

**ANNUAL RESULTS: STRATEGIC GOAL 6**

**To integrate current information technology into OSC business processes, in order to improve organizational performance and to comply with statutory mandates.**

<i>FY 2002 Performance Goals</i>	<i>FY 2002 Results</i>	<i>FY 2001 Results</i>	<i>FY 2000 Results</i>
<p>1. <u>Upgrade agency hardware.</u></p> <p>a. Procure sufficient new personal computers so that all obsolete PC's are eliminated;</p> <p>b. procure new file server to accommodate new users, upgrade performance and storage capacity; and</p> <p>c. procure upgraded PC server to house OSC web-site in compliance with § 508 access requirements.</p>	<ul style="list-style-type: none"> <li>• Procured new file server.</li> <li>• All PCs upgraded to Pentium III 800 MHz or better; upgraded e-mail and database servers.</li> <li>• Deployed H.320 and H.323 video conferencing system to improve communication with agency's field offices and customers. Installation performed in-house, saving over \$4300.</li> <li>• Maintained close to 100% effective deployment rate on all equipment purchases.</li> <li>• Achieved almost 100% system uptime for agency enterprise network; 100% uptime for all computer systems; and 99.85% uptime for internet server.</li> <li>• Maintained compliance with § 508 and all government-wide security requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• Maximized use of limited sources on equipment purchases, by spending only \$118,000 (approx.), or \$1,000 per user (agency capital equipment plan calls for replacement of 33% of existing inventory per year, at \$2,200 per user).</li> <li>• Maintained close to 100% effective deployment rate on all equipment purchases.</li> <li>• Achieved almost 100% system uptime for agency enterprise network, 100% uptime for all computer systems, and 99.65% uptime (industry norm: 97%) for e-mail server.</li> <li>• Secured OSC systems from intrusions and viruses that temporarily disabled other agencies' computer services.</li> <li>• Total re-design of OSC Web site, including for compliance with § 508 (disability access) initiative.</li> <li>• Agency Intranet made § 508-compliant.</li> <li>• Responded to hundreds of help desk requests from staff, many resolved within one hour.</li> </ul>	<ul style="list-style-type: none"> <li>• CD-Rom server acquired to support additional legal and other research capabilities; servers for field offices upgraded.</li> <li>• Computers and telephone equipment installed to support new employees and new office space.</li> <li>• On-target with five-year replacement cycle for office automation equipment.</li> <li>• New, Y2K-compliant case information tracking system implemented; staff trained on use of system; ongoing user group established.</li> </ul>

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2. <u>Upgrade agency software.</u> Upgrade standard operating system for all agency PC's to Windows 2000/Office 2000.	<ul style="list-style-type: none"> <li>Upgraded all users to Windows 2000, and office suite to Windows XP.</li> </ul>		<ul style="list-style-type: none"> <li>Y2K-compliant case information tracking system implemented; staff trained on use of system; ongoing user group established.</li> </ul>
3. <u>Phone System.</u> Research feasibility of reducing number of incoming phone lines, by converting to upgraded voice/data link.	<ul style="list-style-type: none"> <li>Completed written architecture and procurement plan for telephone system; on target for replacement of obsolete phone sets with purchase of 50 new phone sets; implemented Caller ID for managers and supervisors.</li> </ul>	<ul style="list-style-type: none"> <li>Fully transitioned agency-wide data communication, local, and long distance telecommunication services from FTS2000 to FTS2001, and from Centrix to WITS2001 with total transparency, reducing overall telecommunication expenditures by at least 20%.</li> </ul>	
4. <u>OSC 2000/Case-Tracking Capability.</u> ISB to ensure that OSC 2000 case-tracking system has the capability to monitor and track data relevant to measure baselines, and progress towards meeting objectives.	<ul style="list-style-type: none"> <li>Continued to convene bi-monthly meetings of OSC 2000 users group; submitted report of changes accomplished.</li> <li>Made almost 100 enhancements to OSC 2000 case tracking system including provisions to track case priority codes and enhance reporting programs.</li> <li>Developed litigation and FOIA tracking systems.</li> </ul>	<ul style="list-style-type: none"> <li>Enhanced performance of case tracking and reporting system. Re-designed and re-programmed case tracking system to meet re-organization requirements (over 30 significant changes to tracking and reporting components in a four-week period); entire system modified to serve needs of reorganized units with minimal disruption to end-users.</li> </ul>	

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5. <u>Electronic Filing</u> . Research and prepare written report detailing comprehensive plan to implement electronic filing of complaints and disclosures, including cost estimates for all needed hardware and software upgrades, and timetable.	<ul style="list-style-type: none"> <li>Based on written plan, infrastructure for electronic filing of complaints and disclosures, FOIA requests and OSC customer surveys (procure servers; install application software) in place, with planned implementation by October 2003.</li> </ul>		<ul style="list-style-type: none"> <li>Plan developed for implementation of Government Paperwork Elimination Act in FY 2003.</li> </ul>
6. <u>IT Security Study</u> . Conduct information technology security and vulnerability assessment study, in accordance with government-wide standards.	<ul style="list-style-type: none"> <li>Completed external contractor's independent review of IT security.</li> </ul>		

Other FY 2002 Results

In addition to results listed under this goal, ISB maintained a focus on computer security by consistently monitoring Internet and FedCIRC for virus alerts, and downloading any available anti-virus updates. ISB also drafted new directives on computer network user roles and responsibilities and remote access to OSC computer network resources, addressing security issues. (Both directives were issued in FY 2003). Other results accomplished by ISB beyond specific goals set forth in the annual performance plan included the following:

- OSC forms*: Developed new HTML pages for OSC complaint and disclosure forms to provide users with alternative method of completing and submitting forms, and improve access to forms for visually impaired users.
- Records management*: completed an inventory of closed case files, implemented a bar code system to track case files, improved physical storage, and transferred over 1,000 files to the National Archives and Records Administration for storage or destruction.
- Intranet*: implemented a more use-friendly redesign of the OSC Intranet, and promptly added requested updates, including new section for agency directives, notices and forms.

- *Mail room:* revised mail room policies and procedures to better meet customer needs, and implemented a cost tracking system to better monitor expenditures.
- *Help Desk:* responded to over calls, generally responding to and resolving problems within one hour.
- *Hatch Act:* worked with the HA unit to improve its ability to index advisory opinions using existing computer resources.
- *Official issuances:* developed the capability to generate in-house XML document coding to reduce costs of OSC Federal Register notices.