U. S. General Accounting Office

Federal Telecommunications Profile Obligations Data (Enclosure A)

Introduction

The U.S. General Accounting Office is an independent agency of the Congress. We are compiling a profile of federal telecommunications obligations and management practices. To do this, we need your answers to this questionnaire on telecommunications obligations information.

The questions are intended to cover your organization's obligations for the full range of voice, data, and video services and equipment used by your organization **excluding** radio services and equipment. In assembling the requested information, please include obligations information for internet, intranet, and extranet services and equipment as well as wireless services and equipment (e.g., cellular and pager), 800 services, and credit card services. If you are unsure as to whether to include obligations information for any of the telecommunications services your organization uses, please contact us.

The purpose of this questionnaire is to obtain actual obligations for telecommunications for fiscal year 1999, estimated obligations for fiscal year 2000, and estimated/requested obligations for fiscal year 2001—**excluding radio services and equipment.** The questions address:

- general information about your organization;
- domestic long-distance (long haul) services and equipment used exclusively for long distance, including wireless, 800, and calling card services —excluding international long distance services/equipment;
- international long distance (long haul) services and equipment used exclusively for international long distance;
- local services and equipment used exclusively for local services as well as equipment used for both local and other services (long distance or international);
- contract support for telecommunications services/equipment;
- noncontract support and other obligations for telecommunications services/equipment not included in the other categories; and
- total telecommunications obligations (other than radio).

We prefer obtaining obligations information in consistent, mutually exclusive categories from all the federal agencies/bureaus responding to this questionnaire. But, if that is not possible for your organization, we would like to obtain whatever telecommunications obligations information you can readily provide.

This questionnaire is directed to that office, division, or group within your organization that has primary responsibility for preparing your organization's obligations information. However, to ensure accurate information is provided, that office should coordinate the responses with those offices, divisions, groups or other entities that are accountable for your organization's telecommunications services and equipment.

We request that your organization's Chief Information Officer (or the senior management official that is accountable for your organization's telecommunications services and equipment) review and agree with the information provided.

Please be aware that if your organization is selected for a follow-up review, you will asked for copies of documents supporting your responses to this questionnaire.

See pages 12 – 17 for a **"Glossary of Terms**" which defines many of the terms used in the questionnaire. Please refer to it as you answer the questions.

If you have questions concerning any part of this questionnaire, please contact David Solenberger at (913) 384-7565 or George L. Jones at (913) 384-7443, or at the e-mail addresses below.

In typing responses directly into the Word 97 questionnaire document, please use "TYPEOVER" mode, rather than "insert" mode.

We would appreciate receiving the completed questionnaire back via e-mail in Microsoft Word 97 format by July 7, 2000. If you have problems responding via e-mail, please forward the completed questionnaire on a diskette or hard copy by July 7, 2000. If you e-mail it, send it to solenbergerd.kcro@gao.gov or jonesg.kcro@gao.gov. If you mail a diskette or hardcopy, send it to the following address:

U.S. General Accounting Office
Attn: David Solenberger or George L. Jones
5799 Broadmoor, Suite 600
Mission, Kansas 66202-2482

Thank you for your assistance.

When you see the term "**your organization**" throughout this questionnaire, please replace it with the name of the federal agency or bureau for which the responses apply (e.g. Internal Revenue Service, Federal Bureau of Investigation, Farm Service Agency, U.S. Army, U.S. Air Force, U.S. Navy, U.S. Customs Service.) If you have any questions, please contact one of the people listed on the first page of this questionnaire.

Part I. General Information about Your Organization

1. What is the name of the federal agency or bureau (your organization) for which the budget and obligation information provided in this questionnaire applies? *(Please fill in below.)*
   United States Nuclear Regulatory Commission

2. Please provide the name of the office, division, group or other entity within your organization that has primary responsibility for preparing your organization's obligations information. This office, division, group, or other entity is the one that should have the obligations information needed to respond to questions in Part II of this questionnaire. However, to ensure accurate information is provided, that office should coordinate the responses with those offices, divisions, groups or other entities that are accountable for your organization's telecommunications resources. *(Please fill in below.)*
   Office of the Chief Financial Officer (OCFO) for obligations information
   Office of the Chief Information Officer (OCIO) for telecommunications information (See Enclosure B)

3. Please provide the name, telephone number, and e-mail address of the individual whom we should contact if we need to clarify any of your organization's responses to the questionnaire. *(Please fill in below.)*
   Shelly L. Baggett, OCFO, 301-415-6032, SLB1@nrc.gov
   John C. Voglewede, OCIO, 301-415-7415, JCV@nrc.gov

4. Does your organization (answer to question 1) **obtain** telecommunications services, support, or goods from any other federal entities—Departments, agencies, bureaus, etc? *(Please check only one.)*

   ❖ a. Yes (Please specify the organizations below.)
   ❒ b. No
   ❒ c. No basis to judge or not applicable (Please explain.)_____

   If yes, please specify the federal entities from which your organization obtains telecommunications services, support, or goods: (If you need more space, please attach sheets at the end of the survey.)
   The NRC obtains most of its telecommunications services from General Services Administration contracts. The agency also obtains some specialized services from the Department of Energy, National Institutes of Health, Federal Emergency Management Agency, and the Department of the Interior.

5. Does your organization (answer to question 1) **provide** telecommunications services, support, or goods to any other federal entities—Departments, agencies, bureaus, etc? *(Please check only one.)*

   ❒ a. Yes (Please specify the organizations below.)
   ❖ b. No
   ❒ c. No basis to judge or not applicable (Please explain.)_____

   If yes, please specify the federal entities to which your organization provides telecommunications services, support, or goods: (If you need more space, please attach sheets at the end of the survey.)

   _____
   _____
   _____
   _____
   _____
   _____
   _____

6. Does your organization (answer to q. 1) report total actual telecommunications obligations for each of your organization's cost centers to the managers who are accountable for them? *(Please check only one.)*

   ❖ a. Yes
   ❒ b. No
   ❒ c. No basis to judge or not applicable (Please explain.)_____

7. Has your organization (answer to q. 1), or a contractor or other entity, performed a total cost of ownership study of your telecommunications services and equipment? *(Please check only one. If Yes, please list the month and year the most recent report was completed.)*

   ❒ a. Yes, the most recent report was completed on the following date: _____.
   ❖ b. No
   ❒ c. No basis to judge or not applicable (Please explain.)_____

8. Since October 1, 1997, which of the following analyses/studies, if any, has your organization (answer to q. 1), or a contractor or other entity, done for your organization? (*Please check all that apply.)*

   ❖ a. An analysis of your organization's telecommunications services bills to identify waste, inefficiencies, overcharges, or charges for lines or services no longer used
   ❖ b. An evaluation of your organization's telecommunications services contracts to identify opportunities to take advantage of varying rate structures and volume discounts
   ❖ c. Other evaluations or audits of telecommunications obligations, cost, or budget issues (Please specify.)
   Requirements Analysis and Alternative Analysis done by SETA for agency audio teleconferencing system and services._____
   Analysis done by Booz-Allen & Hamilton to address technology choices available for NRC's post-FTS 2000 Emergency Telecommunication System._____

9. Does your organization (answer to q. 1) include obligations for equipment, personnel, and other obligations associated with managing and supporting local area networks, as a part of your organization's total telecommunications obligations? *(Please check only one.)*

   ❒ a. Yes, all my organization's obligations for managing and supporting LANs are included as part of my organization's total telecommunications obligations
   ❒ b. Yes, most but not all my organization's obligations for managing and supporting LANs are included
   ❖ c. Yes, some of my organization's obligations for managing and supporting LANs are included
   ❒ d. No, none of my organization's obligations for managing and supporting LANs are included
   ❒ e. No basis to judge or not applicable (Please explain.) _____.

NOTE: Data transmission services external to the facilities and cabling costs are included in telecommunications obligations, regardless of whether the technology is LAN, Internet, TCP/IP, WAN, MAN, etc.

10. In the table below, please provide (1) the percent of your organization's **total obligations** that are financed by current appropriations and (2) the percent of your organization's total obligations that are financed by offsetting collections/reimbursements from other agencies. **Please note that this question asks for information on your organization's total obligations, not just your telecommunications obligations.** Please provide these two percents for fiscal years 1999, 2000, and 2001. For each of the fiscal years, the two percentages should add to 100 percent. We are asking for these percentages so we can use them to split your organization's telecommunications obligations information (that you provide in part II of this questionnaire) into two groups based on source of financing.

(For each row, please check either the "A" column for "actual percent," the "E" column for "cannot compute the actual percent but can readily estimate it," or the "N" column for "Not Readily Available." If you checked the "A" or "E" columns, then fill in the "Actual" or "Estimated" percents column.)

Sources of Financing for Your Organization's Total Obligations	**FY 1999 Actual Obligations**				**FY 2000 Estimated Obligations**				**FY 2001 Estimated / Requested Obligations**			
	A	**E**	**N**	**Percent**	**A**	**E**	**N**	**Percent**	**A**	**E**	**N**	**Percent**
Percent of Total Obligations funded by Current Appropriations	A			100%	A			100%		E		100%
Percent of Total Obligations funded by Offsetting Collections / Reimbursements from Other Agencies												
Total Financing for Obligations				100 %				100 %				100 %

If estimated or not readily available, please explain. Current and future years are estimated until the funds are committed. NOTE: Although 100 percent of the total obligations are funded by Congressional appropriation, NRC is required by law to recover 98 percent through license fees.

Part II. <u>Information on Your Organization's Telecommunications Obligations</u>

Part II asks you to provide information on various mutually exclusive categories of your organization's obligations for telecommunications, other than radio. As previously stated, the categories are intended to cover **all** of your organization's telecommunications obligations for voice, data, and video telecommunications (other than radio). The categories and the questions associated with each are as follows.

Categories of Telecommunications Obligations	Applicable Questions
Domestic long-distance (long haul) services. This category includes wireless, 800 services, calling card services; and equipment used exclusively for long distance (long haul) services. This category does **not** include international long distance services/equipment.	Q. 11
International long distance (long haul) services and equipment used exclusively for international long distance (long haul) services.	Q. 12
Local services and equipment. This category includes local services, equipment used exclusively for local services, and equipment used for both local services and other services (long distance or international).	Q. 13
Telecommunications **contract support**—contracts for network management, maintenance, operations, integration, training, and other contract support for voice, data, and video services (other than radio).	Q. 14
Noncontract support and other obligations not included in the previous categories for network management, maintenance, operations, integration, training, telecommunications contract management, telecommunications program oversight/management, general administrative services, and other support for voice, data, and video services (other than radio).	Q. 15
Total telecommunications obligations (other than radio).	Q. 16

For each of the first four categories in the table above—long distance services/equipment, international services/equipment, local services/equipment, and contract support—to the extent information is readily available to allow you to do so, please separate the obligations into three groups:

(1) GSA provided contracts used by your organization, such as FTS2000, FTS2001, etc,
(2) Direct contracts by your organization, and
(3) Services/equipment your organization obtains from other federal entities--such as Department of Treasury, Department of Justice, Defense Information Systems Agency, etc--or through other federal entities' contracts.

For the fifth category in the table above—noncontract support and other obligations—to the extent information is readily available to allow you do so, please provide information by object class for those telecommunications obligations that are not included in the first four categories. (See OMB Circular no. A-11 (1999), Section 83 for definitions of the object classes.)

We do not expect you to undertake substantive data collection efforts to respond to our questions.

If obligations information is not readily available within your organization or from external entities to respond to our questions by the deadline specified on the first page of the questionnaire, please provide us with an estimate and the basis for the estimate in the space provided. If it will be difficult or very time consuming to provide either actual or estimated obligations information in the categories we have asked for, please contact one of the GAO staff listed on the first page of this questionnaire to discuss what telecommunications obligations information is readily available from your organization, before proceeding to answer the questions.

11. In the table below, please fill in your organization's actual obligations for fiscal year 1999, estimated obligations for fiscal year 2000, and estimated/requested obligations for fiscal year 2001 for **domestic long-distance (long haul) services** including wireless, 800 services, and calling card services and equipment used exclusively for long distance (long haul)--excluding international long distance (long haul) services/equipment and radio services/equipment. Please separate the obligations into three groups: (1) GSA provided contracts, such as FTS2000, FTS2001, etc, (2) direct contracts by your organization, and (3) services/equipment your organization obtains from other federal entities--such as Department of Treasury, Department of Justice, Defense Information Systems Agency, etc--or through other federal entities' contracts.

(For each row and for each fiscal year, please check either the "A" column for "actual amount", the "E" column for "do not have it as actual amount but can readily estimate it," or the "N" column for "Not Readily Available." If you checked the "A" or "E" columns, then fill in the "Actual" or "Estimated" amount in the "Amount" column. Please provide the level of detail readily available. For example, if the only level of detail you have readily available is "Total" amount then just fill in that row.)

Long Distance (long haul) Telecommunications Services and Equipment Used Exclusively for Long Distance	**FY 1999 Actual Obligations**				**FY 2000 Estimated Obligations**				**FY 2001 Estimated/Requested Obligations**			
	A	**E**	**N**	**Amount**	**A**	**E**	**N**	**Amount**	**A**	**E**	**N**	**Amount**
GSA-provided Contracts: (please specify contracts)												
FTS 2000/2001 (AT&T / MCI WORLDCOM) GSA AAIRM0026	A			$2,459 K $ 633 K	A			$1,862.3 K $ 647.9 K		E		$2,669 K $ 978.6 K
Satellite Telephones GSA Wireless (John Tidrow and Associates) DR-99-0261	A			$ 157 K	A			$ 70 K		E		$ 35 K
Direct Contracts by Your Organization : (specify contracts)												
AT&T Federal Systems PO DR960057	A			$ 17 K	A			$ 71 K		E		$ 27 K
Skytel (MCI) pagers PO DR980302	A			$115.2 K	A			$120 K		E		$110 K
Services/Equipment Provided to Your Organization by Other Federal Entities or Through Contracts by Other Entities : (please specify the federal entities and contracts)												
National Early Warning System for IRO from Federal Emergency Management Agency (FEMA) NRC-26-00-310	A			$ na	A			$ 2.6 K		E		$ 3.1 K
Total Long Distance Obligations				$3,381 K				$2,774 K				$3,823 K

NOTE: Variations in FTS 2000/2001 costs are a result of including both direct and indirect service charges.

12. In the table below, please fill in your organization's actual obligations for fiscal year 1999, estimated obligations for fiscal year 2000, and estimated/requested obligations for fiscal year 2001 for **international long distance (long haul) services** and equipment used exclusively for international long distance (long haul)--excluding radio services/equipment. Please separate the obligations into three groups: (1) GSA provided contracts, such as FTS2000, FTS2001, etc, (2) direct contracts by your organization, and (3) services/equipment your organization obtains from other federal entities--such as Department of Treasury, Department of Justice, Defense Information Systems Agency, etc--or through other federal entities' contracts.

(For each row and for each fiscal year, please check either the "A" column for "actual amount, " the "E" column for "do not have it as actual amount but can readily estimate it," or the "N" column for "Not Readily Available." If you checked the "A" or "E" columns, then fill in the "Actual" or "Estimated" amount in the "Amount" column. Please provide the level of detail readily available. For example, if the only level of detail you have readily available is "Total" amount, then just fill in that row.)

International Long Distance (Long Haul) Telecommunications Services and Equipment Used Exclusively for International Services	**FY 1999 Actual Obligations**				**FY 2000 Estimated Obligations**				**FY 2001 Estimated / Requested Obligations**			
	A	**E**	**N**	**Amount**	**A**	**E**	**N**	**Amount**	**A**	**E**	**N**	**Amount**
GSA-provided Contracts: (please specify contracts)												
International Services GSA AAIRM0023	A			$ 0 K	A			$ 4.5 K		E		$ 0 K
Direct Contracts by Your Organization: (please specify contracts)												
Services/Equipment Provided to Your Organization by Other Federal Entities or Through Contracts by Other Entities : (please specify the federal entities and contracts)												
Total International Long Distance Obligations				$ 0 K				$4.5 K				$ 0 K

13. In the table below, please fill in your organization's actual obligations for fiscal year 1999, estimated obligations for fiscal year 2000, and estimated/requested obligations for fiscal year 2001 for **local services and equipment** (excluding radio services/equipment). This category includes local services, equipment used **exclusively** for local services, and equipment used for **both** local and other services (long distance or international). Please separate the obligations into three groups: (1) GSA provided contracts, such as FTS2000, FTS2001, etc, (2) direct contracts by your organization, and (3) services/equipment your organization obtains from other federal entities--such as Department of Treasury, Department of Justice, Defense Information Systems Agency, etc--or through other federal entities' contracts.

(For each row and for each fiscal year, please check either the "A" column for "actual amount," the "E" column for "do not have it as actual amount but can readily estimate it," or the "N" column for "Not Readily Available." If you checked the "A" or "E" columns, then fill in the "Actual" or "Estimated" amount in the "Amount" column. Please provide the level of detail readily available. For example, if the only level of detail you have readily available is "Total" amount, then just fill in that row.)

Local Telecommunications Services and Equipment	FY 1999 Actual Obligations				FY 2000 Estimated Obligations				FY 2001 Estimated / Requested Obligations			
	A	E	N	Amount	A	E	N	Amount	A	E	N	Amount
GSA-provided: (please specify contracts)												
WITS (Bell Atlantic) PO DR950838	A			$ 4 K	A			$ 4 K		E		$ 4 K
WITS (Bell Atlantic) GSA AAIRM0033	A			$1,151 K	A			$1,151 K		E		$ 935 K
Audio Teleconferencing System (GSA AAIRM0059)	A			$ 236 K								
Non-GSA-provided: (please specify contracts)												
Bell Atlantic MD PO DR000081 PO DR990095	A			$ 3.5 K	A			$3.7 K .3 K		E		$ 4 K
Cellular Service (Cellular One) PO DR980237	A			$ 10.7 K	A			$18.0		E		$16.0 K
Mobell Comm PO DR980298	A			$ 0 K	A			$5.0 K		E		$ 5.0 K
AT&T PO DR980118	A			$ 1 K	A			$ .2 K		E		$ 0 K
Bell Atlantic Nynex PO DR970417	A			$ 2.5 K	A			$ 2.5 K		E		$ 12 K
Bell Atlantic of Penn PO DR000021	A			$ 0 K	A			$ 0 K		E		$ 0 K
Lucent Technologies DR000227	A			$ 0 K	A			$ 0 K		E		$ 0 K
Bell Atlantic Tariff PO DR950837	A			$ 180 K	A			$ 138 K		E		$170 K
Bell Atlantic Federal – Non WITS (Includes Internet services for agency)	A			$ 295 K	A			$ 480 K		E		$500 K
Cable TV Montgomery PO DR000050	A			$ 7.4 K	A			$ 7.3 K		E		$ 7.3 K

Automatic Notification System for IRO (Dialogics Communications Corp.) PO DR-00-0316 PO DR-00-0358	A			$ na	A			$ 9.3 K $ 6.3 K		E		na
Local Telephone Services for Region IV (Southwestern Bell)	A			$ 208 K	A			$ 288 K		E		$ 371 K
Local Telephone Services for Region I (local contracts)	A			~$ 208 K	A			~$ 288 K		E		~$ 371 K
Local Telephone Services for Region II (obtains local services through the building landlord, GSA)	A			~$ 208 K	A			~$ 288 K		E		~$ 371 K
Local Telephone Services for Region III (local contracts)				~$ 208 K				~$ 288 K				~$ 371 K
WWW.USNRC.GOV (Genuity) PO DR010061	A			$ 21.1 K	A			$ 21.1 K		E		$ 21.1 K
Web Broadcast Pilot www.streampipe.com					A			$ 68.8 K				
Services/Equipment Provided to Your Organization by Other Federal Entities or Through Contracts by Other Entities : (please specify the federal entities and contracts)												
Las Vegas Phones (DOE Hillshire) DOE J11010	A			$ 8 K	A			$ 8 K		E		$ 3 K
Internet Services Access WWW.NRC.GOV (National Institutes of Health / Verizon) AAIRM0015	A			~$ 68.8 K	A			~$68.8 K		E		~$68.8 K
There are other NRC-funded Internet projects at Department of Energy (DOE) National Laboratories which would come under the DOE Survey												
Total Local Obligations	A			$2,821 K	A			$3,144 K		E		$ 3,230 K

NOTE: Region IV actual obligations are included here as a typical example of Regional local service charges. The Region IV obligations are also used as estimates of the obligations at the other three Regions.

14. In the table below, please fill in your organization's actual obligations for fiscal year 1999, estimated obligations for fiscal year 2000, and estimated/requested obligations for fiscal year 2001 for **contract support** for voice, data, and video services (other than radio). Contract support services include contracts for network management, maintenance, operations, integration, training, and other contract support for voice, data, and video services (other than radio). Please separate the obligations into three groups: (1) GSA provided contracts, such as FTS2000, FTS2001, etc, (2) direct contracts by your organization, and (3) services/equipment your organization obtains from other federal entities--such as Department of Treasury,

Department of Justice, Defense Information Systems Agency, etc--or through other federal entities' contracts.

(For each row and for each fiscal year, please check either the "A" column for "actual amount," the "E" column for "do not have it as actual amount but can readily estimate it," or the "N" column for "Not Readily Available." If you checked the "A" or "E" columns, then fill in the "Actual" or "Estimated" amount in the "Amount" column. Please provide the level of detail readily available. For example, if the only level of detail you have readily available is "Total" amount, then just fill in that row.)

Contract Support for Telecommunications Services	FY 1999 Actual Obligations				FY 2000 Estimated Obligations				FY 2001 Estimated / Requested Obligations			
	A	E	N	Amount	A	E	N	Amount	A	E	N	Amount
GSA-provided: (please specify contracts)												
GSA AACIO0077 HQ's Voice Mail (Kathpal) HQ's Video Conferencing	A			$ 184.8 K	A			$ 152.6 K $ 110 K		E		$ 158 K
GSA PO DR990037 HQ's Cabling/Video (Artel) PBX Maintenance at Regions (Artel) GSA PO DR980161 HQ's Cabling/Video (Artel)	A			$1,551 K $ 48 K $ 60 K	A			$1,390 K $ 60 K		E		$1,095 K $ 63 K
HQ's Telecomm Inventory Mgmt (Ultra Technologies) GSA AAIRM0059	A			$ 289 K	A			$ 196 K		E		$ 230 K
Non-GSA-provided: (please specify contracts)												
Troy Systems Telecommunications and Data Center Continuity Plans	A			$ 54 K	A			$ 53.8 K $ 36 K		E		$ 30 K
HQ's Telephone Operators (Kevric) N3395188	A			$ 295.7 K	A			$ 313.7 K		E		$ 323 K
PBX Maintenance (IRO at HQ) Allegro Maintenance (Wang Fed Sys / FORTRAN) NRC-26-00-307	A			$ 0 K	A			$ 0 K		E		$ 19 K $ 11 K
Services/Equipment Provided to Your Organization by Other Federal Entities or Through Contracts by Other Entities : (please specify the federal entities and contracts)												
Total Contract Support Obligations	A			$2, 483 K	A			$ 2,312 K		E		$ 1,929 K

15. In the table below, please fill in your organization's actual obligations for fiscal year 1999, estimated obligations for fiscal year 2000, and estimated/requested obligations for fiscal year 2001 for **noncontract support and other obligations <u>not previously provided in response to questions 11 – 14</u>** for network management, maintenance, operations, integration, training, telecommunications contract management, telecommunications program oversight/management, general administrative services, and other support for voice, data, and video services (other than radio). To the extent information is readily available to allow you do so, please provide information by object class for telecommunications obligations that are not included in the previous four categories. (See OMB Circular no. A-11 (1999), Section 83 for definitions of the object classes.)

(For each row and for each fiscal year, please check either the "A" column for "actual amount," the "E" column for "do not have it as actual amount but can readily estimate it," or the "N" column for "Not Readily Available." If you checked the "A" or "E" columns, then fill in the "Actual" or "Estimated" amounts in the "Amount" column. Please provide the level of detail readily available. For example, if the only level of detail you have readily available is "Total" then just fill in that row.)

NonContract Support and Other Obligations	**FY 1999 Actual Obligations**				**FY 2000 Estimated Obligations**				**FY 2001 Estimated / Requested Obligations**			
	A	**E**	**N**	**Amount**	**A**	**E**	**N**	**Amount**	**A**	**E**	**N**	**Amount**
Personnel compensation and benefits (11.5 TOTAL FTE = 6.5 FTE at HQ's plus 5 for all of the regional offices.) $110 K / FTE) * **CFO review pending*	A			$ 1,265 K	A			$ 1,265 K	E			$ 1,265 K
Contractual services—other than information provided for questions 11 –14												
Rent												
Utilities												
Purchases of goods and services from government accounts—if not provided for questions 11 –14												
Operation and maintenance of facilities—if not provided for questions 11 –14												
Operation and maintenance of equipment—if not provided for questions 11 –14												
Supplies and materials												
Equipment— if not provided for questions 11 –14												
Land and structures												
Other obligations—not provided for questions 11 – 14 or above, please specify: _____												

Total Noncontract Support and Other Obligations	A			$ 1,265 K	A			$ 1,265 K		E		$ 1,265 K

16. In the table below, please fill in your organization's **total** obligations for fiscal year 1999, estimated obligations for fiscal year 2000, and estimated/requested obligations for fiscal year 2001 for voice, data, and video telecommunications (other than radio) and for information technology. Your organization's total obligations for voice, data, and video telecommunications (other than radio) should be the sum of the obligations you provided in response to questions 11 – 15. If this is not the case, please explain below. We are requesting the information technology total so we can determine the percent represented by telecommunications.

(For each row and for each fiscal year, please check either the "A" column for "actual amount," the "E" column for "do not have it as an actual amount but can readily estimate it," or the "N" column for "Not Readily Available." If you checked the "A" or "E" columns, then fill in the "Actual" or "Estimated" amount in the "Amount" column.)

Categories	FY 1999 Actual Obligations				FY 2000 Estimated Obligations				FY 2001 Estimated / Requested Obligations			
	A	**E**	**N**	**Amount**	**A**	**E**	**N**	**Amount**	**A**	**E**	**N**	**Amount**
Telecommunications	A			$9,950 K	A			$ 9,500 K		E		$10,247 K
Information technology	A			~$50 M	A			~$50 M		E		~$50 M

If estimated or not readily available, please explain. _____

NOTE: Information Technology obligations are averaged from the publicly available figures on web site www.nrc.gov/NRC/NUREGS/SR1100/V16/INDEX.HTML

Part III. Additional Comments (Optional)

If you wish to provide specific details to support any of your answers or if you have comments on any of the items covered or not covered by the questionnaire, please include the information or comments in the space below. You may attach added pages if needed. **Thank you very much for your answers.**

NOTE: The OCIO oversees and reviews requests for telecommunications services. OCIO also reviews all GSA contracts related to telecommunications services and uses them wherever possible. OCIO will procure telecommunications services for the entire agency, regardless of the funding source, when it is advantageous to the agency to obtain services from a single source or single contract vehicle. Most telecommunications services at NRC headquarters are procured by OCIO through GSA. At this time, most local telecommunication services outside of headquarters are procured locally, with OCIO approval. Local management organizations work closely with OCIO on procurement options. At the regional offices, non-OCIO on-site support personnel manage the telecommunications obligations and usage, which amounts to approximately $ 400 K annually in each region.

Part IV. Glossary if Terms

Accountable – responsible; answerable; obligated to report, explain, or justify an action, expenditure, investment, project, etc.

Accuracy – The degree of conformity of a measured or calculated value to its actual or specified value.

Alternatives analysis – An analysis to compare and evaluate the costs and benefits of various alternatives for meeting a requirement for the purpose of selecting the alternative that is most advantageous to the enterprise.

Bandwidth – In network communications, the amount of data that can be sent across a wire in a given time. Each communication that passes along the wire decreases the amount of available bandwidth.

Baseline performance data – Performance data on the current processes that provide the metrics against which to compare improvements and to use in benchmarking.

Benchmark – A comparison technique. Per the Clinger Cohen Act, the head of an executive agency shall, where comparable processes and organizations in the public or private sectors exist, quantitatively benchmark agency process performance against such processes in terms of cost, speed, productivity, and quality of outputs and outcomes.

Best practices – Processes, practices, or systems used by public and private organizations that perform exceptionally well and are widely recognized as improving an organization's performance and efficiency in specific areas. Successfully identifying and applying best practices can reduce business expenses and improve an organization's efficiency.

Bridge – A network interconnectivity device that selectively determines the appropriate segment to which it should pass a signal. Through address filtering, bridges can divide busy networks into segments and reduce network traffic.

Business process - A collection of related, structured activities—a chain of events—that produce a specific service or product for a particular customer or customers.

Business processes analysis – An evaluation of the business processes supported by, or associated with, an information system, telecommunications project, or technology initiative to determine which processes should be improved, which should be reengineered, and which should not be changed. Such an analysis may involve using performance measures to benchmark existing processes against similar processes in other organizations or against performance goals.

Circuit – A communications channel established between two networks. The physical connection (or path) of channels, conductors, and equipment between two given points through which an electric current may be established. Includes both sending and receiving capabilities. A circuit can also be a network of circuit elements, such as resistors, inductors, capacitors, semi-conductors, etc. that performs a specific function. A circuit can also be a closed path through which current can flow.

Concept of operations – As it relates to telecommunications services, a concept of operations document defines the roles, responsibilities, and procedures for day-to-day operation and maintenance of networks and other telecommunications services.

Configuration management – One of five categories of network management defined by the International Standards Organization. As it relates to telecommunications services, configuration management is the process of adding, deleting, and modifying connections, addresses, and topologies within a network.

Contingency or continuity of operations plan (COOP) – An overall plan, including a risk mitigation strategy, contingencies, and recovery procedures, to ensure the organization's core business processes continue in spite of disruptions to infrastructure and/or support systems. The plan describes the steps the enterprise would take including activation of manual or contract processes to ensure the continuity of its core business processes in the event of a telecommunications system failure.

Cost accounting system or process – A continuous and systematic accounting process, which is designed to accumulate and assign costs to a variety of objects routinely or as desired by the management. Costs may be accumulated either through the use of cost accounting systems or through the use of cost finding techniques.

Cost benefit analysis – A technique used to compare the various costs associated with an investment or project with the benefits it proposes to return. It should address and account for both tangible and intangible factors.

Design document – For communications systems, desired performance characteristics for communications circuits and equipment that is based on engineering analyses, but (1) is not considered feasible to mandate in a standard, or (b) has not been tested.

Effectiveness – An assessment of the qualitative level of achievement of program goals and the intended results, as defined in strategic or other plans or documentation or in legislation.

Efficiency – A measure of the relative amount of resources used in performing a given unit of work. Sometimes characterized as doing things right. Can involve unit costing, work measurement (standard time for a task), labor productivity (ratio of outputs to labor inputs), or cycle time.

Encryption – The process of translating a message from the native form of the sender to a transmittable standard form--encoding the message--for security reasons. Also called ciphering.

Extranet – An extranet is an Internet-like network that an enterprise runs to conduct business with its employees, its customers, and/or its suppliers. Extranets typically include Web sites that provide information to internal employees and also have secure areas to provide information to customers and external partners like suppliers, manufacturers, and distributors.

Fault management –one of five categories of network management defined by the International Standards Organization. As it relates to telecommunications services, fault management is a set of procedures and practices for detecting, isolating, and correcting network faults. A fault is a hard failure or performance degradation so serious as to destroy the ability of a network element to function effectively. Open circuits, short circuits, and breaks are examples of common cable faults.

Feasibility study – a study to determine the likelihood, probability, and possibility that an action, investment, or project will generate desirable results.

Firewall – hardware and/or software that limit the exposure of a computer or group of computers to an attack from outside. The most common use of a firewall is on a local area network (LAN) connected to the Internet. Without a firewall, anyone on the Internet could theoretically jump onto the corporate LAN and pick up any information on or dump anything to any of the computers on the LAN. A firewall is a system or combination of systems that enforces a boundary between two or more networks. There are several types of firewalls—packet filter, circuit gateway, application gateway, or trusted gateway. The primary purpose of an Internet firewall is to provide a single point of entry where a defense can be implemented, allowing access to resources on the Internet from within the organization, and providing controlled access from the Internet to hosts inside the organization's internal networks. The firewall must provide a method for a security or system administrator to configure access control lists to establish the rules for access according to local security policies. All access should be logged to ensure adequate information for detailed security audit.

Implementation/integration plan – also called a Systems Integration Plan; a document discussing the steps for progressively linking and testing of system or network components to merge their functional and technical characteristics into a comprehensive, interoperable system or network.

Internet protocol (service) – Part of the Transmission Control Protocol/Internet Protocol (TCP/IP) family of protocols describing software that track the Internet address of nodes, routes outgoing messages, and recognizes incoming messages. Internet Protocol is used in gateways to connect networks at Open Systems Interconnection (OSI) network Level 3 and above. TCP/IP is a networking protocol that provides communication across interconnected networks, between computers with diverse hardware architectures, and various operating systems. Internet Protocol is the messenger protocol of TCP/IP. The Internet Protocol basically addresses and sends packets. The Internet Protocol address identifies your system on the TCP/IP network. Internet Protocol addresses are 32-bit addresses that are globally unique on a network. They are generally represented in dotted decimal notation, which separates the four bytes of the address with periods.

Local area network – A short distance data communications network which is typically within a building or campus and links computers and peripheral devices such as printers, CD-ROMS, and modems using some form of standard control. Local area networks (LAN) allow users to be given access to databases and programs running on client servers and allow users to work jointly and send messages.

Manage or Management – to be in charge; to handle, direct, govern, or control something.

Metropolitan area network – A data network covering an area larger than a LAN but less than a wide area network (WAN). A metropolitan area network (MAN) typically interconnects two or more LANs. MANs may operate at a higher speed than LANs, may cross administrative boundaries, and may use multiple access methods.

Metropolitan area acquisition (MAA) contracts – Contracts awarded by the General Services Administration (GSA) to acquire telecommunications services within a specified metropolitan area. High prices and low competition typically characterize local telecommunications service. The passage of the Telecommunications Act of 1996 removed some of the legal and regulatory obstacles to competition in the local exchange markets. GSA is taking the lead to actively participate in the competitive markets by awarding metropolitan area acquisition contracts to lower the prices for customers through aggregation of requirements and open competition. The approach was tested in New York, Chicago, and San Francisco, where the first large competitive procurements of local exchange services, including advanced digital and networking services occurred.

Mitigation plan – A plan describing the action(s) planned or taken to eliminate or reduce the impact or likelihood of a risk/threat prior to an anticipated failure.

Network Management – A set of procedures and practices to keep a network operating near maximum efficiency. The International Standards Organization defines network management as encompassing five areas: configuration management, fault management, security management, performance management, and accounting management.

Network performance management program – A plan to measure and record resource utilization. Performance management is one of five categories of network management defined by the International Standards Organization.

Network security management program – See security management.

Obligation – a binding agreement that will result in outlays, immediately or in the future.

Organization-wide network – An enterprise-wide or corporate network or a network of networks. Such a network connects most or all of an organization's voice, data, and video resources and may use various methods, including the phone system, LANs, private data networks, leased telecommunications lines, and public data networks. Organization-wide networks come in many shapes and sizes and may span great distances. Connections between networks are made with bridges and routers.

Outsourcing – The process by which a company arranges for a contractor or other external entity to manage a specific department or provide a specific function or service for the organization—an organization may contract one of its internal functions out to an outside company. Those functions might include managing the company's networks and or maintaining them. An enterprise might be motivated to do this because they lack the internal resources (typically people with needed knowledge, skills, and experience) or believe they can obtain more economical, effective, or efficient telecommunications services by using a contractor or other external entity.

Performance goals – A desired endpoint or purpose of an operation or activity.

Performance management –one of the five categories of network management defined by the International Standards Organization. As it relates to telecommunications services a set of procedures and practices for measuring and recording resource utilization.

Performance measures/performance measurement – The process of developing measurable indicators that can be systematically tracked to assess progress made in achieving predetermined performance goals and to benchmark an organization's performance against that of other organizations.

Post implementation review – An review of an investment or project that compares the actual cost, schedule, performance, and other results achieved after an investment or project has been completed and is fully operational against the conditions that existed prior to the implementation of the investment or project, as indicated by baseline cost, schedule, and performance data, and against the planned cost, schedule, and performance goals established for the investment or project. A post implementation review can provide valuable "lessons learned" that can be applied to future investments or projects.

Private Branch Exchange – a private telephone switching system usually located on a customer's premises with an attendant console.

Private network – A network (MAN, WAN, or set of interconnected MANs, WANS, or LANs) used by an organization or other end-user such as a department, agency, bureau, division, etc. A private network might use dedicated circuits and private lines leased from public carriers bypassing the switches or they may use microwave technology.

Project plan – A schedule, set of steps, scheme, program, or other method for doing a project and accomplishing the project's goals.

Proof of origin – An information assurance term whereby the data's recipient is provided with verification as to who sent the information.

Risk analysis – A technique to identify and assess factors that may jeopardize the success of a project or achievement of a goal. This technique helps define preventive measures to reduce the probability of these factors from occurring and identify countermeasures to successfully deal with these constraints when they develop.

Router – An intelligent internetwork connectivity device that uses logical and physical addressing to connect two or more logically separate networks. Routers use algorithms to determine the best path by which to send a packet.

Security management – One of the categories of network management defined by the International Standards Organization. Security management is a set of procedures and practices that may use various tools to restrict access to various resources in the network.

Service level agreement – An agreement defining the nature of the service to be provided and establishing a set of metrics/measurements to be used to measure the level of service provided against the agreed level of service. Service level agreements may be completed between the entities within an organization or external to it that are accountable for the telecommunications services the organization uses and: (1) each user group in the organization, (2) each external telecommunications provider, (3) each other telecommunications contractor (not provider), (4) each federal agency or other entity that provides telecommunications services to the organization.

Software – The detailed instructions to operate a computer or other type of equipment or hardware. The term was created to differentiate instructions (i.e., the program) from the hardware.

Stakeholder – An individual or group with an interest in the success of an organization in delivering intended results and maintaining the viability of the organization's products and services. Stakeholders influence programs, products, and services. Examples include congressional members and staff of relevant appropriations, authorizing, and oversight committees; representatives of central management and oversight entities such as OMB and GAO; and representatives of key interest groups, including those groups that represent the organization's customers and interested members of the public.

Telecommunications – For purposes of this questionnaire, telecommunications is the full range of voice, data, and video services and equipment, including internet, intranet, and extranet services and equipment as well as wireless services and equipment (e.g., cellular and pager), 800 services, and credit card services, **excluding** radio services and equipment.

Telecommunications architecture – The governing plan showing the capabilities of functional elements of an organization's telecommunications resources and their interaction, including configuration, integration, standardization, life-cycle management, and definition of protocol specifications, among these elements.

Telecommunications equipment – Routers, switches, Private Branch Exchanges, cell phones, etc used for various modes of transmission, such as digital data, audio signals, image, and video signals.

Telecommunications service – Any service provided by a telecommunications provider. A specific set of user-information transfer capabilities provided to a group of users by a telecommunications system. The telecommunications service provider has the responsibility for the acceptance, transmission, and delivery of the message. The telecommunications service user is responsible for the information content of the message.

Test plan – A plan for evaluating a system, component, network, product, project, etc. to identify differences between the expected and actual behavior.

Third party – A contractor or person or other entity that is external to the organization.

Total cost of ownership study - As it applies to telecommunications, a study to determine or estimate an organization's total cost of its owned/leased networks/telecommunications services, including acquisition, implementation, administration, maintenance, support, training, software upgrades, etc.

Training plan – A detailed schedule, scheme, program, or method documenting training that is needed and intended to be provided.

User requirements study – The technical requirements for hardware, software, facilities, personnel, procedures, technical data, personnel training, verification matrices, spares, repair parts, and consumables needed to test, deploy, operate, and maintain a system, network, investment, or project. Also called Requirements Analysis.

Validation plan – A plan for evaluating a system, component, network, product, investment, project, etc. during or at the end of the development/acquisition process to determine whether if satisfies specified requirements.

Video service – An electrical signal containing timing (synchronization), luminance (intensity), and often chrominance (color) information that, when displayed on an appropriate devise, gives a visual image or representation of the original image sequences. Visual communication. Motion pictures are the essence of video, and video is the essence of true and full communications.

Virus – A dangerous or destructive program that alters stored files or system configuration and copies itself on to external disks or other computers.

Virtual private network (VPN) – A public circuit-switched service offered by long distance phone companies which makes use of the public switched telephone network. VPNs are a means of augmenting a shared network on a secure basis through encryption or tunneling. Such a shared network could be an Internet Protocol network or the Internet, or an Intranet, or a frame relay network. Tunneling involves encapsulation of encrypted data inside IP packets or frame relay.

Voice service – Pertains to those frequencies within that part of the audio range that is used for the transmission of speech. Sound communication.

Wide area network (WAN) – A network typically extending a local area network (LAN) or metropolitan area network (MAN) over telephone common carrier lines to link to other LANs or MANS. A WAN typically uses common-carrier leased lines, for example, from an analog phone line to a T-1 line. The jump between a LAN or MAN and a WAN can be made through a device called a bridge or a router.