

SSA's Capital Assets Plan

SSA's Capital Assets Plan identifies major acquisition areas that will contribute significantly to the achievement of SSA's performance goals and the President's Management Agenda reforms. Below are the capital assets initiatives arrayed by the four strategic goals, and those pertaining to infrastructure.

Strategic Goal - Service

Electronic Service Delivery (ESD)

This initiative provides electronic services to the public via the SSA Internet web-site. These Internet services are being implemented incrementally, adding online functionality along with appropriate privacy/security safeguards.

National 800 Number Service and Call Center

This project funds SSA's national 800-number telephone service, including the automatic call distributor technology that consolidates all the national 800 number network queues at SSA's various call centers into one logical queue and directs incoming calls to the next available agent, regardless of the physical location.

Paperless Processing Centers

The Paperless Processing Centers (PPC) project is an enterprise-wide document imaging/workflow system. Under this project, SSA uses electronic imaging to capture information received on paper and from programmatic sources and makes that information available to processing center employees for case processing on demand. Thus, it provides the capability to better manage and control processing center workloads and improves accuracy and timeliness. It involves the capture, storage, management, retrieval and routing of document images and electronic forms, providing a framework for further Agency-wide planning and development of electronic folders.

Electronic Wage Reporting (EWR) System

This system will enable SSA to efficiently and effectively process wage reports submitted on various media in a variety of methods. It will expand services to customers by providing an acknowledgement of receipt, filing status information, complete and timely information on processing results, testing capabilities and additional customer support.

Accelerated Electronic Disability (AeDib) System

This project consists of several inter-dependent projects designed to move all partners in the Agency's disability claims adjudication and review to an electronic business process through the use of an electronic disability folder. The AeDib initiative will affect every part of the Agency that develops, adjudicates, processes, reviews, or pays disability claims. AeDib will significantly change the business process and the ways that components interact with disability claims.

Title II Redesign (T2R)

The goal of this project is a single system to process virtually all Social Security retirement and survivors insurance claims and client-initiated postentitlement actions in an online interactive mode. This should result in greater capability to completely process work at the first point of contact, and a system that is easier and less costly to maintain and modify.

Service cont.**Digital Audio for Administrative Law Judge Hearings**

This item includes funding to migrate from the current 4-track analog audiocassette system for recording hearings to a digital recording system producing compact discs (CDs), which can be stored in the case folder. Upon implementation of the AeDib project, recordings could become part of an electronic folder, generating further savings.

Strategic Goal - Stewardship**e-Vital**

This project will expand the existing vital records online data exchange between federal agencies and state governments. It will eliminate the burden imposed on citizens to obtain and deliver vital record information from local government to the federal government and enable more efficient benefit qualifications. In addition, it will save millions of dollars annually through fraud detection from computer matching programs, as well as from reductions in erroneous payments.

Financial Accounting System (FACTS)

This project will provide a comprehensive financial accounting system replacing current accounts payable, accounts receivable, and core accounting and reporting systems. It will provide better control of funds and financial data consistency across the Agency and will be compliant with the requirements of the Joint Financial Management Improvement Program (JFMIP).

Managerial Cost Accountability System (MCAS)

MCAS will modernize the way SSA collects, organizes, and provides management and financial information about SSA's programs and operations to its managers, analysts and outside entities that oversee SSA. It will provide essential data that the Agency needs to track its progress and efficiency in meeting its goals and objectives. MCAS is closely related and dependent upon another Agency initiative – the Social Security Unified Measurement System (SUMS) that provides SSA's new management information architecture.

Access to Financial Institutions Information

With this initiative SSA will develop the capability to electronically query financial institutions to determine if applicants/recipients have a level of resources that would make them ineligible for Supplemental Security Income (SSI) benefits. SSA is required to verify the income and assets of SSI applicants and recipients in order to determine their entitlement to benefits. Current manual and paper processes are extremely slow, labor-intensive and non-comprehensive.

Strategic Goal - Staff**Employees With Disabilities (EWD)**

This project will maintain and refresh the installed equipment for the Agency's 1,400 employees with disabilities (EWD) and provide equipment for the additional 3,000 EWD whom the Agency has committed to hire in the next five years. This investment is necessary for SSA to meet the legal requirements of the Rehabilitation Act of 1973 as amended.

Interactive Video Teletraining (IVT)

In FY 2003, this project will continue the rollout of interactive-video teletraining (IVT) to the Agency locations previously funded and identified as providing a positive return on investment. In addition, it provides essential network infrastructure upgrades needed to sustain the IVT system and will add features such as closed-captioning, in order to comply with section 508 of the Rehabilitation Act of 1973 as amended.

Infrastructure**Desktop Infrastructure**

This project provides for the replacement of the Agency's installed base of workstations, wide-area networking switches and related components and servers.

Data Communications Network (DCN)

This project includes installation and monthly recurring charges for hardware connectivity required for the Agency's mission-critical wide-area network. Funding is needed for dedicated circuits, circuits to support Internet Protocol and Systems Network Architecture traffic, Internet, Virtual Private Network for the remote dial-in community, foreign service posts and international frame relay circuits. DCN resources are provided through the General Services Administration's FTS 2001 contract. Funding is included for managed services and life cycle management.

Data Center Infrastructure

This project supports, upgrades and/or replaces, as needed, the principal components in the Agency's mainframe computer architecture, which are located in the Agency's national computer center. These components include the DASD, mainframe computer, storage management and magnetic tape infrastructures, and mainframe computer software acquisitions and upgrades.

DDS Automation

The Social Security Act mandates that disability determination services (DDS) in each state perform determinations of disability for residents of that state who file for disability benefits. This project includes funds for federal procurements on behalf of DDSs, as well as direct purchases by the states according to specific proposals that they may submit.

Telephone System Purchases

This project replaces outdated telephone systems in the Agency, currently targeting systems that were installed in the early 1990s.

Client /Server Software

Client/Server software is a vital part of the modernization of the SSA infrastructure, central to providing a more user-friendly and efficient interface between SSA computer systems and SSA customers. This initiative replaces the enterprise licenses for IWS/LAN software that will expire in 2003, as well as acquiring new software products to improve reliability and enhance workstation performance.

Internet Services (Websphere)

In order for SSA to meet the many challenges for electronic processing of SSA's forms and information requests, an updated and more flexible Internet service delivery platform is required. This initiative will establish a standardized platform for the development, support and scalable operation of Internet applications, in order to reduce the projected personnel skills and costs required to build, install, and operate the SSA Internet applications.

