

FRTIB

Office of Technology Services Overview

June 27, 2023



Thrift Savings Plan

FEDERAL RETIREMENT THRIFT INVESTMENT BOARD
tsp.gov

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Agenda

- OTS Vision and Functional Statement
- Organizational Overview
- What We Do
- Technology Highlights (FY22/23*)
- Looking Forward: FY24 and Beyond
- Closing Summary

**to date*



OTS Vision and Functional Statement

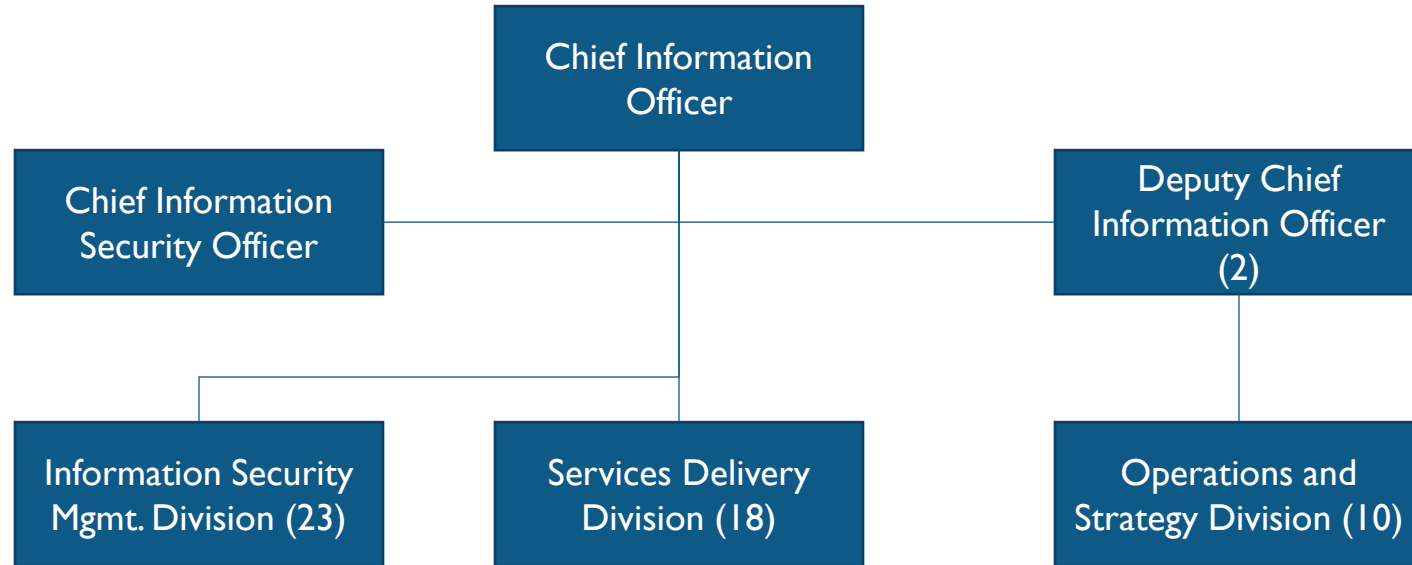
VISION

To set the standard of excellence for information technology services that enables FRTIB to deliver on its mission.

FUNCTIONAL STATEMENT

We enable efficient business operations across FRTIB by providing a secure and collaborative technology environment and integrating multiple managed service providers.

OTS Organization



OTS: What We Do

Provide Quality Technology Services



- End user support/mgmt.
- Customer relationships
- Cloud management
- Disaster Recovery/Business Continuity
- Tech innovation

Secure the Technology Environment



- Threat detection / monitoring
- System authorizations
- Cyber testing/assessments
- Cyber architecture/engineering
- Risk, training, compliance

Resource Optimally, and Monitor Performance



- Budget development/mgmt.
- Operational metrics
- Procurement mgmt.
- Tech governance
- Recruitment/training

FY22-23 Technology Accomplishments



Contributed to Improve Participant Experience

- Supported all aspects of successful Converge “go live”
- Shut down / decommissioned all legacy systems and two data centers
- Completed re-platforming of FRTIB.gov



Significantly Enhanced Cybersecurity

- Improved Agency’s FISMA scores in all 9 domains
- Commenced continuous pen testing at 77K and Converge
- Launched CISA’s Continuous Diagnostics and Mitigation (CDM) dashboard across Agency HQ and Converge



Improved Internal Operations

- Realigned organization with new operating model
- Transitioned to Zero Trust Architecture
- Moved to fully cloud-based Microsoft “ecosystem”



Significant FY24 (and beyond) Technology Initiatives



Evolve and
mature Agency's
Zero Trust
Architecture



Test/implement
additional tools
to improve
cybersecurity
posture and end-
user experience



Collaborate
across offices to
improve supply
chain risk
management
capabilities



Roll out
streamlined
technology
governance
process



Enhance /
broaden internal
technical
expertise



Summary



OTS will continue to transform and adapt to new operating model

Upskilling/re-skilling workforce becoming increasingly important with rapid technology changes

Focus on cybersecurity will grow, given increasing threats/Federal mandates

Rapid shift to internal productivity improvements



Questions?

