

## 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:** 2010-03-22 17:08:34

2. **Agency:** 016

3. **Bureau:** 00

4. **Name of this Investment:** IT Operations Assurance

5. **Unique Project (Investment) Identifier:** 016-00-02-00-01-2128-00

6. **What kind of investment will this be in FY 2011?:** Mixed Life Cycle

- Planning
- Full Acquisition
- Operations and Maintenance
- Mixed Life Cycle
- Multi-Agency Collaboration

7. **What was the first budget year this investment was submitted to OMB? \***

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; this description may include links to relevant information which should include relevant GAO reports, and links to relevant findings of independent audits.**

The IT Operations Assurance (ITOA) project reduces the risk associated with the loss or unavailability of the SSA's critical IT infrastructure. SSA's current disaster recovery (DR) plan does not have the capability to meet acceptable recovery times and reduce hours of lost work (data) prior to the DR event. The current DR plan does not provide acceptable provisions for communication systems recovery. Additionally, other Agencies in the Government have come to rely on SSA's IT infrastructure. Almost all wage and tax reporting for American Citizens passes through the SSA before reaching the IRS. SSA also serves as the data repository for Homeland Security's E-Verify program that allows employers to verify the employment eligibility of workers. Without this infrastructure, the IRS and Homeland Security would be unable to complete their missions. On a monetary scale, SSA estimates administrative costs alone for an outage at over 26 million dollars per day. ITOA will lessen the impact of a DR event by establishing a second, fully functional, co-processing data center in Durham, NC (the Durham Support Center - DSC). In 2009, the first year of the new data center, communications infrastructure with single points of failure have been mitigated with automatic fail-over to the DSC. In addition, the eFolder and development mainframe environments have been migrated to the DSC in FY 2009. ITOA provides a foundational platform for other infrastructure enhancement projects, such as ADRE and CA. At completion of the project in FY 2012, each center will process a portion of SSA's critical and non-critical workloads. Each center will back up the data assets of the other. In a DR event, communication functions will automatically fail-over to the remaining site, which will also assume all of the critical workloads of the other site within 24 hours. SSA will lose one hour or less of work (data). The functional site will expand existing infrastructure to support non-critical workloads. ITOA will enable the Agency to achieve the desired recovery time objectives and ensure that SSA remains operational. The project represents a phased plan aimed at proving new technology before putting it into production at the DSC via a risk adjusted schedule. This approach will effectively spread costs over multiple fiscal years, maximize the value of new technology and determine all critical hardware, software and human resources to ensure failover between both data centers to reduce risks.

- a. **Provide here the date of any approved rebaselining within the past year, the date for the most recent (or planned) alternatives analysis for this investment, and whether this investment has a risk management plan and risk register.**

9. Did the Agency’s Executive/Investment Committee approve this request? \*  
 a. If "yes," what was the date of this approval? \*

10. Contact information of Program/Project Manager?

- Name: \*
- Phone Number: \*
- Email: \*

11. What project management qualifications does the Project Manager have? (per FAC-P/PM)? \*

- Project manager has been validated according to FAC-PMPM or DAWIA criteria as qualified for this investment.
- Project manager qualifications according to FAC-P/PM or DAWIA criteria is under review for this investment.
- Project manager assigned to investment, but does not meet requirements according to FAC-P/OM or DAWIA criteria.
- Project manager assigned but qualification status review has not yet started.
- No project manager has yet been assigned to this investment.

12. If this investment is a financial management system, then please fill out the following as reported in the most recent financial systems inventory (FMSI):

Financial management system name(s)	System acronym	Unique Project Identifier (UPI) number
*	*	*

a. If this investment is a financial management system AND the investment is part of the core financial system then select the primary FFMIA compliance area that this investment addresses (choose only one): \*

- computer system security requirement;
- internal control system requirement;
- core financial system requirement according to FSIO standards;
- Federal accounting standard;
- U.S. Government Standard General Ledger at the Transaction Level;
- this is a core financial system, but does not address a FFMIA compliance area;
- Not a core financial system; does not need to comply with FFMIA

Section B: Summary of Funding (Budget Authority for Capital Assets)

**1.**

Table 1: SUMMARY OF FUNDING FOR PROJECT PHASES (REPORTED IN MILLIONS) (Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions)									
	PY1 and earlier	PY 2009	CY 2010	BY 2011	BY+1 2012	BY+2 2013	BY+3 2014	BY+4 and beyond	Total
Planning:	*	*	*	*	*	*	*	*	*
Acquisition:	*	*	*	*	*	*	*	*	*
Subtotal Planning & Acquisition:	*	*	*	*	*	*	*	*	*
Operations & Maintenance:	*	*	*	*	*	*	*	*	*
Disposition Costs (optional):	*	*	*	*	*	*	*	*	*
<b>SUBTOTAL:</b>	*	*	*	*	*	*	*	*	*
<b>Government FTE Costs should not be included in the amounts provided above.</b>									
Government FTE Costs	*	*	*	*	*	*	*	*	*
Number of FTE represented by Costs:	*	*	*	*	*	*	*	*	*
<b>TOTAL(including FTE costs)</b>	*	*	*	*	*	*	*	*	*

**2. If the summary of funding has changed from the FY 2010 President’s Budget request, briefly explain those changes:**

\*

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

1.

Table 1: Contracts/Task Orders Table

Contract or Task Order Number	Type of Contract/ Task Order (In accordance with FAR Part 16)	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)
5-120-SS 00056001 1	Task Based Indefinite Delivery/Indefinite Quantity (ID/IQ) Time & Materials (T&M) Task Order	Y	2008-09-30	2008-09-30	2009-09-29	\$0.0	*	*	*	*	*
5-130-SS 00056001 1	Task Based Indefinite Delivery/Indefinite Quantity (ID/IQ) Time & Materials (T&M) Task Order	Y	2008-09-30	2008-09-30	2009-09-29	\$1.0	*	*	*	*	*
SS00-07-31209/NN G07DA08 B	Firm Fixed Price (FFP)	Y	2008-01-01	2008-01-01	2012-10-01	\$8.3	*	*	*	*	*
SS00-06-40015/GS-35F-073 9M	Firm Fixed Price (FFP)	Y	2006-08-01	2008-01-01	2012-10-01	\$18.0	*	*	*	*	*
Multi/GS0 0T06NSD 0001	Firm Fixed Price (FFP)	Y	2008-01-01	2008-01-01	2012-10-01	\$10.2	*	*	*	*	*
Multi/GS-35F-0493 K	Firm Fixed Price (FFP)	Y	2008-01-01	2008-01-01	2012-10-01	\$18.3	*	*	*	*	*
SS00-05-60011	Task Based Indefinite Delivery/Indefinite Quantity (ID/IQ) Time & Materials (T&M) Task Order	Y	2009-09-30	2009-09-30	2010-09-29	\$0.4	*	*	*	*	*

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:

\*

3. Is there an acquisition plan which reflects the requirements of FAR Subpart 7.1 and has been approved in accordance with agency requirements? \*

a. If "yes," what is the date? \*

Section D: Performance Information (All Capital Assets)

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
2010	Improve The Speed and Quality of Our Disability Process	*	*	Process the budgeted number of initial disability claims	2008 Actual 2,607,282	3,081,000	Actual results will be available in FY 2011
2011	Improve The Speed and Quality of Our Disability Process	*	*	Process the budgeted number of initial disability claims	2008 Actual 2,607,282	3,313,000	Actual results will be available in FY 2012
2009	Improve Our Retiree and Other Core Services	*	*	Maintain Internet access for all employees in the event of a disaster or NCC shutdown.	No Recovery	Automatic Failover - 0 Time to recovery	0 Time to Recovery
2009	Improve Our Retiree and Other Core Services	*	*	Relocate and Operate Electronic Folder Mainframes	None	Complete in July 2009	Completed in July 2009
2009	Improve Our Retiree and Other Core Services	*	*	Relocate test and applications code repository	None	Complete in July 2009	Completed in July 2009
2009	Improve The Speed and Quality of Our Disability Process	*	*	Process the budgeted number of initial disability claims	2008 Actual 2,607,282	2,637,000	Actual results will be available in FY 2010
2009	Improve Our Retiree and Other Core Services	*	*	Maintain Blackberry access for all employees in the event of a disaster or NCC shutdown.	No Recovery	Automatic Failover - 0 Time to recovery	24 hours to Recovery
2010	Improve Our Retiree and Other Core Services	*	*	Hours needed to restore Electronic Folder system (Recovery Time)	168 hours	To be established in FY2010	Actual results will be available in FY 2011
2010	Preserve the Public's Trust in Our Programs	*	*	Hours of lost transactions Electronic Folder data (Recovery Point)	24 hours	To be established in FY2010	Actual results will be available in FY 2011
2011	Improve Our Retiree and Other Core Services	*	*	Hours needed to restore Electronic Folder system (Recovery Time)	168 hours	24 Hours	Actual results will be available in FY 2011
2011	Improve Our Retiree and Other Core	*	*	Hours needed to restore Production	120 hours	24 Hours	Actual results will be available in FY 2012

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	Services			system (Recovery Time)			
2011	Preserve the Public's Trust in Our Programs	*	*	Hours of lost transactions Production data (Recovery Point)	24 hours	1 Hour	Actual results will be available in FY 2012
2010	Improve Our Retiree and Other Core Services	*	*	Single points of failure in communications infrastructure.	Communication s infrastructure with single points of failure.	Communication s infrastructure with no single points of failure.	Actual results will be available in FY 2011
2011	Improve Our Retiree and Other Core Services	*	*	Single points of failure in communications infrastructure.	Communication s infrastructure with single points of failure.	Communication s infrastructure with no single points of failure.	Actual results will be available in FY 2011
2011	Preserve the Public's Trust in Our Programs	*	*	Hours of lost transactions Electronic Folder data (Recovery Point)	2010 Actuals	1 Hour	Actual results will be available in FY 2011
2009	Improve Our Retiree and Other Core Services	*	*	Process the budgeted number of hearing requests	2008 Actual 575,380	647,000	Actual results will be available in FY 2010
2010	Improve Our Retiree and Other Core Services	*	*	Process the budgeted number of hearing requests	2008 Actual 575,380	725,000	Actual results will be available in FY 2011
2011	Improve Our Retiree and Other Core Services	*	*	Process the budgeted number of hearing requests	2008 Actual 575,380	799,000	Actual results will be available in FY 2012

**Part II: Planning, Acquisition And Performance Information**

**Section A: Cost and Schedule Performance (All Capital Assets)**

1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline								
Description of Milestones	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
FY06 - Separate and isolate the internet and intranet application architectures	\$0.1	\$0.1	2005-10-01	2005-10-01	2006-09-30	2006-09-30	100.00%	100.00%
FY06 - Establish capability for a second SSN card print facility in the 2nd data center	\$0.0	\$0.0	2005-10-01	2005-10-01	2006-09-30	2006-09-30	100.00%	100.00%
FY06 - Ensure that all processes are fully functional and operational then shut down NCC OTSO Test Complex and SEF.	\$0.0	\$0.0	2005-10-01	2005-10-01	2006-09-30	2006-09-30	100.00%	100.00%
FY07 - Planning Activities	\$1.0	\$1.1	2006-10-01	2006-10-01	2007-09-30	2007-09-30	100.00%	100.00%
FY07 - Purchasing Activities	\$3.8	\$4.0	2006-10-01	2006-10-01	2007-09-30	2007-09-30	100.00%	100.00%
FY07 - Provisioning	\$0.1	\$0.1	2006-10-01	2006-10-01	2007-09-30	2007-09-30	100.00%	100.00%
FY07 - Proving	\$0.1	\$0.1	2006-10-01	2006-10-01	2007-09-30	2007-09-30	100.00%	100.00%
FY08 - Planning Activities	\$1.0	\$1.2	2007-10-01	2007-10-01	2008-09-30	2008-09-30	100.00%	100.00%
FY08 - Purchasing	\$9.4	\$9.4	2007-10-01	2007-10-01	2008-09-30	2008-09-30	100.00%	100.00%
FY08 - Provisioning	\$0.1	\$0.0	2007-10-01	2007-10-01	2008-09-30	2008-09-30	100.00%	100.00%
FY08 - Proving	\$0.1	\$0.0	2007-10-01	2007-10-01	2008-09-30	2008-09-30	100.00%	100.00%
FY06 - Separate and isolate the Electronic Messaging (eMail) architecture housed in the NCC	\$0.1	\$0.1	2005-10-01	2005-10-01	2009-09-28	2006-09-30	100.00%	100.00%



1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline								
Description of Milestones	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
FY09 - Planning Activities	\$3.3	\$4.0	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY09 - Purchasing Activities	\$56.8	\$54.7	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY09 - Provisioning Activities	\$3.1	\$0.4	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY09 - Proving Activities	\$0.6	\$0.0	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY09 - Management	\$1.1	\$1.1	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY09 - non-DCS Support	\$1.9	\$1.9	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY10 - Planning Activities	\$0.5	\$0.9	2009-10-01	2009-10-01	2010-09-30		50.00%	50.00%
FY10 - Purchasing Activities	\$19.3	\$6.7	2009-10-01	2009-10-01	2010-09-30		43.00%	43.00%
FY10 - Provisioning Activities	\$1.1	\$0.4	2009-10-01	2009-10-01	2010-09-30		50.00%	50.00%
FY10 - Proving Activities	\$0.7	\$0.0	2009-10-01	2009-10-01	2010-09-30		50.00%	50.00%
FY06 - Determine how to move mainframe systems 91 and 92 to the 2nd data center.	\$0.1	\$0.1	2005-10-01	2005-10-01	2009-09-28	2006-09-30	100.00%	100.00%
FY10 - Management	\$0.4	\$0.2	2009-10-01	2009-10-01	2010-09-30		50.00%	50.00%
FY10 - non-DCS Support	\$2.0	\$1.0	2009-10-01	2009-10-01	2010-09-30		50.00%	50.00%
FY11 ITOA Planning Package	*	*	2010-10-01		2011-09-30		0.00%	0.00%
FY12 ITOA Planning Package	*	*	2011-10-01		2012-09-30		0.00%	0.00%
FY06 - Engineer 2-way remote vaulting, remote journal vaulting.	\$0.2	\$0.2	2005-10-01	2005-10-01	2006-09-30	2006-09-30	100.00%	100.00%
FY06 - Award the offsite storage facility contract for the new data	\$0.0	\$0.0	2005-10-01	2005-10-01	2006-09-30	2006-09-30	100.00%	100.00%

1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline								
Description of Milestones	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
center.								
FY06 - Bandwidth: CEs, tape and DASD; UUNet internet and WAN connections.	\$3.7	\$3.8	2005-10-01	2005-10-01	2006-09-30	2006-09-30	100.00%	100.00%
FY06 - Take possession of a building.	\$0.0	\$0.0	2005-10-01	2005-10-01	2006-09-30	2006-09-30	100.00%	100.00%
FY06 - Move: Equipment from Chicago ROCC to new data center, Active Directory (AD) equipment from Philadelphia ROCC to new data center.	\$0.0	\$0.0	2005-10-01	2005-10-01	2008-10-03	2006-09-30	100.00%	100.00%
FY06 - Install: System 93	\$0.0	\$0.0	2005-10-01	2005-10-01	2006-09-30	2006-09-30	100.00%	100.00%

\* - Indicates data is redacted.