Exhibit 300 (BY2010)

2009-04-15T13:18:47.887-04:00 2568 A002181

PART ONE

OVERVIEW

1. Date of Submission:	2008-09-08-04:00
2. Agency:	429
3. Bureau:	00
4. Name of this Capital Asset:	Infrastructure Services and Support
5. Unique Project Identifier:	429-00-02-00-01-1012-00

6. What kind of investment will this be in FY2010?

Operations and Maintenance

7. What was the first budget year this investment was submitted to OMB?

FY2004

8. Provide a brief summary and justification for this investment, including a brief description of how this closes in part or in whole an identified agency performance gap.

The Infrastructure Services and Support (ISS) Program supports the NRC mission by identifying, integrating, and supporting Information Technology (IT) systems. The ISS Program is integrated into every aspect of NRC operations by providing access to the information that the NRC staff need to complete the agency's mission at NRC Headquarters, four regional offices, the Technical Training Center, High Level Waste Hearing Facility, and 72 remote offices. The ISS Program is comprised of the following General Support Systems: 1. LAN/WAN 2. Novell Infrastructure Services 3. Windows Infrastructure Services 4. Managed Desktops and Laptops 5. E-mail 6. Remote Access Systems (RAS) 7. Data Center Services 8. Intrusion Detection System and Security 9. Telecommunications 10. Managed Public Key Infrastructure 11. Electronic Information Exchange 12. Business Applications Support System Without this investment, NRC staff would not have the tools necessary to perform many of their duties such as: telephone communications, e-mail, video teleconferencing, access to the agency's electronic records, and utilization of a computing device. Gaps Addressed: The Presidential Management Agenda element of Expanded e-Government to meet increasing requirements to conduct business electronically for all stakeholders is a critical challenge to the NRC IT infrastructure. This ISS Program supports electronic information exchange to meet legislative mandates and customer requirements. The Infrastructure Services Investment directly supports: - Government Paperwork Elimination Act (GPEA) - Internet Protocol Version 6 (IPv6) - Homeland Security Presidential Directive 12 (HSPD-12) - Federal Information Security Management Act (FISMA) - The e-Authentication Initiative (e-Gov) - Federal Desktop Core Configuration (FDCC) - Trusted Internet Connection (TIC) - Clinger-Cohen Act - Government Performance and Results Act (GPRA) Accomplishments: - Completed on schedule all activities related to IPv6. - In accordance with the Energy Policy Act of 2005, the IT infrastructure has expanded to accommodate NRC workforce growth. The NRC has expanded into three additional headquarters buildings. NRC headquarters will expand into a 4th building in December of 2008. - Completed on schedule all activities related to TIC. - Currently working towards full compliance for FDCC. (Currently 92% compliant).

9. Did the Agency's Executive/Investment Committee approve this request?

yes

9.a. If "yes," what was the date of this approval?

2008-08-05-04:00

10. Did the Program/Project Manager review this Exhibit?

yes

11. Program/Project Manager Name:

Karen Paradiso

Program/Project Manager Phone:

301-415-5852

Program/Project Manager Email:

Karen.Paradiso@nrc.gov

11.a. What is the current FAC-P/PM certification level of the project/program manager?

New Program Manager

11.b. When was the Program/Project Manager Assigned?

2008-06-01-04:00

11.c. What date did the Program/Project Manager receive the FACP/PM certification? If the certification has not been issued, what is the anticipated date for certification?

2009-07-31-04:00

12. Has the agency developed and/or promoted cost effective, energy-efficient and environmentally sustainable techniques or practices for this project.

yes

12.a. Will this investment include electronic assets (including computers)?

yes

12.b. Is this investment for new construction or major retrofit of a Federal building or facility? (answer applicable to non-IT assets only)

no

13. Does this investment directly support one of the PMA initiatives?

yes

If yes, select the initiatives that apply:

Expanded E-Government

13.a. Briefly and specifically describe for each selected how this asset directly supports the identified initiative(s)? (e.g. If E-Gov is selected, is it an approved shared service provider or the managing partner?)

This investment supports electronic information exchange and the National Source Tracking System which makes it easier and more efficient for citizens and stakeholders to communicate with the NRC. The digital certificates for these initiatives are provided under the Managed Public Key Infrastructure are provided by VeriSign. VeriSign is an approved shared service provider.

14. Does this investment support a program assessed using the Program Assessment Rating Tool (PART)?

yes

14.a. If yes, does this investment address a weakness found during the PART review?

no

14.b. If yes, what is the name of the PARTed program?

10009040 - High-Level Waste Repository

14.c. If yes, what rating did the PART receive?

Effective

15. Is this investment for information technology?

yes

16. What is the level of the IT Project (per CIO Council's PM Guidance)?

Level 1

17. What project management qualifications does the Project Manager have? (per CIO Council's PM Guidance)

(1) Project manager has been validated as qualified for this investment

18. Is this investment identified as high risk on the Q4 - FY 2008 agency high risk report (per OMB memorandum M-05-23)?

yes

19. Is this a financial management system?

no

20. What is the percentage breakout for the total FY2010 funding request for the following? (This should total 100%)

Hardware	14
Software	15
Services	59
Other	12

21. If this project produces information dissemination products for the public, are these products published to the Internet in conformance with OMB Memorandum 05-04 and included in your agency inventory, schedules and priorities?

yes

22. Contact information of individual responsible for privacy related questions.

Name

Sandra S. Northern

Phone Number

301-415-6879

Title
Privacy Officer
Email
SSN@NRC.GOV
23. Are the records produced by this investment appropriately scheduled with the National Archives and Records Administration's approval?
yes
24. Does this investment directly support one of the GAO High Risk Areas?
no

SUMMARY OF SPEND

1. Provide the total estimated life-cycle cost for this investment by completing the following table. All amounts represent budget authority in millions, and are rounded to three decimal places. Federal personnel costs should be included only in the row designated Government FTE Cost, and should be excluded from the amounts shown for Planning, Full Acquisition, and Operation/Maintenance. The total estimated annual cost of the investment is the sum of costs for Planning, Full Acquisition, and Operation/Maintenance. For Federal buildings and facilities, life-cycle costs should include long term energy, environmental, decommissioning, and/or restoration costs. The costs associated with the entire life-cycle of the investment should be included in this report.

All amounts represent Budget Authority

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

	PY-1 & Earlier	PY	CY	BY
	-2007	2008	2009	2010
Planning Budgetary Resources	0.000000	0.000000	0.000000	0.000000
Acquisition Budgetary Resources	0.000000	0.000000	0.000000	0.000000
Maintenance Budgetary Resources	153.959000	41.764000	59.915000	51.251000
Government FTE Cost	39.102000	8.067000	9.553000	9.739000
# of FTEs	279	56	62	66

Note: For the cross-agency investments, this table should include all funding (both managing partner and partner agencies).

Government FTE Costs should not be included as part of the TOTAL represented.

2. Will this project require the agency to hire additional FTE's?

yes

2.a. If "yes," how many and in what year?

An additional 5 FTE are required in FY2009 and an additional four FTE are required in FY2010. The increase in FTE between FY2008 and FY2010 is required to address the increased infrastructure service requirements to accommodate rapid agency growth which complies with the Energy Policy Act of 2005. In addition, FTE is required to address expedited FISMA compliance and remediation efforts for the 12 general support systems included in this investment.

3. If the summary of spending has changed from the FY2009 President's budget request, briefly explain those changes.

Due to the Energy Policy Act of 2005 there has been an increase in New Nuclear Reactor license applications. These new applications were submitted beginning in FY 2008 and will continue over the next several years. In order to respond to the number of expected license applications, the NRC is rapidly increasing its staffing. The rapid increase in staffing also requires an increase in infrastructure services. The NRC Headquarters has expanded into three additional physical locations with the expectation to expand into another building in the next 6 months. In addition, to enhance communication with agency licensees and stakeholders, the agency e-mail system has been converted from Novell GroupWise to MS Exchange/Outlook and the desktop computer standard software suite has been converted from Corel's WordPerfect Office to MS Office. Additional funding will expedite FISMA compliance efforts including Certification and Accreditation for the General Support Systems supporting the agency Infrastructure and will enhance operational security of these systems. This funding will also be used to provide FISMA compliance services to agency IT systems owners that rely on the infrastructure.

PERFORMANCE

In order to successfully address this area of the exhibit 300, performance goals must be provided for the agency and be linked to the annual performance plan. The investment must discuss the agency's mission and strategic goals, and performance measures (indicators) must be provided. These goals need to map to the gap in the agency's strategic goals and objectives this investment is designed to fill. They are the internal and external performance benefits this investment is expected to deliver to the agency (e.g., improve efficiency by 60 percent, increase citizen participation by 300 percent a year to achieve an overall citizen participation rate of 75 percent by FY 2xxx, etc.). The goals must be clearly measurable investment outcomes, and if applicable, investment outputs. They do not include the completion date of the module, milestones, or investment, or general goals, such as, significant, better, improved that do not have a quantitative measure.

Agencies must use the following table to report performance goals and measures for the major investment and use the Federal Enterprise Architecture (FEA) Performance Reference Model (PRM). Map all Measurement Indicators to the corresponding Measurement Area and Measurement Grouping identified in the PRM. There should be at least one Measurement Indicator for each of the four different Measurement Areas (for each fiscal year). The PRM is available at www.egov.gov. The table can be extended to include performance measures for years beyond the next President's Budget.

	Fiscal Year	Strategic Goal Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Planned Improvement to the Baseline	Actual Results
1	2007	Organizational Excellence	Technology	Accessibility	Percentage agencywide IT infrastructure services are available to the staff. Access to the IT infrastructure is essential for completion of the agency's mission. If the infrastructure is unavailable employees cannot access major agency systems.	99.6%	99.6%	99.67%
2	2008	Organizational Excellence	Technology	Accessibility	Percentage agencywide IT infrastructure services are available to the staff. Access to the IT infrastructure is essential for completion of the agency's mission. If the infrastructure is unavailable employees cannot access major agency systems.	99.67%	99.7%	99.7%
3	2009	Organizational Excellence	Technology	Accessibility	Percentage agencywide IT infrastructure services are available to the staff. Access to the IT infrastructure is essential for completion of the agency's mission. If the infrastructure is unavailable employees cannot access major agency systems.	99.7%	99.75%	TBD
4	2010	Organizational Excellence	Technology	Accessibility	Percentage agencywide IT infrastructure services are available to the staff. Access to the IT infrastructure is essential for completion of the agency's mission. If the infrastructure is unavailable employees cannot access major agency systems.	TBD based on 2009 actuals.	TBD	TBD
5	2011	Organizational Excellence	Technology	Accessibility	Percentage agencywide IT infrastructure services are available to the staff. Access to the IT infrastructure is essential for completion of the agency's mission. If the infrastructure is	TBD based on 2010 actuals.	TBD	TBD

					unavailable employees cannot access major agency systems.			
6	2012	Organizational Excellence	Technology	Accessibility	Percentage agencywide IT infrastructure services are available to the staff. Access to the IT infrastructure is essential for completion of the agency's mission. If the infrastructure is unavailable employees cannot access major agency systems.	TBD based on 2011 actuals	TBD	TBD
7	2013	Organizational Excellence	Technology	Accessibility	Percentage agencywide IT infrastructure services are available to the staff. Access to the IT infrastructure is essential for completion of the agency's mission. If the infrastructure is unavailable employees cannot access major agency systems.	TBD based on 2012 actuals	TBD	TBD
8	2014	Organizational Excellence	Technology	Accessibility	Percentage agencywide IT infrastructure services are available to the staff. Access to the IT infrastructure is essential for completion of the agency's mission. If the infrastructure is unavailable employees cannot access major agency systems.	TBD based on 2013 actuals	TBD	TBD
9	2007	Organizational Excellence	Mission and Business Results	Information Security	Percent of identified IT security vulnerabilities that are addressed within 12 hours. Once an IT security vulnerability is identified, it is vital that it is mitigated quickly to reduce the risk of unauthorized access to sensitive information.	Initial Year	85%	90%
10	2008	Organizational Excellence	Mission and Business Results	Information Security	Percent of identified IT security vulnerabilities that are addressed within 12 hours. Once an IT security vulnerability is identified, it is vital that it is mitigated quickly to reduce the risk of unauthorized access to sensitive information.	90%	92%	93%
11	2009	Organizational Excellence	Mission and Business Results	Information Security	Percent of identified IT security vulnerabilities that are addressed within 12 hours. Once an IT security vulnerability is identified, it is vital that it is mitigated quickly to reduce the risk of unauthorized access to sensitive information.	93%	94%	TBD
12	2010	Organizational Excellence	Mission and Business Results	Information Security	Percent of identified IT security vulnerabilities that are addressed within 12 hours. Once an IT	TBD based on 2009 actuals	TBD	TBD

					security vulnerability is identified, it is vital that it is mitigated quickly to reduce the risk of unauthorized access to sensitive information.			
13	2011	Organizational Excellence	Mission and Business Results	Information Security	Percent of identified IT security vulnerabilities that are addressed within 12 hours. Once an IT security vulnerability is identified, it is vital that it is mitigated quickly to reduce the risk of unauthorized access to sensitive information.	TBD based on 2010 actuals.	TBD	TBD
14	2012	Organizational Excellence	Mission and Business Results	Information Security	Percent of identified IT security vulnerabilities that are addressed within 12 hours. Once an IT security vulnerability is identified, it is vital that it is mitigated quickly to reduce the risk of unauthorized access to sensitive information.	TBD based on 2011 actuals.	TBD	TBD
15	2013	Organizational Excellence	Mission and Business Results	Information Security	Percent of identified IT security vulnerabilities that are addressed within 12 hours. Once an IT security vulnerability is identified, it is vital that it is mitigated quickly to reduce the risk of unauthorized access to sensitive information.	TBD based on 2012 actuals.	TBD	TBD
16	2014	Organizational Excellence	Mission and Business Results	Information Security	Percent of identified IT security vulnerabilities that are addressed within 12 hours. Once an IT security vulnerability is identified, it is vital that it is mitigated quickly to reduce the risk of unauthorized access to sensitive information.	TBD based on 2013 actuals.	TBD	TBD
17	2007	Organizational Excellence	Customer Results	Customer Satisfaction	Average satisfaction score (1-5) for customer satisfaction based on the customer support center survey obtained after each service request. Maintaining a high-quality workforce requires that employees are satisfied with the IT services they receive.	2009-03-05	2009-03-05	2009-03-05
18	2008	Organizational Excellence	Customer Results	Customer Satisfaction	Average satisfaction score (1-5) for customer satisfaction based on the customer support center survey obtained after each service request. Maintaining a high-quality workforce requires that employees are satisfied with the IT services they receive.	2009-03-05	2009-03-06	2009-03-07

19	2009	Organizational Excellence	Customer Results	Customer Satisfaction	Average satisfaction score (1-5) for customer satisfaction based on the customer support center survey obtained after each service request. Maintaining a high-quality workforce requires that employees are satisfied with the IT services they receive.	2009-03-07	2009-03-08	TBD
20	2010	Organizational Excellence	Customer Results	Customer Satisfaction	Average satisfaction score (1-5) for customer satisfaction based on the customer support center survey obtained after each service request. Maintaining a high-quality workforce requires that employees are satisfied with the IT services they receive.	TBD based on 2009 actuals	TBD	TBD
21	2011	Organizational Excellence	Customer Results	Customer Satisfaction	Average satisfaction score (1-5) for customer satisfaction based on the customer support center survey obtained after each service request. Maintaining a high-quality workforce requires that employees are satisfied with the IT services they receive.	TBD based on 2010 actuals	TBD	TBD
22	2012	Organizational Excellence	Customer Results	Customer Satisfaction	Average satisfaction score (1-5) for customer satisfaction based on the customer support center survey obtained after each service request. Maintaining a high-quality workforce requires that employees are satisfied with the IT services they receive.	TBD based on 2011 actuals	TBD	TBD
23	2013	Organizational Excellence	Customer Results	Customer Satisfaction	Average satisfaction score (1-5) for customer satisfaction based on the customer support center survey obtained after each service request. Maintaining a high-quality workforce requires that employees are satisfied with the IT services they receive.	TBD based on 2012 actuals	TBD	TBD
24	2014	Organizational Excellence	Customer Results	Customer Satisfaction	Average satisfaction score (1-5) for customer satisfaction based on the customer support center survey obtained after each service request. Maintaining a high-quality workforce requires that employees are satisfied with the IT services they receive.	TBD based on 2013 actuals	TBD	TBD
25	2007	Organizational Excellence	Processes and Activities	Planning	Completion of a 5-year IT infrastructure implementation plan. In order to support IT	Initial year	Complete	Complete

					governance and provide adequate information for agency executive managers, an effective plan must be developed and communicated.			
26	2008	Organizational Excellence	Processes and Activities	Timeliness	Percent of identified IT infrastructure initiatives completed as scheduled in agency operating plans. Managers need to feel that they will have the infrastructure improvements and IT applications that they need when they have been promised.	Initial year	80%	80%
27	2009	Organizational Excellence	Processes and Activities	Timeliness	Percent of identified IT infrastructure initiatives completed as scheduled in agency operating plans. Managers need to feel that they will have the infrastructure improvements and IT applications that they need when they have been promised.	80%	85%	TBD
28	2010	Organizational Excellence	Processes and Activities	Timeliness	Percent of identified IT infrastructure initiatives completed as scheduled in agency operating plans. Managers need to feel that they will have the infrastructure improvements and IT applications that they need when they have been promised.	TBD based on 2009 actuals	TBD	TBD
29	2011	Organizational Excellence	Processes and Activities	Timeliness	Percent of identified IT infrastructure initiatives completed as scheduled in agency operating plans. Managers need to feel that they will have the infrastructure improvements and IT applications that they need when they have been promised.	TBD based on 2010 actuals	TBD	TBD
30	2012	Organizational Excellence	Processes and Activities	Timeliness	Percent of identified IT infrastructure initiatives completed as scheduled in agency operating plans. Managers need to feel that they will have the infrastructure improvements and IT applications that they need when they have been promised.	TBD based on 2011 actuals	TBD	TBD
31	2013	Organizational Excellence	Processes and Activities	Timeliness	Percent of identified IT infrastructure initiatives completed as scheduled in agency operating plans. Managers need to feel that they will have the infrastructure improvements and IT applications that they	TBD based on 2012 actuals	TBD	TBD

					need when they have been promised.			
32	2014	Organizational Excellence	Processes and Activities	Complaints	Percent of identified IT infrastructure initiatives completed as scheduled in agency operating plans. Managers need to feel that they will have the infrastructure improvements and IT applications that they need when they have been promised.	TBD based on 2013 actuals	TBD	TBD

EA

In order to successfully address this area of the business case and capital asset plan you must ensure the investment is included in the agency's EA and Capital Planning and Investment Control (CPIC) process, and is mapped to and supports the FEA. You must also ensure the business case demonstrates the relationship between the investment and the business, performance, data, services, application, and technology layers of the agency's EA.

1. Is this investment included in your agency's target enterprise architecture?

yes

1.a. If no, please explain why?

This investment is included in NRC's target Enterprise Architecture.

2. Is this investment included in the agency's EA Transition Strategy?

yes

2.a. If yes, provide the investment name as identified in the Transition Strategy provided in the agency's most recent annual EA Assessment.

Infrastructure Services and Support - In the third and fourth quarters of FY 2008, the NRC Office of Information Services continues to update the Information Technology Roadmap that was developed in FY 2007. The Roadmap outlines various technologies that are being introduced into the agency over the next several years. The IT Roadmap is intended to guide the IT investment process to provide the technologies and IT infrastructure necessary to carry out the agency?s mission.

2.b. If no, please explain why?

This investment is included in the agency's EA Transition Strategy.

3. Is this investment identified in a completed (contains a target architecture) and approved segment architecture?

no

3.a. If yes, provide the six digit code corresponding to the agency segment architecture. The segment architecture codes are maintained by the agency Chief Architect.

404-000

4. Identify the service components funded by this major IT investment (e.g., knowledge management, content management, customer relationship management, etc.). Provide this information in the format of the following table. For detailed guidance regarding components, please refer to http://www.whitehouse.gov/omb/egov/.

Component: Use existing SRM Components or identify as NEW. A NEW component is one not already identified as a service component in the FEA SRM.

Reused Name and UPI: A reused component is one being funded by another investment, but being used by this investment. Rather than answer yes or no, identify the reused service component funded by the other investment and identify the other investment using the Unique Project Identifier (UPI) code from the OMB Ex 300 or Ex 53 submission.

Internal or External Reuse?: Internal reuse is within an agency. For example, one agency within a department is reusing a service component provided by another agency within the same department. External reuse is one agency within a department reusing a service component provided by another agency in another department. A good example of this is an E-Gov initiative service being reused by multiple organizations across the federal government.

Funding Percentage: Please provide the percentage of the BY requested funding amount used for each service component listed in the table. If external, provide the funding level transferred to another agency to pay for the service.

	Agency Component Name	***Agency Component Description***	***Service Type***	***Component***	***Reused Component Name***	***Reused UPI***	***Internal or External Reuse?***	***Funding %***
1	*Infrastructure Services and Support*	*The Infrastructure Support and Services investment is primarily concerned with support of the agency computer network and the computing devices (desktop pc's, laptops, and servers) that connect to it.*	*Asset / Materials Management*	*Computers / Automation Management*			*No Reuse*	*33*
2	*Infrastructure Services and Support*	*Infrastructure users have access to a help line where they can request information or assistance as well as provide feedback on the network and computer service that they are provided.*	*Customer Relationship Management*	*Customer Feedback*			*No Reuse*	*2*
3	*Infrastructure Services and Support*	*After every user help request, a survey related to that request is sent to the user to solicit feedback.*	*Customer Relationship Management*	*Surveys*			*No Reuse*	*1*

4	*Infrastructure Services and Support*	*Each user request is logged and those requests that require "desk-side" support are scheduled so that a technician can correct the issue.*	*Customer Initiated Assistance*	*Scheduling*			*No Reuse*	*1*
5	*Infrastructure Services and Support*	*Modifications to the infrastructure go through a formal change management process and are logged using an internally developed application. In addition all security modifications are recorded and managed in Rational ClearQuest.*	*Management of Processes*	*Change Management*			*No Reuse*	*2*
6	*Infrastructure Services and Support*	*Documentation of new configurations are stored in both Rational ClearCase and the agency official record system.*	*Management of Processes*	*Configuration Management*			*No Reuse*	*1*
7	*Infrastructure Services and Support*	*Security requirements are maintained and managed in Rational RequisitePro.*	*Management of Processes*	*Requirements Management*			*No Reuse*	*1*
8	*Windows Infrastructure*	*Microsoft Enterprise Project (EPM) is used to track project schedules and resources, and is provided as a resource to the entire agency.*	*Management of Processes*	*Program / Project Management*			*No Reuse*	*1*
9	*Infrastructure Services and Support*	*Rational ClearQuest is used to track risks associated with NIST 800-53 and is used to evaluate risks in infrastructure systems.*	*Management of Processes*	*Risk Management*			*No Reuse*	*1*
10	*Windows Infrastructure*	*Microsoft Enterprise Project (EPM) and Microsoft SharePoint are provided by the Windows Infrastructure to promote project collaboration and create a virtual workgroup environment.*	*Organizational Management*	*Workgroup / Groupware*			*No Reuse*	*2*
11	*Infrastructure Services and Support*	*Network management tools are used to monitor network servers and network router equipment. These tools aid in network maintenance as well.*	*Organizational Management*	*Network Management*			*No Reuse*	*1*
12	*Windows Infrastructure*	*Microsoft SharePoint provides an intranet web portal where users can share information about a project.*	*Knowledge Management*	*Information Sharing*			*No Reuse*	*1*
13	*Windows Infrastructure*	*Microsoft SharePoint captures knowledge and work products for current and future teams to utilize.*	*Knowledge Management*	*Knowledge Capture*			*No Reuse*	*1*
14	*Windows Infrastructure*	*Microsoft SharePoint web portal provides a means of distributing information to a large group. For example this information can be event based, an announcement, or a shared document with version control features.*	*Knowledge Management*	*Knowledge Distribution and Delivery*			*No Reuse*	*1*

15	*Data Center*	*The Data Center provides a service to back-up and restore agency data from a variety of network servers, both for general use and in support of specific applications.*	*Data Management*	*Data Recovery*			*No Reuse*	*1*
16	*Windows Infrastructure*	*The Windows Infrastructure provides Directory Services allowing for the secure storage of employee and contractor information.*	*Customer Relationship Management*	*Customer / Account Management*			*No Reuse*	*1*
17	*Windows Infrastructure*	*Active Directory is being positioned to act as a repository of employee and contractor contact information which will be available to the appropriate audiences.*	*Human Capital / Workforce Management*	*Workforce Directory / Locator*			*No Reuse*	*1*
18	*Windows Infrastructure*	*Active Directory maintains information to identify users to the network and other systems.*	*Security Management*	*Identification and Authentication*			*No Reuse*	*1*
19	*Windows Infrastructure*	*Active Directory maintains password information to verify users prior to access being granted to agency systems.*	*Security Management*	*Access Control*			*No Reuse*	*1*
20	*Novell Infrastructure*	*The Novell Infrastructure supports encoding of data for security purposes*	*Security Management*	*Cryptography*			*No Reuse*	*1*
21	*MPKI*	*The Managed Public Key Infrastructure provides electronic certificates as well as the verification process for granting those certificates.*	*Security Management*	*Digital Signature Management*			*No Reuse*	*3*
22	*Intrusion Detection and Security (IDS)*	*IDS Server-based software is installed on agency application servers to prevent intrusion by malicious software attacks.*	*Security Management*	*Intrusion Prevention*			*No Reuse*	*1*
23	*Intrusion Detection and Security (IDS)*	*Security devices are in place which monitor network traffic to alert operators of a network intrusion.*	*Security Management*	*Intrusion Detection*			*No Reuse*	*1*
24	*Intrusion Detection and Security (IDS)*	*An incident response team relies on tools to facilitate the response and the clean up after an incident has occurred.*	*Security Management*	*Incident Response*			*No Reuse*	*1*
25	*Intrusion Detection and Security (IDS)*	*A Security Event Manager will be used to observe network and server activity and prioritize issues that occur.*	*Security Management*	*Audit Trail Capture and Analysis*			*No Reuse*	*1*
26	*Intrusion Detection and Security (IDS)*	*The agency actively protects and scans agency servers and workstations for the presence of malicious software; and when detected, it quarantines and removes such software.*	*Security Management*	*Virus Protection*			*No Reuse*	*2*

27	*E-mail Services*	*MS Exchange provides users the ability to send and receive electronic mail internally and externally of the agency. MS Outlook is the desktop client.*	*Collaboration*	*Email*			*No Reuse*	*5*
28	*E-mail Services*	*MS Exchange provides robust shared calendaring throughout the agency.*	*Collaboration*	*Shared Calendaring*			*No Reuse*	*1*
29	*E-mail Services*	*MS Outlook provides for individual and shared task assignment and tracking.*	*Collaboration*	*Task Management*			*No Reuse*	*1*
30	*Telecommunications*	*Agency telephones provide the ability to perform conference calling and speaker phones for large group conference calls.*	*Communication*	*Audio Conferencing*			*No Reuse*	*1*
31	*Telecommunications*	*Video conferencing equipment is available at each of the agency headquarter locations as well as in regional offices.*	*Communication*	*Video Conferencing*			*No Reuse*	*7*
32	*Telecommunications*	*Local and long distance voice communications as well as all telephone support are provided to agency employees and contractors.*	*Communication*	*Voice Communications*			*No Reuse*	*15*
33	*Infrastructure Services and Support*	*Help desk technicians are able to remotely control agency desktops to assist users in diagnosing hardware and software issues.*	*Systems Management*	*Remote Systems Control*			*No Reuse*	*1*
34	*Infrastructure Services and Support*	*Application servers are monitored to ensure that they are operating within acceptable parameters.*	*Systems Management*	*System Resource Monitoring*			*No Reuse*	*3*
35	*Infrastructure Services and Support*	*Software patches and upgrades are installed on agency workstations through an automated management process.*	*Systems Management*	*Software Distribution*			*No Reuse*	*1*
36	*Infrastructure Services and Support*	*Any hardware or software issues are reported by users to the agency customer support center and logged and tracked until resolved.*	*Systems Management*	*Issue Tracking*			*No Reuse*	*1*

5. To demonstrate how this major IT investment aligns with the FEA Technical Reference Model (TRM), please list the Service Areas, Categories, Standards, and Service Specifications supporting this IT investment.

FEA SRM Component: Service Components identified in the previous question should be entered in this column. Please enter multiple rows for FEA SRM Components supported by multiple TRM Service Specifications.

Service Specification: In the Service Specification field, Agencies should provide information on the specified technical standard or vendor product mapped to the FEA TRM Service Standard, including model or version numbers, as appropriate.

	SRM Component	***Service Area***	***Service Category***	***Service Standard***	***Service Specification (i.e., vendor and product name)***
1	*Customer / Account Management*	*Service Platform and Infrastructure*	*Delivery Servers*	*Application Servers*	
2	*Customer Feedback*	*Service Platform and Infrastructure*	*Delivery Servers*	*Application Servers*	

3	*Surveys*	*Service Platform and Infrastructure*	*Delivery Servers*	*Application Servers*	
4	*Scheduling*	*Service Platform and Infrastructure*	*Delivery Servers*	*Application Servers*	
5	*Change Management*	*Service Platform and Infrastructure*	*Delivery Servers*	*Application Servers*	
6	*Configuration Management*	*Service Platform and Infrastructure*	*Delivery Servers*	*Application Servers*	
7	*Requirements Management*	*Service Platform and Infrastructure*	*Delivery Servers*	*Application Servers*	
8	*Program / Project Management*	*Service Platform and Infrastructure*	*Delivery Servers*	*Application Servers*	
9	*Risk Management*	*Service Platform and Infrastructure*	*Delivery Servers*	*Application Servers*	
10	*Workgroup / Groupware*	*Service Access and Delivery*	*Access Channels*	*Collaboration / Communications*	
11	*Network Management*	*Service Platform and Infrastructure*	*Delivery Servers*	*Application Servers*	
12	*Information Sharing*	*Service Platform and Infrastructure*	*Delivery Servers*	*Application Servers*	
13	*Knowledge Capture*	*Service Platform and Infrastructure*	*Delivery Servers*	*Application Servers*	
14	*Knowledge Distribution and Delivery*	*Service Platform and Infrastructure*	*Delivery Servers*	*Application Servers*	
15	*Data Recovery*	*Service Platform and Infrastructure*	*Delivery Servers*	*Application Servers*	
16	*Computers / Automation Management*	*Service Platform and Infrastructure*	*Delivery Servers*	*Application Servers*	
17	*Workforce Directory / Locator*	*Service Platform and Infrastructure*	*Database / Storage*	*Database*	
18	*Identification and Authentication*	*Service Access and Delivery*	*Service Transport*	*Supporting Network Services*	
19	*Access Control*	*Service Platform and Infrastructure*	*Support Platforms*	*Dependent Platform*	
20	*Cryptography*	*Component Framework*	*Security*	*Supporting Security Services*	
21	*Digital Signature Management*	*Component Framework*	*Security*	*Certificates / Digital Signatures*	
22	*Intrusion Prevention*	*Component Framework*	*Security*	*Supporting Security Services*	
23	*Intrusion Detection*	*Component Framework*	*Security*	*Supporting Security Services*	
24	*Incident Response*	*Component Framework*	*Security*	*Supporting Security Services*	
25	*Audit Trail Capture and Analysis*	*Component Framework*	*Security*	*Supporting Security Services*	
26	*Virus Protection*	*Component Framework*	*Security*	*Supporting Security Services*	
27	*Email*	*Service Access and Delivery*	*Access Channels*	*Collaboration / Communications*	
28	*Shared Calendaring*	*Service Access and Delivery*	*Access Channels*	*Collaboration / Communications*	
29	*Task Management*	*Service Access and Delivery*	*Access Channels*	*Collaboration / Communications*	

30	*Audio Conferencing*	*Service Access and Delivery*	*Access Channels*	*Collaboration / Communications*	
31	*Video Conferencing*	*Service Access and Delivery*	*Access Channels*	*Collaboration / Communications*	
32	*Voice Communications*	*Service Access and Delivery*	*Access Channels*	*Collaboration / Communications*	
33	*Remote Systems Control*	*Service Access and Delivery*	*Service Transport*	*Supporting Network Services*	
34	*System Resource Monitoring*	*Service Access and Delivery*	*Service Transport*	*Supporting Network Services*	
35	*Software Distribution*	*Service Access and Delivery*	*Service Transport*	*Supporting Network Services*	
36	*Issue Tracking*	*Service Access and Delivery*	*Service Transport*	*Supporting Network Services*	

6. Will the application leverage existing components and/or applications across the Government (i.e., FirstGov, Pay.Gov, etc)?

yes

6.a. If yes, please describe.

The Information Technology Infrastructure program will leverage existing components and/or applications across the Government insofar as possible. As an infrastructure program, this project currently utilizes the government-wide GSA FTS 2001 and WITS 2001 contracts and plan to use Networx and WITS3. We will purchase software applications through the Federal SmartBuy program and look for opportunities to leverage E-gov applications and services. The EIE component of infrastructure will incorporate the GSA e-Authentication initiative for access control and authorization.

PART THREE

RISK

You should perform a risk assessment during the early planning and initial concept phase of the investment's life-cycle, develop a risk-adjusted life-cycle cost estimate and a plan to eliminate, mitigate or manage risk, and be actively managing risk throughout the investment's life-cycle.
Answer the following questions to describe how you are managing investment risks.
1. Does the investment have a Risk Management Plan?
yes
1.a. If yes, what is the date of the plan?
2008-08-01
1.b. Has the Risk Management Plan been significantly changed since last year's submission to OMB?
no
1.c. If yes, describe any significant changes:
No significant changes since last year's submission to OMB.
2.a. If yes, what is the planned completion date?
2.b. If no, what is the strategy for managing the risks?
The agency has a Risk Management Plan.

COST & SCHEDULE

1. Was operational analysis conducted?
yes
1.a. If yes, provide the date the analysis was completed.
2008-08-15
What were the results of your operational analysis?
The results of the operational analysis (OA) were designed to evaluate how objectives for each component of the investment could be improved. The results targeted more specific areas of: customer results, financial performance, strategic and business results, and innovation. In measuring the results of the operational analysis for the components in their respective steady-state phase compared current performance with the proposed established initial cost baselines to ensure cost efficiency. The OA results did confirm the cost efficiency of the investments and the effectiveness of the investment to aid in the NRC mission.

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