	0.000	0.000	00	1				3	
446-00-03-02-02-0052-04	446-00-03-02-02-0052-04	MAX ID: 446-00-8011-0	Funding source: Limitation on Administration																							
	446-00-03-02-02-0053-00	Non-Major Project Name: DB2 Data Optimization	Database optimization.	404	136									0.912	0.000	0.000	0.000	0.000	0.000	00	1				3	
	446-00-03-02-02-0053-04	MAX ID: 446-00-8011-0	Funding source: Limitation on Administration																							
446-00-03-02-02-0000-09	446-00-03-02-02-0000-09	Subtotal, Non-Major Projects - IT Architecture and Planning												0.912	0.000	0.495	0.000	0.000	0.000							
446-00-04-00-0000-00	446-00-04-00-0000-00	Part 4. Grants Management												0.000	0.000	0.000	0.000	0.000	0.000							
446-00-05-00-0000-00	446-00-05-00-0000-00	Part 5. Grants to State and Locals												0.000	0.000	0.000	0.000	0.000	0.000							
446-00-06-00-0000-00	446-00-06-00-0000-00	Part 6. National Security Systems												0.000	0.000	0.000	0.000	0.000	0.000							