



**Federal Retirement
Thrift Investment Board**

Office of Technology Services (OTS) Presentation to Board Members June 24, 2013

Mark E. Walther, Chief Technology Officer
walther@tsp.gov

Agenda

- Mission Statement and Key Drivers
- Organizational Structure
- Functional Summary
- FY13 Budget
- Performance Metrics
- Outreach and Learning
- FY13 Notable Accomplishments
- Future Initiatives
- Discussion and Wrap-Up

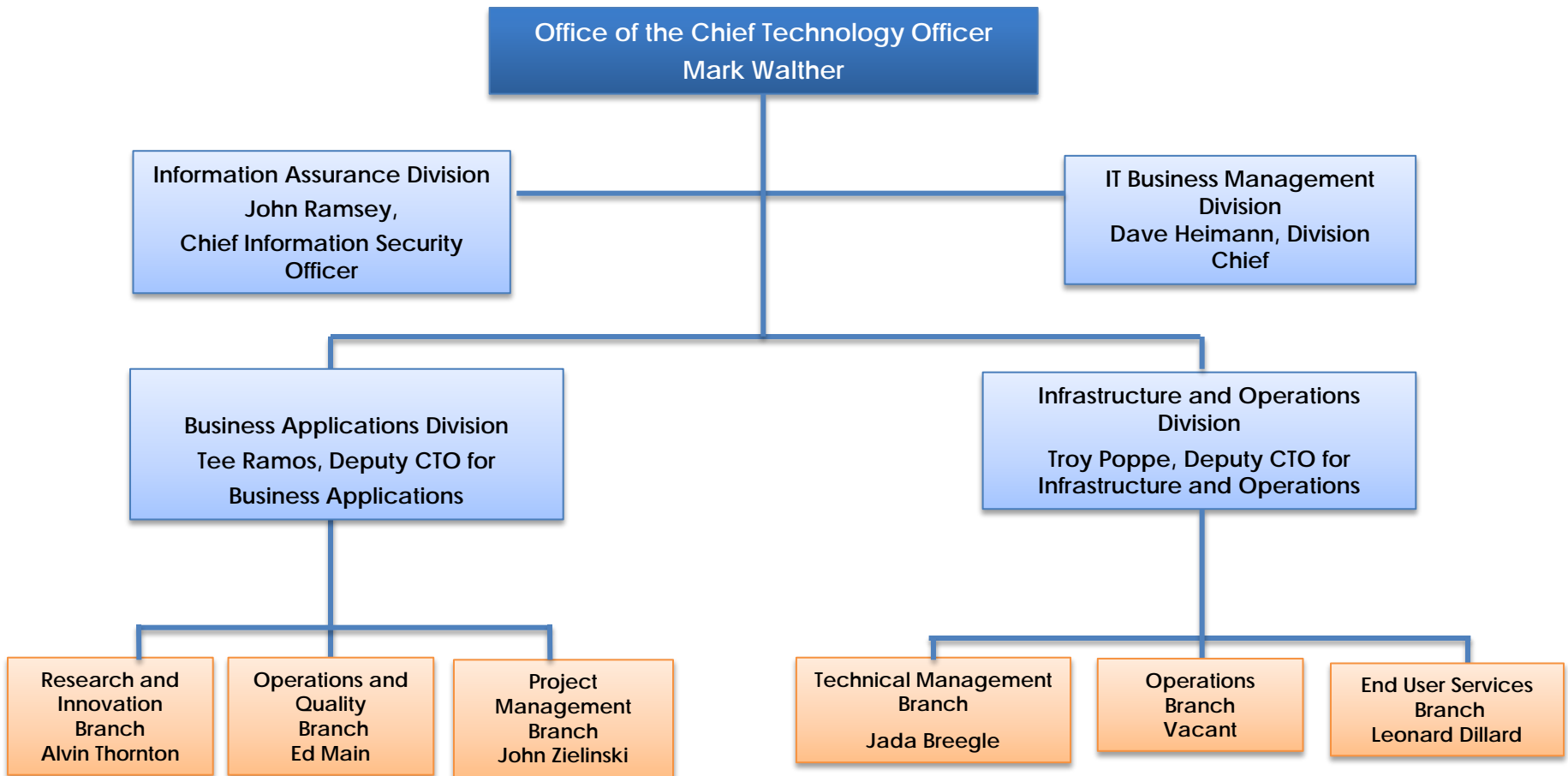
Mission Statement

The mission of the Office of Technology Services (OTS) is to ensure that the technology resources and solutions for the Federal Retirement Thrift Investment Board (FRTIB) and Thrift Savings Plan (TSP) are secure, cost effective, and highly available.

Key Drivers

- Comparable...to Defined Contribution and Financial Services Contemporaries
- Reliable and Available...to retain the confidence and trust of participants and stakeholders in the systems and data
- Secure...to ensure participant data and FRTIB systems are comprehensively and redundantly protected
- Autonomous...to preserve the Agency's position that critical systems are not wholly dependent on a vendor's infrastructure

Office of Technology Services



IT Business Management Division (ITBMD)

- Applies business, resources, and financial management best practices and techniques in support of OTS. ITBMD:
 - Works to enable strong stewardship of resources granted to OTS by the Board and the Agency
 - Collaborates with the Office of Financial Management, including the Procurement Office to ensure efficient and effective application of resources to OTS operations and solutions
 - Develops budgetary program operating plans in support of Agency operations. This responsibility includes budget development, review, approval, execution, and monitoring
 - Plans and directs the development, implementation, and administration of business processes and resource management for OTS

Information Assurance Division (IAD)

- Develops, implements, and maintains an organization-wide Information Security (InfoSec) program for the information and systems that support the operations and assets of the Agency, including those provided or managed by contractor(s) or other source in support of the mission and goals of FRTIB. IAD:
 - Manages FRTIB's compliance with 16 NIST-directed security controls for an InfoSec program.
 - Provides strategic information security support for FRTIB
 - Ensures IT security is considered throughout FRTIB's Project Management framework
 - Coordinates FRTIB's security awareness and training program
 - Recommends best course of action to achieve secure IT solutions

Business Applications Division (BAD)

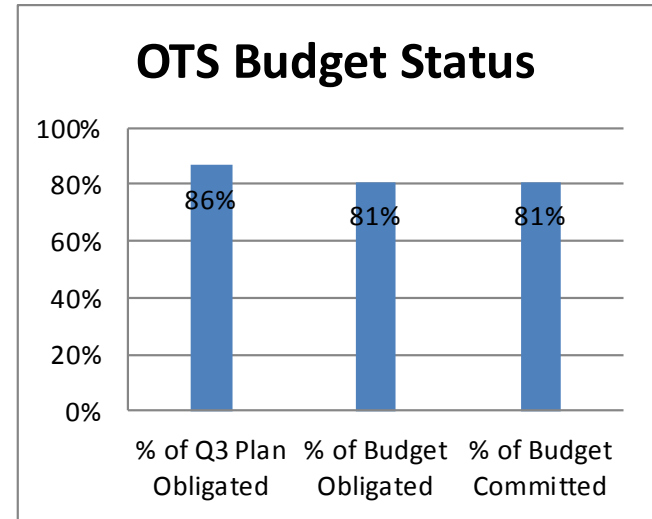
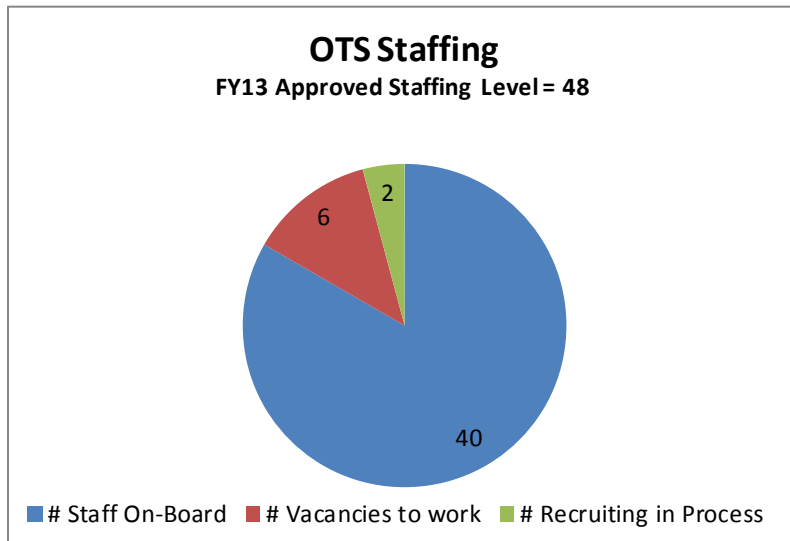
- Plans, designs, develops, tests, implements, integrates, and operates business applications/information systems in support of the mission and goals FRTIB. Our primary focus is on the applications supporting the TSP, but we also perform a variety of application related services to internal customers. BAD:
 - Provides creative and intuitive software application solutions
 - Provides advisory services for workplace and system efficiencies
 - Manages smooth software implementations
 - Recommends best course of action to achieve software solutions
 - Applies best practices in Software Development, Quality Assurance, Testing, Project Management, and Recordkeeping

Infrastructure and Operations Division (IOD)

- Provide FRTIB employees and TSP participants/beneficiaries with reliable, secure server and communications platforms that adapt to changing business needs
- Perform the sustaining engineering and operations of FRTIB's management and mission information systems
- Support the development of new and innovative information systems that ensure quality, reliable, productive, and secure results. IOD:
 - Develops and delivers solutions across a broad array of technology and service platforms, to include communications platforms (data networks, voice/video systems and collaboration tools); Server platforms (mainframe and distributed systems); Application middleware platforms; Data and Database Management Systems; and End-user productivity components

FY13 Budget

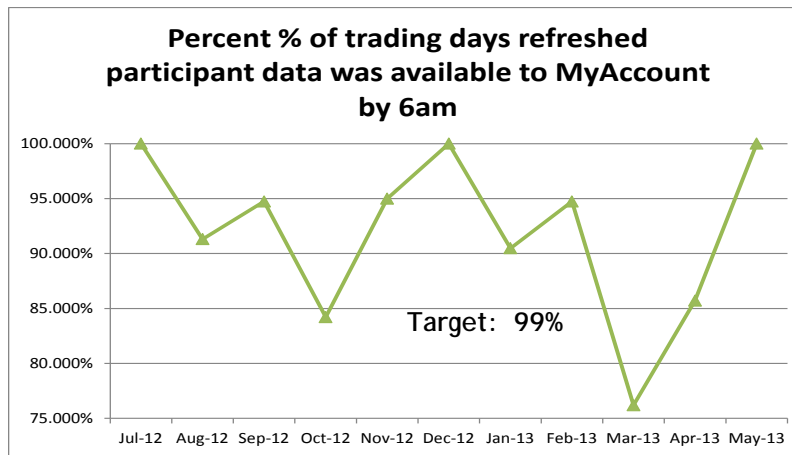
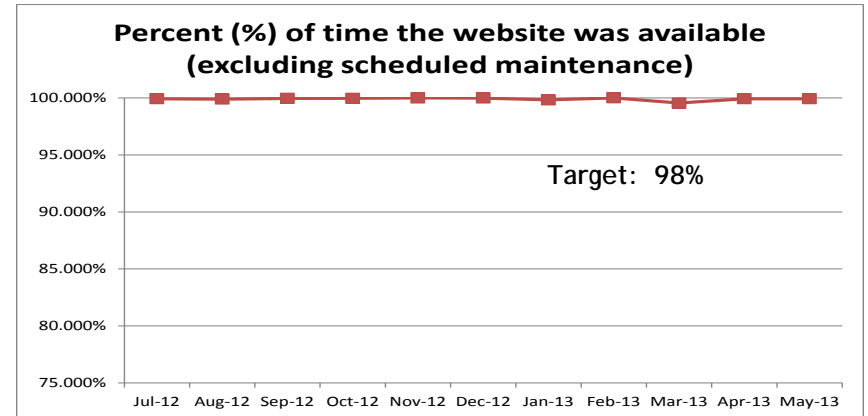
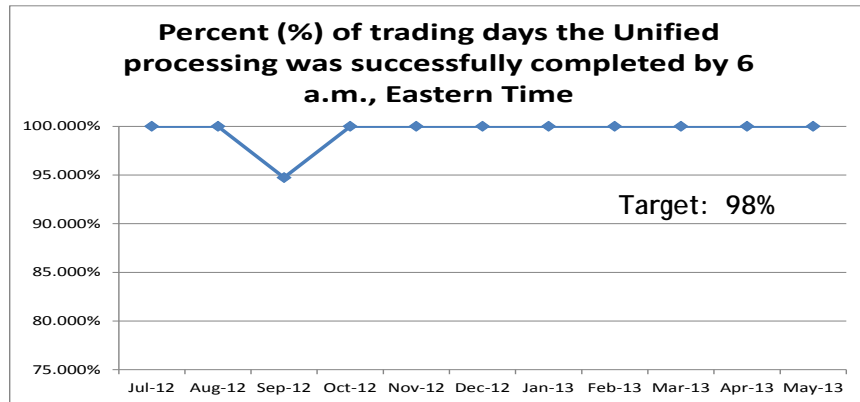
OTS started FY 13 with 29 Civil Servants.
Current staffing level is 40.



OTS Budget	\$ 96,646,016
OTS commitments	\$ 78,190,064
OTS obligations	\$ 77,565,138
Uncommitted Balance	\$ 18,455,952
OTS Plan Obs Q3	\$ 89,683,065

All numbers are as of June 11, 2013

Performance Metrics



Outreach and Learning

- OTS leans forward to learn and apply best practices and emerging technologies by connecting and networking with industry and academic leaders through the following forums:
 - Gartner Inc.'s IT Research and Advisory Services
 - Society for Information Management's Advanced Practices Council
 - Federal Government's Small Agency CIO Council and CISO Advisory Council
 - National Institute for Standards and Technology Federal Computer Security Program Managers Forum
 - Financial Services Information Sharing and Analysis Center
 - Government Forum of Incident Response and Security Teams
 - American Council for Technology's Industry Advisory Council
 - Armed Forces Communications and Electronics Association Advisory Council (Bethesda Chapter)

FY13 Notable Accomplishments

- Completed or planned for completion this fiscal year:
 - Improved End User and Group productivity
 - Windows 7/Office 2010, staff augmentation
 - Reducing security risks and threats; closing open audit findings
 - 7 System Assessments and Accreditations underway
 - Established Security Operations Center (SOC)/Network Operations Center (NOC)
 - Strengthened responsiveness to system outages and events
 - Deployed Production Support Service and Service Desk Workflow
 - Improved reliability and availability of TSP and FRTIB Systems
 - Conducted combined disaster recovery test
 - Enhanced capabilities of back-up data center
 - Advancing ability to meet growing and future service and security requirements of TSP users and Agency personnel
 - Released TESS RFP
 - Implementing Information Security Program
 - Improving participant's experience, security, and ease of use TSP Website
 - TSP Mobile Solution
 - Adaptive Authentication Project

Initiatives and New Requirements

- Mainframe Acquisition
- Strategic Sourcing (TESS)
- Data Discovery –> Part of Enhancing Decision Intelligence
- Call Center Transformation (Virtual Desktop Infrastructure)
- Omni Destination Release (Recordkeeping Software)
- Enterprise Platform and Availability Study
- Adaptive Authentication for Participant Website
- End User Services
 - Government workforce experienced a ~50% increase from FY12 to FY13 with significant growth expected to continue through at least FY14
 - Diverse Computing Ecosystem
- Collaboration Solutions for the FRTIB workforce (Enterprise SharePoint)

Questions?

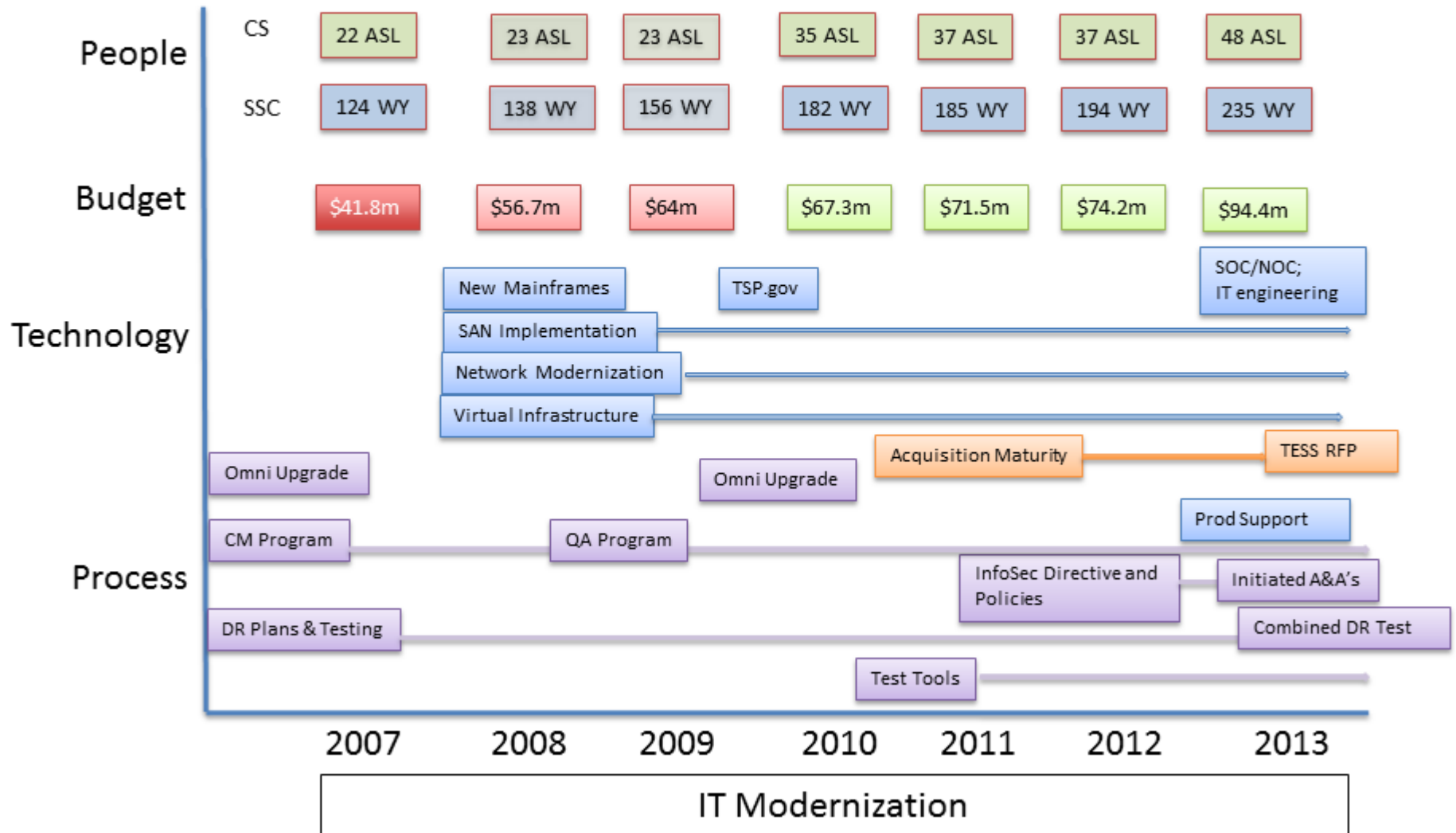
(Back-up Slides Follow:)

1. TSP IT Highlights
2. TSP Application Landscape
3. FRTIB High Level Architecture

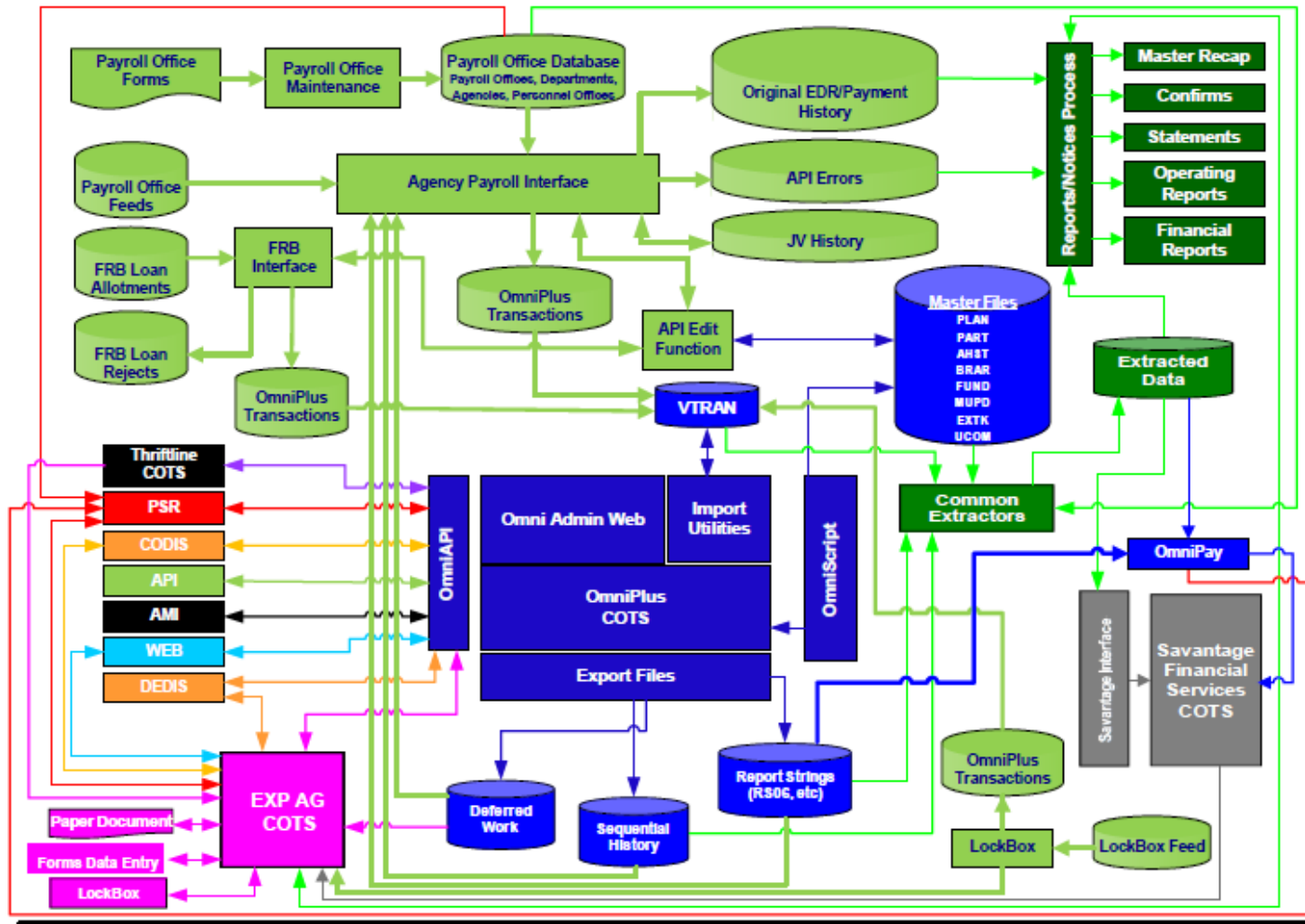
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TSP Information Technology Highlights

2007 - 2013



TSP Application Landscape



TSP Application Systems, Updated: 11/24/2011

FRTIB High Level Architecture

