

PART I: CAPITAL ASSET PLAN AND BUSINESS CASE (All Assets)

Agency U.S. Nuclear Regulatory Commission
 Bureau N/A
 Account Title Salaries and Expenses
 Account Identification Code 31-0200-0-1-276
 Program Activity Information Technology Infrastructure
 Name of Project Data/Voice Maintenance
 Unique Project Identifier: 429-00-02-06-02-2045
 (IT only)(See section 53)
 Project Initiation Date October 1, 2001
 Project Planned Completion Date March 31, 2004
 This Project is: Initial Concept Planning Full Acquisition Steady State
 Mixed Life Cycle

Project/useful segment is funded: Incrementally Fully

Was this project approved by OMB for previous Year Budget Cycle? Yes No

Did the Executive/Investment Review Committee approve funding for this project this year? Yes No

Did the CFO review the cost goal? Yes No

Did the Procurement Executive review the acquisition strategy? Yes No

Is this investment included in your agency's annual performance plan or multiple agency annual performance plans? Yes No

Does the project support homeland security goals and objectives, i.e., 1) improve border and transportation security, 2) combat bio-terrorism, 3) enhance first responder programs; 4) improve information sharing to decrease response times for actions and improve the quality of decision making? Yes No

Is this project information technology? (See section 300.4 for definition) Yes No

For information technology projects only:

a. Is this Project a Financial Management System? (see section 53.3 for a definition) Yes No

If so, does this project address a FFMIA compliance area? Yes No

If yes, which compliance area?

b. Does this project implement electronic transactions or record keeping that is covered by the Government Paperwork Elimination Act (GPEA)? Yes No

If so, is it included in your GPEA plan (and does not yet provide an electronic option)? Yes No

Does the project already provide an electronic option? Yes No

c. Was a privacy impact assessment performed for this project? Yes No

d. Was this project reviewed as part of the FY 2002 Government Information Security Reform Act review process? Yes No

Information in this record was deleted in accordance with the Freedom of Information Act, exemptions 5
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d.1 If yes, were any weaknesses found? Yes No

d.2. Have the weaknesses been incorporated into the agency's corrective action plans? Yes No

e. Has this project been identified as a national critical operation or asset by a Project Matrix review or other agency determination? Yes No

Preparations for NRC's Project Matrix Review are just underway. The Review will not be completed until the first quarter FY 2003, at the earliest.

e.1 If no, is this an agency mission critical or essential service, system, operation, or asset (such as those documented in the agency's COOP Plan), other than those identified above as national critical infrastructures? Yes No

SUMMARY OF SPENDING FOR PROJECT STAGES

(In Millions)

(Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions)

	PY-1 and PY Earlier 2002	CY 2003	BY 2004
Planning:			
Budgetary Resources			
Outlays			
Acquisition:			
Budgetary Resources			
Outlays			
Total, sum of stages:			
Budgetary Resources			
Outlays			
Maintenance:			
Budgetary Resources	1.372	1.176	1.178
Outlays			
Total, All Stages:			
Budgetary Resources	1.372	1.176	1.178
Outlays			

I. A. Project Description

1. Provide a brief description of this project and its status through your capital planning and investment control (CPIC) or capital programming "control" review for the current cycle.

The Data/Voice Maintenance program is a steady-state information technology expenditure. This is the initial Exhibit 300 for the Data/Voice Maintenance program.

The Data/Voice Maintenance program provides services for telecommunications planning (long and short range), analytical support, design and engineering support, acquisition support, installation, integration and implementation support, and operations and maintenance for the NRC telecommunications services supporting data, voice, and video communications. These services are acquired from a Small Disadvantaged Business (8A) under an Interagency Agreement with GSA.

The Data/Voice Maintenance program provides services to support the installation, operation, maintenance, and management of the agencywide telecommunications infrastructure facilitating the accomplishment of NRC's mission. Services include:

- Support for the NRC Incident Response Center emergency telecommunications.
- Design, installation, troubleshooting, diagnostics and maintenance of the NRC cabling plant supporting voice, data and video communications.
- Installation, troubleshooting, diagnostics and maintenance of the NRC network cabling and distribution component systems and equipment supporting the NRC local area network, minicomputer data communications, and host-to-terminal communications.
- Installation, troubleshooting, diagnostics and maintenance of the NRC voice analog and digital telephone service (dial tone) and all of its component systems and equipment starting at the Service Provider demarcation point.
- Installation, troubleshooting, diagnostics and maintenance of all communications high-speed communications circuits and equipment used to support voice services and local and enterprise communications.
- Video conferencing support services including installation, configuration, scheduling, transport, and diagnostics of video conferencing systems and equipment.
- Installation, troubleshooting, diagnostics and maintenance of all agency facsimile equipment and modems.

The Data/Voice Maintenance Services program is in the steady state phase of the CPIC life cycle.

2. What assumptions are made about this project and why?

The following assumptions are made about the Data/Voice Maintenance program:

- Telecommunications services provided are critical for providing NRC staff, contractors, and stakeholders with the infrastructure required to facilitate the accomplishment of NRC's mission.
- As the contract holder, GSA has the responsibility for ensuring contractor compliance with all applicable Federal laws and regulations.
- The GSA contract is the most suitable vehicle for meeting NRC's current telecommunications requirements.
- GSA will continue to provide this telecommunication contract vehicle to Federal agencies.
- NRC may require an increase in the level of effort as a result of increasing use of technology to meet new requirements in the agency's mission and Homeland Security issues.

3. Provide any other supporting information derived from research, interviews, and other documentation. The work performed under the Data/Voice Maintenance program is performed to meet ANSI/TIA/EIA and Federal Information Processing Standards.

I.B. Justification (All Assets)**1. How does this investment support your agency's mission and strategic goals and objectives?**

NRC's Strategic Goals	NRC Strategies	Supports	How Does Your Initiative Support this NRC Goal or Corporate Management Strategy
1. Nuclear Reactor Safety: Prevent radiation-related deaths and illnesses, promote the common defense and security, and protect the environment in the use of civilian nuclear reactors.	<ul style="list-style-type: none"> - Respond to operational events involving potential safety or safeguards consequences. - Make public participation in the regulatory process more accessible. - Communicate more clearly. Add more focus, clarity, and consistency to NRC's message. 	X	Provides standard infrastructure services to meet current and future Agency business telecommunications needs to agency staff in the accomplishment of the NRC mission.
2. Nuclear Materials Safety: Prevent radiation-related deaths and illnesses, promote the common defense and security, and protect the environment in the use of source, byproduct, and special nuclear material for medical, academic, and industrial purposes.	<ul style="list-style-type: none"> - Respond to operational events involving potential safety or safeguards consequences. - Make public participation in the regulatory process more accessible. - Communicate more clearly. Add more focus, clarity, and consistency to NRC's message. 	X	Provides standard infrastructure services to meet current and future Agency business telecommunications needs to agency staff in the accomplishment of the NRC mission.
3. Nuclear Waste Safety: Prevent adverse impacts from radioactive waste to the current and future public health and safety and the environment, and promote common defense and security.	<ul style="list-style-type: none"> - Respond to operational events involving potential safety or safeguards consequences. - Make public participation in the regulatory process more accessible. - Communicate more clearly. Add more focus, clarity, and consistency to NRC's message. 	X	Provides standard infrastructure services to meet current and future Agency business telecommunications needs to agency staff in the accomplishment of the NRC mission.
4. International Nuclear Safety Support: Support U.S. interests in the safe and secure use of nuclear materials and in nuclear non-proliferation.	<ul style="list-style-type: none"> - Communicate more clearly. Add more focus, clarity, and consistency to NRC's message. 	X	Provides standard infrastructure services to meet current and future Agency business telecommunications needs to agency staff in the accomplishment of the NRC mission.
NRC Corporate Management Strategy 1: Employ innovative and sound business practices.	<ul style="list-style-type: none"> - Improve customer service, balancing internal customer needs with overall agency priorities and available resources. - Find new and better ways of doing business to increase effectiveness and efficiency of operations. 	X	Provides standard infrastructure services to meet current and future Agency business telecommunications needs to agency staff in the accomplishment of the NRC mission.
NRC Corporate Management Strategy 2: Sustain a high-performing, diverse workforce.	<ul style="list-style-type: none"> - Recruit, hire, and retain a high-quality, diverse workforce with the skills needed to achieve NRC's mission. - Communicate more clearly. Add more focus, clarity, and consistency to NRC's message. 	X	Provides standard infrastructure services to meet current and future Agency business telecommunications needs to agency staff in the accomplishment of the NRC mission.
NRC Corporate Management Strategy 3: Provide proactive information management and information technology services.	<ul style="list-style-type: none"> - Work jointly with program and support offices to integrate information technology and business planning as a means of achieving agency goals and strategies. - Make it easier for NRC staff to acquire, access, and use the information they need to perform their work. - Provide and maintain a robust, reliable, cost-effective, and "user-friendly" information technology infrastructure that is driven by the agency business needs. - Work jointly with stakeholders to optimize the 	X	Provides standard infrastructure services to meet current and future Agency business telecommunications needs to agency staff in the accomplishment of the NRC mission.

	delivery of information technology and management service. - Improve the ability of the NRC and external entities to conduct our mutual business electronically. - Provide external stakeholders the ability to easily access desired publicly available information to aid in their participation in the NRC's regulatory processes, and to enhance understanding of the agency's mission, goals and performance.		
NRC Corporate Management Strategy 4: Communicate strategic change.	- Review and assess the effectiveness of communication channels and methods within NRC to ensure that they support the needs of a changing environment. - Assess the effectiveness of communications by evaluating the effectiveness of communication channels or methods used to provide information to the public.	X	Provides standard infrastructure services to meet current and future Agency business telecommunications needs to agency staff in the accomplishment of the NRC mission.

2. How does it support the strategic goals from the President's Management Agenda?

President's Management Agenda (PMA)	Supports	How Does Your Initiative Support This PMA Item?
Human Capital	X	Provides standard infrastructure services to meet current and future strategic management of human and resources management needs by supporting NRC emergency and administrative telecommunications requirements.
Competitive Sourcing	X	Provides standard infrastructure services to meet current and future NRC acquisition and competitive sourcing needs by utilizing GSA's contract vehicle.
Financial Performance		
E-Government	X	Provides standard infrastructure services to meet current and future NRC e-Government initiatives to better provide information to the public by supporting NRC telecommunications and network requirements
Budget and Performance Integration		

3. Are there any alternative sources in the public or private sectors that could perform this function?

Yes, there are other commercial telecommunications service companies that could perform this function or could be performed with government staff.

4. If so, explain why your agency did not select one of these alternatives.

The Data/Voice Maintenance program utilizes a General Services Administration precompeted, service/support contract for voice, video, and data services. This eliminates the need for NRC to complete a new procurement and cost/benefit analysis as GSA completed this effort prior to the establishment of this contract for use by Federal agencies.

5. Who are the customers for this project?

The customers for the Data/Voice Maintenance program are NRC employees and contractors located at:

- NRC Headquarters in Rockville, MD
- NRC regional offices in King of Prussia, PA, Atlanta, GA, Lisle, IL, Arlington TX
- 69 nuclear reactor sites
- NRC Technical Training Center, Chattanooga, TN
- NRC High-Level Waste Management Office, Las Vegas NV

6. Who are the stakeholders of this project?

The stakeholders of the Data/Voice Maintenance program include NRC employees and contractors, NRC licensees, the general public, and local, state, and Federal government agencies.

7. If this is a multi-agency initiative, identify the agencies and organizations affected by this initiative.

No, the Data/Voice Maintenance program is not a multi-agency initiative.

8. How will this investment reduce costs or improve efficiencies?

The Data/Voice Maintenance program reduces costs by providing contract personnel to perform technical and maintenance services needed to support the NRC telecommunications infrastructure. Therefore, NRC does not have to hire employees or re-train current employees if a vacancy occurred. The contractor is responsible for providing personnel with the desired skill set in a timely manner and can replace personnel as needed when the skill set changes. NRC can reduce salary and training costs, but still obtain contractor personnel with new skill sets as needed. This will enable NRC to support new telecommunications requirements in a timely efficient manner.

9. List all other assets that interface with this asset. Have these assets been reengineered as part of this project? Yes ___ No X

The Data/Voice Maintenance program is an ongoing service support labor-based contract. It is not an asset.

I.C. Performance Goals and Measures (All Assets)

This Exhibit 300 is the initial baseline for the Data/Voice Maintenance program.

Fiscal Year	Strategic Goal(s) Supported	Existing Baseline	Planned Performance Improvement Goal	Actual Performance Improvement Results	Planned Performance Metric	Actual Performance Metric Results
2002	All	High quality level of service provided to customers	Maintain current high level of quality		Possible quantitative goals will be evaluated during FY 2003	
2003	All	High quality level of service provided to customers	Maintain current high level of quality		Possible quantitative goals will be evaluated during FY 2003	
2004	All	High quality level of service provided to customers	Maintain current high level of quality		Possible quantitative goals will be evaluated during FY 2003	

I.D. Program Management [All Assets]

1. Is there a program manager assigned to the project? If so, what is his/her name? Yes No

The Data/Voice Maintenance program manager is George W. Lopez, Senior Communications Specialist, Infrastructure Operations Branch, Information Technology Infrastructure Division, Office of the Chief Information Officer, 301-415-7225.

2. Is there a contracting officer assigned to the project? If so, what is his/her name? Yes No

Bernadine A. Smalls
GSA IT Solutions Contract Officer

3. Is there an Integrated Project Team? Yes No

In addition to the program manager and contracting officer, the Integrated Project Team includes a senior program analyst.

3.A. If so, list the skill set represented.

The skill set represented includes: Information Technology Management, Senior Communications Management, Governments Contracts Management, Financial Management, Program Management, and Budget Planning and Execution.

4. Is there a sponsor/owner? Yes No

The Data/Voice Maintenance program sponsor is Arnold E. Levin, Director, Information Technology Infrastructure, Office of the Chief Information Officer.

Part II: Additional Business Case Criteria for Information Technology

II. A. Enterprise Architecture

II.A.1 Business

A. Is this project identified in your agency's enterprise architecture? If not, why?

Yes, the Data/Voice Maintenance program has been identified in NRC's in-progress enterprise architecture (EA).

B. Explain how this project conforms to your departmental (entire agency) enterprise architecture.

The Data/Voice Maintenance program falls within the scope of NRC's baseline EA. As such, this program supports the performance of the business functions identified in the agency enterprise business model, documented in the NRC publication, "NRC Enterprise Model," by providing the infrastructure required to carry out NRC's mission. The Data/Voice Maintenance program utilizes products and components that are aligned with NRC's current application and technology standards and future direction as specified in NRC's existing technology planning documents. Although NRC's existing technology planning documents are being updated, the current documents identify some core technology needs. These core technology needs are in the process of being updated and expanded through an evolving organizational EA governance process that will ensure that all current and future technology needs are vetted by NRC business managers to validate links to NRC business drivers for the identified technologies. When fully functional, NRC's integrated EA and CPIC processes will enable NRC to apply the same sound risk management strategies to its IT investments that have long characterized NRC's core business operations. NRC has also provided the Federal Enterprise Business Reference Model (FEBRM) with high level business functions and subfunctions derived from the NRC Enterprise Model. NRC is working to uncover additional internal cross-cutting

initiatives and has begun to look at other agency business processes and State business processes to identify potential areas for collaborative efforts.

C. Identify the Lines of Business and Sub-Functions within the Federal Enterprise Architecture Business Reference Model that will be supported by this initiative.

As an infrastructure project, the Data/Voice Maintenance program primarily supports the NRC internal operations/infrastructure intra-agency operations administration IT infrastructure maintenance and help desk services lines of business. The Data/Voice Maintenance program also provides support for the support delivery of services IT management system maintenance line of business.

Additionally, as an infrastructure project, the NRC Services to the Citizens Lines of Business (and associated Sub-Functions) that are supported by the FTS 2001 program are: Defense and National Security Operations (Weapons Control), Public Health (Illness Prevention), Research and Development and Science (Technology Research and Development), Environmental Management (Pollution Prevention and Control), and Regulated Activity Approvals (License Issuing and Control, Permit Issuing and Control).

D. Briefly describe how this initiative supports the identified Lines of Business and Sub-Functions of the Federal Business Architecture.

The Data/Voice Maintenance program provides the support for the installation, operation, maintenance, and management of the underlying agency telecommunications infrastructure for the voice, data, and video communications required to support the identified Lines of Business and Sub-Functions.

E. Was this project approved through the EA Review committee at your agency?

Yes, the Data/Voice Maintenance program was approved through the NRC EA Review committee

F. What are the major process simplification/reengineering/design projects that are required as part of this initiative?

There were no formal business process reengineering tasks as a result of the Data/Voice Maintenance program.

G. What are the major organization restructuring, training, and change management projects that are required?

There were no major organization restructuring, training or change management projects that were required as a result of the Data/Voice Maintenance program.

H. What are the Agency lines of business involved in this project?

One of the agency support functions is Information Resources Management. Within the IT Infrastructure area under Information Resources Management are the following activities: perform life-cycle management; assess and analyze new technologies; analyze requirements; design, build, test, and install infrastructure; and operate and maintain infrastructure.

I. What are the implications for the agency business architecture?

Currently there are no implications for the agency business architecture since the Data/Voice Maintenance program is in the operational phase.

II.A.2 Data**A. What types of data will be used in this project?**

Since the Data/Voice Maintenance program only provides infrastructure services, no data is used in this project.

B. Does the data needed for this project already exist at the Federal, State, or Local level? If so, what are your plans to gain access to that data?

Since the Data/Voice Maintenance program only provides infrastructure services, no data is used in this project.

C. Are there legal reasons why this data cannot be transferred? If so, what are they and did you address them in the barriers and risk sections above?

Since the Data/Voice Maintenance program only provides infrastructure services, no data is used in this project.

D. If this initiative processes spatial data, identify planned investments for spatial data and demonstrate how the agency ensures compliance with the Federal Geographic Data Committee standards required by OMB Circular A-16.

Since the Data/Voice Maintenance program only provides infrastructure services, no data is used in this project.

II.A.3 Application and Technology**A. Discuss this initiative/project in relationship to the application and technology layers of the EA. Include a discussion of hardware, applications, infrastructure, etc.**

The Data/Voice Maintenance program provides the underlying infrastructure for the data, application, and information required to support NRC's lines of business. As underlying infrastructure, the Data/Voice Maintenance program contributes to the technology layer of the NRC EA and continues to provide support appropriate to the technology layers.

B. Are all of the hardware, applications, and infrastructure requirements for this project included in the EA Technical Reference Model? If not, please explain.

Yes, all of the hardware, applications, and infrastructure requirements for the Data/Voice Maintenance program are included in the NRC EA Technical Reference Model.

II. B. Security and Privacy

NOTE: Each category below must be addressed at the project (system/application) level, not at a program or agency level. Referring to security plans or other documents is not an acceptable response.

II.B.1. How is security provided and funded for this project (e.g., by program office or by the CIO through the general support system/network)?

The Data/Voice Maintenance program is categorized as a component within the Telecommunications general support system (GSS) for NRC, and as such, provides capabilities to all NRC users. The program is funded and managed by the Office of the Chief Information Officer.

A. What is the total dollar amount allocated to security for this project in FY 2004?

In FY 2004, \$72K is allocated to security for the Data/Voice Maintenance program.

II.B.2 Does the project (system/application) meet the following security requirements of the Government Information Security Reform Act, OMB policy, and NIST guidance?

Yes. The Data/Voice Maintenance meets the security requirements of the Government Information Security Reform Act, OMB policy, and NIST guidance, because it is a component of the Telecommunications general support system for NRC, which was formally certified and accredited in July 2002.

A. Does the project (system/application) have an up-to-date security plan that meets the requirements of OMB policy and NIST guidance? What is the date of the plan?

Yes. The Data/Voice Maintenance program has an up-to-date security plan that meets the requirements of OMB policy and NIST guidance, because it is a component of the Telecommunications GSS. The Telecommunications GSS plan was completed in July 2001.

B. Has the project undergone an approved certification and accreditation process? Specify the C&A methodology used (e.g., NIST guidance) and the date of the last review.

Yes. The Data/Voice Maintenance program was formally certified and accredited in July 2002, using NIST approved processes, because it is a component of the Telecommunications GSS.

C. Have the management, operational, and technical security controls been tested for effectiveness? When were most recent tests performed?

Yes, management, operational, and technical security controls have been tested for effectiveness, and all were accomplished as part of the certification and accreditation process completed in July 2002.

D. Have all system users been appropriately trained in the past year, including rules of behavior and consequences for violating the rules?

Yes. Training for all agency employees is addressed under the Agency Computer Security training program, conducted annually.

E. How has incident handling capability been incorporated into the system, including intrusion detection monitoring and audit log reviews? Are incidents reported to GSA's FedCIRC?

NRC has recently implemented information systems security incident response procedures. These are part of the underlying security services provided by the NRC Telecommunications general support system. The incident response procedures have been reviewed and approved by GSA's FedCIRC, and the NRC is reporting incidents to the GSA FedCIRC.

F. Is the system operated by contractors either on-site or at a contractor facility? If yes, does any such contract include specific security requirements required by law and policy? How are contractor security procedures monitored, verified, and validated by the agency?

No, the Data/Voice Maintenance program is government operated at NRC Headquarters.

II.B.3 How does the agency ensure the effective use of security controls and authentication tools to protect privacy for those systems that promote or permit public access?

These controls are discussed in the Security Plan for the Telecommunications GSS and all security controls and authentication tools were tested during the certification and accreditation process completed in July 2002.

II.B.4 How does the agency ensure that the handling of personal information is consistent with relevant government-wide and agency policies?

The issue of the handling personal information is addressed in the security controls that are designed into the security services provided by the Telecommunications GSS. The security controls to ensure that personal information is properly handled were verified during system security certification testing.

II.B.5 If a Privacy Impact Assessment was conducted, please provide a copy to OMB.

No information on individuals is maintained as part of the Data/Voice Maintenance program.

II. C. Government Paperwork Elimination Act (GPEA)

II.C.1 If this project supports electronic transactions or record-keeping that is covered by GPEA, briefly describe the transaction or record-keeping functions and how this investment relates to your agency's GPEA plan.

The Data/Voice Maintenance program does not include any record-keeping functions or transactions with the public or other government agencies.

II.C.2 What is the date of your GPEA plan?

The Data/Voice Maintenance program does not include any record-keeping functions or transactions with the public or other government agencies.

II.C.3 Identify any OMB Paperwork Reduction Act (PRA) control numbers from information collections that are tied to this investment.

The Data/Voice Maintenance program does not include any record-keeping functions or transactions with the public or other government agencies.