Office of Technology Services (OTS)

Annual Report

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Agenda

- OTS Functional Statement
- OTS Strategic Plan
- OTS Organizational Structure
- Prior 12 Months: Notable Accomplishments
- FY19 and Beyond: Key Projects and Activities
- Conclusions

OTS Functional Statement

Provide Information Technology (IT) leadership and strategic direction to support the FRTIB and its stakeholders, and manage the full life-cycle of secure IT operations in alignment with the FRTIB mission

OTS Strategic Plan (2018-2021)

Prepare for and successfully transition to a performance-based environment

- Plan for POMP
- Develop Agency IT services acquisition plans
- Plan for organizational transition

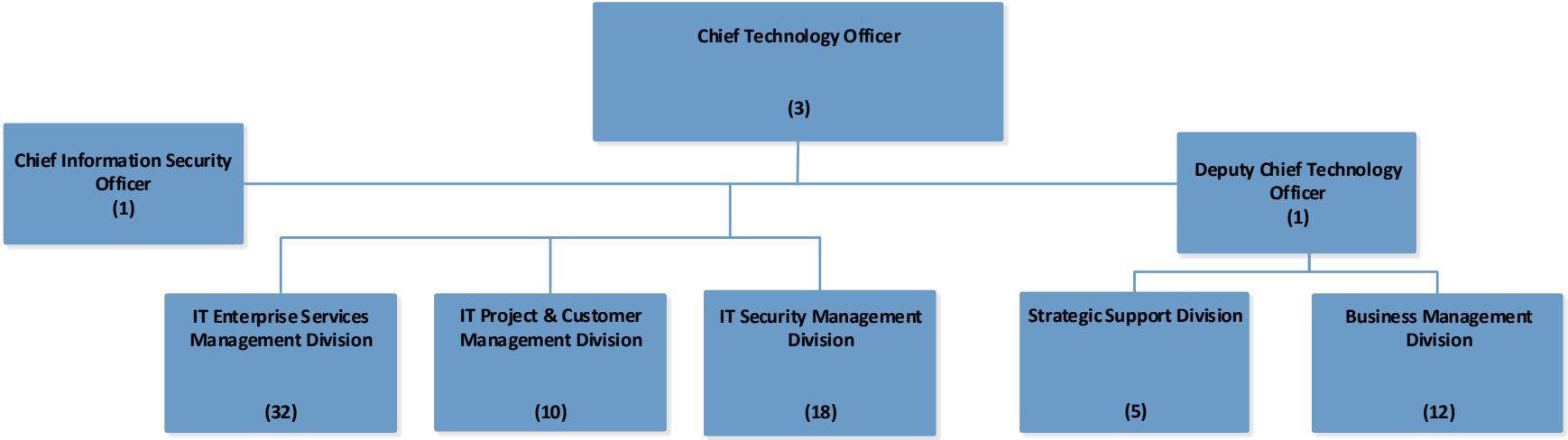
Ensure a secure, stable, modern and resilient technology environment

- Meet/exceed business needs
- Improve capacity planning
- Improve FISMA performance

Create a cohesive and collaborative environment, enabling a high-performing organization

- Increase business/ partner collaboration and communication
- Transform culture (more empowered, more diverse)

OTS Organizational Structure



- Operations
- Applications
- Engineering

- Customer Relations
- Project mgmt.

- Audit and Compliance
- Vulnerability mgmt.
- Threat Mgmt.

- DR/BCP
- Asset mgmt.
- Operational metrics

- Acquisition Mgmt.
- Finance and Resource Mgmt.

Prior 12 months: Notable Accomplishments

- **FISMA**: “Defined” in 3 of 8 domains
- **DHS NCATS**: No vulnerabilities since March 2018
- **Binding Operational Directive 18-01**: Achieved 100% compliance ahead of schedule
- **Emergency Directive 19-01**: Completed ahead of schedule
- **Resources:** On-boarded DCTO, CISO, Audit Compliance and Vulnerability Management Branch Chiefs
- **Security Support Services:** Awarded, resources on-boarde

Prior 12 months: Notable…(cont'd)

- **Trusted Internet Connection (TIC)**: Implemented
- **New Texas Contact Center:** Fully operational ahead of schedule
- **Internal improvements**:
  - Hardware asset inventory at all sites
  - Finalized numerous policies and procedures
  - Streamlined procurement and invoicing processes

FY19 and Beyond: Key Projects and Initiatives

- **Improve FISMA maturity**: Sustainable performance improvement across all domains
- **Commence Continuous Diagnostics and Mitigation (CDM)**: Added to DHS contract
- **Perform "Failover" exercise (VA/PA Data Centers):** Planning underway
- **Complete key modernization initiatives**
- **Continue to invest in people and process maturity**
  - Performance based/managed service skills
  - Technology Business Management (TBM) for IT cost management rigor

In closing…

- Significant positive momentum/progress
  - Security improvements (e.g., FISMA, NCATS, CDM)
  - Technology uplift (e.g., TIC, NAC, WAN)
  - Process maturity (e.g., IT governance; risk-based audit closures)
- Continued focus on cybersecurity, technology modernization—and building high-performing organization
- OTS team excited about future—and role in shaping it