Information Technology

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The OTS made innovative use of technology in FY 2008 to support the agency's core mission and improve efficiency.

One area of focus was on examinations and other supervisory activities. The goals were to streamline processes, bolster security and improve accessibility of information, while making it easier for OTS-regulated institutions to provide data to the OTS.

In November 2007, the agency completed a nationwide deployment of more than 800 Blackberry devices to examiners, managers and employees with disaster-recovery responsibilities. This investment increased productivity by the agency's distributed examination workforce, while improving the effectiveness of office operations at headquarters and in the regions.

In March 2008, the OTS deployed an automated Pre-Exam Response Kit (PERK) to the agency's examination staff. This new system streamlined the examination process by automating the collection of pre-examination documents and data from thrift institutions. The PERK provided a standardized, consistent pre-examination data request and new options for securely transmitting requested data to the OTS.

In April 2008, the OTS deployed an enhanced examination resource planning tool to its five regional offices. This upgraded tool helps regional managers schedule staff for examinations and forecast resource needs. In addition, the new application provides examiners with examination assignment information in real-time through the agency's intranet.

In August 2008, the OTS launched a new Application E-Filing feature on the agency's public website. E-Filing allows thrift institutions to electronically file certain applications and notices with the OTS, which reduces paperwork, simplifies OTS administrative processes and enhances communications between the agency and its regulated institutions.

A second area of focus for information technology at the OTS in FY 2008 was on migrating from an in-house system to process payroll and personnel actions to the Department of Agriculture's National Finance Center for payroll and the Department of the Treasury's HR Connect system for personnel actions.

This migration, completed in September 2008, is reducing processing costs and increasing agency efficiency through the use of "self service" portals for managers and other employees.

Information Security and Privacy

To perform its mission, the OTS must ensure the confidentiality, integrity, availability and protection of business

sensitive and personally identifiable information. These protections extend to electronic information, as well as traditional paper-based media. The agency continues to implement security controls mandated by the Federal Information Security Management Act and the National Institute of Standards and Technology. We certified and accredited all information systems during the year. The OTS also protects the privacy of its regulated institutions, the public and agency employees by implementing recommendations of the Privacy and Civil Liberties Act, Section 208 of the E-Government Act of 2002, OMB memoranda on privacy and the International Association of Privacy Professionals recommendations for notice, choice and consent. OTS privacy officials achieved the Certified Information Privacy Professional/Government designation during the year. The OTS also continues to reduce its reliance whenever possible on personally identifiable information, such as Social Security numbers ■