Exhibit 300: Capital Asset Plan and Business Case Summary

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

Section A: Overview (All Capital Assets)

1. Date of Submission:	9/10/2007
2. Agency:	Department of State
3. Bureau:	Irm/Ops/Iti/Lws/Fpt Foreign Posts Telephone
4. Name of this Capital Asset:	Exhibit 300 - Post Telephones
5. Unique Project (Investment) Identifier: (For IT investment only, see section 53. For all other, use agency ID system.)	014-00-02-00-01-1227-00
6. What kind of investment will this be in FY2009? (Please NOTE: Investments moving to O&M in FY2009, with Planning/Acquisition activities prior to FY2009 should not select O&M. These investments should indicate their current status.)	Mixed Life Cycle

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

The Posts Telephone initiative provides global telephonic services and support to the Department of State's missions abroad. This initiative serves over 60,000 customers worldwide by planning, implementing, and coordinating projects required for maintaining and upgrading mission telephone systems worldwide. Customers and stakeholders of this initiative include government agencies co-located at Department of State missions abroad. In an effort to comply with the Federal Enterprise Architecture, Post Telephone has established a level 5 - Consolidation with USAID of telephone resources at all co-located missions abroad. In addition, Post Telephone is in the planning stages of aligning within the impending IT Line of Business optimization infrastructure architecture.

The goal of the investment is to replace obsolete telephone systems with modern, reliable digital systems capable of delivering a full range of services. In an effort to homogenize equipment and optimize business processes, Post Telephone was tasked to begin a standardized ten-year life cycle replacement program. Following this industry replacement standard will mitigate the profusion of problems associated with disparate equipment located at missions worldwide.

Post Telephone provides a wide variety of support to the Department of State including operations and maintenance of existing telephone systems at missions abroad.

9. Did the Agency's Executive/Investment Committee approve this request?	Yes
a. If "yes," what was the date of this approval?	8/28/2007
10. Did the Project Manager review this Exhibit?	Yes
12. Has the agency developed and/or promoted cost effective, energy-efficient and environmentally sustainable techniques or practices for this project?	No
a. Will this investment include electronic assets (including computers)?	No
b. Is this investment for new construction or major retrofit of a Federal building or facility? (answer applicable to non-IT assets only)	No
1. If "yes," is an ESPC or UESC being used to help fund this investment?	No
2. If "yes," will this investment meet sustainable design principles?	Yes
3. If "yes," is it designed to be 30% more energy efficient than relevant code?	No
13. Does this investment directly support one of the PMA initiatives?	Yes
If "yes," check all that apply:	Right Sized Overseas Presence
14. Does this investment support a program assessed using	No

the Program Assessment Rating Tool (PART)? (For more information about the PART, visit www.whitehouse.gov/omb/part.)

    a. If "yes," does this investment address a weakness found during a PART review?   No

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

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

15. Is this investment for information technology?   Yes

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

For information technology investments only:

16. What is the level of the IT Project? (per CIO Council PM Guidance)   Level 2

17. What project management qualifications does the Project Manager have? (per CIO Council PM Guidance)   (2) Project manager qualification is under review for this investment

18. Is this investment or any project(s) within this investment identified as "high risk" on the Q4 - FY 2007 agency high risk report (per OMB Memorandum M-05-23)   No

19. Is this a financial management system?   No

    a. If "yes," does this investment address a FFMIA compliance area?   No

        1. If "yes," which compliance area:

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

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

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

23. Are the records produced by this investment appropriately scheduled with the National Archives and Records Administration's approval?   No

Section D: Performance Information (All Capital Assets)

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

Agencies must use the following table to report performance goals and measures for the major investment and use the Federal Enterprise Architecture (FEA) Performance Reference Model (PRM). Map all Measurement Indicators to the corresponding "Measurement Area" and "Measurement Grouping" identified in the PRM. There should be at least one Measurement Indicator for each of the four different Measurement Areas (for each fiscal year). The PRM is available at www.egov.gov. The table can be extended to include performance measures for years beyond FY 2009.

Performance Information Table								
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
2005	Achieving Peace and Security	Customer Results	Customer Benefit	Customer Satisfaction	Customer Satisfaction as determined by final acceptance satisfaction survey completed by post.	2.5 out of 5 - No Change in Level of Service	Increase to 4.5 out of 5 - Great improvement in service from before replacement.	As of 9/30/2005, average survey satisfaction score was 3.722 out of 5.
2005	Strengthening Consular and	Mission and Business Results	Information and Technology	IT Infrastructure Maintenance	Number of post installations per	24 Posts identified for	24 of 24 Posts identified for	As of 9/30/2005, 26 post

Performance Information Table								
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	Management Capabilities		Management		year	telephone installation in 2005	telephone installation completed	installations have been completed.
2005	Strengthening Consular and Management Capabilities	Processes and Activities	Productivity and Efficiency	Efficiency	Average cost per line for telephone system installation.	$4,000	Reduce by $500	As of 9/30/2005, the cost per line for new OBO construction was $2,666; the cost per line for system replacement was $3,188. Cost per line is inversely reflective of the size of the system being replaced, larger systems have a lower cost per line.
2005	Strengthening Consular and Management Capabilities	Technology	Reliability and Availability	Availability	Percentage of time systems are available for use by the post.	95%	Increase to 99%	As of 8/31/2005 system availability is just under 97%
2006	Achieving Peace and Security	Customer Results	Customer Benefit	Customer Satisfaction	Customer Satisfaction as determined by final acceptance satisfaction survey completed by Post	2.5 out of 5 - No Change in Level of Service	Increase to 4.0 out of 5 - Great improvement in service from before replacement	As of 9/30/2006, 33 site acceptance customer surveys have been received. The survey average is 4.22 out of 5. Pending receipt of remaining site acceptance customer surveys, percentage will be calculated.
2006	Strengthening Consular and Management Capabilities	Customer Results	Timeliness and Responsiveness	Response Time	FPT support desk trouble resolution within 24 hours	No baseline developed	Data tracked to develop baseline	As of 9/30/2006, 676 trouble calls placed to trouble resolution desk. 534 of 676 calls resolved within 24 hours. Remaining 142 calls not resolved within 24 hours due to requirement of continued assistance
2006	Strengthening Consular and Management Capabilities	Mission and Business Results	Information and Technology Management	IT Infrastructure Maintenance	Number of post installations per year	24 Posts identified for telephone installation in 2006	24 out of 24 Posts identified for telephone installation in 2006 completed	27 posts have been completed as of 9/30/2006.
2006	Strengthening Consular and Management Capabilities	Processes and Activities	Cycle Time and Resource Time	Timeliness	Time to fulfill material only orders for Janus contract	No baseline developed	Data tracked to develop baseline	As of 9/30/06, 177 material only orders have been placed. 85 material only orders are pending placement. 92 Material Only orders have been received. Length of time between placement of order and receipt is approximately 36 days on average.
2006	Strengthening Consular and Management Capabilities	Processes and Activities	Financial (Processes and Activities)	Costs	Average cost per line for telephone system installation	$3,500	Maintain at $3,500	As of 9/30/2006, 27 site acceptance packets have been received. Average Cost per line at this

Performance Information Table								
Fiscal Year	**Strategic Goal(s) Supported**	**Measurement Area**	**Measurement Category**	**Measurement Grouping**	**Measurement Indicator**	**Baseline**	**Target**	**Actual Results**
								point is $4,582.25. Pending receipt of remaining site acceptance packets, average cost per line will be calculated.
2006	Governing Justly and Democratically	Technology	Reliability and Availability	Availability	TTS kit availability during SecState and VIP support trips	No baseline developed	Data tracked to develop baseline	28 TTS units have been identified and used as of 9/30/2006.
2007	Achieving Peace and Security	Customer Results	Customer Benefit	Customer Satisfaction	Customer Satisfaction as determined by final acceptance satisfaction survey completed by Post	2.5 out of 5 - No Change in Level of Service	Increase to 4.5 out of 5 - Great improvement in service from before replacement	As of 7/31/07 7 site acceptance packet have been received. The survey average is 4.03. Pending receipt of the remaining acceptance packets the percentage will be calculated
2007	Strengthening Consular and Management Capabilities	Customer Results	Timeliness and Responsiveness	Delivery Time	FPT support desk trouble resolution	Resolve 80% of all calls within 24 hour period	Resolve 80% of trouble calls within 24 hours	As of 7/31/07 697 trouble calls were placed to the resolution desk. 623 calls placed were resolved within 24 hours. Remaining 74 calls not resolved within 24 hours due to requirement of continued assistance. 89% of calls are resolved in 24 hours.
2007	Strengthening Consular and Management Capabilities	Mission and Business Results	Information and Technology Management	IT Infrastructure Maintenance	Number of post installations per year	11 posts identified for replacement in 2007	11 out of 11 Posts identified for telephone installation in 2007 completed	10 of 11 posts completed as of 7/31/07
2007	Strengthening Consular and Management Capabilities	Processes and Activities	Cycle Time and Resource Time	Timeliness	Time to fulfill material only orders for Janus contract	90 day average fulfillment of material only equipment	Decrease to 60 day average fulfillment of material only equipment	161 material only orders have been placed as of 7/31. 112 orders placed this fiscal year have been received. Length of time between placement and delivery has been calculated at an average of 42 days.
2007	Strengthening Consular and Management Capabilities	Processes and Activities	Financial (Processes and Activities)	Costs	Average cost per line for telephone system installation.	$3,500	Maintain at $3,500	10 site acceptance packages have been received as of 7/31. Average cost per line at this point is 6,121.06. Pending completion of remaining installations average cost per line will be calculated.
2007	Governing Justly and Democratically	Technology	Reliability and Availability	Availability	TTS field availability during SecState and VIP support trips	No baseline developed	100% field availability during SecState and VIP support trips	0 TTS kits have been identified and used as of 7/31.
2008	Achieving Peace and Security	Customer Results	Customer Benefit	Customer Satisfaction	Customer Satisfaction as	2.5 out of 5 - No Change in Level	Hold at 4.5 or better out of 5 -	TBD

Performance Information Table								
Fiscal Year	**Strategic Goal(s) Supported**	**Measurement Area**	**Measurement Category**	**Measurement Grouping**	**Measurement Indicator**	**Baseline**	**Target**	**Actual Results**
					determined by final acceptance satisfaction survey completed by Post	of Service	Great improvement in service from before replacement	
2008	Strengthening Consular and Management Capabilities	Customer Results	Timeliness and Responsiveness	Response Time	FPT support desk trouble resolution and Remote Maintenance	Resolve 80% of calls within 24 hour period	Maintain resolution of 80% of calls within 24 hour period	TBD
2008	Strengthening Consular and Management Capabilities	Mission and Business Results	Administrative Management	Facilities, Fleet, And Equipment Management	Number of post installations per year	24 Posts identified for telephone installation in 2005	11 out of 11 Posts identified for telephone installation in 2008 completed	TBD
2008	Strengthening Consular and Management Capabilities	Processes and Activities	Cycle Time and Resource Time	Cycle Time	Time to fulfill material only orders for Janus contract	42 days average fulfillment of material only equipment	Maintain an average of 42 days fulfillment of material only order	TBD
2008	Strengthening Consular and Management Capabilities	Processes and Activities	Productivity and Efficiency	Efficiency	Average cost per line for telephone system installation.	$6,121.00	Maintain at $6,121.00	TBD
2008	Strengthening Consular and Management Capabilities	Technology	Reliability and Availability	Availability	TTS Kits available for Secretary and VIP Support	100% availability	100% availability	TBD

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

8. Planning & Operational Systems - Privacy Table:					
(a) Name of System	**(b) Is this a new system? (Y/N)**	**(c) Is there at least one Privacy Impact Assessment (PIA) which covers this system? (Y/N)**	**(d) Internet Link or Explanation**	**(e) Is a System of Records Notice (SORN) required for this system? (Y/N)**	**(f) Internet Link or Explanation**
Post Telephones	No	No	The system does not contain, process, or transmit personal identifying information.	No	The system does not contain, process, or transmit personal identifying information.
Details for Text Options: Column (d): If yes to (c), provide the link(s) to the publicly posted PIA(s) with which this system is associated. If no to (c), provide an explanation why the PIA has not been publicly posted or why the PIA has not been conducted. Column (f): If yes to (e), provide the link(s) to where the current and up to date SORN(s) is published in the federal register. If no to (e), provide an explanation why the SORN has not been published or why there isn't a current and up to date SORN. Note: Working links must be provided to specific documents not general privacy websites. Non-working links will be considered as a blank field.					

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

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

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

   a. If "no," please explain why?

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

   a. If "yes," provide the investment name as identified in the Transition Strategy provided in the agency's most recent annual EA Assessment.   The DoS Transition Strategy identifies this initiative as Post Telephones.

   b. If "no," please explain why?

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

Agency Component Name	Agency Component Description	FEA SRM Service Domain	FEA SRM Service Type	FEA SRM Component (a)	Service Component Reused Name (b)	Service Component Reused UPI (b)	Internal or External Reuse? (c)	BY Funding Percentage (d)
Asset Transfer, Allocation, and Maintenance	Support the movement, assignment and replacement of assets	Back Office Services	Asset / Materials Management	Asset Transfer, Allocation, and Maintenance			No Reuse	7
Property Asset Management	Support the identification, planning and allocation of an organization's physical capital and resources	Back Office Services	Asset / Materials Management	Property / Asset Management			No Reuse	3
Resource Planning and Allocation	Support the determination of strategic direction, the identification and establishment of programs and processes, and the allocation of resources (capital and labor) among those programs and processes.	Back Office Services	Human Capital / Workforce Management	Resource Planning and Allocation			No Reuse	2
Education and Training	Support the active building of employee compentencies to include a range of training from professional development to general awareness training.	Back Office Services	Human Resources	Education / Training			No Reuse	7
Program/Project Management	Manage and Control a particular effort of an organization	Business Management Services	Management of Processes	Program / Project Management			No Reuse	7
Inventory Management	Provide for the balancing of customer service levels with inventory investment	Business Management Services	Supply Chain Management	Inventory management			No Reuse	3
Invoice/Requisition Tracking and Approval	Support the identification of where a shipment or delivery is within the business cycle	Business Management Services	Supply Chain Management	Invoice / Requisition Tracking and Approval			No Reuse	4
Ordering/Purchasing	Allow the placement of requests for a product	Business Management Services	Supply Chain Management	Ordering / Purchasing			No Reuse	5
Returns Management	Collect, Analyze, and Resolve product returns or service cancellations.	Business Management Services	Supply Chain Management	Returns Management			No Reuse	2
Warehouse Management	Provide for the storage and movement of materials within a warehouse, including these processes: material receipt, order picking, packaging, labeling and shipping.	Business Management Services	Supply Chain Management	Warehouse management			No Reuse	2

4. Service Component Reference Model (SRM) Table: Identify the service components funded by this major IT investment (e.g., knowledge management, content management, customer relationship management, etc.). Provide this information in the format of the following table. For detailed guidance regarding components, please refer to http://www.egov.gov.								
Agency Component Name	Agency Component Description	FEA SRM Service Domain	FEA SRM Service Type	FEA SRM Component (a)	Service Component Reused Name (b)	Service Component Reused UPI (b)	Internal or External Reuse? (c)	BY Funding Percentage (d)
Assistance Request	Support the solicitation of support from a customer	Customer Services	Customer Initiated Assistance	Assistance Request			No Reuse	10
Audio Conferencing	Support audio communications sessions among people who are geographically dispersed	Support Services	Communication	Audio Conferencing			No Reuse	20
Computer/Telephony Integration	Support the connectivity between server hardware, software and telecommunications equipment into a single logical system	Support Services	Communication	Computer / Telephony Integration			No Reuse	2
Voice Communications	Provide telephony or other voice communications	Support Services	Communication	Voice Communications			No Reuse	28

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

b. A reused component is one being funded by another investment, but being used by this investment. Rather than answer yes or no, identify the reused service component funded by the other investment and identify the other investment using the Unique Project Identifier (UPI) code from the OMB Ex 300 or Ex 53 submission.

c. 'Internal' reuse is within an agency. For example, one agency within a department is reusing a service component provided by another agency within the same department. 'External' reuse is one agency within a department reusing a service component provided by another agency in another department. A good example of this is an E-Gov initiative service being reused by multiple organizations across the federal government.

d. Please provide the percentage of the BY requested funding amount used for each service component listed in the table. If external, provide the percentage of the BY requested funding amount transferred to another agency to pay for the service. The percentages in the column can, but are not required to, add up to 100%.

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

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

6. Will the application leverage existing components and/or applications across the Government (i.e., FirstGov, Pay.Gov, etc)?   No

a. If "yes," please describe.

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

Section B: Risk Management (All Capital Assets)

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

1. Does the investment have a Risk Management Plan?   Yes

a. If "yes," what is the date of the plan?   7/3/2007

b. Has the Risk Management Plan been significantly changed since last year's submission to OMB?   No

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

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

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

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

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

The risks identified in the risk assessment are reflected in the life-cycle cost estimate by the calculation and addition of a risk rate to the out-year projected costs. Risk rates are determined on the principles of standard deviation. Post Telephone accepted this standard and has determined to add in the moderate risk rate, as well as the Federal Government's accepted interest rate to the initiative's life-cycle costs.