

# FARM CREDIT ADMINISTRATION

## Information Resources Management

### IRM PLAN



Fiscal Years  
2008-2013

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## FOREWORD

The Farm Credit Administration (FCA or Agency) develops its Information Resources Management (IRM) Plan to help the Agency focus on the future. Through selecting and implementing fitting technology, IRM planning endeavors to improve the Agency's business practices. During the annual planning call, we encourage each office to reexamine its practices and suggest technology projects that would improve its business. We consider changes to our policies and the way we work to take full advantage of the opportunities technology provides. We then prioritize our initiatives and establish costs.

As we evaluate and implement our plan, we continue to explore ways to leverage our investment in information technology (IT) to support the Agency's Strategic Plan and initiatives resulting from the Agency's Strategic Study. We look at ways to use technology to promote effective and efficient workflow in our Agency. We evaluate how we do our work and consider and improve our processes, and look at new ways to apply technology to more efficiently support those work processes. We are focused on applying technology to improve the ways in which we communicate and collaborate. We are expanding our scope to include communication and collaboration with our customers in the Farm Credit System (FCS or System). FCA's online Regulation Comment database and FCA's sponsorship of the annual FCS/FCA Chief Information Officer (CIO) Symposium are examples of our efforts to improve communication and collaboration with our external customers.

Together with our internal technology users, we are in the process of implementing new tools and approaches to solving problems. We are evaluating the effectiveness of tools we are using, such as Lotus Notes and Oracle, in light of the changing needs of the Agency and emerging technologies. Finally, as we look forward to the coming years, we will work together to enhance or replace our current applications and databases to ensure they continue to meet our needs and to expand the use of electronic records and knowledge management. We will focus on expanding our applications that provide management information and planning support, unified communication, and enhanced collaboration. These applications will allow us to bridge the barriers of time zones and geography we currently deal with in the improved alignment of the Office of Examination. We will continue to identify and undertake initiatives that support the President's Management Agenda, E-Government, and human resource initiatives.

FCA has been successful in its integration of IRM planning with the overall planning and budgeting process of the Agency. We have the experience, commitment, and critical resources needed to continue to be successful if we work together to develop a common vision of FCA's IT needs. We need to use our diversity of experience to ensure that we focus our efforts for the benefit of the entire Agency rather than for individual business units. Through this collaboration between offices and with proper project prioritizing, we will continue to deliver the Agency's critical IT needs and improve the efficiency and effectiveness of FCA.

The IRM Operations Committee (IRMOC) has contributed a great deal to the Agency's planning success. The framework in place today ensures that FCA business needs drive the IRM program and associated budgets. I want to recognize and thank Phyllis Applebaum, Joseph Connor, Gaylon Dykstra, Doug Gandy, Eric Rodney, Christine Quinn, Chet Slipek, and Jane Virga for their faithful service on IRMOC.

Doug Valcour  
Chief Information Officer

## ROLE OF THE IRM PLAN

The role of the IRM Plan is to provide a program that supports effective IT asset management and investment control. The planning process also supports timely and cost-effective IT and services and identifies new system and application development needs and IT purchases that significantly contribute to accomplishing the Agency's mission.

Four major functions contribute to fulfilling this role:

- Policy and Planning
- Technology Management
- Information Management
- Information Security Management

The Agency's CIO administers IRM policy and planning and is supported by IRMOC. The CIO serves as the principal technical adviser to the Chief Executive Officer (CEO) and senior staff on all issues related to IRM. The CIO is the designated senior official for IRM acquisitions.

The Office of Management Services (OMS) annually develops a five-year plan for addressing and fulfilling the Agency's information technology needs and integrates applicable Government-wide directives affecting IRM functions into Agency policies, procedures, guidelines, and directives.

With the oversight of the CIO, Agency IT management is administered by OMS's Technology Team (TT), Applications Team (AT), and Client Services and Communications Team (CSCT). These units provide the Agency with office automation software; database software; data and database administration; and systems development, analysis, and maintenance. They provide internal and Internet mail, computer maintenance, configuration management, computer Help Desk services, videoconferencing, network and client-server operations, telecommunications, disaster recovery, computer security, and remote access services. They also administer the Agency's Internet Web site and related e-business applications. These units deliver training so employees understand and use Agency computer systems and resources in an efficient and effective manner. Information security policy and assurance are provided by the OMS information security specialist and the CIO.

OMS's responsibilities are performed under policy guidance provided by Office of Management and Budget (OMB) Circular A-130, "Management of Federal Information Resources," and in accordance with Section 508 of the Workforce Investment Act of 1998.

## PLANNING ASSUMPTIONS FY 2008-2013

Information resources management planning must consider future events that can affect priorities and drive technology choices. We consider the following assumptions and associated information technologies as those likely to be preeminent internal or external factors during the next five years.

- Structural changes in the FCS will drive efforts to improve productivity and reduce regulatory costs. FCA will develop strategies to streamline its operations. We will continue to build bridges to our external customers through collaboration and the continuation of the FCS/FCA CIO Symposium.
- Migration of Agency applications to the Web will continue when it is advantageous to the public and the Agency. This expanded use of the FCA Web site supports the President's Management Agenda for E-Government.
- FCA will comply with the requirements of the Federal Information Security Management Act of 2002 (FISMA). This Act and other legislation will set higher baseline security standards and requirements for Federal agencies. We will continue to improve our ability to protect Personally Identifiable Information.
- Laptop computers will remain the Agency's standard workstation. They are critical to the use of alternative work sites, virtual teams, and continuity of operations. Laptop replacements will be purchased in FY 2007 and rolled out to users in FY 2008.
- We will continue to invest in both new off-the-shelf and new custom applications to support the needs of our business lines and the Agency, providing the tools needed to effectively function in a changing environment.
- We will implement a hardware and software architecture that supports enhanced communications, knowledge management, and collaboration.
- To be more efficient and effective, we will focus on electronic management of our documents and records.

Over the next five years, technology will be important to achieving FCA's mission cost-effectively. We will continually embrace and adopt new technology while evaluating and choosing IT investments through a disciplined process that weighs the risks against expected returns or results. Cost containment will remain a high priority, but we must be ready and able to change to incorporate new cost-effective improvements that support our long-term mission. OMS looks forward to effectively partnering with Agency staff to ensure IT needs are recognized, evaluated, and met.

## IRM PLANNING

The IRM Plan is an integral part of FCA's overall planning and supports the Agency's strategic planning. The Agency's strategic goals and objectives guide the IRM program. The FCA Board provides direction and oversight to earmark resources for the most critical needs of the Agency. The CEO provides direction and oversight to the Agency's operations, including the IRM program. IRMOC provides business unit advice to the CEO as part of its role in recommending a five-year IRM Plan. IRMOC coordinates operational matters and provides a forum for communication between the CIO and other Agency staff.

IRM initiatives are requested from FCA operating units during the IRM Planning Call (Call). This process determines the scope of technology change needed by the Agency and allocates resources in the most cost-effective manner. For that reason, IRMOC reviews office IRM project submissions, recommends priorities to IRM initiatives, and communicates its views to OMS and to other offices. The CEO approves or adjusts IRMOC recommendations for budget and project approval.

The CIO modifies IRM initiatives as required during the year to support changing business needs. The intent of the IRM Plan is to provide the resources needed to support FCA's strategic planning. Initiatives and projects proposed during the annual Call must support the Agency's strategic goals and objectives.

## FCA'S MISSION AND STRATEGIC GOALS

The Farm Credit Administration ensures a safe, sound, and dependable source of credit and related services for agriculture and rural America.

To achieve this mission, the Agency must keep an innovative and skilled workforce that uses and manages technology and information effectively and efficiently.

FCA's two strategic goals are the following<sup>1</sup>:

1. Ensure the Farm Credit System and Farmer Mac fulfill their public mission for agriculture and rural areas.
2. Evaluate risk and provide timely and proactive oversight to ensure the safety and soundness of the Farm Credit System and Farmer Mac.

For FCA to succeed, it is important that each office eliminate duplication of effort and explore new ways to work together and develop Agency-wide information systems that support achievement of the Agency's strategic goals.

IRM Call submissions ultimately result in actions to carry out these goals. The actions are prioritized by the CEO and then incorporated into the final five-year IRM Plan.

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<sup>1</sup> The final version of the FCA Strategic Plan is under review.

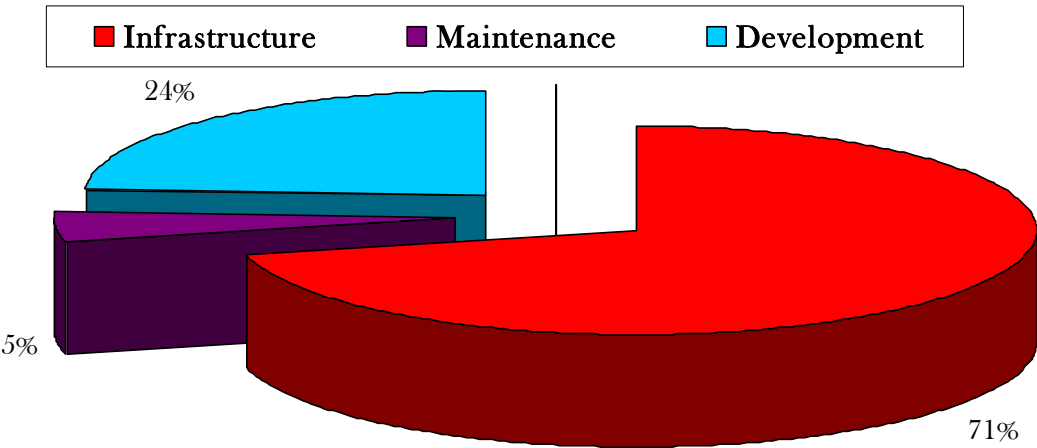
# TACTICAL PLAN

The OMS plans all IRM support for the Agency by allocating IT staff to maintain the following three major project categories.

**Infrastructure** includes the resources needed to provide the underlying support and services that must be in place to operate the Agency’s general support system and the two major database systems that support FCA’s applications. Infrastructure also ensures Agency compliance with Federal laws, OMB guidelines, and executive directives. In addition, infrastructure provides the direct contact needed to enable staff to do their work.

**Maintenance** is the routine service work necessary to operate the Agency’s computer applications with a high degree of confidentiality, integrity, and availability.

**Development** is work performed for Agency offices to create new or significantly enhanced information systems.



IRMOC reviewed and prioritized FY 2008 information systems development project proposals using a methodology obtained from OMB on evaluating investments in IT. This tactical portion of the IRM Plan communicates FCA’s IRM direction, initiatives, and priorities for the next fiscal year.

## A. Infrastructure Projects

The IT staff devotes significant effort each year to provide the direct user support needed to ensure that Agency employees effectively use FCA’s IT capabilities and leverage its investment in technology. We

also ensure Agency compliance with Federal laws, OMB guidelines, and executive directives. This work is increasing each year because of new requirements that affect all Federal agencies, including the Government Performance and Results Act, FISMA, and Government Paperwork Elimination Act (GPEA). We are budgeting 4,054 staff days to infrastructure support and services. Because of our reassessment of infrastructure projects, this is an increase over last year's hours devoted to infrastructure projects.

### **Network and Database Administration**

These projects make certain the Agency's essential services are available to minimize the burden on staff and to make sure staff complete work efficiently, effectively, and securely. Network administration includes the activities related to supporting the Local Area Network (LAN), Wide Area Network (WAN), and modem connections. The Agency relies on the services provided over the LAN/WAN, including e-mail, custom applications, data access, and the Internet. These administration resources also provide the routine daily work that is necessary to keep the network running securely and smoothly, including data backups, accounts management, configuration management, and updating of the operating system.

This year work on the configuration of the infrastructure to support and optimize the new architecture will require redesigning our network services by centralizing the architecture, maintaining the same architecture (client/server with a combination of centralized and decentralized services), or designing Web-based services with a centralized architecture and the use of dynamic Web caching. Lotus Notes and Oracle have become the Agency's central data repositories, and provide support to work groups at all levels. Activities include preserving the integrity of the databases, optimizing their use, and maintaining strong access control over them. OMS provides this maintenance both in the McLean headquarters office and field offices. We will devote 1,744 days for network and database administration, which is an increase from the previous year.

### **User Support and Services**

A major responsibility of the TT, AT, and CSCT is to provide support and services to FCA employees. The CSCT staff manages the Client Services Help Desk, which provides a single point of contact for Agency staff to submit service requests for training, personnel, budget and finance, and/or software and technology. CSCT also delivers operational support services to upgrade, maintain, and repair hardware, maintains infrastructure of the Web site, offers videoconference capability, resolves user interface problems, and advises users on hardware and software issues. The teams have a responsibility to identify and arrange for delivery of Agency training needs in the areas of office automation products, Lotus Notes, Internet applications, and computer security. We expect to devote 1,540 staff days of support to users, consistent with last year's support services hours.

### **IRM Planning, Computer Security, and Operations Management**

OMS develops the Agency's IRM Plan to work in concert with the FCA Strategic Plan. IRM planning includes the resources necessary for developing plans, budgets, resource estimates, disaster recovery, the Continuity of Operations Plan, and the periodic monitoring and reporting of progress against the IRM Plan. We continue to update our internal operating procedures to cover life-cycle development, end-user development, capacity planning, and configuration management. We also work to ensure security and protection of existing FCA information resources from external and internal threats. We ensure continuous operation of the Agency's emergency operations center. Information records management encompasses records management activities to make sure we comply with Federal laws and rules about Federal records. We will continue to monitor developments in rules and case law about electronic mail



and Federal electronic record-keeping requirements. OMS estimates 770 staff days to support management of these areas which also includes fulfilling Agency requirements under OMB Circular A-130, Department of Homeland Security, GPEA, and FISMA.

## **B. Maintenance Projects**

Maintenance projects ensure that existing applications are efficiently and effectively preserved to support Agency business functions. These are routine projects to perform ongoing analysis and to make updates and fixes to systems that will improve their performance. We must maintain existing applications and ensure they are well organized and adequately support Agency business functions. On the basis of a collaborative effort with system sponsors, we are budgeting 265 staff days to maintaining existing applications. This is a reduction of staff days from what was projected last year. This reduction does not reflect a decrease in staffing but rather a change in redefining general maintenance projects to maintain infrastructure projects.

## **C. Development Projects**

New system development projects further our goal of encouraging innovative uses of technology geared toward improving Agency information collection, retrieval, and distribution. Development projects will evaluate and select appropriate tools and applications to be built based on the needs identified by the key workflows to support and optimize the new architecture. Work on migrating legacy applications to the new tool set and design and porting the newly designed applications to the target architecture will be scheduled. This work encompasses projects such as developing new or custom applications, providing the capacity to conduct business electronically internally and externally, ensuring public access to Federal information, providing Government-wide e-mail, and developing workflow applications.

New system development projects in FY 2008 are projected to require 1,303 staff days, an increase from the previous year. There are 17 proposed development projects. The dollar costs reflected for each project include FCA resource costs as well as any externally purchased resources.

### **1. Infrastructure Review - OMS - High Priority - Quarter 1**

The client/server architecture is at the end of its life cycle at FCA. It is important to reevaluate the method of delivering IT services at FCA to ensure delivery is effective and provided at the best cost value. The improvements in technology, including the ability to secure information, use the Internet as a reliable highway for delivering information, and the increased need for portability and flexibility of technology delivery to FCA staff is a driver of this initiative. Newer architectures, including Web-based and Web-enabled ones, may offer the ability to reduce operating costs, accelerate the delivery of applications, and further empower our clients by providing them the ability to more easily access information necessary to support their decision-making processes. This project will undertake the evaluation of client/server as well as Web-based and Web-enabled architectures and their applicability to the delivery of IT services in the FCA environment.

The project will evaluate and select appropriate tools to support and optimize the new architecture. This includes evaluating both user and developer tools with the objective to provide an easy to use, relatively sophisticated interface between the FCA data repositories and FCA data users. This functionality will provide employees with the ability to leverage the Agency's investment in data and information collection and storage while limiting their dependence on technology staff to provide them with canned applications to transform data into usable information. There will be an evaluation and selection of a developer tool to allow technology staff to quickly and effectively develop and deliver reports based on Agency data.

Delivery of reports and applications will be dependent on the architecture selected (Web-based, client/server-based, or LAN-based).

The project will include the configuration of the infrastructure to support and optimize the new architecture. This may require redesigning our network services by centralizing the architecture, maintaining the same architecture (client/server with a combination of centralized and decentralized services), or designing Web-based services with a centralized architecture and the use of dynamic Web caching. This will also include migrating legacy applications to the new tool set and design and porting the newly designed applications to the target architecture.

	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013	Total
<b>Total Cost</b>	925,695	473,905	210,695	150,659	369,225	155,806	2,285,985
<b>OMS Hours</b>	3,785	1,943	183	183	458	0	6,552

## 2. Workflow Integration – OMS – High Priority – Quarter 1

The objective of this project is to identify optimum key business processes, software to support the optimum processes, and applications based on supporting the key processes. This project involves analysis of key Agency workflows, performed by FCA staff and consultants. Once analysis is performed and key workflows are identified, appropriate tools and applications will be developed based on the needs identified by the key workflows. This project will contribute to enhanced organizational performance through the following outcomes:

Communication will be improved through the use of instant messaging, portals, unified messaging (voice and text messaging through the workstation), and, eventually, unified communication (combining text and voice using the workstation through the implementation of Voice Over Internet Protocol (VOIP). These advances will allow easier and more efficient methods for staff located in different areas to communicate and work together. Using portals will also enable Agency users and organizations to more easily use the appropriate means of communication. Improved communication will make it easier for staff to remain in contact regardless of their location. Through improvement of the quality and quantity of communication venues, organizations will become more closely woven together and efficiency across organizational boundaries will be realized.

Collaboration improvements will support the Agency’s organizational structure, particularly within the new Office of Examination (OE) organizational mode and across organizational boundaries in ways not currently available. The use of concurrent editing sessions, where two or more staff can simultaneously provide input on a single document to promote efficiencies in the manner in which collaborative documents are produced, will become significantly more efficient. With use of Web meeting and white board technologies, the ability to easily and quickly join a meeting of staff in different locations will be improved. This will reduce the amount of time and overhead needed to quickly bring up an issue and gather input from appropriate staff. When the power of maturing technologies is combined with the ubiquity offered through the Internet, collaboration, and therefore the timeliness and quality of work products and the transmittal of information to appropriate staff and management, will be greatly improved.

New data architecture formats and techniques, combined with new approaches to applications development, will better integrate data, and the capability to support Agency needs for management planning, reporting, and analysis will be enhanced. The needs of the Agency, as identified through

submissions to the IRM Plan and through the workflow analysis performed in FY 2007, will be met using the tools and techniques recommended in the previous year's pilot project.

All Agency and FCSIC employees will be affected by this project and the changes in software it entails. The changes will be mitigated through the improvement of the user interface and through the easy availability to users of the functionality of the new software.

	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013	Total
<b>Total Cost</b>	401,080	182,600	90,700	50,700	44,700	50,700	820,480
<b>OMS Hours</b>	3,200	800	300	300	200	300	5,100

### 3. CRS Changes - OMS - High Priority - Quarter 1

The project is to maintain the Call Reports as an effective, complete, and relevant electronic source of FCS financial data for the public, FCS institutions, FCA management, financial analysts, and FCA examiners. Yearly, we survey CRS users, requesting input on the Call Report data elements. The survey focuses on ensuring we collect all the data elements needed by various user groups and removing any data elements no longer needed. Maintaining correct Call Report data elements is a critical effort to ensuring the needed information is available for conducting risk analysis and for monitoring System institution safety and soundness. This project is critical to the ongoing usefulness of CRS to our customers. Customers demand that Call Report data be complete, accurate, and relevant to their information needs, which include preparing analyses that support key Agency program-related activities of policy and regulation development, risk analysis, and supervision.

	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013	Total
<b>Total Cost</b>	14,400	38,400	38,400	38,400	38,400	38,400	206,400
<b>OMS Hours</b>	160	400	400	400	400	400	2,160

### 4. Federal ID Smart Card - OMS - High Priority - Quarter 2

This project is to produce an identification card in compliance with Homeland Security Presidential Directive HSPD-12 for a common identification standard for Federal employees and contractors. The smart cards will be strongly resistant to identity fraud, will rapidly authenticate electronically, will be issued only by authenticated providers, and will give physical access to Federally- controlled facilities and logical access to Federally controlled information systems. It is the policy of the United States to improve security, increase Government efficiency, reduce identity fraud, and protect personal privacy by setting up a mandatory, Government-wide standard for secure and reliable forms of identification issued by the Federal government to its employees and contractors.

	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013	Total
<b>Total Cost</b>	22,000	19,600	19,600	19,600	19,600	22,000	122,400
<b>OMS Hours</b>	160	160	160	160	160	160	960

### 5. OE Training and Delivery System – OE – High Priority – Quarter 3

This project outlines several training-related projects that have both OE and Agency-wide impact. This project focuses on technical support solutions to deliver OE training and development programs to its staff. OMS and OE will partner to develop solutions for delivering training and development programs via the FCA IT infrastructure.

One project objective is to elevate the quality of computer-based training provided to the associate examiners. OE is applying innovative techniques to deliver training in an effective and cost-efficient manner. One such technique is the increased use of computer-based training and testing.

An additional project objective is to partner with OMS to more fully use the various tools, applications, and products provided to examiners. Some staff may need more extensive formal technology training (i.e., “power skills” in Excel and Access for improved analysis).

Another project objective is to develop and provide timely training to examination staff. OE is exploring possibilities to video (record) training sessions and to make the video library readily available to all staff via the FCA IT infrastructure.

	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013	Total
<b>Total Cost</b>	64,800	36,000	0	0	0	0	100,800
<b>OMS Hours</b>	180	0	0	0	0	0	180

### 6. Telecommunications Review - OMS - High Priority – Quarter 3

The objective of this project is to evaluate the effectiveness and efficiency of the telecommunications (telecom) infrastructure. This project includes evaluating alternate methods of delivering WAN services, remote access, local and long distance phone services, and audio and video conferencing services. Project staff will evaluate the costs and benefits of moving to a new telecom infrastructure and design and implement a converged infrastructure. The new architecture will integrate telecom services into applications for enhanced productivity. The telecom infrastructure affects all users, offices, and most work processes.

	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013	Total
<b>Total Cost</b>	44,000	264,800	19,920	20,676	21,469	22,303	393,168
<b>OMS Hours</b>	480	640	80	80	80	80	1,440

### 7. Resource Management & Tracking – OE – High Priority – Quarter 4

The objective of the project is to provide technological solutions to effectively plan activities and projects, schedule and deploy resources, and report on performance and activities. The goal of this project is to improve our processes and communications.

	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013	Total
<b>Total Cost</b>	49,800	41,400	0	0	0	0	91,200
<b>OMS Hours</b>	440	360	0	0	0	0	800

## 8. Budget Call System - OMS - Medium Priority - Quarter 1

This project is to modify the Agency's budget formulation system and position it to easily handle further enhancements, integrate with other subsystems, and add a budget projection feature. This system allows the proper formulation and planning of our budget process to adequately prepare for future years' operations and improvements.

The current Budget Call System has undergone many changes and quick fixes throughout the years to comply with new regulations and management requirements. After careful analysis, it has been determined that the Budget Call System, to operate more effectively, requires a total rewrite for FY 2008. Both the Finance and Application Teams have developed a plan to facilitate revamping the Budget Call System in three phases. The first phase includes keeping the basic functionality the system currently delivers with the enhancements from the 2007 development. Phase two will eliminate the need to deliver hard-copy operating plans to OMS, and phase three will include an application for budget projections.

	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013	Total
<b>Total Cost</b>	31,200	16,800	16,800	5,700	5,700	5,700	81,900
<b>OMS Hours</b>	480	240	240	55	55	55	1,125

## 9. FCA Handbook Enhancements - Office of General Counsel (OGC) - Medium Priority - Quarter 1

The objective of this project is to create an efficient and effective set of enhancements to the database to allow users to access an all-encompassing array of research/informational material in a more functional, aesthetically pleasing, and reader-user-friendly format. The investment in the FCA Handbook database improves the Agency's performance and is accessible to staff, field offices, System institutions, and the public for research.

	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013	Total
<b>Total Cost</b>	7,800	0	0	0	0	0	7,800
<b>OMS Hours</b>	10	0	0	0	0	0	10

## 10. Management Dashboard - OMS - Medium Priority - Quarter 4

The major objectives of the project are to (a) provide information to managers and leaders of the Agency to support their decision-making process, (b) use "push-pull" technology to inform managers and leadership of the status of key information and allow them to "drill-down" or pull detailed key information, and (c) develop a set of Agency-wide key indicators that could be used to customize a user's dashboard. This application will affect all programs and offices by providing timely, easily accessible information related to an organization's or a program's performance.

	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013	Total
<b>Total Cost</b>	45,000	22,500	1,200	1,200	1,200	1,200	72,300
<b>OMS Hours</b>	500	250	20	20	20	20	830

**11. Quick Fixes - OE - Medium Priority - Quarter 4**

The objective of this project is to provide a block of OMS staff resources to address “quick fixes” for IT-related issues that are envisioned or anticipated. This project would address many limited-scope activities (generally 2-3 days in duration).

	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013	Total
<b>Total Cost</b>	25,000	0	0	0	0	0	25,000
<b>OMS Hours</b>	300	0	0	0	0	0	300

**12. BPD New Project Notification - OMS - Low Priority - Quarter 4**

The objective of this project is to increase the effectiveness and efficiency of notifying the Bureau of Public Debt (BPD) when FCA adds a new project in the time recording system (TRS) by automating the process. Automating the process of reporting new project codes and supplemental information will increase the accuracy and timeliness of reporting changes to BPD. The process will be more efficient when automated by reducing the amount of time spent by OMS supplying the changes to BPD.

	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013	Total
<b>Total Cost</b>	2,400	12,000	480	480	480	480	16,320
<b>OMS Hours</b>	40	200	8	8	8	8	272

**13. EEO and Human Capital Plan - OMS - Low Priority - Quarter 4**

The objective of this project is to develop a database for the Agency to collect and store job applications and resumes and equal employment opportunity (EEO) information from individuals applying for a job at FCA. Applicant information needs to be readily available for annual and quarterly reporting to the Equal Employment Opportunity Commission (EEOC) and for use in human capital planning for evaluating the effectiveness of strategies to attract a diversified workforce. The project will use information taken from new and departing employees to evaluate the effectiveness of the Agency recruitment and human capital practices.

	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013	Total
<b>Total Cost</b>	2,400	480	480	480	480	480	4,800
<b>OMS Hours</b>	40	8	8	8	8	8	80

**14. Human Capital Information System - OMS - Low Priority - Quarter 4**

This project is to develop an electronic Human Capital Plan information system. Managers will also benefit from work to define and develop a personnel management system to support management reporting, staff resource modeling and planning, and career development. This system can also support succession/transition planning and management continuity decisions.

	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013	Total
<b>Total Cost</b>	3,600	300	300	300	300	300	5,100
<b>OMS Hours</b>	40	5	5	5	5	5	65

#### 15. Personnel Retrieval System Enhancements – OMS – Low Priority – Quarter 4

The objective of this project is to enhance the personnel retrieval system by adding new data elements as well as print and search capabilities. This project will enhance automated query capabilities for a less cumbersome and more effective system.

	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013	Total
<b>Total Cost</b>	600	300	300	300	300	300	2,100
<b>OMS Hours</b>	10	5	5	5	5	5	35

#### 16. Property Management System Workflow – OMS – Low Priority – Quarter 4

The objective of this project is to create an automated workflow property management application that will reduce the handling of paper forms and increase efficiencies and property accountability.

	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013	Total
<b>Total Cost</b>	28,800	0	0	0	0	0	28,800
<b>OMS Hours</b>	480	0	0	0	0	0	480

#### 17. Service Request and Forms Enhancements – OMS – Low Priority – Quarter 4

This project will enhance the Service Request database and forms to accommodate all OMS services. In addition, automating or creating several forms will increase the efficiency of several processes performed within OMS. The “one stop” methodology of customer service will increase the efficiency of FCA employees by reducing the time they spend trying to figure out the correct source for assistance.

	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013	Total
<b>Total Cost</b>	7,200	2,400	2,400	2,400	2,400	2,400	19,200
<b>OMS Hours</b>	120	40	40	40	40	40	320

#### 18. Electronic Work Papers – Office of Inspector General – FY 2009

The objective of this project is to automate the recordkeeping of audit and inspection work papers.

	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013	Total
<b>Total Cost</b>	0	3,240	3,200	1,080	1,080	1,080	9,680
<b>OMS Hours</b>	0	30	30	12	12	12	96

#### 19. Ethics Database – OGC – FY 2009

This project’s objective is to develop an electronic database for filing of ethics forms, letters to filers, and legal advice. This database will result in quicker submissions, filings, and reviews.

	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013	Total
<b>Total Cost</b>	0	16,500	0	0	0	0	16,500
<b>OMS Hours</b>	0	25	0	0	0	0	25

## 20. Farmer Mac Call Reports – Office of Secondary Market Oversight – FY 2009

The objective of this project is set up electronic submission of Call Reports by the Federal Agricultural Mortgage Corporation (Farmer Mac) and electronic storage and retrieval of Farmer Mac's Call Report data, to make these data electronically accessible for regulatory and examination staff who work with Farmer Mac issues. The objective is also to bring Farmer Mac Call Report submission, storage, and retrieval in line with that of FCS banks and associations.

The purpose of this initiative is to improve the accessibility and usefulness to FCA of Farmer Mac Call Report data and to increase efficiencies at FCA and at Farmer Mac through electronic submission, storage, and retrieval of Call Report data.

	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013	Total
<b>Total Cost</b>	0	12,000	12,000	9,600	9,600	9,600	52,800
<b>OMS Hours</b>	0	80	80	80	80	80	400

## 21. Interactive FCS Map on Web Site – Office of Congressional and Public Affairs – FY 2009

The objective of this project is to explore the feasibility and practicality of creating an interactive map of the Farm Credit System on the FCA Web site to provide an easy way for members of the public to obtain contact information for an FCS institution that serves their area.

	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013	Total
<b>Total Cost</b>	0	22,180	6,240	6,240	6,240	6,240	47,140
<b>OMS Hours</b>	0	133	52	52	52	52	341



## APPENDIX I - STAFF RESOURCE PLAN - FY 2008-2013

Infrastructure Projects	Previous Staff Days	Current Staff Days
Network and Database Administration	1,321	1,744
User Support and Services	1,683	1,540
IRM Planning, Computer Security, and Operations Management	770	770
<b>Infrastructure Projects Total</b>	<b>3,774</b>	<b>4,054</b>
<b>Maintenance Projects</b>		
Maintain Applications	358	267
<b>Maintenance Projects Total</b>	<b>378</b>	<b>265</b>
<b>Development Projects</b>		
1. Infrastructure Review (Q1)		473
2. Workflow Integration (Q1)		400
3. Consolidated Reporting System (CRS) - Call Report Changes (Q1)		20
4. Federal ID Smart Card (Q2)		20
5. Office of Examination Training and Delivery System (Q3)		22
6. Telecommunications Review (Q3)		55
7. Resource Management and Tracking (Q4)		55
8. Budget Call System (Q1)		60
9. FCA Handbook Enhancements (Q1)		1
10. Management Dashboard (Q4)		62
11. Quick Fixes (Q4)		38
12. BPD New Project Notification (Q4)		5
13. EEO and Human Capital Plan Database (Q4)		5
14. Human Capital Information System (Q4)		7
15. Personnel Retrieval System Enhancements (Q4)		1
16. Property Management System Workflow (Q4)		60
17. Service Request and Forms Enhancements (Q4)		15
18. Electronic Work Papers (FY 2009)		0
19. Ethics Database (FY 2009)		0
20. Farmer Mac Call Reports (FY 2009)		0
21. Interactive FCS Map on Web Site (2009)		0
<b>Development Projects Total</b>	<b>1,034</b>	<b>1,303</b>
	<b>5,186</b>	<b>5,622</b>
<b>Overhead Activities</b>		
Administrative	209	209
Leave and Holidays	1,150	1,150
Training	240	240
<b>Overhead Total</b>	<b>1,599</b>	<b>1,598</b>
<b>Total Staff Days Required</b>	<b>6,785</b>	<b>7,220</b>
<b>Total Staff Days Available</b>	<b>6,630</b>	<b>7,085</b>
<b>Manpower Shortfall</b>	<b>155</b>	<b>135</b>
<b>Total FTEs (260 days)</b>	<b>25.5</b>	<b>27.25</b>

## APPENDIX II - BUDGET SUMMARY

Office: FCA Consolidated Purchases  
Date: 9/11/2007

Object Code	Object Class	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013	
2121	Local Travel	1,000	1,000	1,000	1,000	1,000	1,000	6,000
2199	Temporary Duty Travel	62,500	35,000	25,000	42,141	47,500	27,500	239,641
2331	Utilities	15,500	16,500	17,500	18,500	19,500	20,500	108,000
2341	Equipment/Software Rental	13,324	16,646	17,773	18,986	20,325	21,791	108,845
2351	Telephone, Communications	405,690	425,304	445,504	465,600	487,020	507,258	2,736,376
2511	Consulting Services	350,500	305,000	101,000	59,000	70,500	63,000	949,000
2524	Other Contractual Services	48,180	50,580	53,170	54,989	58,043	61,359	326,321
2528	Training	108,750	111,625	88,175	97,475	106,600	117,650	630,275
2531	Other Contractual Services - Gov	10,600	10,600	10,600	10,600	10,600	10,600	63,600
2571	Operation/Maintenance	359,067	409,824	299,896	520,738	627,220	544,063	2,760,808
2611	Supplies	63,342	73,091	59,628	58,016	76,702	55,420	386,199
2612	Subscriptions and Publications	120,394	122,868	112,875	138,484	125,980	155,518	776,119
3152	Software	296,994	325,079	264,604	96,979	116,854	71,129	1,171,639
3162	IT Equipment	557,394	494,298	1,044,278	506,462	637,024	1,209,283	4,448,739
	<b>Total</b>	<b>2,413,235</b>	<b>2,397,415</b>	<b>2,541,003</b>	<b>2,088,970</b>	<b>2,404,868</b>	<b>2,866,071</b>	<b>14,711,562</b>

# APPENDIX III - BUDGET

## IRM Budget FY 2008-2013

