

Office of Technology Services (OTS) Annual Report

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Thrift Savings Plan

FEDERAL RETIREMENT THRIFT INVESTMENT BOARD
tsp.gov

tsp4gov @



Agenda

TOPIC	SLIDE
OTS Overview – Functional Statement	3
OTS Overview – Organizational Chart	4
OTS' COVID-19 Efforts—and Results	5
FY19/20* : Major accomplishments	6
FY20 and Beyond	8
Closing Summary	10

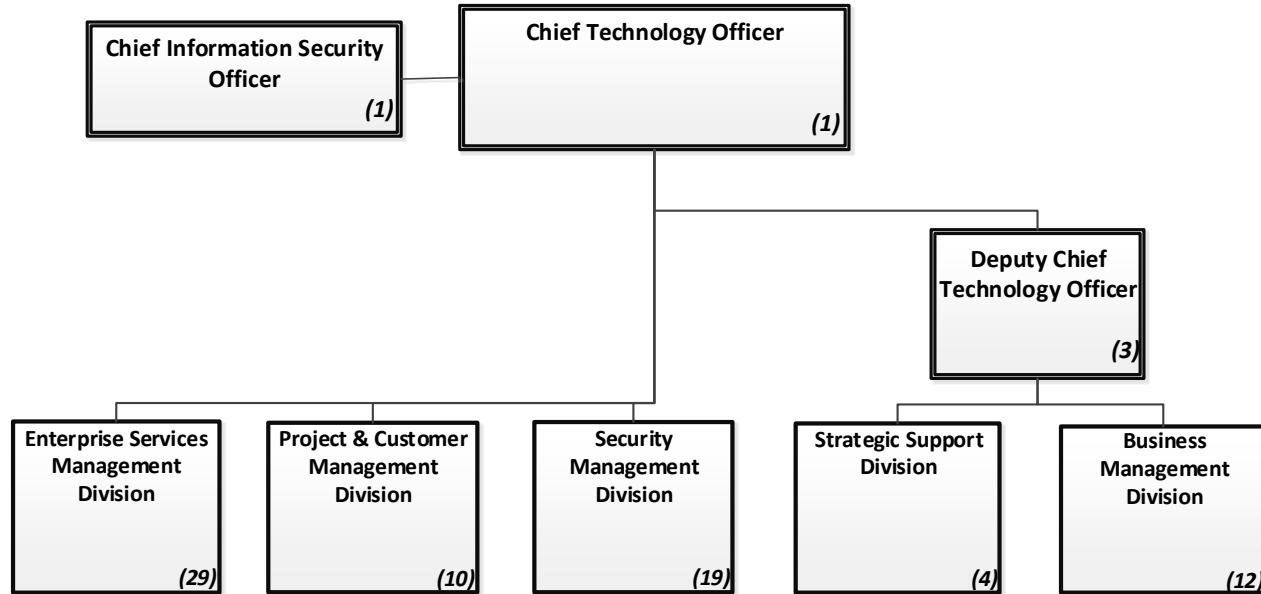
**to date*

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 Organizational Chart



OTS' COVID-19 Efforts

Ensured
continuity of
operations for
Ps&Bs

- Moved ~80% of remote site workers from offices to alternative sites in 3 weeks
- Expanded bandwidth to accommodate this change
- Ensured strong security for alternative sites using existing tools

Implementing
CARES Act-
Related
Initiatives

- Implemented a halt of 2020 Required Minimum Distributions (RMD)
- Analyzing other proposals (suspension of loan Payments; increase max loan to \$100K; special withdrawals)

FY 19/20* Major Accomplishments

OTS helped make significant improvements for Ps&Bs as well as the workforce

Participant Experience Improvements

- Texas Call Center “live”
- Two-factor Authentication Rollout
- Money-out SMS notifications

Infrastructure / Productivity Enhancements

- Windows 10 Rollout
- Office 365 Rollout
- Refresh of iPhones
 - New mobile platform
 - Legacy platform decommissioned
- (Technology) Event Monitoring Automation

FY 19/20* Major Accomplishments

The Agency continued to improve its cybersecurity posture. For example:

- Rolled out Network Access Control software on all devices
- Improved Identity Credential and Access Mgmt. (ICAM)
- Implemented DHS' Continuous Diagnostics and Mitigation (CDM) program
- Continued to “harden” infrastructure (e.g., real-time monitoring)
- Comprehensively refreshed all cyber Policies and Procedures

Tangible results: major FISMA improvements; audit findings closures; no high vulnerabilities detected by weekly DHS scans; rated in top 10% of Federal agencies in security effectiveness by independent firm



FY20 and Beyond

Board priority projects remain on track

- L Funds (5-year Increments): end June 2020
- New tsp.gov Website: mid-July 2020
- Online Account Access Enhancements—additional features: August 2020
- 5% Auto Enrollment: October 2020
- Spillover/Catch up contributions: Jan 2021



FY20 and Beyond (continued)

In addition, many other projects are currently in flight

- Implement Security Operations Center (SOC) as-a-Service via Federal Shared Services Provider (FSSP)
- Continue increasing resiliency/DR capabilities (e.g., cutover to new mainframes)
- Complete Office 365 rollout
- Complete Policy and Procedure Refresh

We continue to partner with the business to adjust our priorities based on the changing environment

Closing Remarks

- The past 12 months have been marked by significant improvements in our technology environment
- This positive momentum will serve us well as we return to a “new normal” and move forward. For example:
 - RKSA transition
 - FSM implementation
 - Continued cybersecurity maturation
 - Accelerating audit finding closures
- OTS has matured as an organization—and continues to improve delivery to its business partners