



FCC IT Strategic Plan FY 2008-2012

October 2007

Federal Communications Commission



FCC Background

- The Federal Communications Commission (FCC) is an independent United States government agency, directly responsible to Congress. The FCC is charged with regulating interstate and international communications by radio, television, wire, wireless, satellite, and cable. The FCC's jurisdiction covers the 50 states, the District of Columbia, and U.S. possessions.
- The FCC enforces laws passed by Congress. The Communications Act of 1934, as amended in the Telecommunications Act of 1996, is the primary law defining the Commission's structure and functions.



FCC's Mission and Strategic Goals

Mission

It is the mission of the Federal Communications Commission to ensure that the American people have available – at reasonable costs and without discrimination – rapid, efficient, nationwide and worldwide communication services whether by radio, television, wire, wireless, satellite, or cable.

Strategic Goals

Broadband: All Americans should have affordable access to robust and reliable broadband products and services. Regulatory policies must promote technological neutrality, competition, investment, and innovation to ensure that broadband service providers have sufficient incentive to develop and offer such products and services.

Competition: Competition in the provision of communications services, both domestically and overseas, supports the Nation's economy. The competitive framework for communications services should foster innovation and offer consumers reliable, meaningful choice in affordable services.

Spectrum: Efficient and effective use of non-federal spectrum domestically and internationally promotes the growth and rapid deployment of innovative and efficient communications technologies and services.

Media: The Nation's media regulations must promote competition and diversity and facilitate the transition to digital modes of delivery.

Public Safety and Homeland Security: Communications during emergencies and crises must be available for public safety, health, defense, and emergency personnel, as well as all consumers in need. The Nation's critical communications infrastructure must be reliable, interoperable, redundant, and rapidly restorable.

Modernize the FCC: The FCC shall strive to be a highly productive, adaptive, and innovative organization that maximizes the benefit to stakeholders, staff, and management from effective systems, processes, resources, and organizational culture.



About the IT Strategic Plan

- The IT Strategic Plan (ITSP) sets forth the current and future foundation and guidelines that direct Commission-wide IT activities for building an information systems architecture that is increasingly interoperable and migrates toward a single vision of IT at the FCC.
- The ITSP is pursuant to the following acts and guidance:
 - Clinger-Cohen Act (Information Technology Management Reform Act (ITMRA) of 1996)
 - Office of Management and Budget (OMB) Circular A130, Circular A-11

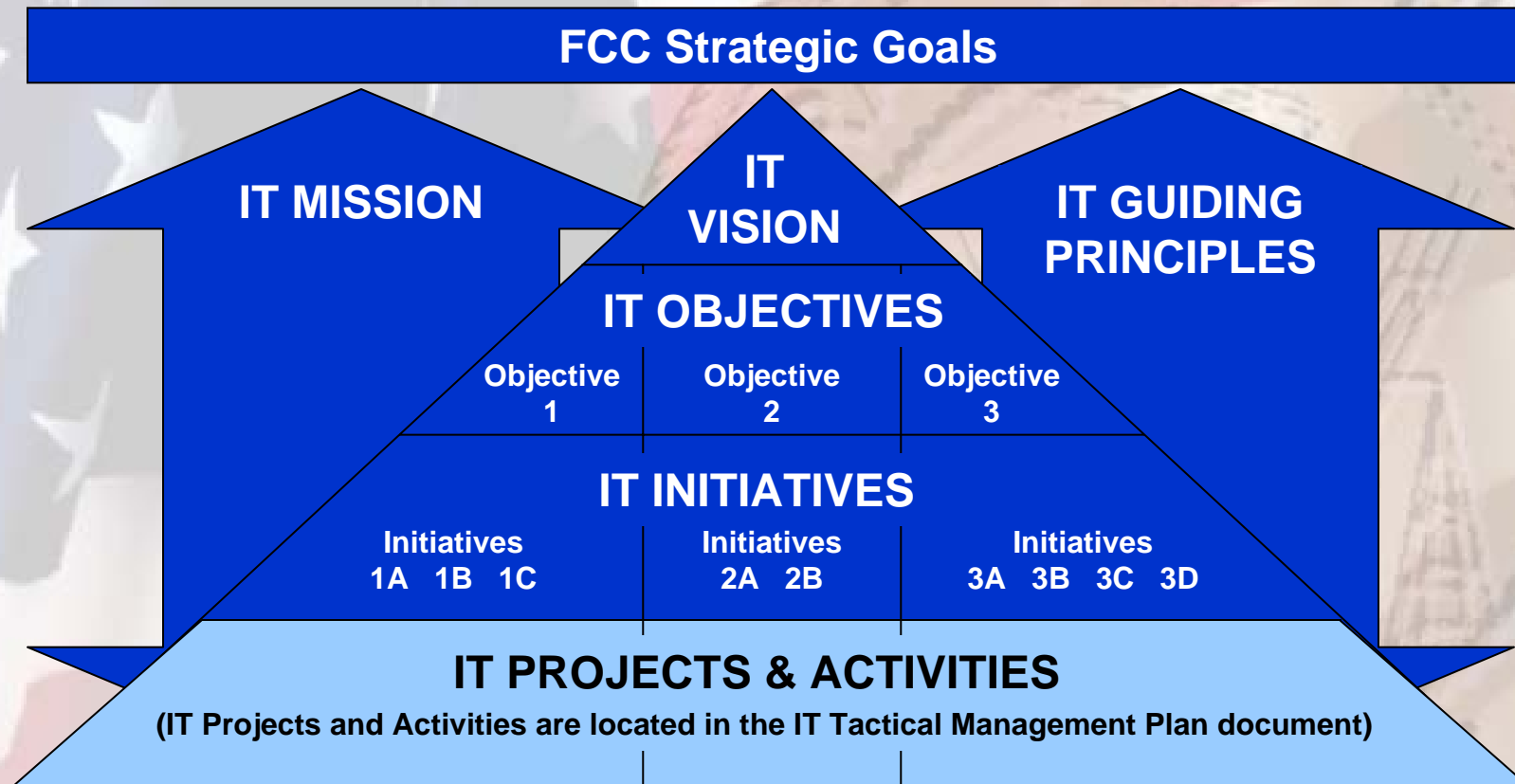
And is executed under the following:

- OMB Memorandums
- the E-Government Act of 2002
- the President's Management Agenda (PMA) of 2002
- the Paperwork Reduction Act
- the Computer Security Act



ITSP Structure

- The ITSP establishes the IT vision, objectives, and initiatives for the FCC. The IT mission and guiding principles drive how IT is performed at the FCC and ensures that all activities align with FCC strategic goals. IT related projects and activities are linked to IT initiatives in the IT Tactical Management Plan.





IT Vision, Mission, and Guiding Principles

- **IT VISION:** FCC will use people, processes, and technologies to create high-performing, reliable, secure, and cost effective networks and services supported by a customer-focused, agile, and responsive organization.
- **IT MISSION:** Provide the technology infrastructure, planning, consulting, sourcing, testing, implementation, security, and ongoing technical support to the Commission to meet the goals and objectives laid out in the FCC Strategic Plan.
- **IT GUIDING PRINCIPLES:**
 - The FCC will use information technology alongside the wise use of resources to ensure that the FCC is as efficient and effective as possible and that stakeholders have the necessary information and tools.
 - The FCC will attract and retain a high performance IT workforce, will leverage Federal Government information resources and investments, and will align IT solutions with Federal guidance and recognized best practices.
 - The FCC will strive to use IT to enable the business functions of the FCC to perform at their highest potential. This effort includes following defined processes, establishing clear and concise requirements, fostering efficient development, encouraging active coordination among stakeholders, and keeping technology current while containing costs.
 - The FCC will emphasize exceptional customer service and timely delivery of products and services.



IT Strategic Objectives

- Objective 1 - Implement IT solutions that align with the FCC business environment, policy goals, and statutory requirements
 - Develop policies and promulgate best practices to improve the integrity, delivery, and usability of FCC data
 - Develop an application architecture that serves the internal and external business users while meeting public needs
 - Provide integration and simplification of administrative and management tools and processes
- Objective 2 - Deliver and maintain a robust, flexible, secure, and efficient technology portfolio
 - Modernize technical architecture and key systems to reduce potential failures and security risks and to leverage IT performance benefits
 - Identify opportunities to strengthen and leverage business processes
- Objective 3 - Enhance the overall management of information technology and customer service delivery
 - Reduce redundancy of effort and improve the efficiency of IT functions and activities
 - Provide a mechanism for improved communication, organizational change management, and IT decision-making
 - Gain greater control over expenditures by instituting more accurate and efficient IT planning efforts



1. Implement IT solutions that align with the FCC business environment, policy goals, and statutory requirements

- Initiative 1A – Modernize external-facing IT systems to gain efficiencies, improve search and reporting capabilities, and improve customer experience
 - Develop a strategy to implement a service oriented application architecture to guide the evolution of FCC applications, e.g.,
 - Modernize electronic filing/licensing systems to streamline the customer experience, eliminate the filing of redundant data, and increase the FCC’s ability to manage spectrum
 - Improve capability to obtain, track, and analyze consumer complaints to enable enforcement investigations
 - Improve and standardize FCC’s quantitative analytical capabilities
 - Modernize FCC’s website design, information architecture, and supporting development and maintenance processes to provide better services
- Initiative 1B – Optimize efficiency, simplicity, and portability of FCC internal core systems in support of FCC activities and workforce
 - Develop and implement an enterprise-wide resource management strategy to integrate internal administrative and management processes and technologies, e.g.,
 - Migrate to a web-based, integrated core financial system
 - Explore and implement tools and technologies for use by the FCC workforce



1. Implement IT solutions that align with the FCC business environment, policy goals, and statutory requirements (continued)

- Initiative 1C – Institute a data management program to provide standardization and efficient methodologies for data collection, analysis, and retention
 - Improve the way the FCC collects information and analyzes data
 - Develop an integrated system for accessing and analyzing data from a variety of sources to better serve business activities, e.g.,
 - Migrate to a single data reference model to establish uniform data which will enhance reporting and analysis capabilities, e.g.,
 - Create a unified dictionary of database data elements to provide consistency between data elements across different tables and databases



2. Deliver and maintain a robust, flexible, secure, and efficient technology portfolio

- Initiative 2A – Ensure a robust IT security posture
 - Address IT security-related audit findings and establish proactive, risk-based IT security oversight procedures
 - Evaluate risk assessments and ensure appropriate mitigation activities are in place
 - Manage and implement federal information assurance initiatives and oversight processes and procedures
- Initiative 2B – Upgrade FCC technical architecture
 - Manage the technical infrastructure as a single unified network
 - Ensure the technical infrastructure meets standards for performance, security, availability, and accessibility
 - Optimize the efficiency and utility of the technical architecture and telecommunications infrastructure
 - Execute a life cycle replacement plan to eliminate obsolete, unsupported hardware, software, and telecommunications components



3. Enhance the overall management of information technology and customer service delivery

- Initiative 3A – Ensure IT organization maintains Clinger Cohen Act core competencies
 - Maximize the use of FCC human resources to focus on business technology leadership, technical strategy, and project/program/vendor management
 - Attract, develop, manage, and retain exceptional IT talent from across the public and private sectors
- Initiative 3B – Strengthen IT controls and processes over IT planning and operations
 - Ensure all IT activities align with agency priorities and support FCC strategic goals and objectives
 - Ensure Commission-wide involvement, communication, and input into FCC IT activities
 - Evaluate IT Investment Management processes and implement continuous improvement to support an organization that effectively uses capital planning, enterprise architecture, project management, configuration management, and performance management methodologies
 - Perform long-term planning activities to evolve IT operations for future needs
 - Address audit findings and establish proactive oversight procedures to minimize future findings



3. Enhance the overall management of information technology and customer service delivery (continued)

- Initiative 3C – Develop an IT sourcing strategy to achieve efficiencies
 - Optimize management and alignment of vendor contracts that serve IT initiatives
 - Expand performance management practices
- Initiative 3D – Provide high quality services and improve customer satisfaction
 - Continuously improve customer service, communication, and coordination to better serve the FCC user community



ITSP Updates and Related Documentation

- The ITSP is a five-year look at managing IT at the FCC. To prevent obsolescence of the information contained within the ITSP, periodic verification and validation activities will occur.
 - An annual validation of the information contained in the ITSP will be performed and updates will be made accordingly
 - A shift in Commission goals will trigger a review and update to the ITSP to reflect evolving FCC IT objectives
- This ITSP is used in conjunction with the FCC IT Tactical Management Plan which is an evolutionary document that maps out and schedules all IT initiatives and guides IT projects and activities. The Office of the Managing Director maintains and performs frequent updates to the IT Tactical Management Plan.
 - Examples of activities in the ITTMP include:
 - Hardware Life Cycle Replacement Projects/Initiatives
 - Application Software Projects/Initiatives
 - Telecommunications (Data/Voice) Life Cycle Projects/Initiatives
 - Infrastructure Consolidation Projects/Initiatives
 - Federal Compliance Reporting Activities