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: Social Security Administration
3. Bureau: Systems
4. Name of this Capital Asset: Telephone Systems Replacement Project (TSRP)
5. Unique Project (Investment) Identifier: (For IT investment only, see section 53. For all other, use agency ID system.)
016-00-02-00-01-2135-00
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
7. What was the first budget year this investment was submitted to OMB? FY2005
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:

SSA's legacy phone systems were deployed in the late 1980s and early 1990s and were designed to address the Agency's workload and telephone service requirements of that era. Due to their end-of-life deterioration, the inability to obtain repair parts, the high costs of upgrading these systems to meet new workload demands and telephone service requirements, and the inability to expand these systems to meet required office expansions and new initiatives, the replacement of these aging telephone systems isnecessary to allow SSA to avoid deterioration of quality service to its clients.

The deployment of an Enterprise Voice over Internet Protocol (VoIP) telecommunications system enables SSA to establish a telecommunications architecture that has the capacity to meet the Agency's increasing workload demands and position the Agency for future applications to continue and better serve SSA clients and the staff. The Enterprise Solution does this through:

• The installation of a 2nd network carrier's circuit into all locations provides an unprecedented level of network data diversity, redundancy, reliability, and expanded bandwidth. This architecture provides extraordinary service level resilience to all SSA applications.

• Centralized Telecommunications Platform for evolving business requirements and future enhanced data and voice applications, such as Computer/Telephony Integration (CTI), Unified Messaging, Blended Agents, on-net calling, and multiple levels of management information. It also provides the ability to adapt to changing workflows and telephone traffic as required, such as re-routing call traffic to other business units in the event of disasters or emergencies.

• Field Office Toll Free service allows SSA clients to access their office of choice from any location within the Continental United States. Individual office Toll Free service provides stable contact information for the public that is not affected by area code changes or relocations of field offices.

As a pilot, SSA has implemented a centrally managed Enterprise VoIP pilot to over 2,000 telephone stations in 45 offices throughout the United States. The pilot has given SSA experience in implementation and operations, which reduces the risk with a national implementation and national operations.

9. Did the Agency's Executive/Investment Committee approve this request? Yes
    a. If "yes," what was the date of this approval? 7/23/2007
10. Did the Project Manager review this Exhibit? Yes
11. Removed

12. Has the agency developed and/or promoted cost effective, energy-efficient and environmentally sustainable techniques or practices for this project? Yes
    a. Will this investment include electronic assets (including computers)? Yes
    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?
        2. If "yes," will this investment meet sustainable design principles?
        3. If "yes," is it designed to be 30% more energy efficient than relevant code?
13. Does this investment directly support one of the PMA initiatives? Yes
    If "yes," check all that apply: Expanded E-Government
    a. Briefly and specifically describe for each selected how this asset directly supports the identified initiative(s)? (e.g. If E-Gov is selected, is it an approved shared service provider or the managing partner?) This project will support the PMA initiative to champion Citizen-Centered Electronic Government, avoiding a reduction in performance and services and maintaining the Agency's value to the citizen, by replacing failing legacy telephone systems with a system that is scalable, available, securable, changeable, and provides a continuation of excellent service to all of its clients as workloads grow in volume and complexity, as noted in SSA's recommended e-Gov goals and objectives.

14. Does this investment support a program assessed using the Program Assessment Rating Tool (PART)? (For more information about the PART, visit www.whitehouse.gov/omb/part.)   No
    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 3
17. What project management qualifications does the Project Manager have? (per CIO Council PM Guidance)   (1) Project manager has been validated as qualified 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)   Yes
19. Is this a financial management system?   No
    a. If "yes," does this investment address a FFMIA compliance area?
        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

20. What is the percentage breakout for the total FY2009 funding request for the following? (This should total 100%)
Hardware   41.860000
Software   0.000000
Services   51.230000
Other   6.910000
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
22. Removed
23. Are the records produced by this investment appropriately scheduled with the National Archives and Records Administration's approval?   Yes
Question 24 must be answered by all Investments:
24. Does this investment directly support one of the GAO High Risk Areas?   No

Section B: Summary of Spending (All Capital Assets)

1. Provide the total estimated life-cycle cost for this investment by completing the following table. All amounts represent budget authority in millions, and are rounded to three decimal places. Federal personnel costs should be included only in the row designated "Government FTE Cost," and should be excluded from the amounts shown for "Planning," "Full Acquisition," and "Operation/Maintenance." The "TOTAL" estimated annual cost of the investment is the sum of costs for "Planning," "Full Acquisition," and "Operation/Maintenance." For Federal buildings and facilities, life-cycle costs should include long term energy, environmental, decommissioning, and/or restoration costs. The costs associated with the entire life-cycle of the investment should be included in this report.

Table 1: SUMMARY OF SPENDING FOR PROJECT PHASES

(REPORTED IN MILLIONS)

(Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions

	PY-1 and earlier	PY 2007	CY 2008	BY 2009
Planning:	9.985	0	0	0
Acquisition:	0	42.179	8.908	20.602
Subtotal Planning & Acquisition:	9.985	42.179	8.908	20.602
Operations & Maintenance:	0	6.866	6.72	15.542
TOTAL:	9.985	49.045	15.628	36.144
Government FTE Costs	1.006	2.767	4.023	4.334
Number of FTE represented by Costs:	4	26	34	34

2. Will this project require the agency to hire additional FTE's?   No
    a. If "yes," How many and in what year?
3. If the summary of spending has changed from the FY2008 President's budget request, briefly explain those changes: Funding levels have changed due to SSA's decision to move from a 3 year deployment schedule to a 4 year deployment schedule. SSA has made an award in FY07 and begun work. A protest was filed, stopping work until the protest is settled. A direct impact of the protest has resulted in a continuation of funding for the VoIP pilot, as well as a delay to the schedule. The overall lifecycle costs have changed as a direct result of the higher than estimated cost proposals submitted by the awarded TSRP contractor.

Section C: Acquisition/Contract Strategy (All Capital Assets)

Contract or Task Order Number	Type of Contract/ Task Order	Has the contract been awarded (Y/N)	If so what is the date of the award? If not, what is the planned award date?	Start date of Contract/ Task Order	End date of Contract/ Task Order	Total Value of Contract/ Task Order ($M)	Is this an Interagency Acquisition ? (Y/N)	Is it performance based? (Y/N)	Competitively awarded? (Y/N)	What, if any, alternative financing option is being used? (ESPC, UESC, EUL, N/A)	Is EVM in the contract? (Y/N)	Does the contract include the required security & privacy clauses? (Y/N)
SS00-07-60066	Firm Fixed Price (FFP) / Indefinite Delivery Indefinite Quantity (IDIQ)	Yes	7/30/2007	7/30/2007	9/30/2017	274.697	No	No	Yes	NA	Yes	Yes
GS00T06NSD0001 - FTS	Indefinite Delivery Indefinite Quantity (IDIQ)	Yes	6/1/2007	6/1/2007	9/30/2017	259.211	No	No	Yes	NA	No	Yes
SS00-06-60086	Firm Fixed Price (FFP)	Yes	4/1/2007	4/1/2007	9/30/2017	2.038	No	No	No	NA	No	Yes
NBCH-D-02-0039	Indefinite Delivery Indefinite Quantity (IDIQ)	Yes	4/10/2006	4/10/2006	12/31/2007	1.607	Yes	No	No	NA	No	Yes
S00-05-40020	Blanket Purchase Agreement (BPA)	Yes	9/29/2005	9/29/2005	9/29/2010	8.278	No	No	Yes	NA	No	Yes
SS00-07-30649	Firm Fixed Price (FFP)	Yes	6/22/2007	6/22/2007	7/13/2007	0.141	No	No	Yes	NA	No	Yes

2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why:

SSA's earned value management (EVM) policy and implementation has been reviewed by OMB, OIG and others and deemed consistent with OMB guidance and the ANSI standards defining a compliant EVM. SSA performs the vast majority of our work in-house, and conducts EVM and program management at the total program level, including both Government costs and support contracts. The inclusion of earned value in SSA contracts is based on the type of contract let, the services performed, and the date when the contract was let. When applicable, earned value management requirements are applied to SSA contractors in two ways. The first is to require the contractor to satisfy requirements utilizing their own earned value management system (EVMS) like the first entry in the table above. The second is for the contractor to provide necessary data directly into SSA's in-house EVMS.

The TSRP service and supply contracts listed in the above table that do not have EVM clauses have little or no Development, Modernization or Enhancement (DME) components, and therefore do not warrant the inclusion of a separate contractor EVMS. These contracts are subject (as applicable, based on DME content, risk and other policy factors) to SSA EVMS. Required EVM data is furnished by the contractor and included within the program level EVM.

3. Do the contracts ensure Section 508 compliance?
Yes
   a. Explain why:
SSA ensures that any applicable IT requirements comply with Section 508 standards. The SSA includes Section 508 contract clauses and evaluation criteria in its solicitations and contracts as appropriate and ensures during the review of technical proposals that offerors are fully compliant or as compliant as possible based on the state of the technology in the marketplace. This is accomplished through review of technical documentation as well as through actual testing of the product.
4. Is there an acquisition plan which has been approved in accordance with agency requirements?
Yes
   a. If "yes," what is the date?
9/7/2007
   b. If "no," will an acquisition plan be developed?

      1. If "no," briefly explain why:

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
2008	Service - To deliver high-quality, citizen-centered service	Customer Results	Service Accessibility	Access	Reduce busy rate for self service options	50%	40%	
2008	Service - To deliver high-quality, citizen-centered service	Customer Results	Service Coverage	Service Efficiency	Toll Free telephone numbers for each office	0 sites	265 sites	
2008	Service - To deliver high-quality, citizen-centered service	Customer Results	Service Quality	Accuracy of Service or Product Delivered	Callers routes to correct self service option	93%	95.50%	
2008	Service - To deliver high-quality, citizen-centered service	Mission and Business Results	Financial Management	Accounting	Reduced local telephone service charges	0	6.00%	
2008	Service - To deliver high-quality, citizen-centered service	Mission and Business Results	Information and Technology Management	Information Systems Security	Successful Audits performed	0	1	
2008	Service - To deliver high-quality, citizen-	Processes and Activities	Quality	Errors	Reduce trouble tickets per year	10000	5%	

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
					centered service			
2008	Stewardship - To ensure superior stewardship of Social Security programs and resource	Technology	Financial (Technology)	Operations and Maintenance Costs	Reduced costs for moves, adds, changes	0	10%	
2008	Service - To deliver high-quality, citizen-centered service	Technology	Quality	Functionality	Voice quality MOS through Network	3.4	3.5	
2008	Service - To deliver high-quality, citizen-centered service	Technology	Reliability and Availability	Availability	Telephone systems service availability	99.50%	99.70%	
2008	Service - To deliver high-quality, citizen-centered service	Technology	Reliability and Availability	Reliability	Diverse WAN connectivity for field offices	single circuits	dual circuits	
2009	Service - To deliver high-quality, citizen-centered service	Customer Results	Customer Benefit	Customer Satisfaction	Increased toll-free service usage	80%	85%	
2009	Service - To deliver high-quality, citizen-centered service	Customer Results	Service Accessibility	Access	Decrease busy rate for self service options	40%	25%	
2009	Service - To deliver high-quality, citizen-centered service	Customer Results	Service Coverage	Service Efficiency	Toll Free telephone numbers for each office	265 Sites	730 Sites	
2009	Service - To deliver high-quality, citizen-centered service	Customer Results	Service Quality	Accuracy of Service or Product Delivered	Callers routes to correct self service option	95.50%	97%	
2009	Stewardship - To ensure superior stewardship of Social Security programs and resource	Mission and Business Results	Financial Management	Accounting	Reduced local telephone service charges	6.00%	24.00%	
2009	Stewardship - To ensure superior stewardship of Social Security programs and resource	Mission and Business Results	Financial Management	Asset and Liability Management	Reduce maintenance costs	5.00%	24.00%	
2009	Service - To deliver high-quality, citizen-centered service	Mission and Business Results	Information and Technology Management	Information Management	Centralized MI	265 sites	730 sites	
2009	Service - To deliver high-quality, citizen-centered service	Mission and Business Results	Information and Technology Management	Information Systems Security	Successful Audits performed	1	1	
2009	Service - To deliver high-quality, citizen-centered service	Processes and Activities	Cycle Time and Resource Time	Timeliness	Complete telephone systems replacement	17%	47%	
2009	Service - To deliver high-quality, citizen-centered service	Processes and Activities	Quality	Errors	Reduce trouble tickets per year	5%	14%	
2009	Stewardship - To ensure superior stewardship of Social Security programs and resource	Technology	Financial (Technology)	Operations and Maintenance Costs	Reduce local telephone service charges	6.00%	24.00%	
2009	Stewardship - To ensure superior stewardship of Social Security programs and resource	Technology	Financial (Technology)	Operations and Maintenance Costs	Reduced costs for moves, adds, changes	10%	20%	
2009	Service - To deliver high-quality, citizen-centered service	Technology	Quality	Functionality	Voice quality MOS through Network	3.5	3.7	
2009	Service - To deliver high-quality, citizen-	Technology	Reliability and Availability	Availability	Telephone systems service availability	99.70%	99.8%	

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	centered service							
2009	Service - To deliver high-quality, citizen-centered service	Technology	Reliability and Availability	Reliability	Diverse WAN connectivity for field offices	single circuits	dual circuits	

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

In order to successfully address this area of the business case, each question below must be answered at the system/application level, not at a program or agency level. Systems supporting this investment on the planning and operational systems security tables should match the systems on the privacy table below. Systems on the Operational Security Table must be included on your agency FISMA system inventory and should be easily referenced in the inventory (i.e., should use the same name or identifier).

For existing Mixed-Life Cycle investments where enhancement, development, and/or modernization is planned, include the investment in both the "Systems in Planning" table (Table 3) and the "Operational Systems" table (Table 4). Systems which are already operational, but have enhancement, development, and/or modernization activity, should be included in both Table 3 and Table 4. Table 3 should reflect the planned date for the system changes to be complete and operational, and the planned date for the associated C&A update. Table 4 should reflect the current status of the requirements listed. In this context, information contained within Table 3 should characterize what updates to testing and documentation will occur before implementing the enhancements; and Table 4 should characterize the current state of the materials associated with the existing system.

All systems listed in the two security tables should be identified in the privacy table. The list of systems in the "Name of System" column of the privacy table (Table 8) should match the systems listed in columns titled "Name of System" in the security tables (Tables 3 and 4). For the Privacy table, it is possible that there may not be a one-to-one ratio between the list of systems and the related privacy documents. For example, one PIA could cover multiple systems. If this is the case, a working link to the PIA may be listed in column (d) of the privacy table more than once (for each system covered by the PIA).

The questions asking whether there is a PIA which covers the system and whether a SORN is required for the system are discrete from the narrative fields. The narrative column provides an opportunity for free text explanation why a working link is not provided. For example, a SORN may be required for the system, but the system is not yet operational. In this circumstance, answer "yes" for column (e) and in the narrative in column (f), explain that because the system is not operational the SORN is not yet required to be published.

Please respond to the questions below and verify the system owner took the following actions:
1. Have the IT security costs for the system(s) been identified and integrated into the overall costs of the investment:
Yes
    a. If "yes," provide the "Percentage IT Security" for the budget year:
2.87
2. Is identifying and assessing security and privacy risks a part of the overall risk management effort for each system supporting or part of this investment.
Yes

3. Systems in Planning and Undergoing Enhancement(s), Development, and/or Modernization - Security Table(s):

Name of System	Agency/ or Contractor Operated System?	Planned Operational Date	Date of Planned C&A update (for existing mixed life cycle systems) or Planned Completion Date (for new systems)
Enterprise Wide Area Network and Services System	Government Only	5/1/2008	05/01/2008

4. Operational Systems - Security Table:

Name of System	Agency/ or Contractor Operated System?	NIST FIPS 199 Risk Impact level (High, Moderate, Low)	Has C&A been Completed, using NIST 800-37? (Y/N)	Date Completed: C&A	What standards were used for the Security Controls tests? (FIPS 200/NIST 800-53, Other, N/A)	Date Complete(d): Security Control Testing	Date the contingency plan tested
Enterprise Wide Area Network and Services System	Government Only	Moderate	Yes	7/18/2006	FIPS 200 / NIST 800-53	7/13/2007	1/18/2007

5. Have any weaknesses, not yet remediated, related to any of the systems part of or supporting this investment been identified by the agency or IG?   No
    a. If "yes," have those weaknesses been incorporated into the agency's plan of action and milestone process?
6. Indicate whether an increase in IT security funding is requested to remediate IT security weaknesses? No
    a. If "yes," specify the amount, provide a general description of the weakness, and explain how the funding request will remediate the weakness.

7. How are contractor security procedures monitored, verified, and validated by the agency for the contractor systems above?
This is not a contractor system.

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
Enterprise Wide Area Network and Services System	No	No	The system does not contain, process, or transmit personal identifying information.	No	The system is not a Privacy Act system of records.

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.
Telephone Systems Replacement Project
    b. If "no," please explain why?

3. Is this investment identified in a completed (contains a target architecture) and approved segment architecture?
Yes
    a. If "yes," provide the name of the segment architecture as provided in the agency's most recent annual EA Assessment.
Infrastructure

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)
SFA	Sunflower Asset System (SFA) is the COTS package used to manage SSA physical assets.	Back Office Services	Asset / Materials Management	Asset Cataloging / Identification	Asset Cataloging / Identification	016-00-01-01-02-2129-00	Internal	0
SFA	Sunflower Asset System (SFA) is the COTS package used to manage SSA physical assets.	Back Office Services	Asset / Materials Management	Asset Transfer, Allocation, and Maintenance	Asset Transfer, Allocation, and Maintenance	016-00-01-01-02-2129-00	Internal	0
SFA	Sunflower Asset System (SFA) is the COTS package used to manage SSA physical assets.	Back Office Services	Asset / Materials Management	Computers / Automation Management	Computers / Automation Management	016-00-01-01-02-2129-00	Internal	0
QA2	QA2 enforces the completion of an System Release Certification through its interface with the online and batch release	Business Management Services	Management of Processes	Configuration Management	Configuration Management	016-00-01-04-02-2132-00	Internal	0

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)
	processes.							
Omegamon	IBM Tivoli Monitoring is an enterprise-class, easy-to-use solution that optimizes the performance and availability of your entire IT infrastructure. Through a single customizable workspace portal, you can proactively manage the health and availability of your IT infrastructure, end-to-end, including operating systems, databases and servers, across distributed and host environments.	Business Management Services	Organizational Management	Network Management	Network Management	016-00-02-00-01-2210-00	Internal	0
SSASy	SSA's Streamlined Acquisition System (SSASy) is a paperless, electronic tool used to prepare, submit and process purchase requests.	Business Management Services	Supply Chain Management	Ordering / Purchasing	Ordering / Purchasing	016-00-01-01-02-2129-00	Internal	0
VOIP	Voice Over Internet Protocol (VoIP) is the routing of voice conversations over the Internet or through any other Internet Protocol-based network. Advantages of VoIP include the ability to check voice messages via the web or have them forwarded to an e-mail account. Also, most of the standard features normally offered at an extra charge through your phone company are standard and free, such as caller ID, call waiting, call transfer, and three-way calling.	Support Services	Communication	Voice Communications	Voice Communications		Internal	10
Track It	Numara Track-It! delivers the tools needed to cost effectively manage IT assets and deliver superior support to end-users. Track-It! integrated tools, automate	Support Services	Systems Management	License Management	License Management	016-00-01-04-02-2132-00	Internal	0

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)
	repetitive activities like logging and tracking help requests, inventory, asset auto discovery, auditing systems, reporting stats, etc.							
SSASy	SSA's Streamlined Acquisition System (SSASy) is a paperless, electronic tool used to prepare, submit and process purchase requests.	Support Services	Systems Management	License Management	License Management	016-00-01-01-02-2129-00	Internal	0
VOIP	Voice Over Internet Protocol (VoIP) is the routing of voice conversations over the Internet or through any other Internet Protocol-based network. Advantages of VoIP include the ability to check voice messages via the web or have them forwarded to an e-mail account. Also, most of the standard features normally offered at an extra charge through your phone company are standard and free, such as caller ID, call waiting, call transfer, and three-way calling.	Support Services	Systems Management	Remote Systems Control	Remote Systems Control		Internal	9
Omegamon	IBM Tivoli Monitoring is an enterprise-class, easy-to-use solution that optimizes the performance and availability of your entire IT infrastructure. Through a single customizable workspace portal, you can proactively manage the health and availability of your IT infrastructure, end-to-end, including operating systems, databases and servers, across distributed and host environments.	Support Services	Systems Management	System Resource Monitoring	System Resource Monitoring	016-00-02-00-01-2210-00	Internal	0

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%.

5. Technical Reference Model (TRM) Table:

To demonstrate how this major IT investment aligns with the FEA Technical Reference Model (TRM), please list the Service Areas, Categories, Standards, and Service Specifications supporting this IT investment.

FEA SRM Component (a)	FEA TRM Service Area	FEA TRM Service Category	FEA TRM Service Standard	Service Specification (b) (i.e., vendor and product name)
Configuration Management	Component Framework	Business Logic	Platform Dependent	Visual Basic .Net (VB.Net)
Configuration Management	Component Framework	Data Management	Database Connectivity	Active Data Objects .Net (ADO.Net)
Configuration Management	Component Framework	Data Management	Database Connectivity	Open Database Connectivity (ODBC)
Configuration Management	Component Framework	Presentation / Interface	Dynamic Server-Side Display	Active Server Pages .Net (ASP.Net)
Voice Communications	Service Access and Delivery	Delivery Channels	Internet	
Remote Systems Control	Service Access and Delivery	Delivery Channels	Internet	
Voice Communications	Service Access and Delivery	Service Requirements	Authentication / Single Sign-on	
Remote Systems Control	Service Access and Delivery	Service Requirements	Authentication / Single Sign-on	
System Resource Monitoring	Service Access and Delivery	Service Requirements	Hosting	Internal (within Agency)
Configuration Management	Service Access and Delivery	Service Requirements	Hosting	Internal (within Agency)
Asset Cataloging / Identification	Service Access and Delivery	Service Requirements	Hosting	Internal (within Agency)
Asset Transfer, Allocation, and Maintenance	Service Access and Delivery	Service Requirements	Hosting	Internal (within Agency)
Computers / Automation Management	Service Access and Delivery	Service Requirements	Hosting	Internal (within Agency)
Ordering / Purchasing	Service Access and Delivery	Service Requirements	Hosting	Internal (within Agency)
License Management	Service Access and Delivery	Service Requirements	Hosting	Internal (within Agency)
Network Management	Service Access and Delivery	Service Requirements	Hosting	Internal (within Agency)
Asset Cataloging / Identification	Service Platform and Infrastructure	Delivery Servers	Application Servers	
Asset Transfer, Allocation, and Maintenance	Service Platform and Infrastructure	Delivery Servers	Application Servers	
Computers / Automation Management	Service Platform and Infrastructure	Delivery Servers	Application Servers	
Ordering / Purchasing	Service Platform and Infrastructure	Delivery Servers	Application Servers	
License Management	Service Platform and Infrastructure	Delivery Servers	Application Servers	
Asset Cataloging / Identification	Service Platform and Infrastructure	Hardware / Infrastructure	Embedded Technology Devices	Hard Disk Drive
Asset Transfer, Allocation, and Maintenance	Service Platform and Infrastructure	Hardware / Infrastructure	Embedded Technology Devices	Hard Disk Drive
Computers / Automation Management	Service Platform and Infrastructure	Hardware / Infrastructure	Embedded Technology Devices	Hard Disk Drive
Ordering / Purchasing	Service Platform and Infrastructure	Hardware / Infrastructure	Embedded Technology Devices	Hard Disk Drive
License Management	Service Platform and Infrastructure	Hardware / Infrastructure	Embedded Technology Devices	Hard Disk Drive
System Resource Monitoring	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Enterprise Server
Voice Communications	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Enterprise Server
Remote Systems Control	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Enterprise Server
Network Management	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Enterprise Server
System Resource Monitoring	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Mainframe
Network Management	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Mainframe
Network Management	Service Platform and	Hardware / Infrastructure	Wide Area Network (WAN)	Frame Relay

FEA SRM Component (a)	FEA TRM Service Area	FEA TRM Service Category	FEA TRM Service Standard	Service Specification (b) (i.e., vendor and product name)
	Infrastructure			

   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 A: Alternatives Analysis (All Capital Assets)

Part II should be completed only for investments identified as "Planning" or "Full Acquisition," or "Mixed Life-Cycle" investments in response to Question 6 in Part I, Section A above.

In selecting the best capital asset, you should identify and consider at least three viable alternatives, in addition to the current baseline, i.e., the status quo. Use OMB Circular A-94 for all investments and the Clinger Cohen Act of 1996 for IT investments to determine the criteria you should use in your Benefit/Cost Analysis.

1. Did you conduct an alternatives analysis for this project?   Yes

    a. If "yes," provide the date the analysis was completed?   8/3/2007

    b. If "no," what is the anticipated date this analysis will be completed?

    c. If no analysis is planned, please briefly explain why:

2. Removed

3. Which alternative was selected by the Agency's Executive/Investment Committee and why was it chosen?

Alternative 3, the Centralized VoIP alternative, has been selected by the Agency's Executive/Investment Committee. Of the three alternatives, TSRP/ Centralized VoIP has a positive net present value and provides a Return-on-Investment greater than zero based upon an assessment of direct costs. Centralized VoIP represents the lowest cost alternative and meets the Agency goals and the President's agenda on moving forward with Enterprise Solutions within Government while still delivering World Class Service to the pubic, with a cost savings of over 53 million using the selected alternative (alternative 3). The agency also evaluated intangible benefits through a Benefit Value Score (BVS) providing investment decision-makers with a tailored approach for capturing and quantifying the full range of intangible benefits associated with a proposed project or initiative, with a BVS score of 85 to 34 in favor of the selected alternative (alternative 3) over the referenced alternative (alternative 1).

4. What specific qualitative benefits will be realized?

This solution represents a major step in establishing a robust communications infrastructure for SSA by extending carrier diversity to every field office with a telephone system. It provides an opportunity to converge the two independent networks (data with video and voice) and at the same time decrease infrastructure maintenance costs. The Centralized VoIP solution establishes an infrastructure improving the availability and reliability of SSANet, benefiting other applications using the network and could potentially lower costs of the Agency's national 800 number service and E-Government initiatives. TSRP/Centralized VoIP offers SSA significant long-term benefits such as:

(1) An increased level of network data diversity, redundancy, reliability to all SSA applications and expanded bandwidth to all locations/sites;

(2) Field Office Toll Free service allows SSA clients to access their office of choice from any location within the Continental United States. Individual office Toll Free service provides stable contact information for the public that is not affected by area code changes or relocations of field offices;

(3) The platform provides for implementing future enterprise-wide applications that rely on the integration of data and voice for their justification (i.e.; Unified messaging and utilization of Computer/Telephony Integration (CTI) capabilities);

(4) direct connectivity to SSA's private data network which is expected to save costs through on-net dialing;

(5) Simplifies new phone service, site relocations, adding additional telephone features, implementing change management requests and major system changes;

(6) Supports local, regional and enterprise management information interface;

(7) Provides information to improve overall telecommunications management decision-making within SSA;

(8) Provides Controls and changes of National/Local Messages.

5. Will the selected alternative replace a legacy system in-part or in-whole?   Yes

    a. If "yes," are the migration costs associated with the migration to the selected alternative included in this investment, the legacy investment, or in a separate migration investment.   This Investment

    b. If "yes," please provide the following information:

List of Legacy Investment or Systems		
Name of the Legacy Investment of Systems	UPI if available	Date of the System Retirement
Digital PBX Phone systems		2/28/2011

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?   7/23/2007

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

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:

SSA's baselines are risk adjusted in terms of both life cycle schedule and resource estimates. Factors considered in determining baseline risk adjustments include: identification of known and types of unknown program and technology risks, the likelihood of occurrence, the impact in the event the risk occurs, and the mitigation strategy adopted to manage each risk. The intent of adopting this strategy is for the program to be able to absorb inevitable risk occurrences and still achieve end cost and schedule objectives. This practice (along with our risk management policies and procedures) has to date been a successful one at SSA. Small management reserves are held at the Deputy Commissioner level in the event they are required.

Section C: Cost and Schedule Performance (All Capital Assets)

EVM is required only on DME portions of investments. For mixed lifecycle investments, O&M milestones should still be included in the table (Comparison of Initial Baseline and Current Approved Baseline). This table should accurately reflect the milestones in the initial baseline, as well as milestones in the current baseline.

1. Does the earned value management system meet the   Yes
criteria in ANSI/EIA Standard-748?

2. Is the CV% or SV% greater than +/- 10%? (CV%= CV/EV x   No
100; SV%= SV/PV x 100)

   a. If "yes," was it the CV or SV or both?

   b. If "yes," explain the causes of the variance:

   c. If "yes," describe the corrective actions:

On 8/15/06 an Internal Replan "Baseline Change Management Request" was submitted for review and approval based on SSA's decision to extend the pilot by 1 year for finalizing start up issues and process refinement, work & schedule definition and validation.

3. Has the investment re-baselined during the past fiscal year?   Yes

a. If "yes," when was it approved by the agency head?   9/5/2007

                           ]

4. Removed