

# Agency Priority Goal Action Plan

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## IT Modernization

Goal Leader: Karen Mummaw, Acting Chief Information Officer, Bureau of Information Resource Management

Theme: International Affairs

# Overview

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## Goal Statement

- Enhance user and mission efficiency by increasing the productivity, usability, security, and relevance of IT solutions supporting the Department. By September 30, 2019, the Department will establish a secure cloud-based platform to improve Information Technology (IT) service delivery by: implementing an Identity Management System (IDMS) solution for all Department systems, transitioning users to cloud collaboration platforms, closing redundant data centers, modernizing target architecture, and continuing to deploy wireless (Wi-Fi) Department wide.

## Challenge

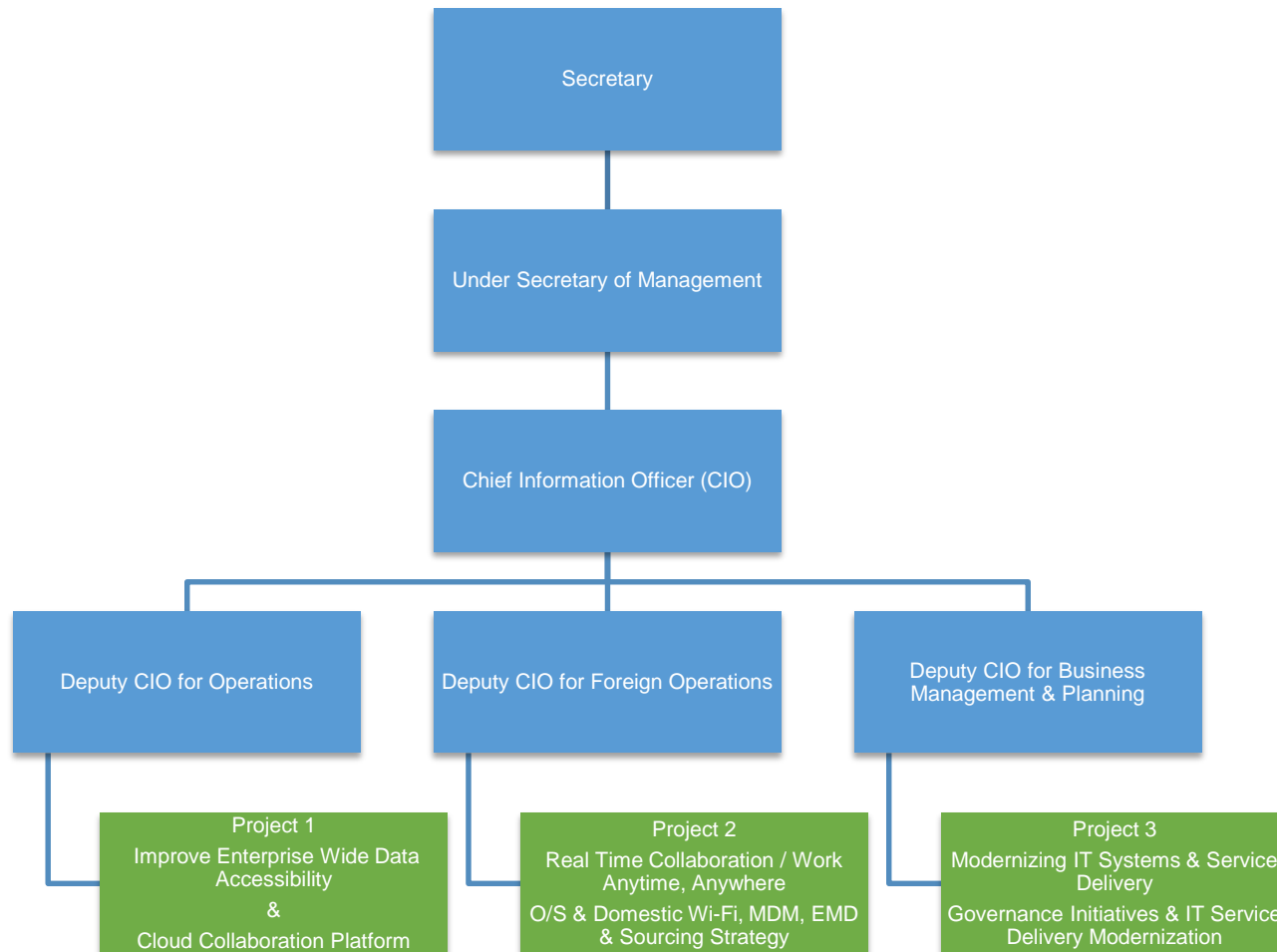
- Legacy systems pose investment and security risks and rely on increasingly costly and obsolete technologies;
- Some IT investments do not benefit from full governance rigor, which may result in duplication, lack of strategic business and technical alignment, and investment risk.

## Opportunity

- Provide single sign on for all users to access cloud-based and legacy systems/services;
- Design systems to target architecture to mitigate security risks posed by legacy systems and enhance overall IT security performance;
- Accelerate modernization of the Department's technology services, closure of data centers, and offer improved access to business data through commercial cloud services, cloud-ready digital identities, and cloud provided foundational services (i.e. email, Wi-Fi and productivity tools); and
- Restructure governance processes and IT portfolio (shifting an increased percentage to the budget from operations and maintenance (O&M) to development and modernization and enhancements (DM&E)).

# Leadership

Core Team: This IT Agency Priority Goal (APG) is a result of the Department's IT Modernization initiative. Below is a high level organization representing the leadership support structure in place.



# Key Milestones



1.



## Improve Enterprise-Wide Data Accessibility

### *Right Data to the Right People*

Identify a certified project manager and submit a complete IDMS business case to the eGovPMO - Q3 FY 2018

### **IDMS for Cloud and for On-Premise Applications**

- Use governance to identify and procure an appropriate IDMS solution – Q3 FY 2018
- Pilot cloud application access through IDMS – Q4 FY 2018
- First production, on premise application access via IDMS – Q1 FY 2019
- Launch additional legacy and cloud integration with IDMS – Q2 FY 2019



2.



## Real Time Collaboration / Work Anytime, Anywhere

### *Ecosystem to Support Mobility*

Identify a certified project manager and submit a complete business case to the eGov PMO for each of the projects below – Q3 FY 2018

### **Cloud Collaboration Platform**

- Ensure all core functionality is available domestically and begin providing targeted services overseas – Q1 FY 2019

### **Overseas and Domestic Wi-Fi – A Foundational Enterprise Service**

- Develop and launch a consolidated rollout strategy – Q1 FY 2019

### **Mobile Device Management and Conversion Strategy – A Foundational Enterprise Service**

- Use governance to modernize mobile device management – Q4 FY 2018



3.



## Modernize IT Systems and Service Delivery

### *Ecosystem to Adapt to a Changing Workforce*

Identify a certified project manager and submit a complete business case to the eGov PMO for each of the projects below – Q3 FY 2018

### **Governance Initiatives & IT Services Delivery**

- Build IT Modernization focused EA roadmap – Q4 FY 2018
- Develop new Service Delivery governance model – Q4 FY 2018
- Develop a modernized Enterprise Architecture (EA) program – Q4 FY 2018
- Upgrade service delivery governance processes and risk management framework – Q2 FY 2019
- Upgrade IT portfolio investments and systems modernization using new EA and service delivery model – Q3 FY 2019

*See pages 5-9 for detailed milestones for each subproject.*

# Summary of Progress – Q2 FY18

Improve Enterprise-Wide Data Accessibility Milestones				
Key Milestones	Milestone Due Date	Milestone Status	Change from Last Quarter	Comments
Implement requirements gathering and analysis	Q1 FY18	Completed	N/A	
Identify a PM and submit IDMS business case to the eGov PMO	Q3 FY18	In Process	Yes	A PM has been identified and the business case is being developed and will be completed in Q3 FY18.
Design IDMS solution and develop acquisition plan	Q3 FY18	In Process	Yes	
Pilot cloud application/integration access through IDMS Solution	Q4 FY18	Planned	N/A	
First production, on premise application access via IDMS	Q1 FY19	Planned	N/A	
Expand legacy system integration with IDMS	Q2 FY19	Planned	N/A	

# Summary of Progress – Q2 FY18

## Real Time Collaboration / Work Anytime, Anywhere Milestones

Key Milestones	Milestone Due Date	Milestone Status	Change from Last Quarter	Comments
<b>Cloud Collaboration</b>				
Implement requirements gathering and analysis	Q1 FY18	Completed	N/A	
Identify a PM and submit business case to the eGov PMO	Q3 FY18	In Process	Yes	A PM has been identified and the business case is being developed and will be completed in Q3 FY18.
Deploy collaboration capabilities to targeted domestic and overseas locations	Q3 FY18	In Process	Yes	
Expand domestic and overseas cloud collaboration capabilities	Q1 FY19	Planned	N/A	
<b>Overseas and Domestic Wi-Fi</b>				
Finalize pilot and develop plan	Q1 FY18	Completed	N/A	
Identify a PM and submit Wi-Fi business case to the eGov PMO	Q3 FY18	Completed	Yes	A PM has been identified and the business case is being developed and will be completed in Q3 FY18.
Identify target domestic and overseas locations for Wi-Fi install / upgrades	Q3 FY18	Planned	N/A	
Deploy Wi-Fi to planned FY18 locations	Q4 FY18	Planned	N/A	
Expand domestic and overseas Wi-Fi Deployment	Q1 FY19	Planned	N/A	

# Summary of Progress – Q2 FY18

Real Time Collaboration / Work Anytime, Anywhere Milestones (Cont.)				
Key Milestones	Milestone Due Date	Milestone Status	Change from Last Quarter	Comments
<b>Mobile Device Management (MDM) and Conversion Strategy</b>				
Implement requirements gathering and analysis	Q1 FY18	Completed	N/A	
Initiate pilot and develop plan	Q2 FY18	Completed	N/A	
Identify a PM and submit MDM business case to the eGov PMO	Q3 FY18	In Process	Yes	A PM has been identified and the business case is being developed and will be completed in Q3 FY18.
Begin upgrade/modernization of MDM Solution	Q4 FY18	Planned	N/A	
Expand upgrade/modernize MDM Solution	Q2 FY19	Planned	N/A	
Retire Legacy MDMs	Q4 FY19	Planned	N/A	

# Summary of Progress – Q2 FY18

## Modernize IT Systems and Service Delivery Milestones

Key Milestones	Milestone Due Date	Milestone Status	Change from Last Quarter	Comments
<b>Governance Initiatives &amp; IT Services Delivery - Enterprise Architecture Governance</b>				
Implement requirements gathering and analysis	Q1 FY18	Completed	N/A	
Identify a PM and submit EA business case to the eGov PMO	Q3 FY18	In Process	Yes	A PM has been identified and the business case is being developed and will be completed in Q3 FY18.
Develop a modernized EA Program focused on services	Q4 FY18	In Process	Yes	
Build IT Modernization focused EA roadmap(s)	Q1 FY19	Planned	N/A	
Update IT portfolio investments and systems modernization using modernized EA	Q3 FY19	Planned	N/A	



# Summary of Progress – Q2 FY18

Modernize IT Systems and Service Delivery Milestones				
Key Milestones	Milestone Due Date	Milestone Status	Change from Last Quarter	Comments
<b>Governance Initiatives &amp; IT Services Delivery - Service Delivery Governance</b>				
Implement requirements gathering and analysis	Q1 FY18	Completed	N/A	
Identify a PM and submit service delivery business case to the eGov PMO	Q3 FY18	In Process	N/A	A PM has been identified and the business case is being developed and will be completed in Q3 FY18.
Develop new Service Delivery Model	Q4 FY18	In Process	Yes	
Upgrade IT portfolio investments and systems modernization using new service delivery model	Q3 FY19	Planned	N/A	

# Key Indicators

Indicator	Baseline	Target	Forecast FY18	Forecast FY19
<b>Improve Enterprise-Wide Data Accessibility</b>				
Percentage of users that are leveraging the enterprise IDMS solution thus increasing efficiencies	0	116,000	0%	90%
<b>Real Time Collaboration / Work Anytime, Anywhere</b>				
Percentage of employees transitioned to primary cloud collaboration platform.	0	116,000	50%	90%
Percentage of domestic data centers that are closed due to efficiencies of the cloud.	0	126	15%	30%
Percentage of Department domestic buildings and overseas posts that support Wi-Fi.	18	TBD	10%	30%
<b>Modernize IT Systems and Service Delivery</b>				
Percentage of systems designed to the target architecture.	0	TBD	0%	20%

# Data Accuracy and Reliability

Data Source	Accuracy & Reliability
<p><u>Project:</u> IDMS Central digital ID Store</p> <p>Enterprise GAL</p>	<p>The data source is highly reliable and current.</p>
<p><u>Project:</u> Anywhere/Anytime</p> <p>Enterprise GAL, DCOI Report, A &amp; OBO</p>	<p>There are three core data sources that are required for this effort. First, is the Enterprise Global Address List (GAL) data source is highly reliable and current that will support user metrics. Second, the Data Center Optimization Initiative (DCOI) report is an annual report providing status about data center consolidation. Lastly, the Bureau of Administration (A) &amp; Bureau of Overseas Building Operations (OBO) provide data regarding building and facilities domestically and overseas. Each system is an accurate data source.</p>
<p><u>Project:</u> Optimized IT Governance &amp; Service Delivery</p> <p>iMatrix</p>	<p>iMatrix provides an accurate representation of the approved enterprise systems within the Department.</p>

# Additional Information

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## Contributing Programs

### Organizations:

- Bureau of Information Resource Management (IRM)

### Program Activities:

- (1) Improve Enterprise-Wide Data Accessibility, (2) Real Time Collaboration / Work Anytime, Anywhere, and (3) Modernize IT Systems and Service Delivery

### Regulations:

- E-Government Act (eGov), Federal IT Acquisition Reform Act (FITARA), Clinger-Cohen Act (CCA), and Modernizing Government Technology Act (MGT), Federal Information Security Management Act (FISMA)

### Policies:

- 1 FAM 270, 5 FAM 820, 12 FAM 610, 5 FAM 910

### Other Federal Activities:

- Foreign Affairs Cloud Environment Technology (FACET), Foreign Affairs Network (FAN), Strategic Sourcing, Enterprise Mobile Management (EMM) Modernization

## Stakeholder / Congressional Consultations

IRM regularly meets with OMB's eGov office reporting on these and other IT modernization initiatives and upon request briefs Senate and House committees.