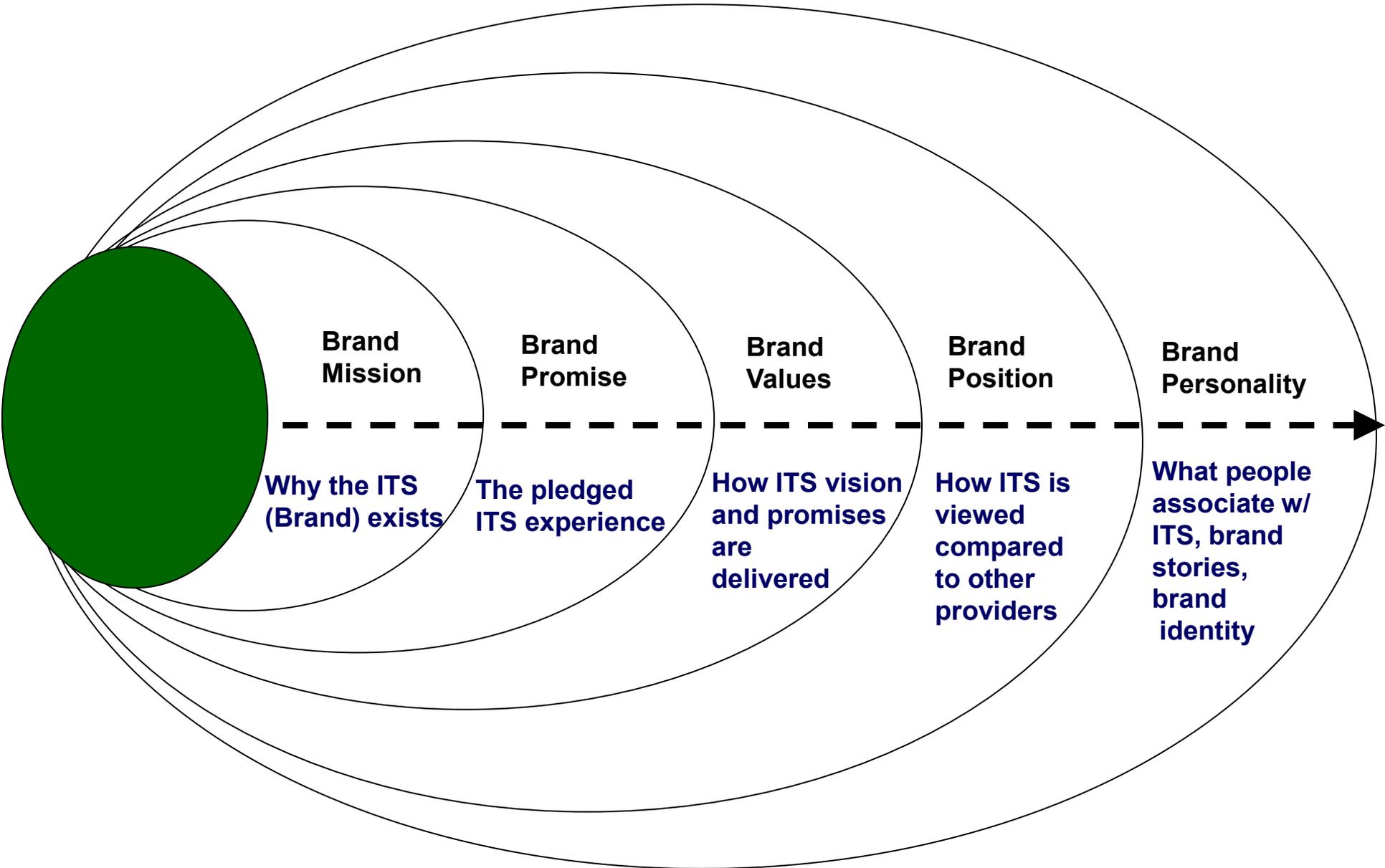


INTERNATIONAL TECHNOLOGY SERVICES (ITS)

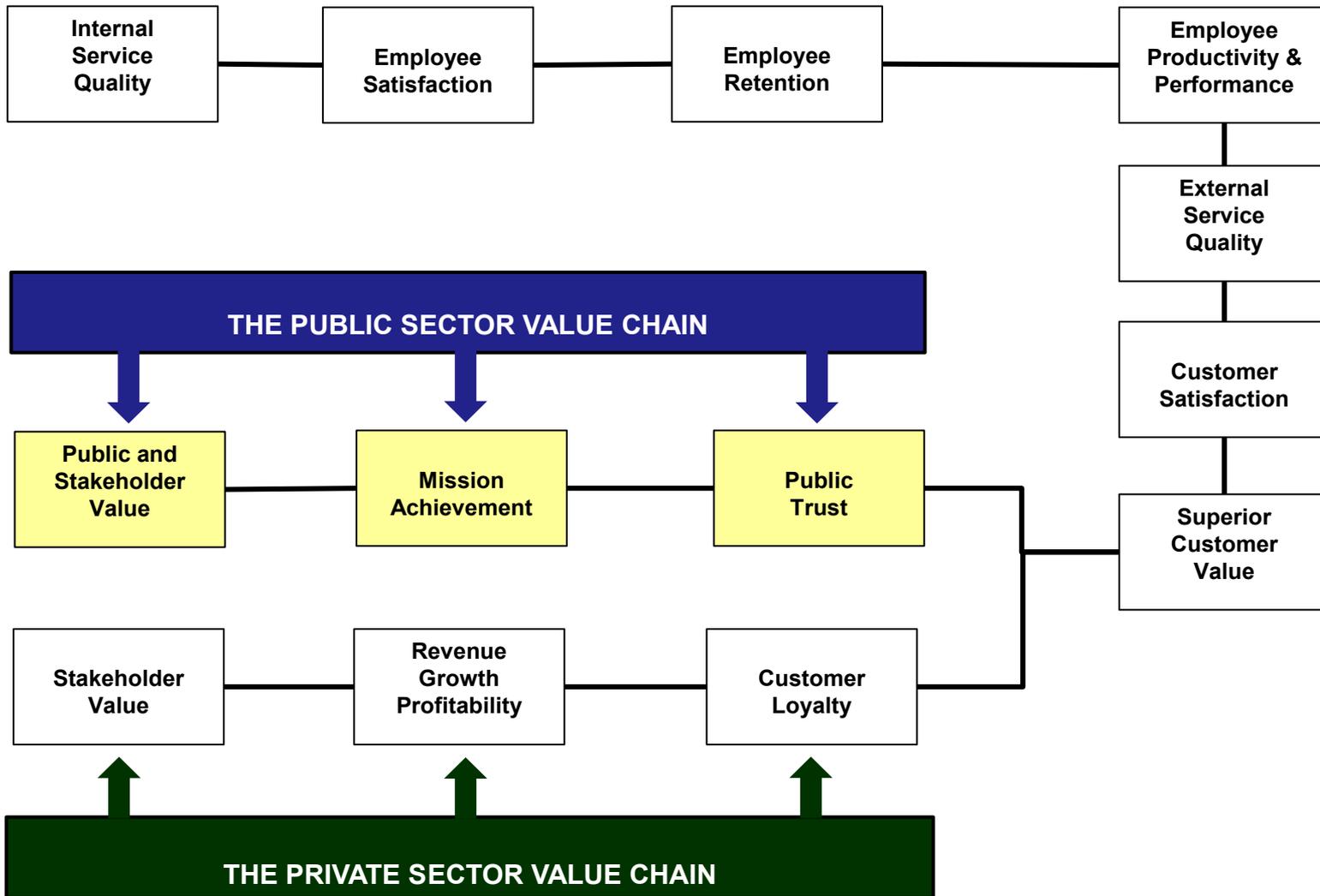
STRATEGIC VISION



The Components of the ITS Brand



Value Chains: Public vs. Private Sector



OCIO Mission

To provide the information technology leadership and governance that enables programs and operations of the Department to deliver their respective missions in an efficient, effective, and secure manner through the use of information technology solutions and services.

OCIO Vision

To be a catalyst for change and world-class leader in delivering technology solutions and services that directly contribute to mission accomplishment; and an essential partner in business transformation, resulting in excellent customer service, strong partnerships, secure infrastructures, and cost-efficient performance.

OCIO Strategic Goals

1. Business-driven, Customer-focused IT Leadership
2. Innovative Technology and Architecture
3. Comprehensive IT Security and Privacy
4. Visionary IT Human Capital
5. Environmentally Responsive Information Technology

ITS Vision

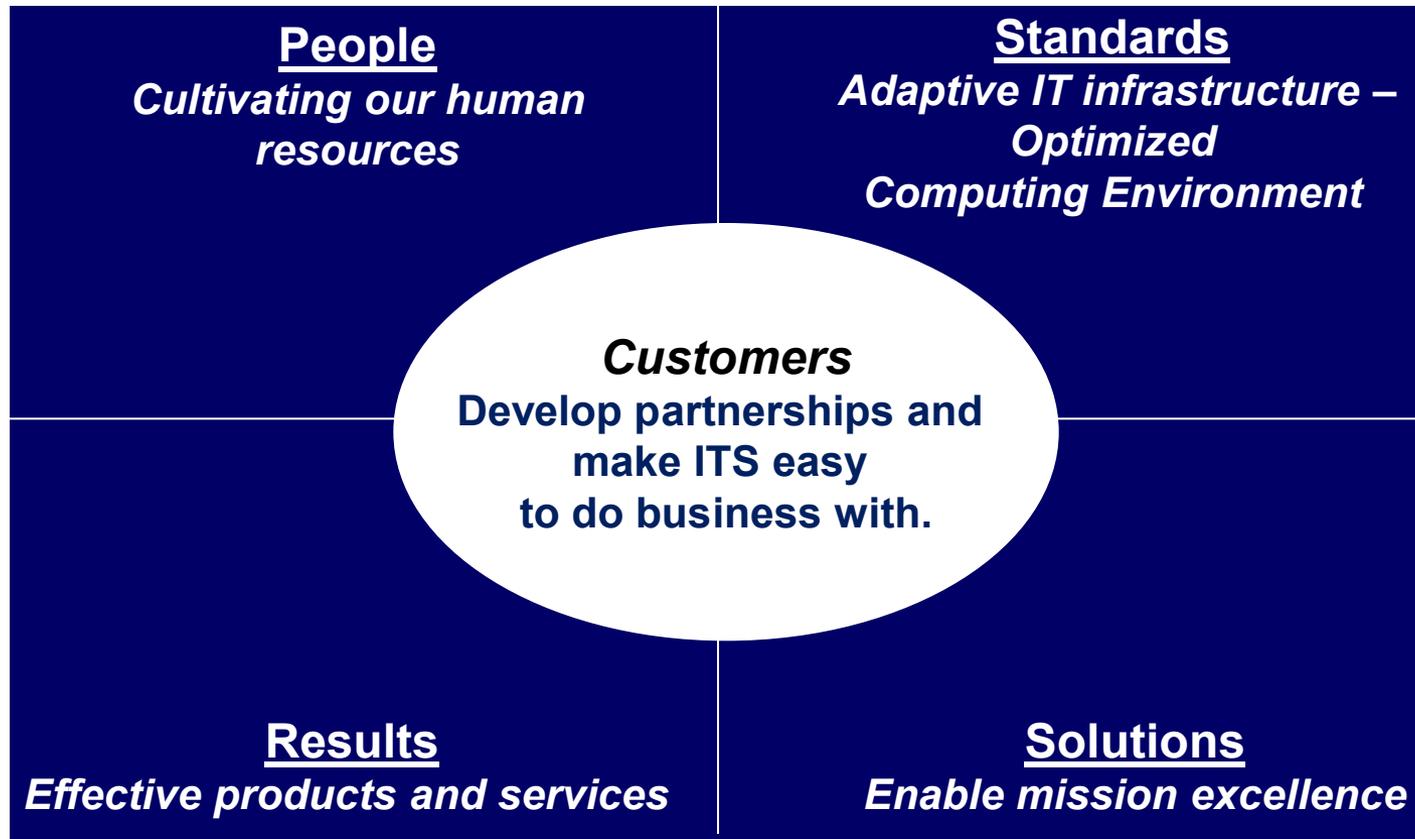
To Innovate, Deliver and Service world-class IT products and services that meet customer requirements and exceed customer expectations.

ITS Strategic Outcomes

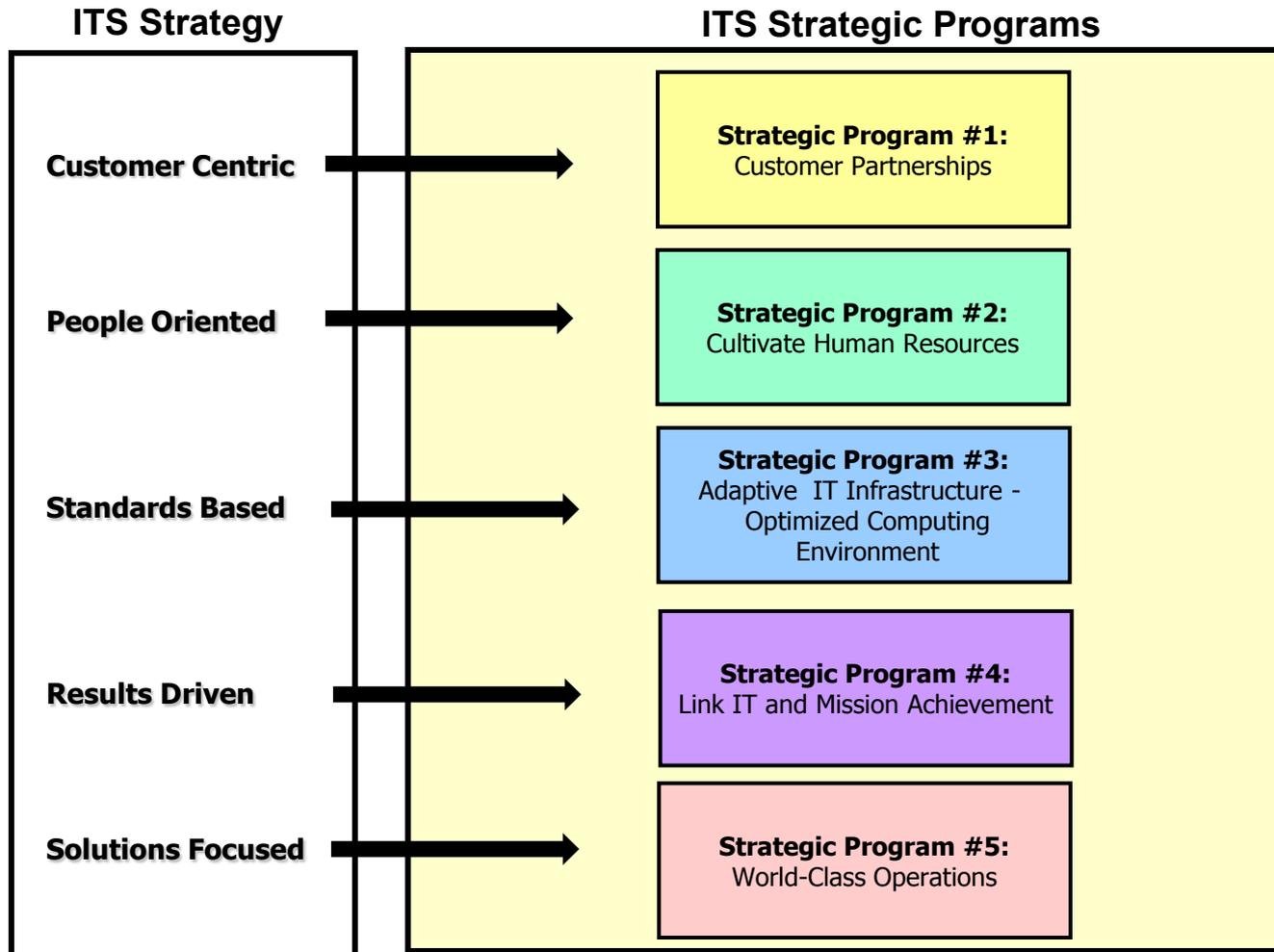
Customer Centric	Develop partnerships with our customers to meet their tactical and strategic needs; and make it easy to do business with ITS.
People Oriented	Create a culture wherein our employees are challenged, motivated, skilled, productive and creative.
Standards Based	Leverage and continuously improve our processes and technology standards to ensure that our solutions are scalable, available, cost-effective, and secure.
Results Focused	Link information management products and services to mission achievement and regularly measure progress.
Solutions Focused	Focus on the creation of world-class solutions that meet customer requirements and exceed customer expectations. Innovate to improve overall efficiency and to enable strategic investments.

Customers: Center of the ITS Strategic Vision

The Vision focuses on those things that will position ITS as a contributor to the achievement of its customers' goals.



Strategic Programs (SP)



Refining the Diamond Support Strategy

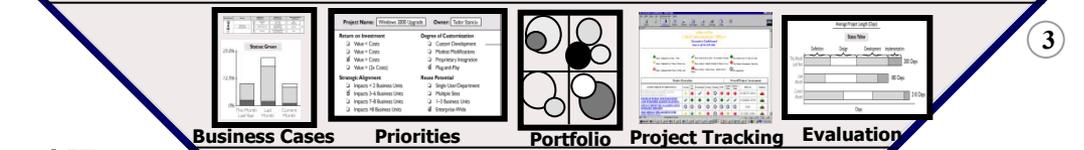
1 Build partnerships with customers to understand and deliver business value...



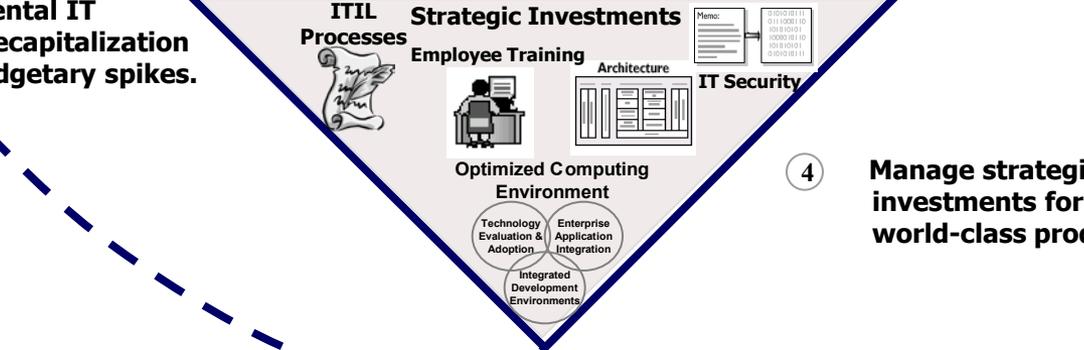
2 Deliver world-class operations and streamline costs...



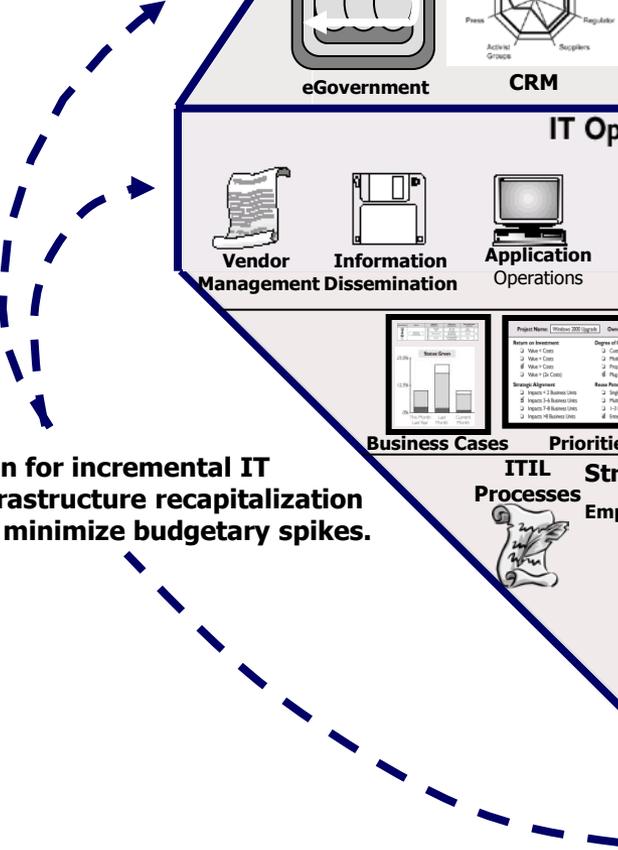
3 Justify, prioritize, and manage investment portfolio...and build confidence by meeting commitments....



4 Manage strategic investments for sustained world-class products and services



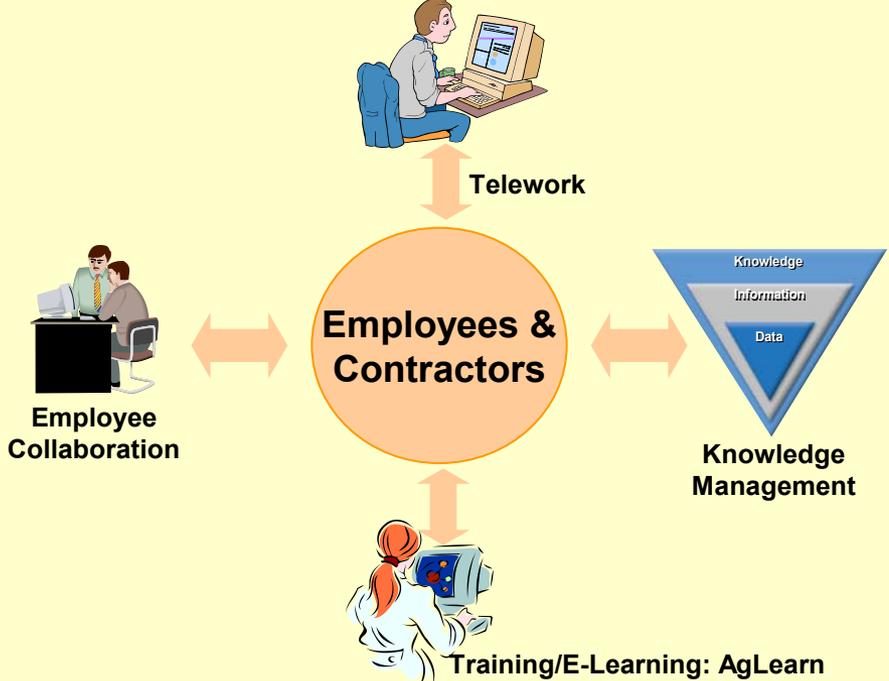
5 Plan for incremental IT infrastructure recapitalization to minimize budgetary spikes.



SP #1: Strengthen Customer Partnerships

Goal	Improve outreach, collaboration and understanding of customer requirements.	
	Key Elements	Objectives
<p>Increased Customer Satisfaction</p> <p>Increased Value</p>	<ul style="list-style-type: none"> • Improve understanding of customers' mission • Improve capture of customer requirements • Work collaboratively to identify tactical and strategy solutions and direction • Enhance Service Desk capabilities to foster end user confidence 	
	<p>Strategies</p> <ul style="list-style-type: none"> • Field trips to improve understanding of requirements • Build customer mission orientation into annual independent development plans (IDPs) • Automate infrastructure alert management • Consolidate the three ITS Service Desks & migrate to BMS Remedy based on ITIL processes • Track customer issues and status of resolution 	
Benefits	<ul style="list-style-type: none"> • Improves customer satisfaction • Improve IT alignment to mission • Increases stakeholder confidence 	<ul style="list-style-type: none"> • Extends support availability • Faster repair and problem resolution • Provides real-time performance data

SP #2: Cultivate Human Resources

Goal	Create an Energizing Work Environment that Makes ITS a Compelling Place to Work	
Key Elements		Objectives
 <p>The diagram illustrates the key elements of the work environment. At the center is a large orange circle labeled "Employees & Contractors". Four arrows point towards this central circle from surrounding elements: <ul style="list-style-type: none"> Telework: Represented by an illustration of a person working at a computer. Employee Collaboration: Represented by an illustration of two people at a desk. Knowledge Management: Represented by an inverted triangle containing the levels "Knowledge", "Information", and "Data". Training/E-Learning: AgLearn: Represented by an illustration of a person using a laptop. </p>		<ul style="list-style-type: none"> • Environment in which staff does their best work • Manage staff development strategically • Effective all-around communications • Alignment of staff and organizational framework • Culture of continuous learning
		Strategies
		<ul style="list-style-type: none"> • Leverage AgLearn to offset training funding shortfalls • Leverage intern programs to cultivate new talent • Complete an employee satisfaction level baseline survey • Leverage competency models for recruitment and development • Reward team and individual performance • Align assignments with professional development • Individual Development Plans across ITS
Benefits	<ul style="list-style-type: none"> • Increases employee retention • Improves employee satisfaction • Supports employee morale • Enhances customer satisfaction • Advances employee empowerment • Increases access to qualified candidates 	

SP #3: Deploy and Maintain an Adaptive IT Infrastructure – Optimized Computer Environment

Goal Deploy and maintain an adaptive architecture: the Optimized Computing Environment

Key Elements

Common Computing Environment (CCE) Optimized Computing Environment (OCE)

- One-size-fits-all standard workstation, limited mobility
- Outdated, slow end-user computing environment jeopardizing customer service

- End-users provisioned to provide mobile customer service wherever needed (e.g., customer sites)
- Higher performing end-user computing environment based on workforce needs

Customer Service

- One-size-fits-all, outdated service center environment
- Workforce productivity and service delivery hampered due to aging infrastructure, lack of capacity, and inability to scale

- Modern, productive, collaborative workspace to reliably deliver services
- Highly available modern office infrastructure, scalable and on-demand capacity

Service Delivery
(Farm, Conservation and Rural Development Programs)

- Unreliable delivery of USDA programs to citizens due to aging infrastructure
- Failure to meet Federal security, privacy and financial mandates
- Outdated technology

- Reliable, modern, green, scalable, secure infrastructure
- Ability to quickly support new program delivery requirements
- Compliance with federal mandates (e.g., customer data secured)

Infrastructure

Objectives

- Make tactical IT infrastructure investments pending OCE funding
- Offer more end-user computing solutions
- Modernize field data archiving and computing capabilities
- Speed up the software certification processes

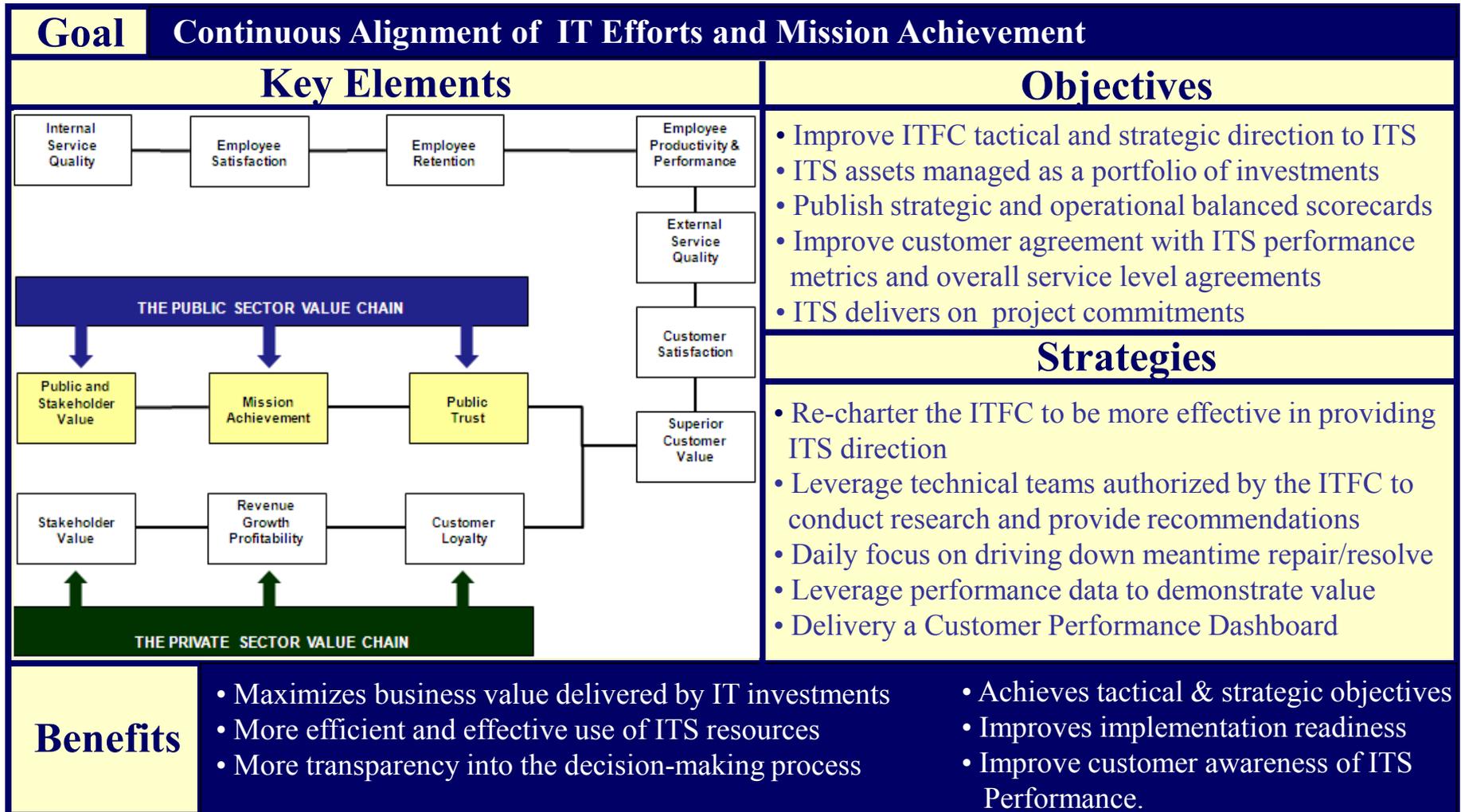
Strategies

- Targeted field network upgrades, WAN Optimizers, Domain Controller upgrades, and telecom infrastructure replacements.
- Add solutions to our service offering (e.g., Apple, Virtual Desktop Infrastructure, Applications Virtualization)
- Take advantage of Windows 7 capabilities to overcome existing Windows XP limitations.

Benefits

- Improves system reliability
- Improves end user experience
- Improves data retention capabilities
- Increases responsiveness to business needs
- Provides more flexible end point solutions
- Speeds assimilation of new software

SP #4: Link Products & Services to Mission Achievement



SP #5: Provide World-Class Operations

