



Fiscal Year 2011 Annual Report

United States Department of Agriculture
Office of the Chief Information Officer
International Technology Services

Office of the Associate CIO
International Technology Services
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AR | FY 2011

ASSOCIATE CIO MESSAGE



Information Technology is a fast-paced industry, so it is important to have a service provider that is knowledgeable about technological changes and can apply those changes seamlessly into the environment. During FY 2011, ITS researched and implemented a number of technological advances to improve the aging infrastructure, support agency modernization efforts, and expand mobility services.

I have worked hard to align our organization to industry standards and best practices to ensure we are a competitive IT service provider. In FY 2011, we restructured our Divisions and implemented Information Technology Infrastructure Library (ITIL)-based processes. This streamlined our internal processes to ensure that we are quickly resolving issues, providing innovative solutions, and responding to our customers' business needs.

FY 2011 presented significant budgetary challenges. ITS was able to ensure continued operations throughout the extended continuing resolution period while cutting costs. We provided a number of technologies that will provide continued savings for our customer base. We reviewed over **18,000 applications** as part of our application rationalization process to ensure that the software was both used and required. ITS took advantage of **Networx** options to save money on telecommunications services while standardizing service offering. We implemented **video conferencing technology** to reduce the need for travel. **Virtual Desktop Infrastructure (VDI)** was piloted as an alternative to costly hardware refreshes.

We provided innovative solutions, supported new requirements, and enhanced existing requirements while still meeting all Federal and Departmental mandates. We led the Department's migration to centralized messaging, being the first to migrate to the Departmental **Enterprise Messaging Service-Cloud Services (EMS-CS)**. We migrated over **41,500 user accounts** to a Microsoft cloud computing environment. ITS worked closely with the vendor to ensure our customers' business needs were met in the design phase. A key benefit to migrating to the cloud is users' inbox space increased from **100 megabytes to 5 gigabytes**.

ITS will continue to be your partner in IT services and support your modernization efforts. We will continue to provide solutions that meet business requirements and manage technology requirements. We will continue to use our performance focus areas of Innovation, Delivery, and Service as a baseline and strive to meet annual goals guided by our mission.

Throughout FY 2011, I worked hard to communicate the enhancements and advances our team has made to improve our service offering and delivery. I hope that this **FY 2011 ITS Annual Report** will increase your awareness of the ITS mission and how ITS continues to strive to meet the needs of our customers.

Regards,

A handwritten signature in blue ink that reads "David Shearer".

David Shearer, Associate CIO for International Technology Services

ITS FISCAL YEAR 2011 ANNUAL REPORT

Communication between ITS and our customers is critical to successful delivery of the products and services we provide.

Audience

The primary target audience for this annual report is the ITS customers: Natural Resources Conservation Service (NRCS), Farm Service Agency (FSA), Rural Development (RD), Foreign Agricultural Service (FAS), and Agriculture Security Operations Center (ASOC).

Report Objective

The overall objective of the ITS Annual Report is to share the following information with our stakeholders:

1. ITS performance in the focus areas that support our mission.
2. New technology, organizational changes, and benefits to our customers.
3. The road ahead for ongoing continual improvement initiatives.

Our hope is this information will raise customer awareness about actions and initiatives we are taking to improve the products and services we provide.



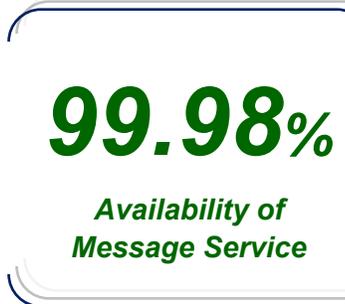
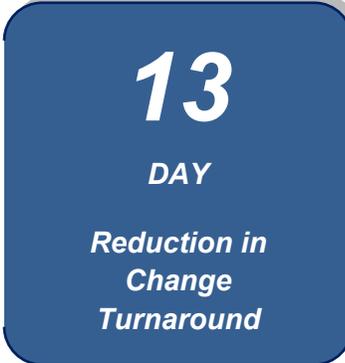
EXECUTIVE SUMMARY

Throughout a challenging fiscal year, International Technology Services (ITS) continued efforts to ensure that our processes, services, and delivery methods were optimized, offering innovative solutions to meet the business needs of our customers. ITS streamlined the organization, continuing the commitment to align the organization to industry standards and best practices. ITS provided dynamic responses to budgetary constraints with a commitment to efficiency.

This annual report outlines the activities and accomplishments of ITS for Fiscal Year 2011. It highlights our mission and how we have worked to reach our goals and support ITS focus areas of **Innovation, Delivery, and Service**.

ITS supported modernization initiatives by conducting internal research, increasing virtualization, and supporting agency modernization programs.

ITS cut costs by evaluating communications costs and staffing, delivering broadband savings, and continuing savings with centralized telephone accounts.

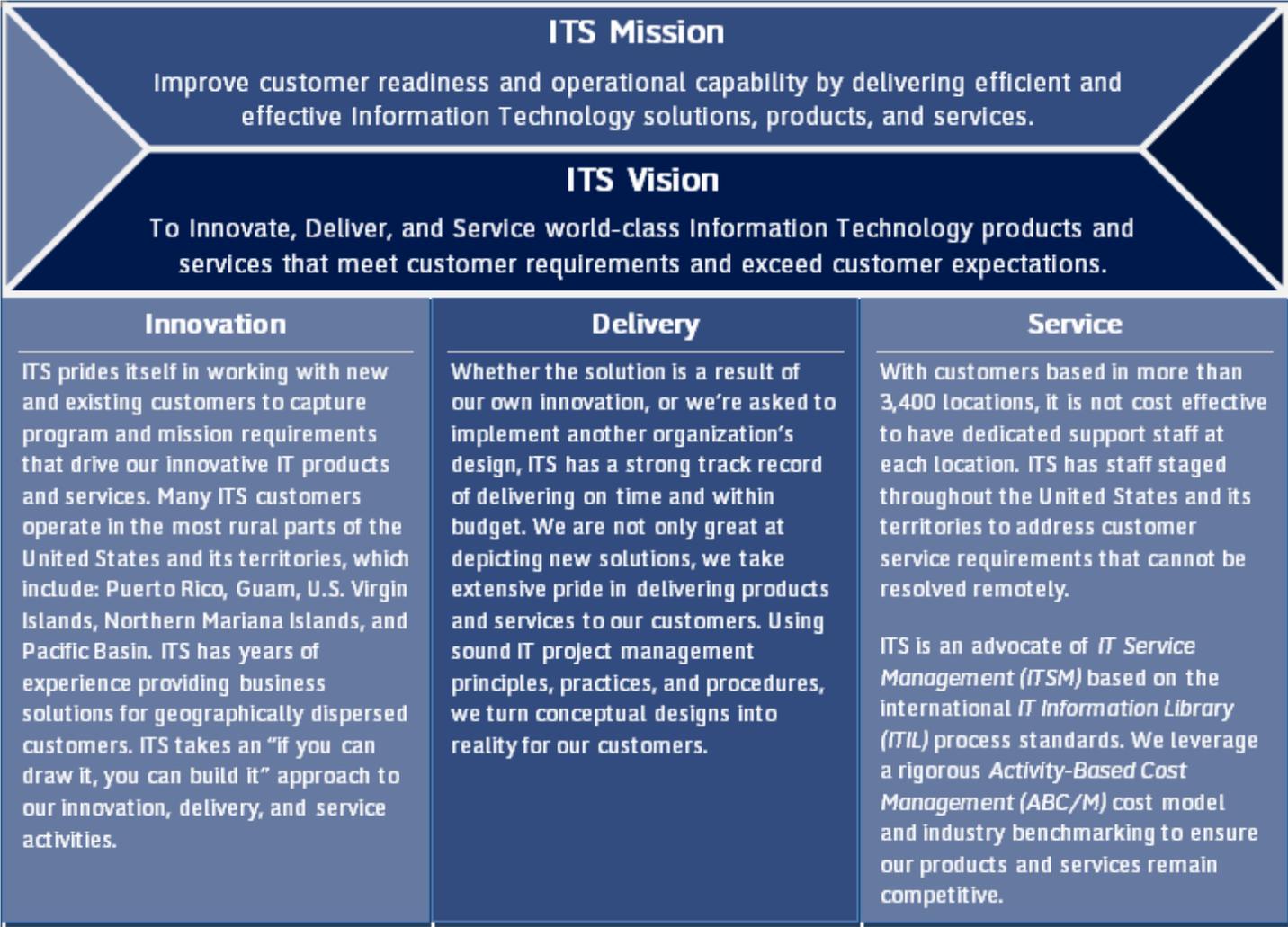


INNOVATION	APPLE ENVIRONMENT UPDATES
	BUSINESS PRODUCTIVITY ONLINE STANDARD SUITE (BPOS)
	ENTERPRISE MOBILITY MANAGER (EMM)
	NEW BACKUP TECHNOLOGY
	SOFTWARE CERTIFICATION AND AUTOMATION
VIRTUAL DESKTOP INFRASTRUCTURE (VDI)	
DELIVERY	IMPROVED TRACKING AND METRICS
	ENHANCED MONITORING
	UPDATED NETWORKS AND WORKSTATIONS
	IMPLEMENTED PROCESSES FOR CHANGE
SERVICE	IMPROVED IT SUPPORT
	ENHANCED END USER AND INFRASTRUCTURE TECHNOLOGY
	VALIDATED SECURITY COMPLIANCE
	IMPROVED AND STANDARDIZED COMMUNICATION
	SUPPORTED INTERNAL BUSINESS PROCESSES

GENERAL INFORMATION

ITS Mission, Vision, and Performance Focus Areas

Within this report you will find evidence that ITS is laying the groundwork for continual improvement of our performance-based approach to product and service delivery.



The Information Technology Infrastructure Library (ITIL) is a set of concepts and practices for Information Technology Services Management (ITSM), Information Technology (IT) development, and IT operations.

Through budget strains and new mandates we have restructured our organization, integrated industry best practices into our workflow, and cut down the excess processes to deliver more quickly and provide the highest quality service offering.

This year we focused on **innovative technology offerings, delivery improvement, and streamlined service.**

ITS Divisions: What We Do

Govern Technology

Governance Services Division (GSD) is responsible for leading ITS process improvement initiatives, ensuring ITS security compliance, providing project management services, and implementing ITS IT Service Management (ITSM) based on the ITIL best practices. They formulate the customer agreements, metrics, and service catalog.

Operate Technology Efficiently and Effectively

Infrastructure Operations Division (IOD) is responsible for the operations and maintenance of the *back-office infrastructure*, which includes telecommunications, infrastructure architecture, operations security, infrastructure and software deployment, and the operations and maintenance of customer business applications.

Support Users of Technology

Technical Support Division (TSD) and National Office Support Division (NOSD) are responsible for providing end user support. They have support staff staged throughout the United States to help deliver IT services to your field and large office personnel. If a problem cannot be corrected remotely, a support staff member will provide on-site support.

Support the ITS Staff

Administrative Management Division (AMD) provides the products and services that keep ITS running from an administrative perspective. Financial Execution, Asset and Financial Management, and Employee Assistance are instrumental to managing a large organization with a geographically disbursed customer base.

REORGANIZING ITS: ORGANIZATION IMPROVEMENTS



This year, to better align the organizational structure with an ITS performance-based approach and ITIL best practices we eliminated organizational layers, implemented expedited processes, and flattened the hierarchy to improve the work flow.

ITS has made major organizational changes. Changes were made within each Division to continue to realign the organization with ITIL best practices. A new Division was formed, and other groups were consolidated to integrate closely related functions.

National Office Services Division

We dynamically respond to customer needs, even when it means restructuring.



National Office Services Division (NOSD) was formed as a response to customer requests for dedicated end user support staff for the DC National Headquarters.

During FY 2011, NOSD was formed and defined. We created the organizational structure, internal processes and customer communication strategies needed to lay the groundwork for this new division.

Consolidation Actions

Infrastructure Definition Division was reorganized and consolidated with related ITS Divisions.



ITS conducted a full evaluation of each Division's role in ITS. While each Division was functioning effectively, with strong leadership, it was important to review workflow processes and organizational structure to ensure ITS operates as efficiently as possible. Organizational reviews are an integral part of assessing efficiency. The goal was to align the role with ITIL processes and streamline the workflow for related activities.

It was determined that the **operations** and **architecture definition** groups had overlapping responsibilities. They both bring new technologies to the service catalog and develop service improvements that require close work between the two groups. To streamline the organization and support this collaboration, we consolidated the two groups, bringing the architecture branch under the existing Infrastructure Operations Division.

We also found that the **vendor management** and **architecture services** related closely to the work being done in the **Governance Services Division**. These vendor and customer-facing areas were brought under as branches under GSD.

Process Improvements

ITS uses a well-defined ITS Project Life Cycle and relies on ITIL-based organizational processes.

Change Management

During FY 2011, an enterprise-wide process for ITS Change Management was developed. Implementation and governance of this process ensures that ITS executes all changes in a consistent manner from documentation through approval, coordination of implementation, and closure.

The ITS Enterprise Change Advisory Board (CAB) and Service Line Change Control Boards (CCB) will provide the level of oversight, review, and approval needed for major and intermediate change requests.

Incident & Problem Management

Continuing our efforts from last year, we modified our Incident and Problem Management Process based on ITIL best practices. We formed two new groups in the support areas to focus on Problem and Incident Management. Having staff focused on these areas provides quick response and continued follow-up on reported issues.

We improved internal reporting and management to eliminate layers of unnecessary processes, designed and implemented user-friendly dashboards, and streamlined status updates. Not only have we filtered out unneeded status updates to reduce e-mail clutter, you can now manage which updates you receive through a new subscription service.

ITS Alerts > Agency Dashboard

USDA United States Department of Agriculture
Office of the Chief Information Officer

Agency Dashboard

Information Technology

Agency Dashboard FSA NRCS RD FAS ITS

ITS Hosting Daily Status

Area	Indicator	Status
FSA Applications	●	Normal
NRCS Applications	●	Normal
RD Applications	●	Normal
FAS Applications	●	Normal
ITS Applications	●	Normal

Enterprise Project Management

A new ITS Project Life Cycle process is used to ensure that all ITS projects are following a standard methodology for planning and completion. New technologies and processes were implemented to form an enterprise project management (EPM) solution: **Project Life Cycle, Project Server 2007, and Project Web Access.**

The EPM uses existing toolsets to gather the data and support the process as needed. This data is used to track and report actual expenditures against the baseline, improve schedule and cost estimates, and collaborate to improve visibility of issues and risks. EPM performs online analytical processing that can be customized for stakeholders at all levels of the enterprise.

The **Project Server 2007** component of our EPM is available to customers. We also offer assistance to agencies for separate instances in our environment or in an independent agency environment.



SUPPORTING MODERNIZATION EFFORTS

Collaborating to ensure the environment is optimized to meet your needs.

ITS has a commitment to provide the leading technology and keep the current systems up-to-date. Out-dated SCA infrastructure hinders our ability to provide the types of solutions and performance you expect and deserve. In order to support agency modernization efforts during FY 2011, ITS completed an Optimized Computing Environment (OCE) Showcase. ITS also worked to support agency modernization of applications and services.

Optimized Computing Environment & Virtualization

Researching optimized computing solutions and virtualization, has supported modernization.

During FY 2011, ITS conducted the OCE Showcase, a pilot that was focused on testing potential optimization solutions. This showcase piloted new technology for **iPad, WiFi, VDI, Citrix and RSA tokens**, and **network attached storage**. The research and showcase provided us with knowledge and data about modernization technologies.

Virtualization is a technology widely used to decrease hardware, physical maintenance costs, and recovery time. Virtualization streamlines server management by allowing for easy deployment of new servers without the wait-time for physical set up.

This past FY we used virtualization technology to modernize the Field Service Center Active Directory Domain Controllers. By moving to virtual servers, not only did it replace the decade-old technology, it prevented downtime caused by issues out in the field.

As part of the infrastructure revitalization, we virtualized the sharing of the SCA server infrastructure. This allows the best system utilization.

RD Guaranteed Underwriting System

As part of ongoing efforts to modernize the RD financial suite of applications, ITS worked with RD developers and management to redesign the **Guaranteed Underwriting System** and ensure the ITS hosting infrastructure could support updates. We provided failover and load balancing for the system. With modifications to the hosting virtual server infrastructure, we supported the new requirement for a global file system (GFS).

NRCS Conservation Delivery Streamlining Initiative (CDSI)

ITS completed 24 complex server builds for QA, development, and production environments.

ITS staff worked with NRCS developers and management to implement systems in support of the CDSI. We performed in-depth configuration for the servers and environment from start to finish. In support of this initiative, we managed the user and non-user accounts and the database component of the system.

FSA Modernization

ITS supports FSA MIDAS, providing operations support.



ITS continues to support the **Modernize and Innovate the Delivery of Agricultural Systems (MIDAS) project** helping FSA modernize key services nationwide. This support includes project liaison/project management, customized workstation builds, service desk and infrastructure support. We are currently in the process of building a help desk support system, which will serve as the first-level support group for our nation's **2.5 million farmers** once the MIDAS system is deployed into production in 2013.

ITS is supporting the network needs of key MIDAS staff. ITS recently completed an extension of the USDA network to the Portals building in DC to service the various contracting groups doing development work for the MIDAS applications. In addition to network updates, ITS provides file and print services for the 100 more than MIDAS contractors from various firms who work at this location.

ITS added 72 blade servers to the GIS Thin Client environment.

ITS staff worked with FSA developers and management to expand the **GIS Thin Client** environment with the goal of moving GIS applications off of the Field Service Center servers.

We provided the server and application support for the FSA pilot of the **JBOSS Java Application Server**. In this, ITS supported FSA's use of open-source technology to achieve a higher level of automation that will allow faster and more accurate server and application deployments.



FISCAL YEAR 2011 COST SAVINGS HIGHLIGHTS

During FY 2011, with federal budget challenges, ITS continued to save money.

In FY 2011, funding was removed from the operations budget. Despite budget cuts, ITS was able to achieve cost savings. To cut costs, ITS provided a standardized calling solution, evaluated and delivered broadband savings, cut ITS staffing costs, and continued savings from centralizing telephone account data.

Working with Networx

During FY 2011, we transitioned to Networx telecommunication services. As part of this move to a consolidated telecommunications service, we distributed **3,000 calling cards** and **1,100 Networx broadband cards**.

6 month savings (FY2011 & FY2012) = **\$250,000**

Broadening Broadband Savings

As a result of an evaluation for Sprint cards, we found that a significant savings could be realized by switching from the current broadband cards to Sprint broadband cards.

The new Sprint broadband cards were distributed in a phased approach, allowing overlap, to ensure viability.

Savings per broadband card = **\$175**
FY 2011 annual savings = **\$160,826**

Centralized Solutions for Telephone Account Data

During FY 2010, ITS centralized electronic billing and customer data. ITS established a contract with Granite/Enterprise Local Exchange Carrier (LEC) to provide a nationwide LAN line telephone service to a wholesaler. In addition to the cost savings in FY 2010, ITS continued saving throughout FY 2011.

FY 2011 annual savings = approximately **\$1 M**

Staffing Savings

Both the deployment staff contract re-compete and hosting federalization initiative were major cost-savings measures for ITS.

We streamlined contracts to ensure that the resources were used effectively.

Critical contract positions were federalized to save contracting dollars. Prior to the federalization, only 21% of the application operations group was federal employees. After the federalization, the **percentage increased to 64%**. ITS accomplished this by converting 58 contractor positions to federal positions.

FY 2011 annual savings = **Over \$5 M**

INNOVATIVE SOLUTIONS

ITS took all opportunities to provide customers with the latest available technology to, not only meet business requirements, but enhance business options.



The following innovative solutions were implemented to improve our processes:

- Apple Environment Updates
- Video Conferencing Services
- Enterprise Messaging Service-Cloud Services (EMS-CS)
- Enterprise Mobility Manager (EMM)
- New Backup Technology
- Software Certification and Automation
- Virtual Desktop Infrastructure (VDI)

Fully Integrating Apple Technology: Infrastructure Updates

With the expansion of Apple technology in the USDA, we have expanded the infrastructure for Apple products to support iPads, iPhones, and additional Macintosh platforms. The infrastructure is configured to allow easy access to e-mail and clean integration into the ITS environment. ITS currently supports **1,395 iPads/ iPhones** and **110 Macintosh devices**.

Mobile Apple Solutions

iPads are the latest addition to the service offering.

iPads offer enhanced mobility. An iPad is lighter than a laptop, but has more functionality than a smart phone. It is the innovative solution for the growing mobile workforce. We have certified it for use in the ITS environment and have added it to our mobility management service.

iPhones are quickly deployed and centrally managed.

iPhones are a leading smart phone technology that can be cleanly integrated with other services for a number of business needs. It is a new ITS service and is integrated it with the ITS environment for e-mail and other business requirements.

Macintosh Computers

Standard certified builds and updates are available.

During FY 2010, we provided our very first Apple Macintosh image for the ASOC build. In FY 2011, we conducted thorough testing and evaluation to design an image for our SCA customers. With the infrastructure fully in place, we are able to expedite testing and delivery of updates and new applications for Macintosh devices.



Video Conferencing: Modernizing Face-to-Face Meetings

To bring modern conferencing to the geographically disbursed workforce ITS supports, we expanded our services to take advantage of innovative video conferencing technology.



More than **50 Tandberg video conferencing systems** were installed for NRCS. Using NRCS-procured video equipment and installation services, ITS coordinated the installation and made the infrastructure changes necessary to support this new technology. Installation for all NRCS-selected sites was completed by the end of FY 2011.

After this successful deployment, NRCS ordered **140 more units**, and FSA ordered more than **90 units**. With this expansion of video conferencing, ITS will support over **200 Tandberg video conferencing units** by the end of FY 2012.

Cloud Computing: Enterprise Messaging Service-Cloud Services

ITS moved to BPOS, a centralized messaging solution. This improved stability, control, and capacity.



In FY 2011, the USDA made major strides in standardizing and consolidating communications. We brought ITS and our customer base into the Departmental messaging solution, Enterprise Messaging Service-Cloud Services (EMS-CS). ITS led the way as the first organization to complete the migration to this new solution.

The migration to EMS-CS was a major undertaking, requiring major changes to ITS architecture and business processes. It involved support staff manually making changes on site. The benefit of this undertaking was that ITS was able to provide more input and participate in testing that ultimately provided a better user experience. This ensured that the final service design took into consideration our customers' business requirements.

Because we were at the forefront of this effort, our migration served as the proof-of-concept for the USDA. With this experience, we provided the necessary technical guidance to other USDA agencies. ITS performed the testing and validation for the associated applications and integration work needed to ensure functionality post-migration.

Migration Stats

- The migration included Exchange E-Mail, Office Communications Suite (OCS), SharePoint, and Blackberry Enterprise Services.
- Over **40,000** mailboxes were migrated to EMS-CS.
- Over **41,500** user accounts were migrated to EMS-CS.
- ITS was able to immediately decommission **143 servers** that were supporting the original EMS functionality of Exchange and OCS.
- Approximately **3,800 BlackBerry devices** were manually updated by ITS Support Staff.

Mobility Services: Enterprise Mobility Manager

To get the greatest benefits from mobile device technology, we centralized mobile device management.

Mobile devices are transforming the way people access and interact with the internet. Mobile device sales continue to dominate the desktop computer market. As mobile technology evolves, so does the ITS service offering. We are dedicated to providing services in the latest technology to meet our customers' needs.



During FY 2011, ITS implemented McAfee's Enterprise Mobility Manager (EMM). EMM is a comprehensive security and management tool used to provide a number of features to our customers and support staff. EMM was chosen because of the included functionality to provide the customer with the ability to manage their mobile devices. It is a full-powered application that provides functionality far beyond the standard-level mobile manager, ActiveSync.

EMM Quick Facts

- ITS supports a number of different platforms:
 - iPhone and iPad
 - Generic Android 2.2
 - Incredible Pro with Android 2.2
 - Windows Mobile 6.1 and 6.5
- Single mobility solution that works in conjunction with BPOS.
- Integrates with ePolicy Orchestrator (part of the current ITS toolset).
- Hosts the mobile application store.
- Offers mobile application development.
- Integrates mobile applications with SharePoint.
- Provides the ability to centrally manage the devices with delegated management and reporting.

New Backup Technologies

Innovative technology provides centralized back up and tapeless back up in the field.

ITS purchased **650 new servers** for state and field offices to replace the decade-old servers that were in use as Domain Controllers for Active Directory authentication. These servers were bought without built-in tape drives with a goal to eliminate the need to complete backups and manage tapes in these offices.

CommVault was implemented as a centralized backup and recovery system. It holds backups for approximately **450 offices**. The servers in the field create a copy of the data and transmit it to ITS data centers. This data is used for system restores or eDiscovery without having to retrieve and manage numerous tapes. This innovative solution eliminates the need for safety deposit boxes for tape storage. It frees up staff time that was used to create and maintain backup tapes.

This is a key step toward the goal of reducing the cost of managing customer data and improving its security and access. Eventually all of the data created by ITS customers will be backed up and managed using CommVault.

A New Approach to Software Certification and Automation

Customer-Integrated Certification

This program is an innovative approach to testing and approving new software.

Our customers want to be more involved in the testing process. They want to have a stable environment to test their software in. They want to ensure their software functions in their unique configuration. Most of all they want an expedited testing process to get their software quickly to meet their business requirements.

ITS provided an innovative solution, we allowed the customer to participate in the certification process.

This reduced the average turnaround time from Request for Change to Initiation by 13 days per project.

Currently, NRCS is the only agency participating in the certification of applications, but this service will be available for other agencies.

SCA Office Automation

In taking advantage of evolving cloud technology, we have deployed the ITS Citrix environment to allow users to access applications from anywhere.

Application costs are rising. In our current budget climate, it is important to review our software usage and come up with innovative methods to save money and still meet our business needs. In FY 2011, we implemented an ITS Citrix environment available to our customer base. Citrix provides an environment for users to access select software packages in the Citrix cloud in a secure hosted environment. Users only access the software as needed. Not only does this save licensing fees, but it frees up resources on user desktops.

	# of Projects	Average Time (Days)
General Project	37	42
Agency Custom Application	11	29

Virtualized Desktop Solutions

VDI is an innovative approach to mobility and demonstrates our responsiveness to growing technological needs.



During the last quarter of FY 2011, ITS developed a Virtual Desktop Solution with a supporting Virtual Desktop Infrastructure (VDI).

The VDI offers mobility services for ITS customers to support the changes in the federal telework policy and agency cost-cutting measures. It provides users with a desktop that can be securely accessed from any approved device available. The solution includes repurposed existing machines, low-cost thin clients, and a USB Device (PC-on-a-Stick).

Research

Preliminary research was conducted to determine pilot options.

We conducted in-depth research using industry resources and information from our federal peers. The focus was infrastructure configuration, capacity, operating systems, security, authentication, and virtual desktop devices. We discussed customer use cases in-depth and researched options based on usage. After the research phase was concluded we began internal testing to build out the final pilot solution.

Internal Testing

Internal testing was a necessary step to provide the best possible pilot experience.

We conducted internal testing with the VDI team to finalize our pilot offering. We determined the configuration, security controls, user options, and other design requirements. Our goal was to work out as many issues in the quantitative review, so the pilot participants could provide a full qualitative review of their user experience and requirements.

Agency Testing

FSA, NRCS and RD participated in the four-week VDI Pilot (69 users total).

Each agency designated pilot participants based on their needs and staff availability. The focus of the testing was usability. The tests included the repurposed existing machines, ITS HP thin clients, an ITS USB Device, and an iPad/Android Client.

A SharePoint discussion forum was made available to report any user issues and document the resolution. Weekly meetings were held for feedback and updates. Changes were made during the pilot to address some of the issues and requirements discovered. Feedback was collected during and after the pilot timeframe.

Results and Availability

Select service options will be available in FY 2012.

The internal testing and pilot resulted in a stable Operating System, a solid supporting infrastructure, and a set of service options.

The VDI services will be part of the ITS service catalog. The options will be rolled out in phases with the non-USB clients being available first.

IMPROVING DELIVERY

In this ever-changing environment, we work to deliver the best services available and use current technological resources to provide consistent and reliable delivery.



The following improvements were made to advance our delivery:

- Improved Metrics and Agreements
- Enhanced Monitoring
- Updated Network and Workstations
- Implemented Change, Configuration, and Release Management Processes

Tracking Results: Metrics and Agreement Improvements

Being able to clearly track results is the best way to ensure that we are meeting the needs of our customer base. It is also a great method to gather data to use for continued improvement. The ITS service catalog and metrics were improved to clearly connect them for ease of delivery and understanding.

During FY 2011, ITS worked to refine and correlate the Service Level Agreement (SLA) and Business Service Catalog documents. The FY12 documents will reflect refinement in metrics from all areas to improve reporting to the customer.

The Business Service Catalog for FY12 is aligned with the SLA template to reflect ITS Services to current and prospective customers in the form of Service Offerings.

Change Management Statistics

Our focus on customer service can be illustrated by the number of changes managed. Below are metrics on changes ITS completed in FY 2011.

Quick Facts

- **1082** Total Infrastructure Changes Received
- **749** Infrastructure Changes Completed
- **170** Limited Use Software Certified
- **84** BPA Change Requests Processed
- **22** Printer Drivers Certified

Agency Change Requests Received

FSA	100
NRCS	155
RD	44

Note: Dataset through July 31 and projected to end of FY.

SLA Metrics Improvements

Metrics were enhanced to match our capabilities.

ITS built more real-time data capture capabilities into daily operations in order to be able to provide better performance metrics. With active participation by customer agency representatives, we were able to make the SLA metrics more meaningful and clear. As our technology changes, it is important for our performance metrics to be updated to reflect those changes. We have also standardized ITS Remedy templates to build a consistent dataset for improved metrics.

SLA Metric Updates

- UTN Internet Access Gateway Availability
- Increased Agency Applications Monitored (RD went from 3 applications to 46)
- Warranted File Server Repair Time
- VPN Authentication Availability
- Video Conferencing Deployment Time
- Mobile Phone Deployment
- Mobile Phone Disconnect Time
- Wireless Connectivity Solutions Deployment
- Out of Warranty Voice System Repair
- Warranted Phone System Repair
- Calling Cards
- Priority Service or Priority Cards
- Satellite Phones
- Collaboration Deployment Time: Basic, Advanced, and Premium

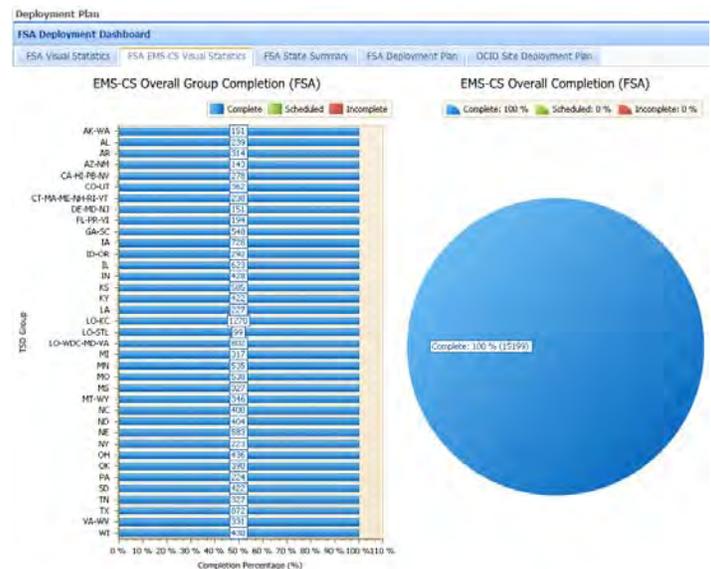
Deployment Status Dashboards

Deployment status dashboards provide up-to-date information about hardware and software deployment.

To keep users and management fully apprised of the status of hardware and software deployments, we have released the new **Deployment Status Dashboards**. These dashboards show the status for each deployment from the agency to the individual level. They also provide reporting on geographic location.

The following deployments are tracked on the dashboards:

- Workstations (desktop, laptop and tablet)
- Phones (Mobile and Landline)
- Peripherals (Printers and other equipment)
- Requested Software



Enhanced Monitoring

We are committed to using the best new technology and tuning existing tools to proactively monitor the systems we support.



We have enhanced and added to our monitoring tool set. Just within the data center alone, **the monitoring services process has brought availability up to almost 99%**. We are continually reviewing the framework to identify ways to tune monitoring for our environment, building out the monitoring definitions to better detect issues and prevent outages.

ITS reviewed monitoring tool licensing to ensure that the license agreement only covers actual ITS usage, eliminating unnecessary licensing costs.

Alerting Support Staff

Alerts were expanded for support staff.

During FY 2010, we installed and configured XMatters (formerly AlarmPoint) for automated alert management and real-time notifications of outages. For FY 2011, we focused on adding new alerts and tuning the existing alerts. This gives support staff the visibility they need to quickly and effectively respond to outages, decreasing downtime significantly.

System and Application Health

SCOM is an industry standard for information about server availability, performance, and health.

ITS fully deployed **System Center Operations Manager (SCOM)** to provide real-time monitoring and reporting on data center and end user infrastructure systems. The SCOM agent is installed on more than **5,700 servers**.

Coradiant is being used to fulfill our enhanced SLA.

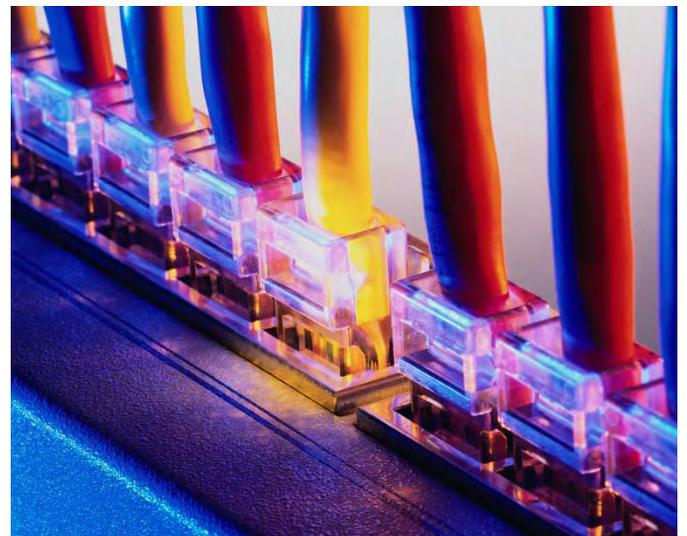
Our existing data center application monitoring tool, Coradiant, has been expanded to cover more critical hosted applications.

Network Traffic & Configurations

New technology is being used for better insight into the network.

ITS began a full-scale deployment of **SolarWinds** network monitoring. During FY 2011, we began using SolarWinds to monitor the SCA network. This tool monitors traffic for trending, capacity planning, and troubleshooting.

ITS worked in conjunction with the Departmental network group to install the OPNET VNE servers in the ITS network to monitor all field service center routers configurations. This will ensure the integrity of our system configuration to prevent unauthorized changes.



Network and Workstation Updates

Workstation and network updates enhanced usability, expanded our customer base, kept our technology current, and brought convenience to our offices.

User Experience Enhancements

The enhancement increased productivity and enhanced support.

Patches loading as soon as you connect makes for a slow start to the day. It interrupts your business activities by slowing down your computer and requiring reboots (sometimes multiple reboots). While patches are necessary for the security of the systems, we reviewed our patching process to find options that were convenient and secure.

In FY 2011, we released two updates that work together to increase the usability of the system: a **reduction of reboot policy** and **On-Demand Patch Loader**. Reboots are done automatically during off-hours, eliminating the need for immediate reboots for most patches. The patch loader helps us maintain the security of our systems. With this tool, users and staff have the ability to install and check the status of patches through the workstation.

To provide easy access to network files, we added **File Server Resource** manger to manage the disk space on servers and reduce the data storage footprint. It also provides alerts to prevent outages caused by disk space issues.

Long boot up times were reported by customers. We conducted a **Workstation Startup and Shutdown Analysis** and found that deleting the contents of the user C:\temp folder reduced boot up time from **40 minutes to 5** in some cases.

Supporting DC Customers

ITS supports customers in new locations as needed.

Through a joint effort with Washington Communications and Telecommunications Services (WCTS), we installed and supported a network implementation for 104 users at the Patriot Plaza office. All customers at the Portals Building Office were relocated to Patriot Plaza. This move required full capacity planning, system architecture, procurement of new equipment, and on-site setup and configuration.

Wireless Access Points

Secure wireless access in the large offices offers mobility in the workplace.

Wireless access points were added to ITS-supported large offices. Not only does this allow for mobility in the workplace, it eliminates the tangle of wires in the conference rooms. Our customers can focus on productivity rather than setting up and plugging in.



Image Deployment & Software Release

Faster deployment of images to new workstations and accelerated release of minor software updates have streamlined our workstation management processes.

The **ITS Deployment Environment** was developed as a new method for distributing, creating, updating, and maintaining workstation images. Centralizing deployment ensures consistency of the computer image and makes it easier to deploy images to workstations quickly. We can add new above-core applications, drivers, and patches dynamically at the time of deployment.

We also accelerated the process to release minor software version updates. Expediting the process by limiting testing has helped reduce costs, increase productivity, and ensure the methods of operations are consistent with the ITS mission without increasing risks.



ITSM Improvements and Additions

To continue our commitment to improved customer service, we began the Change, Configuration, and Release Management Phase of the ITSM Remedy deployment.

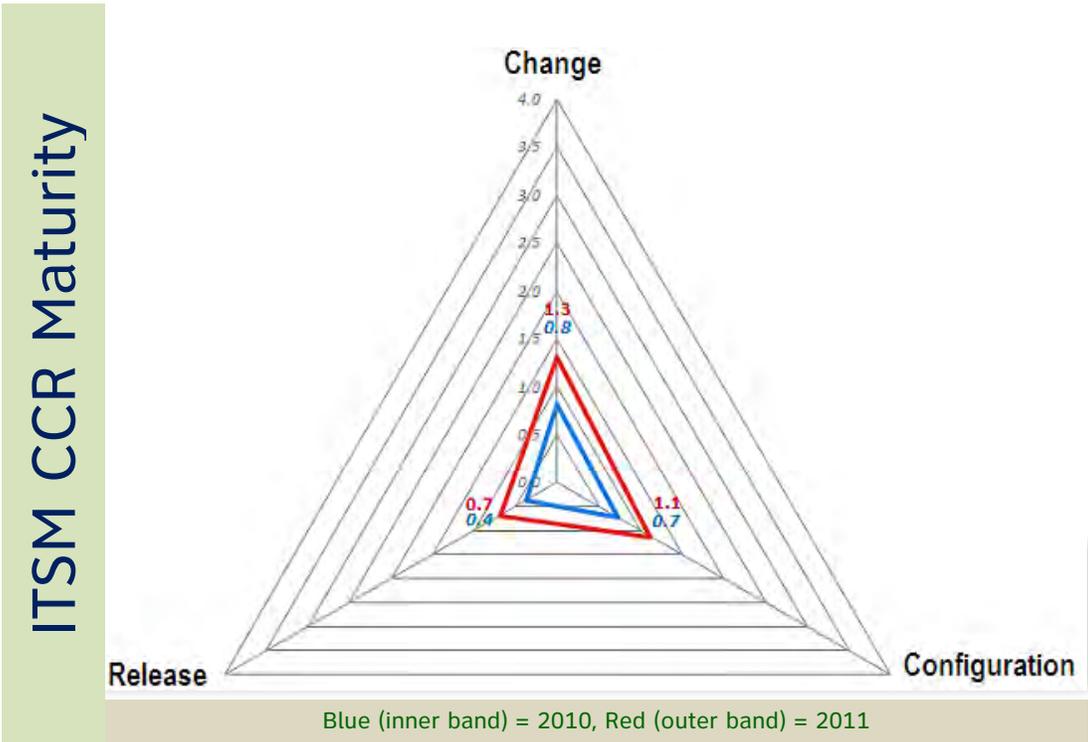
In FY 2010, we completed Phase 1 of the ITSM deployment, Service Request Management and Incident Management. In FY 2011, we moved past the initial implementation and streamlined related processes, developed new templates for tickets, and added stronger integration with mobile devices to reduce Meantime to Replace/Repair/Recover/Resolve (MTTR). We started work on Phase 2 of the project, moving from the current Change Management tool to Remedy.

Change, Configuration and Release Management

Remedy is now used to record, track, and implement changes to the environment.

Standardized ITS methodologies have been developed for Change, Configuration, and Release and Deployment Management processes. Through the standardization processes and supporting documentation, ITS has defined a roadmap for continued process improvement. The processes provide the organization a standardized framework for ITIL service activities which can be more effectively governed through the ITSM directive.

The standards and methodologies, created by the process re-engineering effort for ITSM has resulted in a central point or single tool for the management and administration of the ITSM practices in ITS.



EXPANDING SERVICE

As an advocate of service, we provided new technology, enhanced communication and improved service.



The following improvements were made to expand our service offering:

- Improved IT Support
- Enhanced End User and Infrastructure Technology
- Validated Security Compliance
- Improved and Standardized Communication
- Supported Internal Business Processes

Improving IT Support

In response to the feedback received on the FY 2010 TSD Customer Satisfaction Survey and an internal review of processes, we made a number of changes to IT Support. We extended support hours to support customer business needs and updated Remedy groups to expedite issue resolution.

Extended Support Hours

To provide the best customer service for all users, we have **extended IT Support Hours to 6 a.m.-midnight ET** on normal business days. Users can call ITS Service Desk Operations directly during extended hours.

Extended hours better supports the business needs of our customers by providing coverage to all time zones and users working outside of standard business hours. By increasing our availability, we have become more responsive and have reduced the MTTR. This move has a cost benefit, getting more service time for the same cost.

**Contact Service Desk
Operations at
1.877.873(TSD).0783**

Remedy Updates and Integration

Defined ticketing groups and mobile integration reduce MTTR.

We have also realigned the groups in the ticketing system to match our customer support requirements. This will allow faster self-service ticket creation and improved tracking for the performance metrics. By having more relevant groups for reported issues, changes, and deployment, we can more quickly respond to requests and get them routed to the relevant staff, expediting resolution.

To use new technology to improve our service, TSD IT Specialists have been issued iPhones for quick access to Remedy. This gives them the tools needed to respond quickly to new ticket assignments, post resolutions, and do research while they are in the field.

Redesigned Communication

Based on the results of the TSD Customer Satisfaction Survey one point was clear; we needed to strengthen our customer communications. We completely redesigned our TSD SharePoint site to provide useful information on current technology, links to reporting, tips and announcements.

The site has over **30 quick tips** and the list is growing based on customer questions and feedback. We have a new e-mail list, TSDQuickTips@one.usda.gov, for users to provide feedback or request help finding a tip.

Visit our new support site
<https://its.sc.egov.usda.gov/tsd/>

The screenshot shows the 'ITS Portal > Technical Support Division' page. The header includes the USDA logo and 'Office of the Chief Information Officer'. A navigation bar contains 'Technical Support Division' and 'QuickTips'. The main content area features a large 'ITS-TSD Service Desk' box with contact information: 'TSD/SDO support is available to you in addition to your local TSD IT Specialist. Contact a TSD Service Desk Operations (SDO) Specialist during normal business hours, Monday - Friday, 6 a.m. ET - midnight ET. 1-877-873(TSD)-0783'. Below this is an 'Announcements' table with three entries regarding VPN guides and live meetings. To the right, an 'Information for ITS Customers' section lists various resources like 'Quick Tips', 'Customer Feedback Survey', 'Customer Service Brochure v2.0', 'Report Computer Loss or Theft!', 'ITS Hardware/Software BPA Catalogs', 'PII - Protect It Like Your Own', 'FSA Dashboard', and 'NRCS Dashboard'.

Title	Modified	Body
Enterprise VPN Solution (Juniper Software) User Guide v2.0	8/3/2011 4:39 PM	The Juniper Software User Guide provides instructions on the use of the AT&T Juniper Virtual Private Network (VPN) software that allows remote workstation users to connect to the USDA network.
Office Communicator - Live Meeting Conversion	6/8/2011 8:08 AM	This is an important message regarding the Office Communicator - Live Meeting conversion that will occur starting on 06/09/2011.
ITS SCA Citrix-RSA Token User Guide v1.0	4/14/2011 3:54 PM	The ITS SCA Citrix-RSA Token User Guide provides guidance to personnel on the use of the Citrix / RSA Token.

Enhancing End User and Infrastructure Technology

We kept our end user and infrastructure technology services current by adding Windows 7, electronic fax capabilities, updated phone services, and supported continuity of operations and disaster recovery.

We have increased our service offering to support our diverse and geographically dispersed workforce. The changes for FY 2011 included new technology services, updated phone systems, and upgraded operating systems.

Replacing Obsolete Technology

Phone systems were updated in 20 State Offices.

To bring the State Offices the latest in telephone technology, we replaced their end-of-life phone systems with a Voice over IP (VoIP) system. The expansion of VoIP technology will continue as phone technology is improved.

Electronic faxing supports receiving faxes using modern technology.

Electronic faxing allows users to send and receive faxes through e-mail. This allows us to modernize our service offering and decommission older equipment, while still allowing us to communicate through fax if necessary.

Receiving faxes through e-mail provides support for the USDA's highly mobile workforce. It provides accessibility for traveling and teleworking employees to receive faxed information outside of the office. Electronic faxing also eliminates the need for a fax machine, fax paper, and other resources, reducing our carbon footprint.



COOP and Disaster Recovery

For continued support and operation of end user and infrastructure technology, it is important to have Continuity of Operations Plans (COOP) and

Disaster Recovery Plans in place. The Contingency Planning and Disaster Recovery team created and updated Disaster Recovery Plans for all ITS systems. The team also ran validation testing. All real recovery events were documented. ITS also supported ITS Customer COOP and DR exercises.

Finalizing Windows 7 OS

During FY 2010, we designed and piloted the Window 7 image as part of a proof-of-concept. It was determined that ITS could perform the upgrade from Windows XP, a major undertaking due to changes in the core design of the OS.

The focus for FY 2011 was a smooth transition from XP to Win7. To ensure that we continued to meet customer business requirements, we conducted an **application rationalization** to fully review each of the more than **18,000 applications** installed, determine requirements, and verify compatibility. Leading industry research firms have found that an application rationalization exercise **reduces up to 25% of operational costs during initial phases.**

It provided the opportunity to evaluate software requirements and eliminate costs for software that duplicated functionality, had low usage, and was obsolete. This simplified the infrastructure and removed unnecessary security risks, as well as reduced training and support requirements. During the application rationalization, in collaboration with agency representatives, ITS was able to narrow the scope to less than **4,000 applications.**

After application rationalization and additional testing, we were able to finalize our Windows 7 support infrastructure, as well as our service offering for distribution to our customer base.

Validating Security Compliance

Vulnerability and patch management, policy compliance, and auditing were used to secure ITS services.

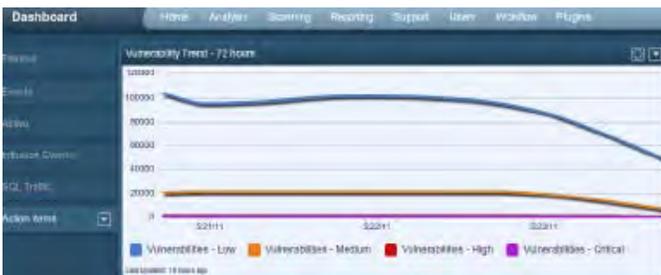
One of the key parts of providing exceptional service is securing those services. In a climate of increasing threat and new federal regulations in response to that threat, we validated compliance to all mandates, industry standards, and regulations. We supported the audits necessary to ensure compliance.

Managing Vulnerabilities with Security Center

Enhancing our scanning with Tenable's Security Center decreased our scan time by 50% to allow us to quickly assess and respond to threats.

To ensure each of the approximately **55,000 computers** in the ITS environment is properly patched, configured and secured, we perform routine scans of equipment on the network.

In a continued effort to improve this security function, OSB recently acquired and deployed a scan management product called **Security Center**. This uses the existing core technology, while offering a data management tool to effectively process the data.



This product was selected to help streamline the scanning process while providing better network security. This tool has reduced the time for network scans and provided access to support staff for faster remediation. The on-demand scan functionality allows support staff to quickly scan at risk or new devices, which reduces the time it takes to get equipment back to customers.

Tivoli Endpoint Manager (TEM)

Last FY, we complied with the Departmental mandate for the implementation of TEM (formerly BigFix). During FY 2011, we began full usage of the tool for patching in ITS data centers. This change

allowed us to make use of the Department standard and eliminate unnecessary toolsets. With TEM, we are securely patching our servers and working from the same data set as the ASOC to fully comply with policy.

Policy Compliance & Auditing

The ITS security control assessment team completed the A-123 and FISMA review for all ITS Systems.

ITS published the ITS Deferment Security Policy, the ITS Personnel Clearance Security Policy, and the Information Discovery and Litigation Support (IDLS) Policy and Procedures Directive.

The IDLS Policy and Procedures set the roles and responsibilities for all activities related to the preservation and production of electronic data between ITS and ITS customer agencies for purposes of information discovery and litigation support.

The new policy will allow us to respond to requests for preservation and production of electronic data more effectively and efficiently. The policy and procedures will foster more productive coordination between ITS, ITS customer agencies, and other departmental and non-departmental entities (e.g., Office of General Counsel and Office of Inspector General).

ITS closed 12 POA&Ms in FY 2011.

Planning is an integral part of managing risks and confirming all systems are compliant with mandates and regulations. We use a Plan of Action and Milestones (POA&M) process to manage plans and track supporting documents.

Improving and Standardizing Communication

Releases of regulations and memos, the updated ITS website, and periodic newsletters are our methods of communication.

While we have worked hard this FY to provide innovative solutions, streamline the organization and processes, and deliver valuable services, communicating these changes are vital. Keeping our customers and staff informed and educated was a goal this FY.

Regulations & Memoranda

Current guidance ensures we have a workforce well-educated in requirements and standards.

Throughout FY 2011, ITS issued a number of OCIO-ITS administrative regulations. Regulations topics included, Employee Awards and Recognition Program, Vehicle Management, and the Workers' Compensation Program.

ITS Memorandum Topics

- Leave
- Employee Recognition
- Prudent Use of Travel Cards
- Hazardous Weather
- Jury Duty
- Other Administrative and Management Topics

Web Presence

The 2004 web design was updated to meet our communications needs.

We aimed to use the ITS website to clearly communicate our mission, critical projects, and function areas of ITS. The ITS public pages developed in 2004 were enhanced to meet our communication goals. The new pages provide various information concerning our services, communications, policies, and procedures. It is a central resource for existing and potential customers, as well as the ITS community.

Visit our new public homepage
<http://www.ocio.usda.gov/its/>

Newsletters

We have provided consistent communication through new and existing newsletters.



In June we began publishing a monthly **Focus on Security** newsletter. The purpose of this newsletter is to share information about current security threats, tips and other security-related topics with our customer base and staff members. Each newsletter has a unique focus. The current newsletter and archives can be found on the Security Information site at <https://its.sc.egov.usda.gov/iod/osb/secinfo/>.

Focus On Security Topics

- **June:** Phishing (E-Mail Attack)
- **July:** Fake Anti-Virus Warnings
- **August:** Unsecure Removable Devices
- **September:** Streaming Media Risks and Exploits
- **October:** Social Media

The **OCIO Connections Newsletter** is the connection to the initiatives and activities of ITS and OCIO. The newsletter contains various articles on ITS projects, training opportunities, organizational and employee achievements, and other information about OCIO.

Issues were published and distributed to customer agencies, staff, and senior management.

Our current newsletter and archives can be found at the OCIO newsroom site at <http://www.ocio.usda.gov/news/>.

Supported Internal Business Processes

Our internal operations were effectively managed to ensure optimal operations.

To be a first-class service provider, we train our staff and provide the education needed to fulfill organizational requirements. During the FY, we continued our operations throughout the Continuing Resolutions with no impact to our services. We also provided management and staff standards, met reporting requirements, set budgetary standards, revised regulations, and issued memos in support of our organization.

Continued Operations

Throughout the FY 2011 Continuing Resolutions ITS was able to operate without an interruption in service. We carefully managed the more than **200 purchase orders**, establishing and modifying them as funding became available. All POs received sufficient and incremental funding to avoid any payment rejections. We worked closely with OPPM staff to make sure the requirements were processed in a timely manner during the CR periods and to ensure the availability of funds.



Budget Formulation & Unit Costs

Streamlining the budget and account processes frees up time for us to do what we do best, provide exceptional service.

During this fiscal year, the budget was changed to use a weighted average method for Integrated Cost.

A streamlined FY 2012 Unit Cost Workbook was created to be in sync with the working capital fund budget templates and for benchmarking. Through formatting, and linking formulas, the workbook is updated when a change is made to a service code or amount.

To reduce formulation time, we created precise templates for Civilian Labor, SpendPlans, Activity/Metric/Customer, FY 2012 ITS Budget, and Agency Specific.

To keep our information current and allow faster processing of account charges, we made process changes to update the budget workbook and cost management system monthly. We also created the FY 2012 **Account Lookup and Shorthand Code Template**.

This timely and accurate financial information is what the ITS Managers use to calculate cost savings initiatives, and communicate confidently to the customers.

Standards & Training

Educated staff and set standards help ITS operate effectively as a service organization. We developed a **Supervisor Handbook** to assist current ITS supervisors with their challenging jobs. It provides guidance for the administrative duties of their supervisory positions. This handbook is the tool they need to succeed as an ITS supervisor.

ITS financial staff learned new techniques and other skills to better process Financial Management Modernization Initiative (FMMI) data and improve customer service. This further decreased report preparation time and increased data availability.

To keep track of OCIO enrichment, we compiled the conference and training information from GovTrip and AgLearn for all OCIO employees each quarter. ITS reported this information to the OCFO for a Congressional Response.

Departmental Initiatives

Supporting the Departmental Category Rating, hiring reform, and cultural transformation initiatives provide us with diverse staff resources.

ITS followed the **Departmental Category Rating** initiative to increase the number of qualified applicants from which supervisors can select, while preserving veteran's preference rights in accordance with new Presidential hiring directives.

ITS issued an **OCIO Category Rating 2011 Supplement** for the new Department Category Rating. This provides additional guidelines and support information. We fully trained our staff on the additional material.

In accordance with the **Presidential Memorandum on Hiring Reform**, OCIO-ITS implemented standardized performance measures for all supervisory positions in FY 2011 to incorporate recruiting and hiring highly-qualified employees and to support their successful transition into federal service.

ITS continued to support OCIO-wide federal employees and contractors as LincPass sponsors. This includes sponsorship activities for approximately **1,660 active records** including sponsoring employees and researching and resolving cardholder's issues.

In support of Secretary Vilsack's vision to transform the culture of USDA, guidance was issued to all supervisors and managers to incorporate standardized performance measures for FY 2012 in all supervisory positions that pertain to cultural transformation.

Reporting

The monthly FMMI reports provided to ITS Divisions were streamlined by the addition of summary pivot data allowing for the quick manipulation of all available information.

In support of OCFO, we took an active role in the implementation of the **WCF Reporting Center for FY2011**. ITS helped identify system issues early in the reporting cycle. This benefited other agencies by resolving issues before other agencies encountered them.

To provide a clear picture of the financial impact of the value of compensatory time cash payouts, monthly reports of compensatory time and overtime/comp time for travel were provided to supervisors throughout the year.



LOOKING FORWARD: FY 2012 AND BEYOND

We are into a long-term austere budget climate, and ITS will remain committed to continual improvement regarding our efficiency and effectiveness.

ITS has been in active planning for FY 2012. Our plans have set in motion a number of expansions, updates, and improvements. We will continue progress on current projects, continue the phased ITSM roll-out, and we will support Departmental initiatives for improved technology.

Continuing Progress

ITS programs will progress into the new FY.

During FY 2012, we will continue progress on new phases of current programs. By the end of the first quarter, ITS will add almost **200 new sites to the CommVault solution**. The long-term goal is for all offices to use this innovative backup solution.

To continue networking progress, ITS will **expand broadband service** to reach our offices in Hawaii.

To continue progress modernizing and improving our services, ITS is **migrating to new versions of productivity software** (SharePoint 2010 and Rights Management Service).

To stay ahead of risks and threats, we will continue **improvements to the ITS eDiscovery programs**.

Continuing ITSM Initiatives

ITSM Phase 2 will be deployed in production.

During FY 2011, we set the stage for the implementation of a new Change Management process supported by Remedy. Moving forward we will roll out the processes in ITS and eliminate legacy processes and system.

After the Change, Configuration, and Release Management changes are fully adopted, we will begin the planning an implementation of Phase 3: Asset Management.



Access Improvements

ITS took the lead in the Enterprise VPN project, taking the steps to migrate to a Juniper-supported VPN.

To secure remote access to the USDA network, a solution has been developed to provide two layers of security enforcement for **Enterprise VPN**. Remote access will be controlled using a secure VPN solution and two-factor authentication. The network admission will be controlled using the Departmental installation of IBM Tivoli Endpoint Manager (formally known as BigFix) to validate the health of the endpoint connecting.

During FY 2012, we will continue to expand and mature the solution. We will use this system to monitor endpoints connecting to our network as an external-connection health check.

Benefiting from Managed Print Services (MPS)

MPS will eliminate the need for USDA staff to manage print and related services.

ITS has conducted an evaluation of Managed Print Services (MPS) and found that it supports productivity, the USDA Green IT Initiative, and cost savings measures. During FY 2012, ITS will be working on a plan to transition to MPS.

Moving to MPS will remove the burden of owning and maintaining thousands of printers, copiers, scanners, and fax machines across all CONUS and OCONUS offices. All reporting and inventory will be provided by the vendor.

To reduce the amount of waste generated by printing devices, all devices will use returnable, recyclable, or remanufactured toner/ink cartridges. To reduce the energy consumption by print devices, all devices will comply with Energy Star rating and Electronic Product Environmental Assessment Tool (EPEAT) qualifications.

The reduction of energy consumption reduces the overall energy costs. Offices will also save costs on consumables, maintenance items, and support of existing devices.



GLOSSARY

The listing below provides additional information for terms and abbreviations used within this annual report, as they relate to ITS.

Administrative Management Division (AMD)

The Division within ITS that provides the products and services to support the administration in ITS. Financial Execution, Asset and Financial Management, and Employee Assistance are instrumental to managing a large organization with a geographically disbursed customer base.

Agriculture Security Operations Center (ASOC)

Department-level security organization within the USDA's Office of the CIO that is responsible for Department operational security direction and services.

Casper Suite

A tool that ITS uses to establish and manage standard images for Apple computers.

Certification and Accreditation (C&A)

A security assessment conducted to determine the overall security of a General Support System or Major Application. This includes effectiveness of security controls, quality of risk management processes, and strengths and weaknesses of the system.

Cost Management Information System (CMIS)

A system that takes DTRs from the Foundation Financial Information System (FFIS) and assigns/allocates the costs in each branch to the applicable cost objects. CMIS provides extensive reporting and charting data.

Employee Recognition Regulation

A regulation providing detailed instructions for supervisors for use when initiating awards and recognition for their employees.

Enterprise Change Advisory Board (CAB)

The group within ITS responsible for providing the overall oversight, review, and approval needed for major and intermediate change requests.

Enterprise Messaging Service-Cloud Services (EMS-CS)

A Department-wide centralized messaging system hosted by Microsoft. EMS-CS includes centralized hosting of Exchange E-Mail, Office Communications Suite (OCS), SharePoint, and Blackberry Enterprise Services.

Enterprise Project Management (EPM) Solution

A system comprised of Project Life Cycle, Project Server 2007, and Project Web Access that supports the ITS Project Life Cycle.

Federal Information Security Management Act (FISMA)

An act passed as Title III of the E-Government Act (Public Law 107-347) in December 2002. It requires each federal agency to develop, document, and implement an agency-wide program to provide information security for the information and information systems that support the operations and assets of the agency, including those provided or managed by another agency, contractor, or other source.

(From National Institute of Standards and Technology-NIST <http://csrc.nist.gov/groups/SMA/fisma/faqs.html>)

Financial Management Modernization Initiative (FMMI)

A state-of-the-art software package used to modernize USDA financial systems. It provides online, real-time transaction capability and access that impacts every Agency and Staff Office in the Department. It will replace the Foundation Financial Information System (FFIS) and program financial systems, as applicable.

FSA

Farm Service Agency

General Support System (GSS)

Interconnected information resources under the same management control that share common functionality.

Governance Services Division (GSD)

The Division within ITS responsible for leading ITS process improvement initiatives, ensuring ITS security compliance, providing project management services, and implementing ITS ITSM based on the ITIL best practices.

Information Discovery and Litigation Support (IDLS) Directive

A directive that sets the roles and responsibilities for all activities related to the preservation and production of electronic data between ITS and ITS customer agencies for purposes of information discovery and litigation support.

Information Technology Infrastructure Library (ITIL)

A set of best practice guidance for IT Service Management (ITSM).

Infrastructure Operations Division (IOD)

The Division within ITS responsible for the operations and maintenance of the back-office infrastructure, which includes telecommunications, operations security, infrastructure and software deployment, and the operations and maintenance of customer business applications.

IT Service Management (ITSM)

A discipline for managing information IT systems, philosophically centered on the customer's perspective of IT's contribution to the business. ITSM stands in deliberate contrast to technology-centered approaches to IT management and business interaction.

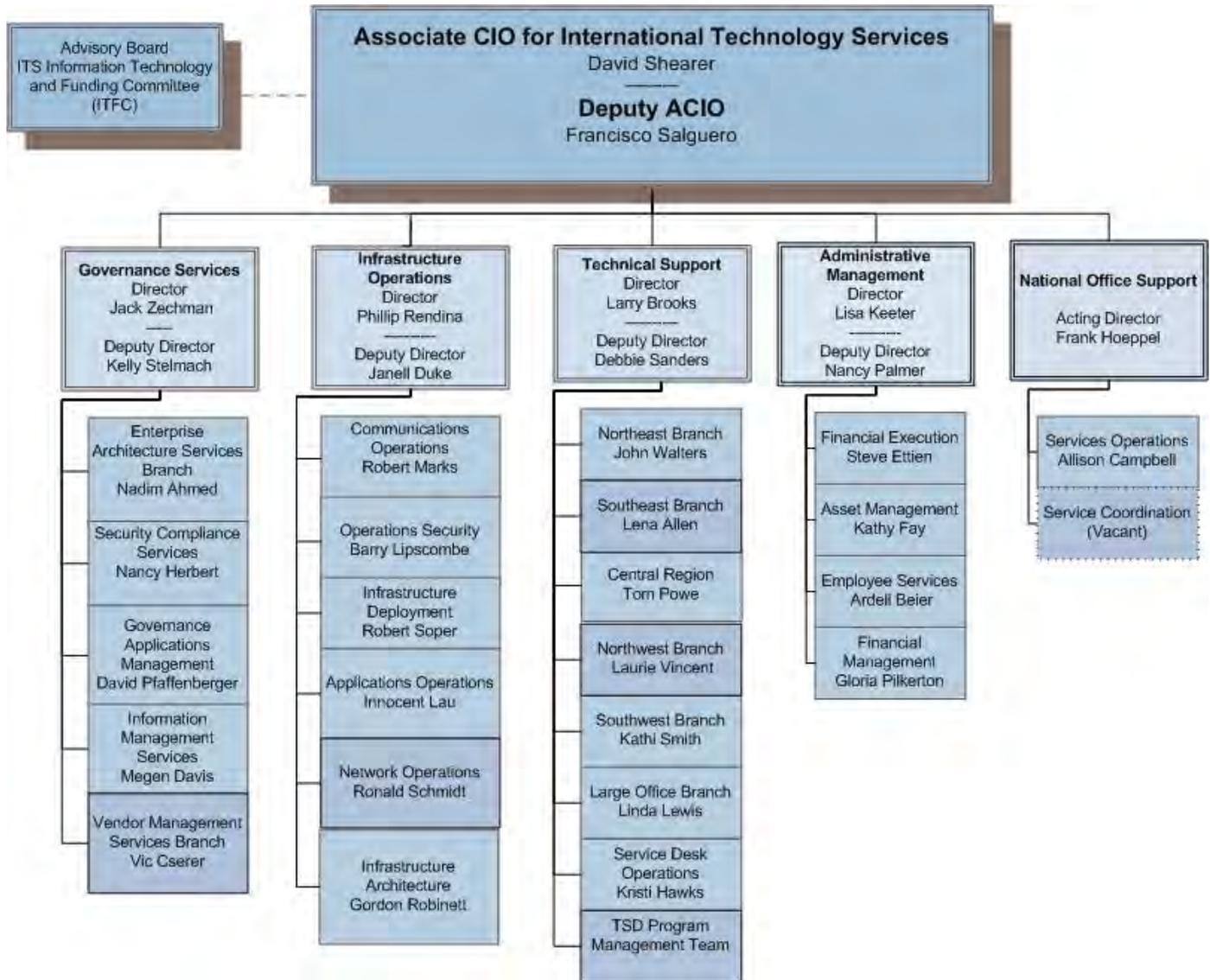
The following represents a characteristic statement from the ITSM literature:

Providers of IT services can no longer afford to focus on technology and their internal organization, they now have to consider the quality of the services they provide and focus on the relationship with customers.

ITS

International Technology Services

OCIO ITS Organizational Chart



Meantime to Replace/Repair/Recover/Resolve (MTTR)

Basic measure of the maintainability of repairable items, it represents the average (mean) time required to repair a failed component or device. ITS uses this term to measure Meantime to Replace/Repair/Recover/Resolve customer problems.

National Information Technology Center (NITC)

Department-level data center operations organization within the USDA’s Office of the CIO.

National Office Support Division (NOSD)

The Division within ITS responsible for providing dedicated end user support to staff in the DC National Headquarters.

NRCS

Natural Resources Conservation Service

OCE

Optimized Computing Environment

OCE Showcase

A limited engagement to assess the application of newer technologies within the SCA's business environment to ensure value-added investments are made under the full-scale OCE initiative.

Personally Identifiable Information (PII)

Any information that can potentially be used to uniquely identify, contact, or locate a single person. Legislation has been enacted to protect PII, because information technology and the internet have made collection easier to be exploited for profitable or criminal use.

Plan of Action and Milestones (POA&M)

A corrective plan with associated milestone completion dates set and approved. This must be completed for findings, issues, and other situations that require a formal plan for resolution.

RD

Rural Development

Remedy-ITSM

A term used to describe the ITS implementation of BMC Software's Remedy Service Desk application that is used to establish an IT Service Management based on ITIL best practice IT Service processes.

Service Center Agencies (SCA)

Natural Resource Conservation Service (NRCS), Farm Service Agency (FSA), and Rural Development (RD) with the Agriculture Department are collectively referred to as the SCA.

Service Level Agreement (SLA)

An agreement made with customer organizations, which defines the service requirements.

Service Line Change Control Board (CAB)

The group within ITS responsible for providing the oversight, review, and approval needed for major and intermediate change requests for the service lines they support.

System Authorization Access Request (SAAR)

An ITS process for requesting and receiving system access.

Technical Support Division (TSD)

The Division within ITS responsible for providing end user support to all ITS customers throughout the United States and its territories.

Tivoli EndPoint Manager

A tool purchased by OCIO to help bring the USDA into security compliancy and have real-time monitoring of FDCC. This product helps to standardize and centralize the governance of security management tools.

Virtual Desktop Infrastructure (VDI)

A framework used to separate a personal computer desktop environment from a physical machine using a client-server model of computing. The model stores the resulting virtualized desktop on a remote central server, instead of on the local storage of a remote client; thus, when users work from their remote desktop client, all of the programs, applications, processes, and data used are kept and run centrally. This scenario allows users to access their desktops on any capable device, such as a traditional personal computer, notebook computer, smart phone, or thin client.

Voice over IP (VoIP)

A telephone technology that uses the internet instead of a land line.

Wide Area Network (WAN)

A computer network that covers a broad area (i.e., any network whose communications links cross metropolitan, regional, or national boundaries).

xMatters

(a.k.a., AlarmPoint)

xMatters, formerly AlarmPoint, is the automated Alert Management software that provides real-time notifications of infrastructure outages.