

FBI Technical Refresh Program (TRP)

Exhibit 300: Part I: Summary Information and Justification (All Capital Assets)

I.A. Overview

| | |
|--|-------------------------------------|
| 1. Date of Submission: | 12/18/2006 |
| 2. Agency: | Department of Justice |
| 3. Bureau: | Federal Bureau of Investigation |
| 4. Name of this Capital Asset: | FBI Technical Refresh Program (TRP) |
| 5. Unique Project (Investment) Identifier: (For IT investment only, see section 53. For all other, use agency ID system.) | 011-10-02-00-01-3245-00 |
| 6. What kind of investment will this be in FY2008? (Please NOTE: Investments moving to O&M ONLY in FY2008, with Planning/Acquisition activities prior to FY2008 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 |
| <p>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:</p> <p>Summary: The Technical Refreshment Program (TRP) is an orderly and planned replacement of the Federal Bureau of Investigation's (FBI) technical assets associated with the FBI's FBINET and UNet enclaves, which are the primary backbones of the FBI's communications and operations. The TRP will follow the FBI's enterprise architecture technical reference model to support the technical framework. The standards, specifications, and technologies that support the delivery of service components and capabilities will be accomplished by replacing IT equipment at 20% per year. The FBI has experienced Information Technology (IT) growth as a result of the new tasks forces, new data sharing initiatives, and new classified programs. The FBI currently has over 60,000 desktops; 27,000 laptops; 21,000 printers; and over 2,600 servers. The FBI requires funds to refresh and upgrade network components, enhance network functions, incorporate new network management software, and provide new features for monitoring and control. Encryption: As Mandated by OMB, the FBI will plan to upgrade all components to implement the FBI to IPv6 for network communications. Enterprise Management System: Control and software tools will be constantly enhanced and integrated, and improve the ability of EOC personnel to manage the FBI's IT infrastructure. The improvements will enable the FBI to continue to improve the productivity and efficiency of the FBI's Information Technology Infrastructure. The program is chartered to replace aging and out of date IT Hardware to minimize obsolescence, in advance of loss of service or hardware failure. The impact, if not funded, will put the FBI at risk. This is due to the fact that the hardware cannot be serviced, as the IT industry will not support IT hardware beyond its 5th year of service.</p> | |
| 9. Did the Agency's Executive/Investment Committee approve this request? | Yes |

| | |
|--|--|
| a. If "yes," what was the date of this approval? | 5/19/2006 |
| 10. Did the Project Manager review this Exhibit? | Yes |
| 11. Contact information of Project Manager? | |
| Name | |
| Paul Morin | |
| Phone Number | 202-324-8385 |
| Email | paul.morin@ic.fbi.gov |
| 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? | No |
| 2. If "yes," will this investment meet sustainable design principles? | No |
| 3. If "yes," is it designed to be 30% more energy efficient than relevant code? | |
| 13. Does this investment support one of the PMA initiatives? | Yes |
| If "yes," check all that apply: | Expanded E-Government |
| 13a. Briefly describe how this asset directly supports the identified initiative(s)? | TRP will promote information sharing via Expanded E-Government by enabling FBI personnel to encounter a familiar workstation regardless of the office location in which they sit down to work, and facilitate maintenance by having an EOC that "sees" everything connected to the network, and upgrading the tools and media options to transfer data from office to office within the FBI. |
| 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 the PART review?

b. If "yes," what is the name of the PART program assessed by OMB's Program Assessment Rating Tool?

c. If "yes," what PART rating did it receive?

15. Is this investment for information technology? Yes

If the answer to Question: "Is this investment for information technology?" was "Yes," complete this sub-section. If the answer is "No," do not answer this sub-section.

For information technology investments only:

16. What is the level of the IT Project? (per CIO Council PM Guidance) Level 2

17. What project management qualifications does the Project Manager have? (per CIO Council PM Guidance): (4) Project manager assigned but qualification status review has not yet started

18. Is this investment identified as "high risk" on the Q4 - FY 2006 agency high risk report (per OMB's "high risk" memo)? No

19. Is this a financial management system? No

a. If "yes," does this investment address a FFMI A 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 FY2008 funding request for the following? (This should total 100%)

Hardware 65

Software 4

Services 31

Other 0

21. If this project produces information dissemination products for the public, are these products published to the N/A

Internet in conformance with OMB Memorandum 05-04 and included in your agency inventory, schedules and priorities?

22. Contact information of individual responsible for privacy related questions:

Name

Kelley, Patrick W

Phone Number

202-324-8067

Title

Deputy General Counsel/Senior Privacy Official

E-mail

Patrick.Kelly@ic.fbi.gov

23. Are the records produced by this investment appropriately scheduled with the National Archives and Records Administration's approval?

Yes

I.B. Summary of Funding

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 2006 | CY 2007 | BY 2008 | BY + 1 2009 | BY + 2 2010 | BY + 3 2011 | BY + 4 and Beyond | Total |
| Planning | | | | | | | | | |
| Budgetary Resources | 0.9 | 0 | 1.2 | 3.864 | | | | | |
| Acquisition | | | | | | | | | |
| Budgetary Resources | 18.6 | 12.9 | 17.2 | 21.736 | | | | | |
| Subtotal Planning & Acquisition | | | | | | | | | |
| Budgetary Resources | 19.5 | 12.9 | 18.4 | 25.6 | | | | | |

| | | | | | | | | | |
|-------------------------------------|-------|-------|-------|-------|--|--|--|--|--|
| Operations & Maintenance | | | | | | | | | |
| Budgetary Resources | 4.9 | 6.9 | 7.2 | 6 | | | | | |
| TOTAL | | | | | | | | | |
| Budgetary Resources | 24.4 | 19.8 | 25.6 | 31.6 | | | | | |
| Government FTE Costs | | | | | | | | | |
| Budgetary Resources | 0.671 | 0.671 | 0.671 | 0.671 | | | | | |
| Number of FTE represented by Costs: | 5.5 | 5.5 | 5.5 | 5.5 | | | | | |

Note: For the cross-agency investments, this table should include all funding (both managing partner and partner agencies). Government FTE Costs should not be included as part of the TOTAL represented.

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 FY2007 President's budget request, briefly explain those changes:

The summary of spending has changed from the FY2007 President's budget request based on a lack of funding in the previous years. The TRP has added several projects as defined in the justification. The TRP is therefore more represented now than in the past as it includes all components of the Enterprise IT infrastructure to better consolidate the IT renewal and O&M costs. While continuous growth is anticipated in FY2008, planned cost will move under O & M with very little increase in the infrastructure for new IT hardware beyond this period.

I.C. Acquisition/Contract Strategy

1. Complete the table for all (including all non-Federal) contracts and/or task orders currently in place or planned for this investment. Total Value should include all option years for each contract. Contracts and/or task orders completed do not need to be included.

Contracts/Task Orders Table:

[Contracts/Task Orders Table](#)

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:

On the investment level, an Earned Value Management System (EVMS) will be used to manage the performance of this investment, as an ongoing process following implementation of each TRP component to ensure continued compliance and that the desired performance has been achieved.

3. Do the contracts ensure Section 508 compliance? Yes

| | |
|---|----------|
| a. Explain why: | TBD |
| 4. Is there an acquisition plan which has been approved in accordance with agency requirements? | Yes |
| a. If "yes," what is the date? | 6/1/2006 |
| b. If "no," will an acquisition plan be developed? | |
| 1. If "no," briefly explain why: | |

I.D. Performance Information

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 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 Table 1 below for reporting performance goals and measures for all non-IT investments and for existing IT investments that were initiated prior to FY 2005. The table can be extended to include measures for years beyond FY 2006.

| Performance Information Table 1: | | | | | |
|----------------------------------|-----------------------------|---------------------|--------------------------------------|-------------------------------------|-------------------------------------|
| Fiscal Year | Strategic Goal(s) Supported | Performance Measure | Actual/baseline (from Previous Year) | Planned Performance Metric (Target) | Performance Metric Results (Actual) |

All new IT investments initiated for FY 2005 and beyond must use Table 2 and are required to use the Federal Enterprise Architecture (FEA) Performance Reference Model (PRM). Please use Table 2 and the PRM to identify the performance information pertaining to this major IT investment. 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 at least four different Measurement Areas (for each fiscal year). The PRM is available at www.egov.gov.

| Performance Information Table 2: | | | | | | | |
|----------------------------------|------------------|----------------------|----------------------|-----------------------|----------|-------------------------------------|----------------|
| Fiscal Year | Measurement Area | Measurement Category | Measurement Grouping | Measurement Indicator | Baseline | Planned Improvement to the Baseline | Actual Results |

| | | | | | | | |
|------|------------------------------|---------------------------------------|------------------------|---|---------|--------------------|--|
| 2005 | Customer Results | Service Coverage | Service Efficiency | # of Helpdesk call closed | 87,797 | 10% Increase | 79,815 |
| 2005 | Customer Results | Timeliness and Responsiveness | Delivery Time | # of hours to close each Legacy problem ticket | 178 | 20% Reduction | 1914 problem tickets on average 148 hours to close |
| 2005 | Mission and Business Results | Information and Technology Management | Information Management | Number of Helpdesk calls received by the Enterprise Operations Center (EOC) | 138,367 | 10% Reduction | 125,788 |
| 2005 | Mission and Business Results | Information and Technology Management | Information Management | # of Critical Problem Tickets | 2,339 | 15% Reduction | 2,034 |
| 2005 | Processes and Activities | Productivity and Efficiency | Efficiency | Network Availability | 98% | 99.9% availability | Blackside statistics 99.97 |
| 2005 | Processes and Activities | Productivity and Efficiency | Productivity | # of Legacy Network Problems Resolved | 70 | 10% Reduction | 192 problem tickets on average 62 hours to close |
| 2005 | Technology | Efficiency | Response Time | # of hours to close each Trilogy problem ticket | 145 | 10% Reduction | 15,334 problem tickets in 132 hours |
| 2005 | Technology | Reliability and Availability | Availability | Network Uptime Desktops/Servers | 98% | 99.9% availability | 98% |
| 2006 | Customer Results | Service Coverage | Service Efficiency | # of Helpdesk calls closed | 49,844 | 10% Increase | 45,313 |
| 2006 | Customer Results | Timeliness and Responsiveness | Delivery Time | # of hours to close each Legacy problem ticket | 115 | 20% Reduction | 894 problems tickets on average 95 hours to close |
| 2006 | Mission and Business Results | Information and Technology Management | Information Management | Number of Helpdesk calls received by the Enterprise Operations Center (EOC) | 84,990 | 10% Reduction | 68,173 |
| 2006 | Mission and Business Results | Information and Technology Management | Information Management | # of Critical Problem Tickets | 1003 | 15% Reduction | 872 |
| 2006 | Mission and Business Results | Information and Technology Management | Information Management | # of Critical Problem Tickets | 109 | 15 % Reduction | TBD |
| 2006 | Processes and Activities | Productivity and Efficiency | Efficiency | Network Availability | 98% | 99.9% availability | Blackside statistics 99.97% |
| 2006 | Processes and Activities | Productivity and Efficiency | Productivity | # of Legacy Network Problems Resolved | 53 | 10% Reduction | 49 problems tickets on average 48 hours to close |
| 2006 | Technology | Efficiency | Response Time | # of hours to close each Trilogy | 158 | 10% Reduction | 131 |

| | | | | | | | |
|------|------------------------------|---------------------------------------|--|---|------|--------------------|-----|
| | | | | problem ticket | | | |
| 2007 | Customer Results | Service Coverage | Service Efficiency | # of Helpdesk calls closed | 2193 | 0 | TBD |
| 2007 | Customer Results | Timeliness and Responsiveness | Delivery Time | # of hours to close each Legacy problem ticket | 4 | 0 | TBD |
| 2007 | Mission and Business Results | Information and Technology Management | Information Management | Number of Helpdesk calls received by the Enterprise Operations Center (EOC) | 7920 | 0 | TBD |
| 2007 | Mission and Business Results | Information and Technology Management | Information Management | # of Critical Problem Tickets | 109 | 0 | TBD |
| 2007 | Processes and Activities | Productivity and Efficiency | Efficiency | Network Availability | 98% | 0 | TBD |
| 2007 | Processes and Activities | Productivity and Efficiency | Productivity | # of Legacy Network Problems Resolved | 42 | 0 | TBD |
| 2007 | Technology | Efficiency | Response Time | # of hours to close each Trilogy problem ticket | 4 | 0 | TBD |
| 2007 | Technology | Reliability and Availability | Availability | Network Uptime Desktop/Servers | 98% | 0 | TBD |
| 2008 | Customer Results | Service Coverage | Service Efficiency | # of Helpdesk calls closed | 2193 | 10% Increase | TBD |
| 2008 | Customer Results | Service Quality | Accuracy of Service or Product Delivered | Number of Helpdesk calls received by the EOC | 7920 | 10% Reduction | TBD |
| 2008 | Customer Results | Service Quality | Accuracy of Service or Product Delivered | # of Critical Problem Tickets | 109 | 15% Reduction | TBD |
| 2008 | Customer Results | Timeliness and Responsiveness | Delivery Time | # of hours to close each Legacy problem ticket | 4 | 0 | TBD |
| 2008 | Processes and Activities | Productivity and Efficiency | Efficiency | Network Availability | 98% | 99.9% availability | TBD |
| 2008 | Processes and Activities | Productivity and Efficiency | Productivity | # of Legacy Network Problems Resolved | 42 | 10% Reduction | TBD |
| 2008 | Technology | Efficiency | Response Time | # of hours to close each Trilogy problem ticket | 4 | 10% Reduction | TBD |
| 2008 | Technology | Reliability and Availability | Availability | Network Uptime Desktop/Servers | 98% | 99.9% availability | TBD |
| 2009 | Customer Results | Service Coverage | Service Efficiency | # of Helpdesk calls closed | 2193 | 10% Increase | TBD |
| 2009 | Customer Results | Timeliness and Responsiveness | Delivery Time | # of hours to close each Legacy problem ticket | 4 | 20% Reduction | TBD |
| 2009 | Mission and Business Results | Information and Technology | Information Management | Number of Helpdesk calls received by the EOC | 7920 | 10% Reduction | TBD |

| | | | | | | | |
|------|------------------------------|---------------------------------------|------------------------|---|------|--|-----|
| | | Management | | | | | |
| 2009 | Mission and Business Results | Information and Technology Management | Information Management | # of Critical Problem Tickets | 109 | 15% Reduction | TBD |
| 2009 | Processes and Activities | Productivity and Efficiency | Efficiency | Network Availability | 98% | 99.9% availability | TBD |
| 2009 | Processes and Activities | Productivity and Efficiency | Productivity | # of Legacy Network Problems Resolved | 42 | 10% Increase | TBD |
| 2009 | Technology | Efficiency | Response Time | # of hours to close each Trilogy problem ticket | 4 | 10% Reduction | TBD |
| 2009 | Technology | Reliability and Availability | Availability | Network Uptime Desktop/Servers | 98% | 99.9% availability | TBD |
| 2010 | Customer Results | Service Coverage | Service Efficiency | # of Helpdesk calls closed | 2193 | 10% Increase | TBD |
| 2010 | Customer Results | Timeliness and Responsiveness | Delivery Time | # of hours to close each Legacy problem ticket | 4 | 20% Reduction | TBD |
| 2010 | Mission and Business Results | Information and Technology Management | Information Management | Number of Helpdesk calls received by the EOC | 7920 | 20% equipment replacement will produce 10% Reduction | TBD |
| 2010 | Mission and Business Results | Information and Technology Management | Information Management | # of Critical Problem Tickets | 109 | 15% Reduction | TBD |
| 2010 | Processes and Activities | Productivity and Efficiency | Efficiency | Network Availability | 98% | 99.9% availability | TBD |
| 2010 | Processes and Activities | Productivity and Efficiency | Productivity | # of Legacy Network Problems Resolved | 42 | 10% Reduction | TBD |
| 2010 | Technology | Efficiency | Response Time | # of hours to close each Trilogy problem ticket | 4 | 10% Reduction | TBD |
| 2010 | Technology | Reliability and Availability | Availability | Network Uptime Desktop/Servers | 98% | 99.9% availability | TBD |
| 2011 | Customer Results | Service Coverage | Service Efficiency | # of Helpdesk calls closed | 2193 | 10% Increase | TBD |
| 2011 | Customer Results | Timeliness and Responsiveness | Delivery Time | # of hours to close each Legacy problem ticket | 4 | 20% Reduction | TBD |
| 2011 | Mission and Business Results | Information and Technology Management | Information Management | Number of Helpdesk calls received by the EOC | 7920 | 10% Reduction | TBD |
| 2011 | Mission and Business Results | Information and Technology Management | Information Management | # of Critical Problem Tickets | 109 | 15% Reduction | TBD |

| | | | | | | | |
|------|------------------------------|---------------------------------------|------------------------|---|------|--------------------|-----|
| 2011 | Processes and Activities | Productivity and Efficiency | Efficiency | Network Availability | 98% | 99.9% availability | TBD |
| 2011 | Processes and Activities | Productivity and Efficiency | Productivity | # of Legacy Network Problems Resolved | 42 | 10% Reduction | TBD |
| 2011 | Technology | Efficiency | Response Time | # of hours to close each Trilogy problem ticket | 4 | 10% Reduction | TBD |
| 2011 | Technology | Reliability and Availability | Availability | Network Uptime Desktop/Servers | 98% | 99.9% availability | TBD |
| 2012 | Customer Results | Service Coverage | Service Efficiency | # of Helpdesk calls closed | 2193 | 10% Increase | TBD |
| 2012 | Customer Results | Timeliness and Responsiveness | Delivery Time | # of hours to close each legacy problem ticket | 4 | 20% Reduction | TBD |
| 2012 | Mission and Business Results | Information and Technology Management | Information Management | Number of Helpdesk calls received by the EOC | 7920 | 10% Reduction | TBD |
| 2012 | Processes and Activities | Productivity and Efficiency | Efficiency | Network Availability | 98% | 99.9% availability | TBD |
| 2012 | Processes and Activities | Productivity and Efficiency | Productivity | # of Legacy Network Problems Resolved | 42 | 10% Increase | TBD |
| 2012 | Technology | Efficiency | Response Time | # of hours to close each Trilogy problem ticket | 4 | 10% Reduction | TBD |
| 2012 | Technology | Reliability and Availability | Availability | Network Uptime Desktop/Servers | 98% | 99.9% availability | TBD |

I.E. Security and Privacy

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).

All systems supporting and/or part of this investment should be included in the tables below, inclusive of both agency owned systems and contractor systems. For IT investments under development, security and privacy planning must proceed in parallel with the development of the system/s to ensure IT security and privacy requirements and costs are identified and incorporated into the overall lifecycle of the system/s.

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: | 0.50 |
| 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 - Security Table:

| Name of System | Agency/ or Contractor Operated System? | Planned Operational Date | Planned or Actual C&A Completion Date |
|----------------|--|--------------------------|---------------------------------------|
| Secret Enclave | Government Only | 9/30/2007 | 12/13/2005 |
| UNet | Government Only | 9/30/2007 | 7/19/2005 |

4. Operational Systems - Security Table:

| Name of System | Agency/ or Contractor Operated System? | NIST FIPS 199 Risk Impact level | Has C&A been Completed, using NIST 800-37? | Date C&A Complete | What standards were used for the Security Controls tests? | Date Complete(d): Security Control Testing | Date the contingency plan tested |
|----------------|--|---------------------------------|--|-------------------|---|--|----------------------------------|
| Secret Enclave | Government Only | | Yes | 12/6/2005 | FIPS 200 / NIST 800-53 | 1/10/2006 | 5/5/2006 |
| UNet | Government Only | | Yes | 7/19/2005 | FIPS 200 / NIST 800-53 | 5/25/2006 | 2/8/2006 |

5. Have any weaknesses related to any of the systems part of or supporting this investment been identified by the agency or IG?

 a. If "yes," have those weaknesses been incorporated agency's plan of action and milestone process?

6. Indicate whether an increase in IT security funding is requested to remediate IT security weaknesses?

 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, validated by the agency for the contractor systems above?

8. Planning & Operational Systems - Privacy Table:

| Name of System | Is this a new system? | Is there a Privacy Impact Assessment (PIA) that covers this system? | Is the PIA available to the public? | Is a System of Records Notice (SORN) required for this system? | Was a new or amended SORN published in FY 06? |
|----------------|-----------------------|---|---|--|--|
| Secret Enclave | No | No. | No, because a PIA is not yet required to be completed at this time. | No | No, because the system is not a Privacy Act system of records. |
| UNet | No | No. | No, because a PIA is not yet required to be completed at this time. | No | No, because the system is not a Privacy Act system of records. |

I.F. Enterprise Architecture (EA)

In order to successfully address this area of the business case and capital asset plan you must ensure the investment is included in the agency's EA and Capital Planning and Investment Control (CPIC) process, and is mapped to and supports the FEA. You must also ensure the business case demonstrates 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. Technical Refresh Program

b. If "no," please explain why?

3. Service 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.whitehouse.gov/omb/egov/>.

| Agency | Agency | Service | FEA SRM Service | FEA SRM | FEA Service | FEA Service | Internal or | BY Funding |
|--------|--------|---------|-----------------|---------|-------------|-------------|-------------|------------|
|--------|--------|---------|-----------------|---------|-------------|-------------|-------------|------------|

| Component Name | Component Description | Domain | Type | Component | Component Reused Name | Component Reused UPI | External Reuse? | Percentage |
|----------------|-----------------------|----------------------|------------------------------|-----------------------------------|-----------------------|----------------------|-----------------|------------|
| | | Back Office Services | Asset / Materials Management | Computers / Automation Management | | | No Reuse | 45 |
| | | Support Services | Communication | Computer / Telephony Integration | | | No Reuse | 9 |
| | | Support Services | Systems Management | License Management | | | No Reuse | 46 |

Use existing SRM Components or identify as "NEW". A "NEW" component is one not already identified as a service component in the FEA SRM.

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.

'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.

Please provide the percentage of the BY requested funding amount used for each service component listed in the table. If external, provide the funding level transferred to another agency to pay for the service.

4. 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 | FEA TRM Service Area | FEA TRM Service Category | FEA TRM Service Standard | Service Specification (i.e. vendor or product name) |
|-----------------------------------|-------------------------------------|---------------------------|--------------------------|---|
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Peripherals | Dell Storage (DSD) / 220 Power Vault |
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Peripherals | Dell Storage (DSD) / 650 Power Vault |
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Peripherals | Hewlett Packard / LJ 4 / Printers |

| | | | | |
|-----------------------------------|-------------------------------------|---------------------------|---------------------|--------------------------------------|
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Peripherals | Hewlett Packard / LJ 5 /Printers |
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Peripherals | Hewlett Packard / LJ 6 /Printers |
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Peripherals | Hewlett Packard 2000 Printer |
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Peripherals | Hewlett Packard 2430/Printers |
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Peripherals | Hewlett Packard 3202/Printers |
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Peripherals | Hewlett Packard 3700/4700 / Printers |
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Peripherals | Hewlett Packard 4000/Printers |
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Peripherals | Hewlett Packard 4100/Printers |
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Peripherals | Hewlett Packard 4200/Printers |
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Peripherals | Hewlett Packard 4250/Printers |
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Peripherals | Hewlett Packard 4650/Printers |
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Peripherals | Hewlett Packard 5000/Printers |
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Peripherals | Hewlett Packard 6000/Printers |
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Peripherals | Hewlett Packard 6250/Printers |
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Peripherals | Hewlett Packard/4050/Printers |
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | Dell 6850, Enterprise Server |
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | Dell 150 / Desktop workstations |
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | Dell 1750 Enterprise Server |
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | Dell 240 / Desktop workstations |

| | | | | |
|-----------------------------------|-------------------------------------|---------------------------|---------------------|---|
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | Dell 2550 Enterprise Server |
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | Dell 260 / Desktop workstations |
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | Dell 2650, Enterprise Server |
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | Dell 270/Desktop workstations |
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | Dell 280 / Desktop workstations |
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | Dell 2850 Enterprise Server |
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | Dell 620 / Desktop workstations |
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | Dell 6450 Enterprise Server |
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | Dell 6650, Enterprise Server |
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | Dell WS 360 / Desktop workstations |
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | Dell WS 530 / Desktop workstations |
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | Dell WS 650 / Desktop workstations |
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | EMS 1400 SAN |
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | EMS 700 SAN |
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | Gateway/Laptops OS Microsoft Windows XP |
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | HP8320 Laptops/ OS Microsoft Windows XP |
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | IBM/Laptops OS Microsoft Windows 2000 |
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | Micron/ Laptops OS Microsoft Windows XP |
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | Microsoft Windows OS 2000 |

| | | | | |
|-----------------------------------|-------------------------------------|---------------------------|---------------------|---|
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | Microsoft Windows OS XP |
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | Panasonic CF18 Laptops Microsoft Windows XP |
| Computers / Automation Management | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | T3200 Laptops/ OS Microsoft Windows XP |
| Computer / Telephony Integration | Service Platform and Infrastructure | Support Platforms | Platform Dependent | Corel WordPerfect 8.0 |
| Computers / Automation Management | Service Platform and Infrastructure | Support Platforms | Platform Dependent | Microsoft Windows 2000 Server OS |
| Computers / Automation Management | Service Platform and Infrastructure | Support Platforms | Platform Dependent | Microsoft Windows 2003 Server OS |
| Computer / Telephony Integration | Service Platform and Infrastructure | Support Platforms | Platform Dependent | MS Office Suite |
| License Management | Service Platform and Infrastructure | Support Platforms | Platform Dependent | SMS 2003 |
| License Management | Service Platform and Infrastructure | Support Platforms | Platform Dependent | Tivoli 2003 |

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

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.

5. Will the application leverage existing components and/or applications across the Government (i.e., FirstGov, Pay.Gov, etc)? No

a. If "yes," please describe.

6. Does this investment provide the public with access to a government automated information system? No

a. If "yes," does customer access require specific software (e.g., a specific web browser version)?

1. If "yes," provide the specific product name(s) and version number(s) of the required software and the date when the public will be able to access this investment by any

software (i.e. to ensure equitable and timely access of government information and services).

Exhibit 300: Part II: Planning, Acquisition and Performance Information

II.A. Alternatives Analysis

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? | 12/12/2006 |
| b. If "no," what is the anticipated date this analysis will be completed? | |
| c. If no analysis is planned, please briefly explain why: | |

2. Alternative Analysis Results:
Use the results of your alternatives analysis to complete the following table:

| Send to OMB | Alternative Analyzed | Description of Alternative | Risk Adjusted Lifecycle Costs estimate | Risk Adjusted Lifecycle Benefits estimate |
|-------------|----------------------|---|--|---|
| | | | | |
| True | 2 | Implement a systematic and orderly 5-year replacement program for IT assets. The estimated 20% yearly replacement process fits well based on the operation system cycle replacement. Our analysis of Alternative #2 also shows a savings to FBI of approximately \$189 (M) over the other options years. TRP will reserve \$200 (K) per year for risk assessment. | 401.46 | 487.937 |
| | | | | |

| | | | | |
|--|--|--|--|--|
| | | | | |
|--|--|--|--|--|

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

Alternative 2 was selected because the project benefits are greater than its cost. The project capabilities are: 1. Allow for multiple configurations to incorporate old and new technologies; 2. Will be available to insert new State of the Art technology into case management tasks; 3. Transmit data from user to user would be vastly improved over a period of time, based on more efficient and controlled networks; 4. Provide progressive skill training by initiating the latest IT technology.

4. What specific qualitative benefits will be realized?

Alternative 2 project benefits are 82% greater than its cost. Based on the cost benefits analysis the project will pay itself back in 1 year, compared to 7 years for the other two alternatives. In addition, the project will create approximately \$189 (M) dollars reduction in operating expenses, which will allow operating dollars for the TRP to go further. This phased approach will preclude the need for a large project with significant expenditures, major transition issues and the attendant risks in one fiscal year. The total benefits for the FBI is \$189 (M) which represents a 47% savings based on the total project cost. The estimated 20% yearly replacement will minimize downtime by 50% and increase work production by 8%. Benefits were derived from 1) analyzing the effects of minimizing downtime will increase work production 2) yearly cost savings for volume discounts of 50% and higher. Without this program, the FBI will be forced into upgrading the enterprise at one time and re-experience the initial Trilogy program at today's prices. Increased contractor staffing makes this alternative more costly, and does not allow the FBI to utilize it's workforce to install and manage the latest technology.

II.B. Risk Management

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? | 6/15/2006 |
| b. Has the Risk Management Plan been significantly changed since last year's submission to OMB? | Yes |

c. If "yes," describe any significant changes:

Our risk management plan is more detailed to illustrate how we mitigate or reduce risk. In addition our current risks are associated with a dollar amount to effectively be represented in our lifecycle cost. This change will provide less impact on the investment.

| | |
|--|--|
| 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:

We conducted an overall risk assessment on the program and documented those risks into the risk register. Based on the mitigation strategies identified we have adjusted our overall funds to offset the cost of risk that we are currently mitigating. Future mitigation cost and contingency reserves will be determined and funded as necessary through the Risk Management Plan for future risks. The cost will be minimized through mitigation strategies as needed to avoid or reduce risk and to exploit other opportunities. To properly implement a contingency plan, a \$200,000 per year management reserve has been held in order to allow the PM to apply to the execution of a contingency plan. These funds will not be utilized for scope changes. The risks are prioritized according to their potential implications for meeting the project's objectives. The TRP program utilizes the probability and Impact Matrix. The specific combinations of probability and impact will lead to a risk being rated as "high", "moderate" or "low" importance. Low ranges at 10% cost increase and 5% time increase with minor areas of scope affected. Moderate is 10-20% cost increase and 5-10% time increase with major areas of scope affected and quality reduction requires sponsors approval. High is 20-40% cost increase and 10-20% time increase and the project end item would be effectively useless.

II.C. Cost and Schedule Performance

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

Yes

2. Answer the following questions about current cumulative cost and schedule performance. The numbers reported below should reflect current actual information. (Per OMB requirements Cost/Schedule Performance information should include both Government and Contractor Costs):

a. What is the Planned Value (PV)?

19800

b. What is the Earned Value (EV)?

18600

c. What is the actual cost of work performed (AC)?

12900

d. What costs are included in the reported Cost/Schedule Performance information (Government Only/Contractor Only/Both)?

Contractor and Government

e. "As of" date:

10/1/2006

3. What is the calculated Schedule Performance Index (SPI = EV/PV)?

0.9390

4. What is the schedule variance (SV = EV-PV)?

-1200

5. What is the calculated Cost Performance Index (CPI = EV/AC)?

1.4410

| | |
|--|------|
| 6. What is the cost variance (CV=EV-AC)? | 5700 |
| 7. Is the CV% or SV% greater than +/- 10%? (CV%= CV/EV x 100; SV%= SV/PV x 100) | Yes |

| | |
|---------------------------------|------|
| a. If "yes," was it the? | Both |
|---------------------------------|------|

b. If "yes," explain the variance:

(The above values were completed based on FY 06 actual funds) We have a cost variance of 30.645% and a schedule variance of -6.06%. Although the cost variance is above 10%, the schedule variance indicates that we are behind in schedule because we have not been able to adequately purchase equipment due to lack of funding. We did not receive the TRP baseline funding in previous years which is only \$18.6M. That amount will only refresh 6% of the installed enterprise IT hardware. At that rate, it will take over 18 years to refresh the existing hardware. That will impact the availability and reliable IT tools and services.

| |
|--|
| c. If "yes," what corrective actions are being taken? |
|--|

We are conducting formal weekly and monthly Program Management Review (PMR) with the rest of the integrated project team (IPT) to check the progress of the project. We have received more buy-in from senior executives on the execution of this program and we have established a systematic approach to refresh the in-service equipment of the enclaves at a rate dependent on funding available. Given the current projected FY 2008 funding, this will refresh 10% of the desktops with required licensing to reuse the refreshed equipment per year. The FBI will refresh copiers at 20%; networks at 30%; and servers, printers and scanners at 15% of the total enterprise. This will bring the schedule variance in line with the estimate 20% yearly replacement process.

d. What is most current "Estimate at Completion"?

| | |
|---|----|
| 8. Have any significant changes been made to the baseline during the past fiscal year? | No |
|---|----|

| | |
|--|----|
| 8. If "yes," when was it approved by OMB? | No |
|--|----|

Comparison of Initial Baseline and Current Approved Baseline

| Milestone Number | Description of Milestone | Initial Baseline | | Current Baseline | | | | Current Baseline Variance | | Percent Complete |
|------------------|---------------------------------|-------------------------|------------------------|------------------|------------|------------|---------|---------------------------|---------|------------------|
| | | Planned Completion Date | Total Cost (Estimated) | Completion Date | | Total Cost | | Schedule (# days) | Cost | |
| | | | | Planned | Actual | Planned | Actual | | | |
| 1 | FY05 Acquisition Phase-Desktops | 11/30/2004 | \$8.875 | 11/30/2004 | 09/30/2005 | \$8.875 | \$8.875 | -304 | \$0.000 | 100% |
| 2 | FY05 Acquisition Phase-Copier | 12/31/2004 | \$3.950 | 12/31/2004 | 09/30/2005 | \$3.950 | \$3.950 | -273 | \$0.000 | 100% |
| 3 | FY05 Acquisition Phase-Servers | 01/31/2005 | \$5.775 | 01/31/2005 | 09/30/2005 | \$5.775 | \$5.775 | -242 | \$0.000 | 100% |
| 4 | FY05 Acquisition Phase-PLanning | 09/30/2005 | \$0.900 | 09/30/2005 | 09/30/2005 | \$0.900 | \$0.900 | 0 | \$0.000 | 100% |

| | | | | | | | | | | |
|----|-------------------------------------|------------|---------|------------|------------|---------|---------|---|---------|------|
| 5 | FY05 Acquisition Phase-O&M | 09/30/2005 | \$4.900 | 09/30/2005 | 09/30/2005 | \$4.900 | \$4.900 | 0 | \$0.000 | 100% |
| 6 | FY 06 Acquisition Phase-Desktops | 11/30/2005 | \$5.600 | 09/30/2006 | 09/30/2006 | \$5.600 | \$5.600 | 0 | \$0.000 | 100% |
| 7 | FY 06 Acquisition Phase-Copier | 12/31/2005 | \$1.850 | 09/30/2006 | 09/30/2006 | \$1.850 | \$1.850 | 0 | \$0.000 | 100% |
| 8 | FY 06 Acquisition Phase-Network | 01/31/2006 | \$5.439 | 09/30/2006 | 09/30/2006 | \$5.439 | \$5.439 | 0 | \$0.000 | 100% |
| 9 | FY 06 Acquisition Phase-EPA Fee | 02/28/2006 | \$0.011 | 09/30/2006 | 09/30/2006 | \$0.011 | \$0.011 | 0 | \$0.000 | 100% |
| 10 | FY 06 Acquisition Phase-O&M | 03/31/2006 | \$6.900 | 09/30/2006 | 09/30/2006 | \$6.900 | \$6.900 | 0 | \$0.000 | 100% |
| 11 | FY 07 Acquisition Phase-Desktops | 11/30/2006 | \$6.800 | 10/01/2006 | | \$6.800 | | | | 0% |
| 12 | FY 07 Acquisition Phase-Laptops | 12/31/2006 | \$2.189 | 12/31/2006 | | \$2.189 | | | | 0% |
| 13 | FY 07 Acquisition Phase-Copiers | 01/31/2007 | \$0.000 | 10/01/2006 | | \$0.000 | | | | % |
| 14 | FY 07 Acquisition Phase-Print media | 02/28/2007 | \$1.000 | 10/01/2006 | | \$1.000 | | | | 0% |
| 15 | FY 07 Acquisition Phase-Servers | 03/31/2007 | \$1.500 | 10/01/2006 | | \$1.500 | | | | 0% |
| 16 | FY 07 Acquisition Phase-SAN/Tape | 04/30/2007 | \$0.000 | 04/30/2007 | | \$0.000 | | | | % |
| 17 | FY 07 Acquisition Phase-Network | 05/31/2007 | \$5.700 | 10/01/2006 | | \$5.700 | | | | 0% |
| 18 | FY 07 Acquisition Phase-UNet | 06/30/2007 | \$0.000 | 10/01/2006 | | \$0.000 | | | | % |
| 19 | FY 07 Acquisition Phase-EPA Fee | 07/31/2007 | \$0.011 | 10/01/2006 | | \$0.011 | | | | 0% |
| 20 | FY 07 Acquisition Phase-Planning | 08/31/2007 | \$1.200 | 10/01/2006 | | \$1.200 | | | | 0% |
| 21 | FY 07 Acquisition Phase-O&M | 09/30/2007 | \$7.200 | 10/01/2006 | | \$7.200 | | | | 0% |
| 22 | FY 08 Acquisition Phase-Desktops | 11/30/2007 | \$4.130 | 10/01/2007 | | \$4.130 | | | | 0% |
| 23 | FY 08 Acquisition Phase-Laptops | 12/31/2007 | \$1.700 | 10/01/2008 | | \$1.700 | | | | 0% |
| 24 | FY 08 Acquisition Phase-Copier | 01/31/2008 | \$1.848 | 10/01/2008 | | \$1.848 | | | | 0% |
| 25 | FY 08 Acquisition Phase-Print media | 02/29/2008 | \$2.080 | 10/01/2008 | | \$2.080 | | | | 0% |
| 26 | FY 08 Acquisition Phase-Servers | 03/31/2008 | \$3.304 | 10/01/2008 | | \$3.304 | | | | 0% |
| 27 | FY 08 Acquisition Phase-SAN/Tape | 04/30/2008 | \$1.890 | 10/01/2008 | | \$1.890 | | | | 0% |
| 28 | FY 08 Acquisition Phase- | 05/31/2008 | \$5.443 | 10/01/2008 | | \$5.443 | | | | 0% |

