FOCUS GROUP
LONG-RANGE PLANNING

THE EXECUTIVE OFFICE
OF THE PRESIDENT

June 1995

6/30/95 IT long range planning

Focus group summaries
bandwidth demand growth
OASIS user fees?

fiber bet. N+OEOBs?
Staffing levels?

Software licensing to be administered & upgraded by IS&T, w/ charges pro-rated back to agencies.

HTML authoring tools

Prioritize the numbered initiatives
MUST ADD PUBLIC INTERNET SERVICES (staffing, desktop s'ware, training, support

EOP IT Long-Range Plan Initiatives Selected by Organization						Page in Sec. 3
Description	Organization				($ 000)	
	WHO	OMB	OA	Other		
1. Enhanced Customer Support Capabilities	X	X	X	X	1,500	5
2. Enhanced E-Mail/Groupware System	X	X	X	X	2,200	6
3. Reengineering of Legacy Systems	X		X	X	1,900	7
4. WEB Browser - GUI Access to the Internet	X	X	X	X	60	9
5. EOP Intelli-Station	X	X	X		2,650	10
6. Video Capabilities				X	575	12
7. White House Database	X				250	13
8. Text Retrieval System	X				200	14
9. Internal WWW Services	X	X	X	X	590	15
10. OASIS on the Road				X	690	16
11. Network Remote Access	X	X		X	70	17
12. ISDN Integration Plan				X	720	18
13. ATM Network Upgrade		X			2,500	19
14. Privacy Enhanced Mail				X	276	20
15. Staff Development Plan	X				300	21
16.EOP Executive Planning Program				X	8	22
Total					14,489	

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About this binder...

This binder was prepared to assist the participants of the EOP IT long-range planning process in understanding where we are in the process, what has been accomplished to date and what must yet be accomplished to develop a plan of action. In addition, it includes background materials on the Information Systems and Technology (IST) Division to provide a foundation for understanding the nature of the current work processes and major items of expense.

The binder is separated into five sections by tabs organized along the following lines:

- **At the first tab**, the memorandum from Frank Reeder, Director of the Office of Administration inviting members to the planning sessions.

- **At the second tab**, a copy of the presentation slides to familiarize the participants with the general discussions for the meeting. Note that this contains a general summary of the functional requirements from the Focus Group session that the participant attended as well as the major improvements suggested in the Customer Feedback Survey.

- **At the third tab**, a brief overview of IST mission and goals for the implementation of IT in the EOP. Also, a summary of the proposed initiatives that will meet the functional requirements stated in the Focus Groups and the Customer Feedback Survey. Where possible, alternative solutions are briefly discussed.

- **At the fourth tab**, background material describing different aspects related to the IST Division. The first includes the common services, some of which are directly delivered to customers while others are less visible to customers. The second depicts current and proposed elements of cost sharing between OA and the customers of the IST division. The third portrays the IST staffing levels across functional areas of the division and the major elements of expense across these divisions.

- **At the fifth tab**, a summary of the major requirements across all Focus Groups and the offices making the request. In addition, the results of the Customer Feedback Survey for all respondents.

Clinton Presidential Records
Digital Records Marker

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Divider Title: 1

EXECUTIVE OFFICE OF THE PRESIDENT
OFFICE OF ADMINISTRATION
Washington, D.C. 20503

June 22, 1995

MEMORANDUM FOR DISTRIBUTION

FROM: FRANKLIN S. REEDER
DIRECTOR
OFFICE OF ADMINISTRATION

SUBJECT: Information Technology Long-Range Plan

I would like to invite you to a meeting to seek your views on our Information Technology (IT) Long-Range Plan.

The Office of Administration (OA) recently solicited your organization's participation in two initiatives to learn about your business needs. With your support, we completed 10 separate focus groups and a customer feedback survey.

A series of two meetings will be held. The first meeting is set for Friday, June 30 from 10 AM to 12 PM in the Eisenhower Room of the White House Conference Center to review general results and to begin the task of setting Information Technology priorities. To help prepare for the meeting, a package of background materials will be sent to you. The purpose of the first meeting is to make sure that we accurately captured your concerns. We hope that you will then discuss the materials with your colleagues.

At a later time, a second meeting will be held to determine the EOP community's final priority list for IT initiatives. With this list, we will finalize an EOPwide Strategic Plan for Information Technology. This effort will integrate the requirements collected through the focus groups and the survey and align them with the priorities established through the group consensus process.

I hope that you (or a representative from your organization) will be able to attend the meetings to help us understand your needs better and work with us in defining priorities.

If you have any questions on this matter, please call me at 6-2861 for further assistance.

I look forward to seeing you.

cc: Jim Macdonald
Jodie Torkelson

Distribution List

Michael Gill, OVP
Lionel Johns, OSTP
David Lytel, OSTP
Dave Hodge, OSTP
David Herrington, NSC
Dave Hawes, NSC
Col. Joseph Simmons, WHCA
Joan Steyaert, USTR
John Hopkins, USTR
Tilman Dean, ONDCP
Tracy Bare, ONDCP
Liz Kaminski, CEA
Kathleen Gallagher, CEQ

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Divider Title: 2

EOP Long-Range Plan Focus Group Feedback Forum

Preliminary Findings - June, 1995

Session Leader -

James Macdonald
Director, IS&T

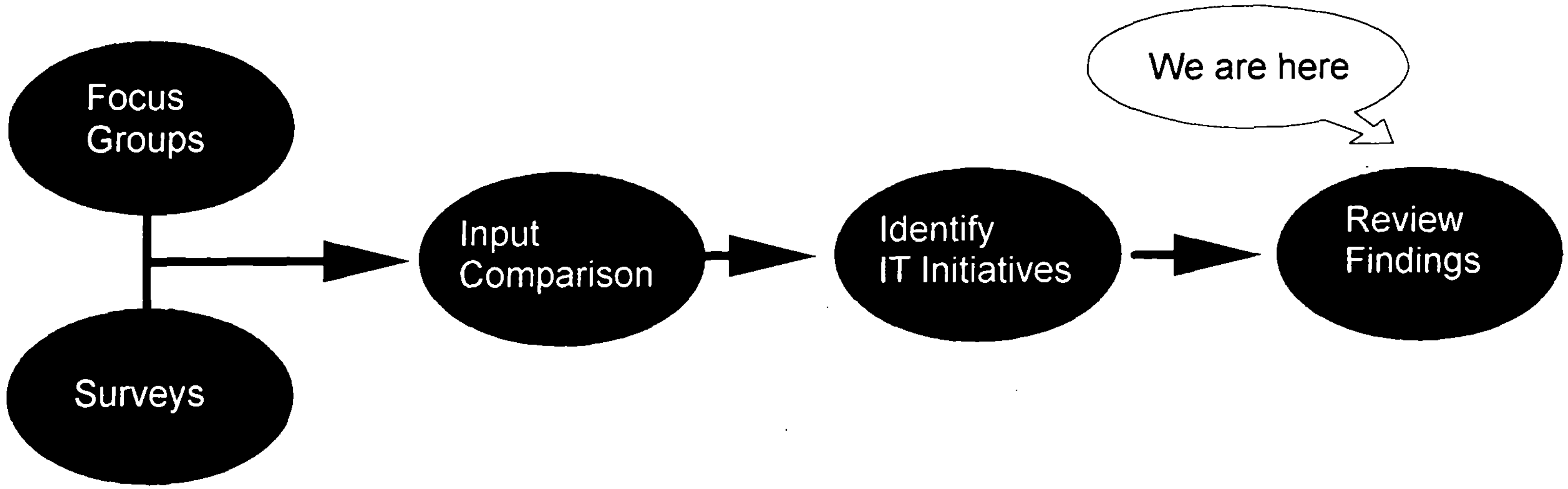
Contents of Binder

- Letter of Invitation to Planning Meeting
- Copy of Meeting Slides
- Summary of Proposed Initiatives
- Background on IS&T Division
  - IS&T Services
  - Cost Sharing Elements
  - Staffing and Activity Level
- Focus Group Summary
- Results of Customer Feedback Survey

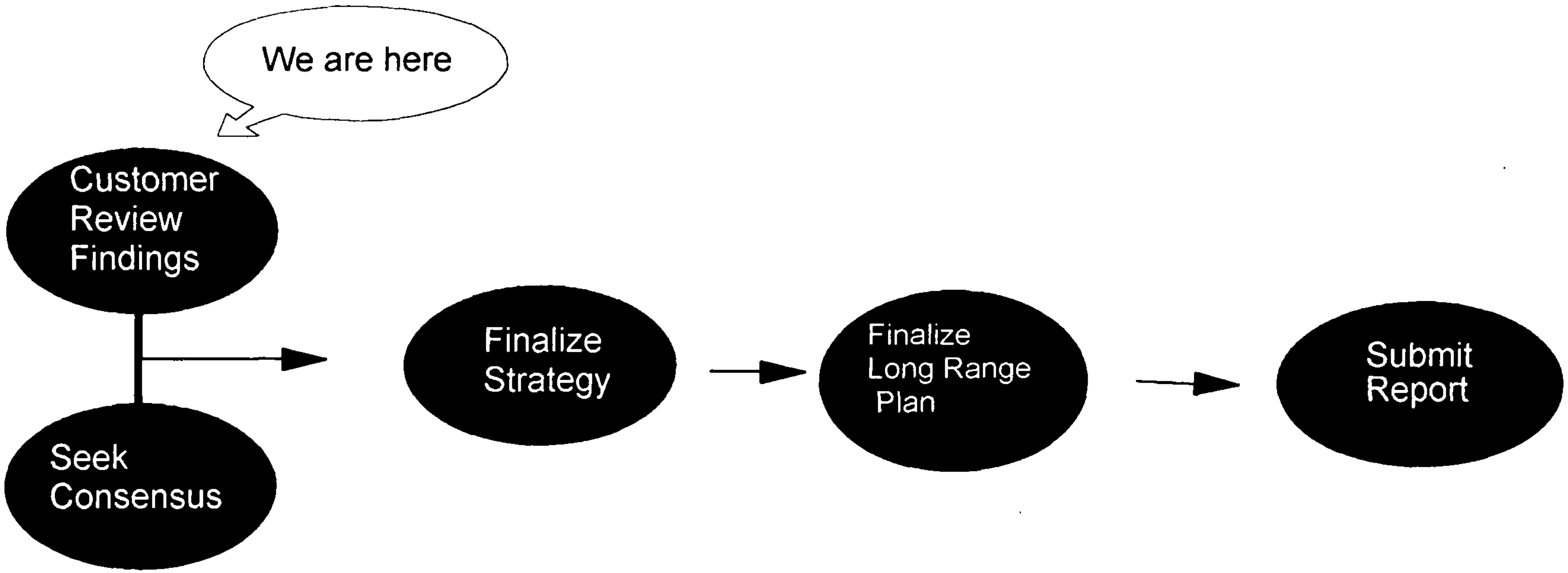
Review of Long-Range Plan Objectives

- To better understand the customers business environment
- To determine how IS&T can help customers achieve their business missions
- To identify future customer computing needs over a five year period

The Process We Have Gone Through...



Next Steps...


We are here
Customer Review Findings
Seek Consensus
Finalize Strategy
Finalize Long Range Plan
Submit Report

What you, the customer submitted to IS&T....

By The Numbers...Your Input

- 1. Focus Groups

White House
OMB
OA
OVP
OSTP
OPD
CEA

USTR
ONDCP
CEA
CEQ
PFIAB
NSC
WHCA

By The Numbers...Your Input

- 2. Customer Surveys

  - A series of 13 questions,
  - 101 maximum responses
  - Audience size = 2068 customers
  - 756 respondents
  - Results were charted, graphed and analyzed
  - Feedback distributed

And, The Results Are In...

41 Focus Group Requirements and Customer Survey Top 10

16 Customer IT Initiatives

Totaling $14.5m over five years

Let us get more specific...

EOP Functional Requirements

OVP, OSTP, USTR. ONDCP, CEA, CEQ, NSC, WHCA

A + B = C

Focus Group	Customer Survey	Initiatives	Cost	Ref . In
Improved sharing of information Electronic Forms and data	N/A	Enhanced E-mail and Groupware	2,200 k	Sec. 3 Pg. 5
Standard access to information Online information	N/A	Internal Web Services	590 k	Pg. 15
Calendaring and Scheduling Software Common tools to information resources	N/A	Reengineering of Legacy Systems	1,900 k	Pg. 7

EOP Functional Requirements

OVP, OSTP, USTR. ONDCP, CEA, CEQ, NSC, WHCA

A + B = C

Focus Group	Customer Survey	Initiatives	Cost	Ref. In
Improved training	N/A	Enhanced Customer Support	1,500 k	Sec. 3 Pg. 5
Internet access MOSAIC Improved Internet access	N/A	Web Browser	60 k	Pg. 9
Desktop Video	N/A	Video Capabilities	575 k	Pg. 12

EOP Functional Requirements

OVP, OSTP, USTR. ONDCP, CEA, CEQ, NSC, WHCA

A + B = C

Focus Group	Customer Survey	Initiatives	Cost	Ref. In
Remote Access and Support	N/A	Network Remote Access	70 k	Sec. 3 Pg. 17
		Oasis on the Road	690 k	Pg. 16
		Privancy Enhanced Mail	276 k	Pg. 20
Integration of Telephone and Computer Systems Voice to Text Conversion	N/A	ISDN Integration Plan	720 k	Pg. 18

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Divider Title: 3

IST

Mission Statement and Goals

&

Discussion of Proposed Initiatives

STRATEGIC MANAGEMENT PLAN FOR INFORMATION RESOURCES
PLANNING HIERARCHY MAP

IST DIVISION MISSION STATEMENT

The IST Division has the mission of providing technologically sound, responsive information systems and services to its customer agencies within the Executive Office of the President. IST will meet its mission through the following objectives:

- To understand the business needs of our EOP customers
- To develop a corporate vision for the use of information technology and communicate this vision through the annual IT Long-Range Plan
- To provide common information services and support for the effective management and coordination of Information Technology within EOP.

IST DIVISION STRATEGIES AND GOALS

CUSTOMER SERVICES	APPLICATION SERVICES
To provide responsive, and expert support to our EOP customers for desktop PC and telephone services: - Provide on-call help facilities with a professional and efficient staff. - Provide user training. - Provide documented ADP policies and procedures.	To provide easy access to all IST systems and services: - Provide a standard suite of easy-to-use desk-top services - Provide enterprise-wide application development services - Provide efficient deployment of custom applications
INFORMATION SERVICES	**INFRASTRUCTURE SERVICES**
To provide easy access to EOP-wide information: - Provide standard access to methods to information about people, events and services - Provide information management and administration services - Provide Records Management services	To develop, expand and improve the EOP computing infrastructure: - Provide sufficient capacity to support emerging technologies. - Expand the use of voice and data capabilities. - Utilize industry and government standards. - Provide interfaces and access to external ADP services. - Build on investments and not throw-away technologies.
STAFF DEVELOPMENT	**IT PLANNING**
To provide effective technical support to our EOP customers: - Provide access to various forms of professional development vehicles to IST staff - Provide an IST staff that is trained on available products and services	To provide Information Technology planning for EOP: - Provide forums to identify and understand EOP business processes and requirements. - Provide customer, management and technical interfaces for developing planning initiatives based on business needs - Increase IST's effectiveness through project and resource management

The following briefly summarizes the major initiatives by strategy:

The **Customer Services** efforts primarily strive to improve customer support services by offering skilled staff at the Help Desk, by providing better tools for end users to accomplish daily work and by increasing contractor support staff where appropriate.

Applications Services strategies strive to improve existing services such as E-mail and group software to share information between organizations. A major thrust over the next five years will be to improve the desktop computer and access to external information sources. In addition, many existing applications will be enhanced to use the new technologies. An additional effort will include acquisition of a PC-based video teleconferencing and video distribution system.

Information Services focus on the deployment and utilization of databases for the sharing and access of information across organizational lines within the EOP and across the Executive agencies.

The **Infrastructure Services** objectives are to provide the access, storage, processing, and data highways that will make it possible for the other strategies to achieve the stated goals.

In order to ensure success, IST must invest in its **Staff's Development** to maintain and enhance the skills so necessary to deploy the rapidly changing technology. This is also necessary to fulfill the goals of the other service areas.

Finally, **Information Technology Planning**'s purpose is to engage key executives of our customer groups in exchange of dialog regarding their business needs to ensure the timeliness of the plan and to help set expectations of the customers in regard to the operating climate of IST.

STRATEGIC MANAGEMENT PLAN FOR INFORMATION RESOURCES PLANNING HIERARCHY MAP	
IS&T DIVISION STRATEGIES AND INITIATIVES	
CUSTOMER SERVICES	**APPLICATION SERVICES**
To provide responsive, expert support to our EOP customers: 1. Enhanced Customer Support Capabilities	**To provide easy access to all IST systems and services:** 2. Enhanced E-Mail/Groupware System 3. Reengineering of Legacy Systems 4. WEB Browser - GUI Access to the Internet 5. EOP Intelli-Station 6. Video Capabilities
INFORMATION SERVICES	**INFRASTRUCTURE SERVICES**
To provide easy access to EOP-wide information: 7. White House Database 8. Text Retrieval System 9. Internal WWW Services	**To develop, expand and improve the EOP computing infrastructure:** 10. OASIS on the Road 11. Network Remote Access 12. ISDN Integration Plan 13. ATM Network Upgrade 14. Privacy Enhanced Mail
STAFF DEVELOPMENT	**IT PLANNING**
To provide effective technical support to our EOP customers: 15. Staff Development Plan	**To provide Information Technology planning for EOP:** 16. EOP Executive Planning Program

INITIATIVE NO: 1 **GOAL: CUSTOMER SERVICES** **INITIATIVE TITLE: Enhanced Customer Support Capabilities**	
ESTIMATED COST: $1.5 million	**ESTIMATED DURATION: FY 1996-FY 2000**

DESCRIPTION: In the past two years IST has significantly improved the level of service to the EOP by implementing client-server based applications in a distributed network server environment. This improved service level has placed tremendous demands on our existing support personnel, to the point that we can only meet our customers demands by providing more support staff with better tools, expanded help desk coverage and more on-site training classes. This initiative improves customer support by providing the support personnel with current technology tools, by extending the Help Desk support to 12 hours Monday through Saturday and by providing more classroom training for EOP personnel.

Specifically in FY 1996, we will acquire Notebook computers with advanced user interfaces for IST Customer Support personnel and provide remote LAN connectivity. This will enable our support personnel to take the PC with them as they make service calls or respond from remote locations. Additionally, these computers will replace older at-home computers currently used to provide on-call, 24-hour service to EOP customers. Two additional contractor personnel with operational experience in Windows-based applications and network administration will be added to the staff to better serve IST customers.

In FY 1997 through 2000, we will expand help desk coverage to 12 hours, 6 days a week utilizing 2 additional full-time contractor staff with Windows application and network administration skills so they can resolve most applications and network-related problems on the initial phone call. This expanded coverage will enhance IST support from our on-site location to a level that the customers require.

Continue enhancing on-site training for EOP-developed applications and new commercial software products with one additional full-time contractor trainer. Additionally, open a second training room with state-of-the-art audio visual technologies in an ergonomic environment. EOP personnel will be able to check out training books and videos for more personalized and self-paced instruction.

Alternatives: Provide computer-based training that would be available at the customer's desktop so that training could occur at the convenience of the customer and at his own pace.

INITIATIVE NO: 2 GOAL: APPLICATION SERVICES INITIATIVE TITLE: Enhanced E-mail/Groupware System	
ESTIMATED COST: $2.2 million	**ESTIMATED DURATION: FY 1996-FY 2000**

DESCRIPTION: This initiative involves the evaluation and requirements analysis to evaluate and select a modern and distributed electronic mail and messaging engine. This effort will also include plans to transition the new system into the EOP infrastructure and provide support. This technology is required to meet the ever increasing application needs of the user community and to allow us to rapidly deploy new services dependent upon a modern messaging transport capability. Furthermore all new future applications will need to be mail "enabled" requiring a higher level of integration than we have ever experienced. The present system cannot address these needs currently nor will it be able to in the future.

FY 1996: Begin the evaluation and analysis of alternatives based on the present technology available and specific vendor products. The GSA format known as Requirements Analysis and Analysis of Alternatives will be followed.

FY 1997: Commence development and deploy the new messaging model in key areas for WHO, OMB and OA.

FY 1998, 2000: Continue the deployment of this new model to other EOP agencies dependent agency funding.

Alternative: Provide a graphical user interface to the existing e-mail product that offers the same functionality with a newer, more efficient look and feel. This will include mail-enabled capabilities of best-of-breed applications.

INITIATIVE NO: 3 GOAL:APPLICATION SERVICES INITIATIVE TITLE: Reengineering of Legacy Systems	
ESTIMATED COST: $1.9 million	ESTIMATED DURATION: FY 1996-FY 2000

DESCRIPTION: This effort involves the evaluation of existing processes, applications and systems and defining how they will be utilized in the future EOP infrastructure. There are up to five options available for full or partial reengineering: refront, replace, rehost, rebuild and redesign (see attachment for description). Much like building any infrastructure, this will provide a firm foundation for enterprise data modeling and consolidation. The process will require standard development techniques and procedures for using, storing and accessing data throughout the EOP. We need responsive processes, systems and applications, that can be quickly modified, upgradeable or otherwise changeable in order to meet the information needs of the EOP community between now and the year 2000.

FY 1996: Begin accumulating data on all mainframe, mini system and distributed application and systems. Develop a database that will reference this information and offer multiple views of relevant information. Begin overall evaluation and analysis.

Formulate reengineering plan for management review. Plan will specify processes, systems and applications recommended for change, how they will be changed, cost and when they will be changed. The plan will also pin-point systems and applications that are no longer aligned with our long-term objectives.

FY 1997: Commence reengineering or enhancement of selected applications and systems based on funding and staff resources.

FY 1998 and 2000: Continue system and application reengineering as identified and needed.

Alternatives. Evaluate the feasibility and cost of outsourcing some or all of the existing EOP applications to other data centers as an option to an internal reengineering effort by IS&T staff and contractors.

Definition of Reengineering Alternatives

1. REFRONT -
Screen scrapers
New interface
GUI front end
Short term only
Least expensive

2. REPLACE -
OTC product
New platform
Low risk
Business process
must fit application

3. REHOST -
Port complete application
No change in function
New platform
Short term only
Not optimal C/S

4. REBUILD -
Tailored approach
Application developed
from scratch
Time is not an issue
Business rules - not
redefined

5. REDESIGN -
Attacks inefficiencies
Reengineers business process
Takes alot of time
Significant training/cost
Biggest pay-off
Most expensive - $1.9m

Reengineering initiative applies only to IBM Mainframe and Digital Vax systems supporting current EOP applications

INITIATIVE NO: 4 **GOAL: APPLICATION SERVICES** **INITIATIVE TITLE: WEB Browser - GUI Access to the Internet**	
ESTIMATED COST: $60 thousand	**ESTIMATED DURATION: FY 1996-FY 2000**

DESCRIPTION: With the continued evolution of the National Information Infrastructure, the EOP customer will require access to Internet based data via WEB browser technology. Using the government standards (GILS) for distributing/sharing information on the Internet between government, private and public sectors. WEB technololgy will be used to disseminate information internally through the establishment of an Internal WWW server. This will result in the ability of the EOP user to access both internal and external information via a common GUI interface. This will result in a more efficient/timely work environment and reduced user support costs. The WEB browser implemented will use security attributes including security key and encryption technology.

FY 1996 - Purchase client software and begin implementation.

FY 1997 - 2000 Upgrade hardware and software as required.

INITIATIVE NO: 5 **GOAL: APPLICATION SERVICES** **INITIATIVE TITLE: EOP-Intelli-Station (Desktop Hardware & Software)**	
ESTIMATED COST: $2.6 million	**ESTIMATED DURATION: FY 1998-FY 2000**

DESCRIPTION: Develop and deploy the next generation of desktop operating system and services for the EOP. This will include consolidation of graphics, image, audio, video, applications and electronic messaging under one all encompassing platform. The platform will be modular allowing us to deploy services based on business needs and not simply deploy technology for technology sake.

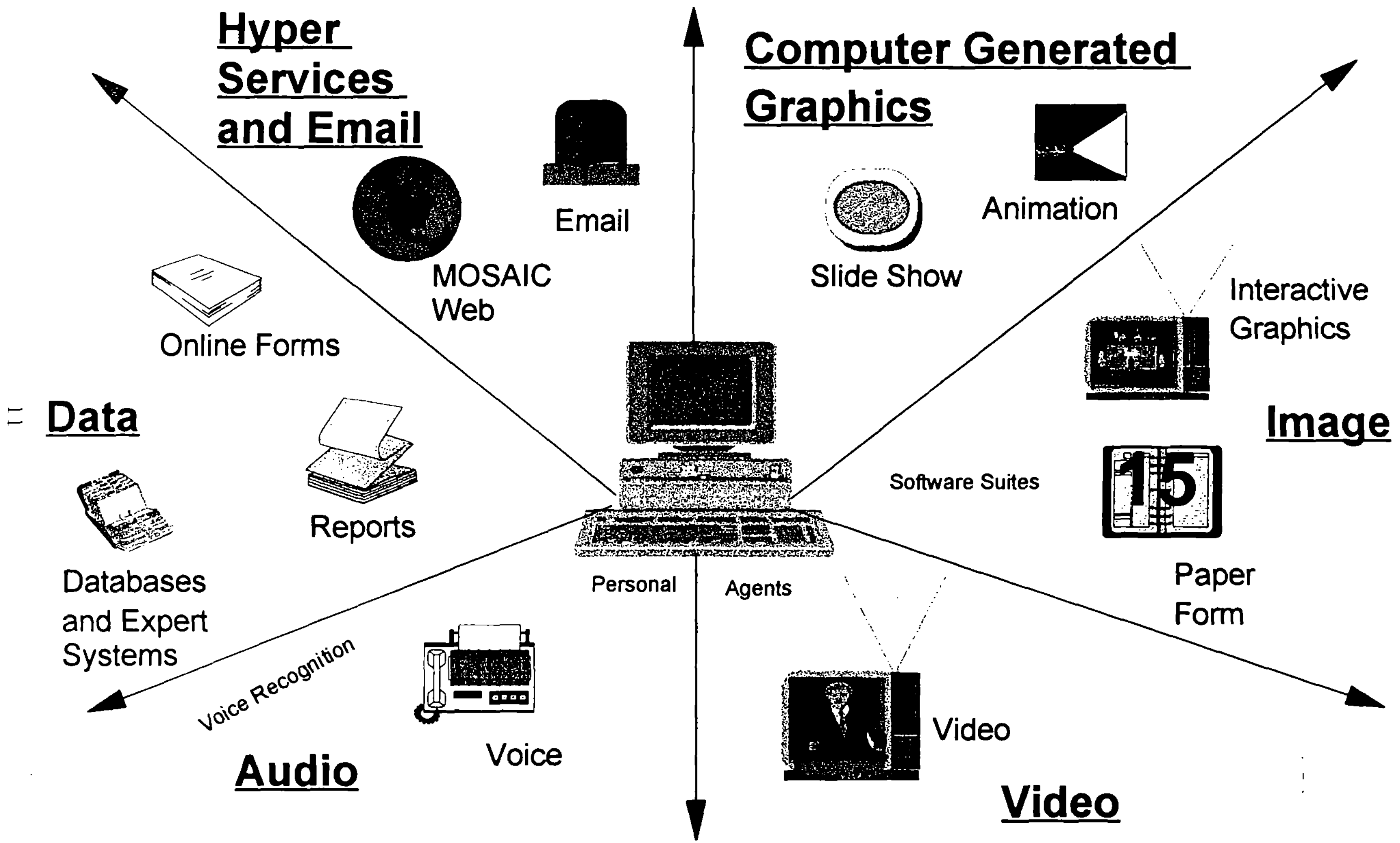
FY 1997: Evaluate and select a multi-tasking and multi-threaded operating system for prototype development that leverages existing staff knowledge, "best of breed" technology and known business rules and requirements. This course will provide us the largest breadth of technical choices and not limit the types of technical solutions we provide to our customers.

FY 1998: Begin initial development ,prototyping.and implementation of the Intelli-Station as funding becomes available. Continue deployment of Intelli-Station as funding becomes available.

FY 1999 and 2000: Develop new enhancements to the Intelli-Station and deploy as needed.

Altenative. Normally within a five year period, desk top hardware would have to be upgraded which would include advanced hardware and software. An alternative to this upgrade would be to use the current standard of a 486/66 desktop system through the year 2000.

Introducing: Intelli-Station



INITIATIVE NO: 6 **GOAL: APPLICATION SERVICES** **INITIATIVE TITLE: Video Capabilities**

ESTIMATED COST: $575 thousand	**ESTIMATED DURATION: FY 1996-FY 1999**

DESCRIPTION: To acquire a PC-based desktop video teleconferencing and video distribution system that will provide EOP customers with point-to-point video conferencing, group multipoint video conferencing, video mail, video server storage and retrieval and collaborative computing.

This productivity tool will enable staff to communicate from the desktop. Some of the services available are conferencing between/among key executives, live or recorded video feeds from network, cable and public television sources, live video feeds from the Senate and House floors, and nightly news clips. The services will be available round the clock and will searchable on date, time, person, channel or context parameters. In addition, video training modules can be shown in a timeframe suited to the student.

This system will operate over the existing premise wiring in a network environment providing 30 frames per second broadcast quality. A large video server will be installed for video storage and retrieval.

FY 1996 - Develop a prototype video capability that can be evaluated for use between senior executives and selected communication sites. Security methods and call origination for both group and individual calls will be examined. Development of the service will be coordinated to provide service on-site, within the continental US and possibly worldwide.

FY 1997, 1998 and 1999 - Provide a video-on-demand service center for users connected through existing data/telephone integrated services platforms. Access in this way will be contemplated to leverage security features of call isolation and control.

Prog e-mail?

INITIATIVE NO: 7 **GOAL: INFORMATION SERVICES** **INITIATIVE TITLE: White House Database**	
ESTIMATED COST: $ 250 thousand	**ESTIMATED DURATION: FY 1995-FY 1998**

DESCRIPTION: The continued development of a database to consolidate a large number of smaller databases into one seamless system. This will allow the production of timely reports reflecting White House events and other activities. Furthermore it will offer the White House the ability to reference only one system for the latest data instead of having to draw information from multiple sources.

FY 1995: Complete development of this system and deploy in key outreach offices and the Social Office.

FY 1996: Develop scheduling module and correspondence module within the same platform.

FY 1997 and 1998: Further deployment of database access and reporting capability.

INITIATIVE NO: 8 **GOAL: INFORMATION SERVICES** **INITIATIVE TITLE: Text Retrieval System**	
ESTIMATED COST: $200 thousand	**ESTIMATED DURATION: FY 1996-FY 1999**

DESCRIPTION: Due to several new initiatives from our customers we have the need for an enterprise text retrieval and tracking system. This will meet several needs. One, allow customers to profile data, electronic mail and files by date, name etc. Two, offer a fully integrated and enterprise solution for records management, query and reporting. By focusing on an enterprise-level solution, access to the information and reporting can be standardized and highly routine.

FY 1996: Evaluation, development and prototyping of a suitable enterprise system for profiling and tracking electronic mail and other data types. Deploy an enterprise solution to solve text retrieval, document tracking and records management concerns using the same technology.

FY 1997, 1998 and 1999: Continue to deploy and modify technology as needed.

INITIATIVE NO: 9 **GOAL: INFORMATION SERVICES** **INITIATIVE TITLE: Internal WWW Services**	
ESTIMATED COST: $590 thousand	**ESTIMATED DURATION: FY 1997-FY 2000**

DESCRIPTION: To allow use of the World Wide WEB (WWW) architecture to distribute and collect information within the EOP user community in a secure, hypertexted, GUI based, easily usable fashion. Due the fact users will have access to external WWW service and thus will be familiar with this format, there is the opportunity to distribute information internally using the same format. Examples of this will be EOP Forms, BBS, News, Policy's, Events, Frequently Asked Questions, "How To's", Procedures and Standards. The GILS format will be used through out. In addition, Text Retrevial and WAIS will be investigated.

FY 1997 - Purchase and establish the internal WEB server. Two WEB Masters are envisioned for support. This will include intrusion detection software. Additionally, a secure facility is envisoned with encrypted connections between server and client.

FY 1998 through 2000 - Upgrade hardware and software as required.

INITIATIVE NO: 10 **GOAL: INFRASTRUCTURE SERVICES** **INITIATIVE TITLE: OASIS on the Road**	
ESTIMATED COST: $690 thousand	**ESTIMATED DURATION: FY 1997- FY2000**

DESCRIPTION: To implement two 800 numbers for dial-in access to the EOPDC, higher speed modem service (maximum 28.KGS) and STU-III type 2 (DES) encrypted service. One 800 number will be used for clear communications and the other will be used for encrypted communications access. The encrypted communications will be installed for use from trips sites and advance team sites. The clear communications service will be used by personnel from sites, i.e. non-trip TDYs, homes. This alternative does not address the communications needs for OMB's budget submission.

In FY 1997, purchase and install encrypted devices to connect to 800 number to estalish capability. Includes estimated telephone expense of $100 thousand per year.

In FY1998 through FY 2000, operate and maintain the capability.

INITIATIVE NO: 11 **GOAL: INFRASTRUCTURE SERVICES** **INITIATIVE TITLE: Network Remote Access**	
ESTIMATED COST: $70 thousand	**ESTIMATED DURATION: FY 19965-FY 2000**

DESCRIPTION: The customer community has requested remote access to various EOP network services. This initiative addresses the security authentication process to permit users access to these services from remote locations.

In FY 1996, purchase and install server; develop and test software.

In FY 1997 through FY 2000, maintain and support capability.

who db dare w/ s'ware that has a comp. tel. integration API?

INITIATIVE NO: 12 **GOAL: INFRASTRUCTURE SERVICES** **INITIATIVE TITLE: ISDN Integration Plan**

ESTIMATED COST: $720 thousand	**ESTIMATED DURATION: FY 1998-FY 2000**

DESCRIPTION: This initiative involves the integration of ISDN (voice) services with Network (computer) services to further enhance desktop capabilities for the EOP community. This integration would provide the technical bridge to support voice mail and video teleconferencing requirements from the telephone backbone to the computer backbone.

FY 1998: Begin the initial testing and integration of ISDN (telephone) services with stand-alone desktop computer applications.

FY 1999 and 2000: Commence development and deployment of the fully integrated Network services to the EOP community.

INITIATIVE NO: 13

GOAL: INFRASTRUCTURE SERVICES

INITIATIVE TITLE: ATM Network Upgrade

ESTIMATED COST: $2.5 million	**ESTIMATED DURATION: FY 1998-FY 2000**

DESCRIPTION: ATM (Asyncronous Transfer Mode) is a high speed, high volume communications infrasructure well suited for replacing the current EOP Network backbone. The availability and design of the current backbone technology limits (bandwidth) performance and enhancement opportunities. ATM exceeds all expected industry requirements for the next decade.

This initiative is crucial to many of the near and long term goals of the EOP community. It addresses both internal and external communication requirements.

FY1998: Begin testing the design and integration charactericstics within the EOP community.

FY1999: Commence replacement of the EOP FDDI backbone.

FY2000: Integration to the customer desktop and external networks.

INITIATIVE NO: 14 **GOAL: INFRASTRUCTURE SERVICES** **INITIATIVE TITLE: Privacy Enhanced Mail**	
ESTIMATED COST: $276 thousand	**ESTIMATED DURATION: FY 1997-FY 2000**

DESCRIPTION: To provide secure transmission and reception of data over the Internet for all Internet services including E-mail, FTP, WWW, and like services both internal and external. Initially encryption will be established between cooperating Internet government sites via commercially available data encryption devices. Future implementations of the internal and external WWW servers will feature encrypted sessions and the use of "key" technology. As new Internet E-mail standards are drafted, approved and implemented E-mail support will be upgraded to support Privacy Enhanced mail. The keys will be distributed via an X.500 style directory service. In years FY 1998 and FY 1999. Secure card-like devices will be used to provide keys. Version 6 of the IP protocol on which the Internet is based contains encryption features that will be implemented over the next 5 years. EOP will receive the IP version 6 technology as part of the normal upgrade process.

FY 1997 - Establish encrypted links over to the Internet to ~~selected~~ sites. Implement ~~Privacy~~ Enhanced Mail (PEM) as it becomes available as part ~~of~~ the Innosoft PMDF upgrade process. This will be in conjunction with the establishment of the X.500 ~~directory service~~.

FY 1998, 1999, 2000 - Enhance hardware configuration as required to maintain performance. Begin full implementation of security key cards.

INITIATIVE NO: 15 **GOAL: STAFF DEVELOPMENT** **INITIATIVE TITLE: STAFF DEVELOPMENT PLAN**	
ESTIMATED COST: $300 thousand	**ESTIMATED DURATION: FY 1996-FY 2000**
DESCRIPTION: Prepare an annual plan to maintain and enhance the skills of the technical staff in conformance with the technology provided in the work place. Based on providing approximately 5 days of technical training to the full complement of staff.	

INITIATIVE NO: 16 **GOAL: IT PLANNING** **INITIATIVE TITLE: EOP Executive Planning Program**	
ESTIMATED COST: $8 thousand	**ESTIMATED DURATION: FY 1996-FY 2000**
DESCRIPTION: Provide facilitator services to manage periodic meetings with senior staff of the customer organizations to participate in discussions regarding business requirements and technology issues.	

Alternative: Provide off-site meeting location to minimize interruption from ongoing business and to allocate more time for participants to focus on the process.

Clinton Presidential Records
Digital Records Marker

This is not a presidential record. This is used as an administrative marker by the William J. Clinton Presidential Library Staff.

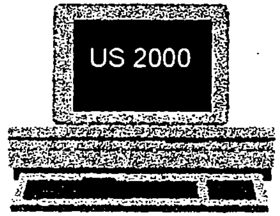
This marker identifies the place of a tabbed divider. Given our digitization capabilities, we are sometimes unable to adequately scan such dividers. The title from the original document is indicated below.

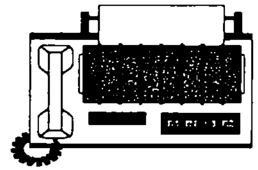
Divider Title: 4

IST

Service Delivery

IS&T Services to the Customer





Level 1

Customer Direct Services

Help Desk
Training
Maintenance
Software Assistance
Installation and Moves
Billing and Security

Level 2

Departmental Support Services

Network and Cabling Support
Software Evaluation
Business Process Reviews
Software Development
License Tracking
Database Engineering

Level 3

Enterprise Support Services

Enterprise System Planning

24x7 Operation Support
IAG Billing
Performance Monitoring
Records Management
Policy and Procedures
Disaster Recovery
Capacity Planning
Project Management
Computer Inventory
Security Administration

Level 4

Administrative Support Services

General Administration of IS&T

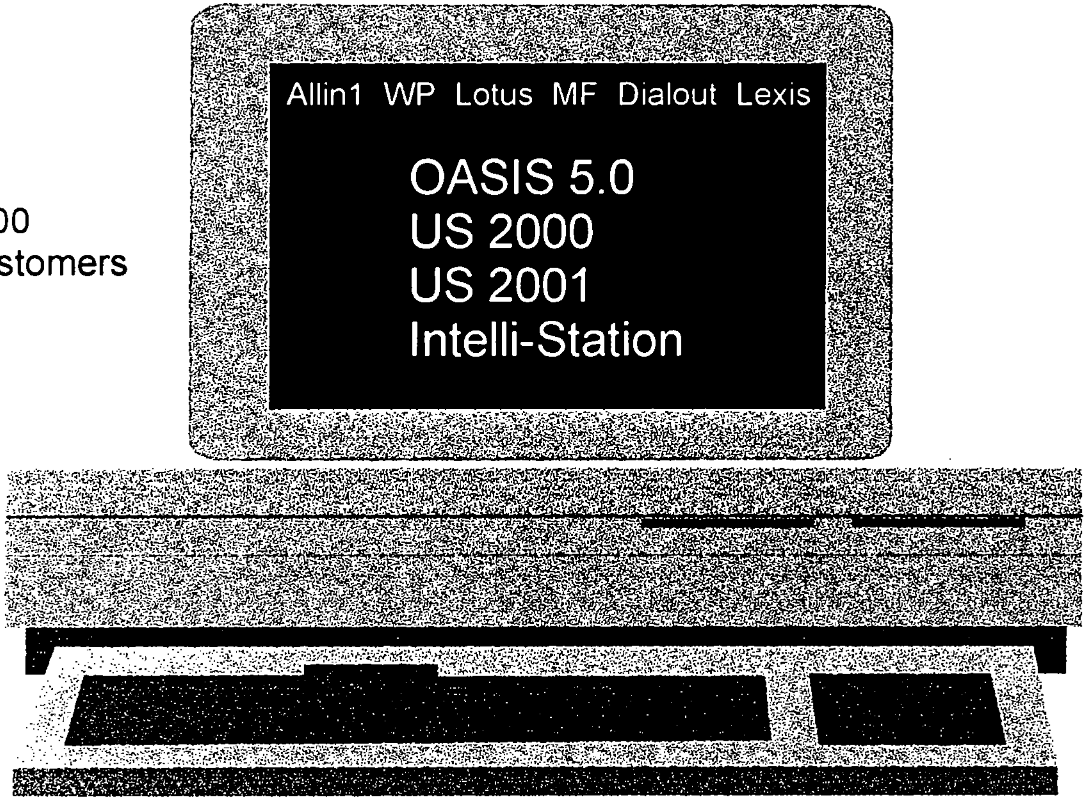
Personnel
Finance
Procurements
Budgeting

Level 5

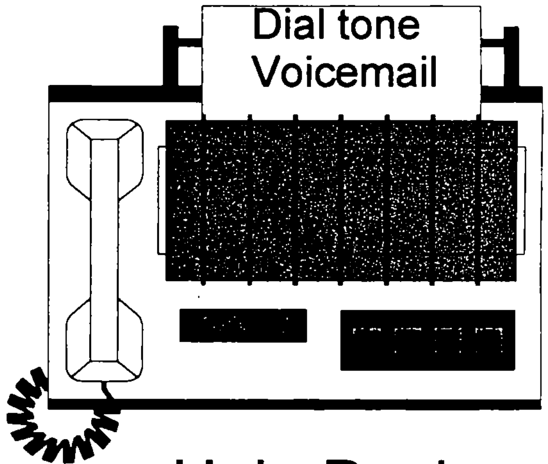
How IS&T Brings Information Services to You, The Customer

Level 1 (High Visibility)

1400
Customers



Help Desk
Sotware Support
Application Training



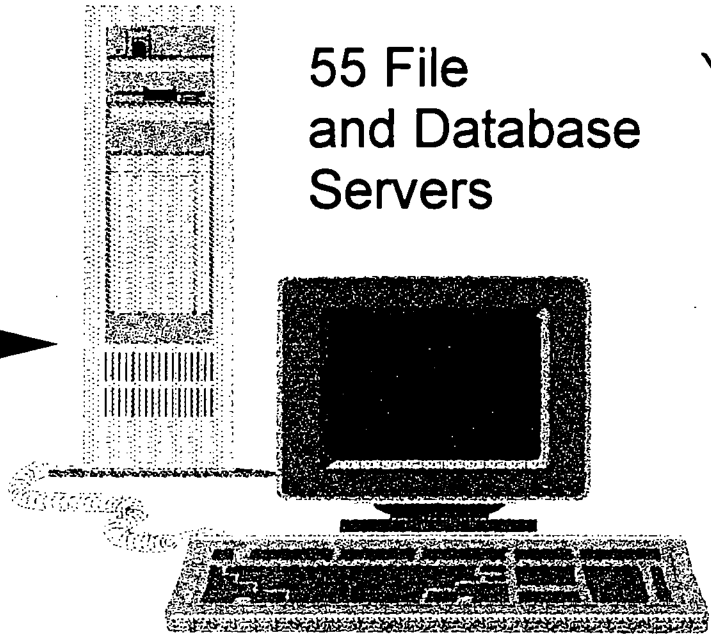
Help Desk
Installations
Billing
Training

How IS&T Brings Information Services to You, The Customer

Level 2 (Moderate Visibility)

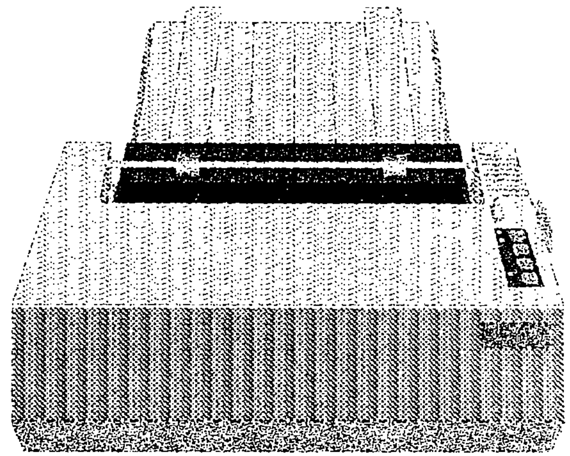
From
Level 1

via
Network



55 File
and Database
Servers

in total complex?



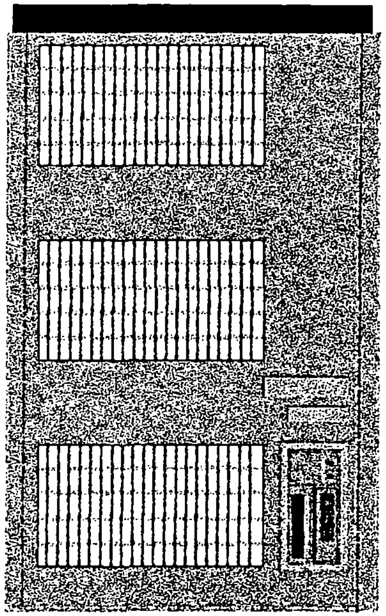
Network Operating System
File Services
Printing Services
File Storage
Network Support
Distributed Databases

How IS&T Brings Information Services to You, The Customer

Level 3 (Less Visibility)

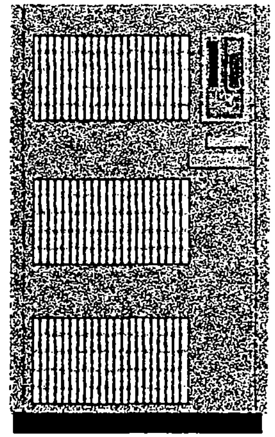
From Level 1 and 2

via separate Networks



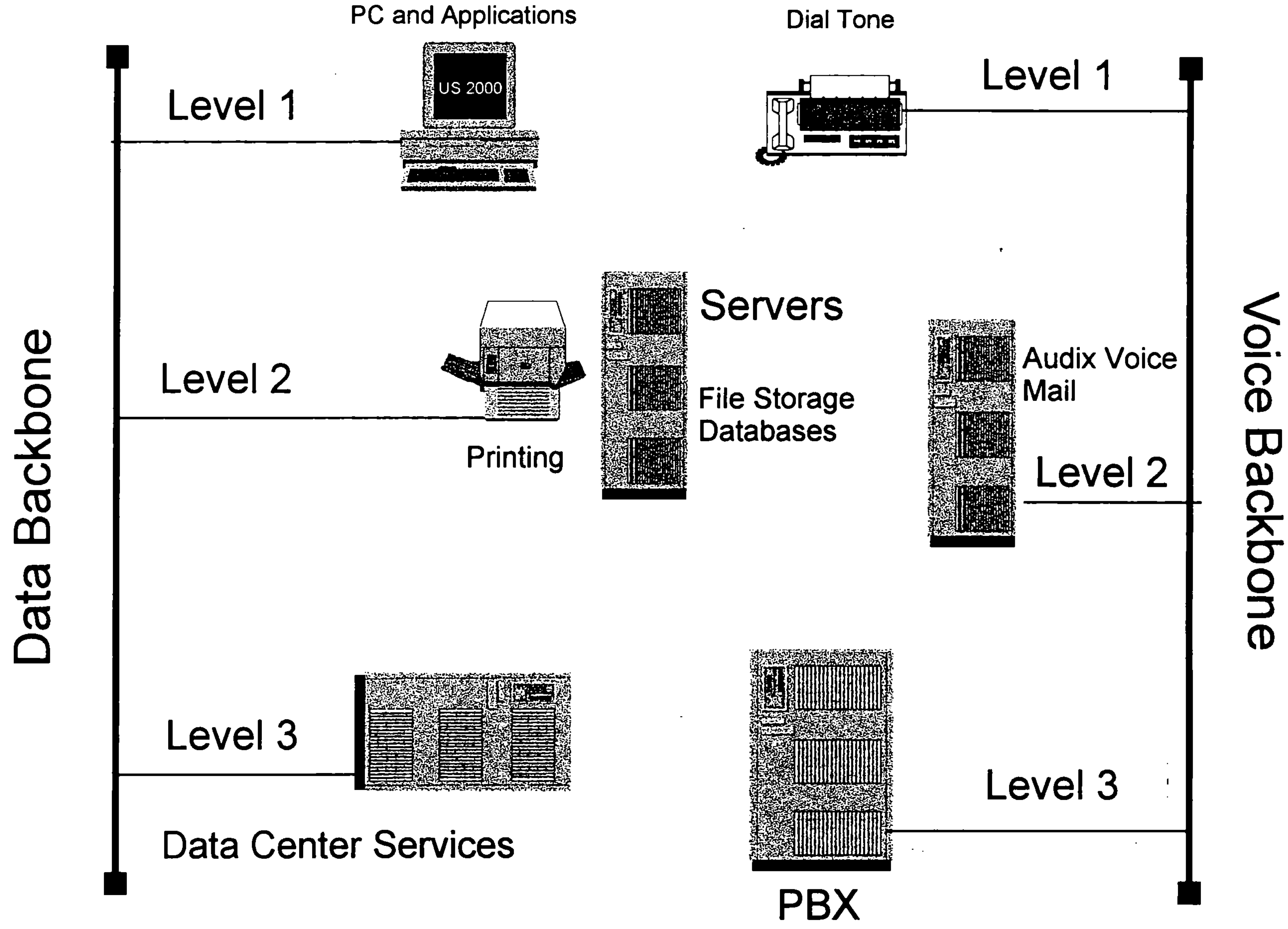
Internet services
- publ. web, mail, pres.

<u>Data Center Systems</u>
All-in-1
Budget System
Payroll
Procurement



<u>PBX</u>
Telephone Switch
Tracking
Call Routing Pattern

Bringing It All Together...



5/25/95

COMMON SERVICES

CUSTOMER SUPPORT, TELECOMMUNICATIONS, and SECURITY

DESKTOP

Help Desk for PC and related office equipment
- basic hardware and software problem determination and resolution (Tier 1)
- basic network capabilities problem determination and resolution (Tier 2)

PC Software Assistance and Support (Tier 3)
- all standard desktop applications

PC Software Training (Tier 3)
- classes for all standard desktop applications

Customized Application support
- all platforms (IBM, VAX, Server)
- major applications (APCAPS, ERS, FAMIS)
- development, enhancement and maintenance

Evaluation and testing of commercial off-the-shelf software for the desktop

TELEPHONE

Help Desk for telephone equipment and services
- problem determination and resolution

Telephone Installations and Moves

Training
- Telephone equipment and telephone billing

EOP telephone system management
- Telephone PBX's and related peripherals
- Infrastructure wiring

Tracking and inventory accountability for billing purposes
- Agency Centrex service, purchase and leasing equipment, time and materials costs
- Special circuit management

Telephone system disaster recovery planning

SECURITY

SecurID Administration for computer-based access and telephone voice-mail
Logon ID Requests for all computer platforms
Desktop Software Licensing Tracking
Hardware and Software Installation Coordination
Policy Development for Information System Security Issues

NETWORKING

Network System Management
- performance and health monitoring
- trend analysis and usage monitoring

Network System Engineering
- design and integration of enterprise infrastructure (fiber backbone)
- design, integration and administration of local area network systems (servers)

Network System Support
- installation and maintenance of network hardware and operating systems
- installation and maintenance of network cable

Communications Support
- dial-in to modem pools (IBM/VAX/Network)
- design implementation and maintenance of wide area network

PC and Related Office Equipment
- installation, relocation and maintenance

RESEARCH and DEVELOPMENT

RESEARCH

Study technical alternatives and determine suitability for integration into existing systems and enterprise wide implications

Study, develop and implement new architectures, systems, platforms and servers in a multi-vendor, multi-system environment compatible with the EOP's long range plans

DEVELOPMENT

Perform business process reviews of key operational areas in order to apply an appropriate technical solution for the customer

Develop and configure new and rapid customer applications hat fully consider information sharing, scalability and portability of customer data and processes

Develop standards for database engineering, data administration and the use of common objects and libraries

Provide user training on newly developed applications

EOP DATA CENTER

- Major platforms include VAX, Mainframe and Specialized Servers

SYSTEMS PROGRAMMING

Operating System Maintenance and Support on VAX, Mainframe and Specialized Servers
Application Installation, Testing and Support for Electronic Mail, DB/2, Internet Firewall, Presidential E-Mail, WWW (WEB), Publications and Records Management (ARMS)
Application Support and Maintenance for OASIS Applications including Pager, WAVES, EOP Directory and Information Management (Newswires)
Database Administration for DB/2
Performance Management and Capacity Planning on VAX, Mainframe and Specialized Servers

DATA CENTER OPERATIONS

24-Hour, 7-Days-a-Week Production Operations for VAX, Mainframe, EOP Library Catalog System, Specialized Servers, and Local Area Networks
Disaster Recovery Planning for All Major Systems
Maintenance of Troublecall Procedures for All Systems
Production Control Scheduling Center for Users' Applications (Updating, Printing, System Backup)

GENERAL MANAGEMENT SERVICES

Configuration Management including Approval and Tracking of System Installations and Upgrades
Records Management (Scheduling and Disposition of Paper and Electronic Records)
Project Management of Division Resources
Computer Inventory Management including Personal Computer Hardware, Software and Parts
General Office Administration:
Personnel Management and Contractor Management
Accounting and Budget Control of Divisional Funds
IAG Management for Computer and Telephone Services

Explanation

of

Cost Sharing

between

IST and Customers

PROPOSED COST SHARING BETWEEN IS&T AND EOP AGENCIES

Preface:

Note 1: Includes, at a minimum, Intel 4/66 CPU, 16 MB memory, local and hard disk drive, mouse, keyboard, network card and peripheral equipment.

Note 2a : Defined as Allin1 Email, Wordperfect 6.1, Lotus 5.0, Dynacomm 3.5, Approach 3.0, Procomm, Lexis Nexis NO TCP STACK OR BROWSER?

Note 2b: The existing $1000 OASIS user fee is hereby waived effective fiscal 1996 ?

Note 3: Procurement cost, development, integration, maintenance and service for systems and servers not compliant with the EOP Long Range Plan and initiatives will be negotiated with the individual agency.

Note 4: May include contract labor, material, development, integration, training etc

** Notes change in funding position

Description of Service/Item	Present Day	Proposed 1996
Standard Desktop Environment		
Hardware *1	Agency	Agency
Hardware Maintenance	Agency/IAG	Agency/IAG
Software and Programs *2a,b	Agency	Agency
Software Maintenance (License upgrade)	Agency**	Agency/IAG**
Vendor Software Service and Trouble Resolution	OA	OA
Non-Standard Desktop Environment		
Hardware	Agency	Agency
Hardware Maintenance	Agency	Agency
Software and Programs	Agency	Agency
Software Maintenance (License upgrade)	Agency	Agency
Vendor Software Service and Trouble Resolution	Agency	Agency
New Host Systems and Servers *3		
Hardware	Agency/OA	Agency/OA
Operating System	Agency/OA	Agency/OA
Software	Agency/OA	Agency/OA
Adjunct Hardware & Software	Agency/OA	Agency/OA
Infrastructure and Connectivity		
Backbone Cabling	OA	OA
Cabling to Desktop/Terminal	Agency/OA**	OA**
Special/Urgent Cabling Requirements	Agency	Agency
Internetworking HW/SW	OA	OA
Connection to Internet (Blue Zone)	OA	OA
Connection to Internet (Red Zone)	Agency/OA	Agency/OA
Firewall, Proxy and Web Systems	Agency/OA	Agency/OA
Security Components and Access Modules	Agency/OA	Agency/OA
Information Services and Access		
Information Management Systems	OA	OA
Wire Services and Newsletters	OA**	Agency/OA**
Research, Development and Integration *4		
Long Range Plan Initiatives	Agency/OA	Agency/OA

Description of Service/Item	Present Day	Proposed 1996
Telephone and Voice Services		
Telephone System (Switch)	IAG/OA	IAG/OA
Voice Terminals	Agency	Agency
Voice Circuits/Ports/Modules	Agency	Agency
Data Circuits/Ports/Modules	Prorated/Agency	Prorated/Agency
Special Circuits (Alarms)	Agency	Agency
Cellular Telephones	Agency	Agency
Installation - All Services	Agency	Agency
Special Services/Leased	Agency	Agency
Usage --		
Domestic LD	Prorated/EOP	Prorated/EOP
International LD	Prorated/EOP	Prorated/EOP
Local Message Units/Tariffs	Prorated/EOP	Prorated/EOP

IST

Profile

of

Staffing and Expenses

IST PROFILE FY95

where do staffing follow go?

Expenditure	Staffing Levels Government	Contractor	$ (in 000's)
Government Personnel			3,942
Services			5,265
EOP Data Center Includes computer operations, disaster recovery service, IBM and VAX systems staff, data entry and technical documentation staff, software and hardware licenses, leases and maintenance	8	27	2,143
Telephones Switch maintenance, operations, local and long-distance billings	2	40[1]	660
Customer Support Includes Help Desk staff, applications support staff, trainers and information security staff, software technical support	17	11	78
Internet Includes servers, firewall, system administration, software implementation for service attacks	1	5	200
Systems Integration and Development Includes application development staff and system integration staff, software development platform	8	5	27
Networking Includes network administrators and engineers, cabling, hardware, modem management	4	6	313
Equipment Includes PC installers and depot staffs, inventory management	1	13	145
General Management Services Includes Records and Project Management; general administration functions for the division	5	4	40
Director	1		
Totals	47	111	12,813

1 - Total staff shown; however, cost is shared by all agencies.

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Divider Title: 6

Summary of

Focus Group

Requirements

OFFICE OF ADMINISTRATION INFORMATION SYSTEMS AND TECHNOLOGY FOCUS GROUP/AGENCY SUMMARY December - January FY 1995		
Requirement	**Agency**	**Initiatives in Section 3**
1. Provide a common area for training and end-user laboratory/computing facility. Improve desktop training by providing alternative training methods, i.e. video, computer based, etc.	OA General Services OA Library and Research Services WHO Visitors Office WHO Media Affairs WHO Legistlative Affairs WHO Political Affairs WHO Travel Office CEA USTR WHO Executive Clerk	1,6
2. Provide forum to share information such as frequently asked technical questions, technical tips and techniques; establish IT working group. Improve communication and cooperation among EOP agencies.	NSC OA Facilities OA Personnel Management Division OA Financial Management Division ONDCP WHCA CEA CEQ OMB WHO Public Liaison	9,16
3. Provide for regular technical upgrades to desktop equipment, i.e., PCs, printers, etc.	OA Library and Research Services OA Financial Management Division WHO General Counsel WHO Management and Administration WHO Correspondence WHO Scheduling and Advance WHO Legistlative Affairs WHO Political Affairs WHO Records Management	5

OFFICE OF ADMINISTRATION INFORMATION SYSTEMS AND TECHNOLOGY FOCUS GROUP/AGENCY SUMMARY December - January FY 1995		
Requirement	**Agency**	**Initiatives in Section 3**
4. Enhanced technical support with improved response times for user service and assistance requests.	OA Library and Research Services OA Financial Management Division WHCA WHO Correspondence WHO Management and Administration WHO Executive Clerk WHO Political Affairs WH Fellows	1
5. Integration of electronic forms onto the desktop to route commonly used internal forms such as Facility Requests	OA General Services OA Facilities OA Personnel Management Division OA Library and Research Services WHO Management and Administration GSA USTR	2,4,9
6. Investigate the use of collaborative workgroup software for EOPwide use	WHO Executive Clerk Office of the Vice President ONDCP WHO General Counsel WHO Management and Administration CEQ WHO Usher's Office WHO Correspondence	2,6

OFFICE OF ADMINISTRATION INFORMATION SYSTEMS AND TECHNOLOGY FOCUS GROUP/AGENCY SUMMARY December - January FY 1995		
Requirement	**Agency**	**Initiatives in Section 3**
7. Improve processes with the goal of reducing paper flow. Includes parking passes, time and attendance and other applications.	OA Facilities OA General Services OA Personnel Management Division WHO Management and Administration WHO General Counsel WHO AO WHO Executive Clerk	2,3,9
8. Implement an online 'How To' Book for EOP services. Describe the technology that is available, and discuss delivery mechanisms and procedures to customers.	OA General Services WHCA NSC WHO IOP WHO Legistlative Affairs WHO Public Liaison	4,9
9. Provide a simple, standardized access to software applications and agency databases	OA Financial Management Division Office of the Vice President WHO Management and Administration WHO Visitors Office WHO Correspondence	2,3,8
10. Develop database access to integrated, enterprisewide systems	WHO Travel Office WHO Visitors Office USTR WHO Executive Clerk WHO Fellow	2,3,7,8
11. Improve the shared calendar feature. Provide ability to send POTUS schedule electronically within the complex.	OA Library and Research Services ONDCP WHO Management and Administration WHO SchAdv	2

OFFICE OF ADMINISTRATION INFORMATION SYSTEMS AND TECHNOLOGY FOCUS GROUP/AGENCY SUMMARY December - January FY 1995		
Requirement	**Agency**	**Initiatives in Section 3**
12. Electronic EOP Shared Information areas across network. Large shared drives on servers.	WHO General Counsel WHO Management and Administration WHO Usher's Office WHO Legistlative Affairs	7,9
13. Deploy a standard desktop throughout the complex; provide customization as appropriate.	OA General Services OSTP WHO Correspondence	In progress
14. Improve the procurement and acquistion process. Provide for enhanced purchase order tracking, digital signatures, enhanced electronic commerce, improved delivery mechanisms .	WHO Management and Administration OA Financial Management Division OA General Services	2,3,9,14
15. Develop and deploy an improved e-mail application with ability to transfer output to external agencies such as Treasury.	OA Personnel Management Division OA Financial Management Division WHO Management and Administration	2,9
16. Increase network reliability and flexibility	OA Library and Research Services WHO Management and Administration OMB	10,11,12,13
17. Provide electronic information on agency policies and procedures, general information, Presidential documents, press releases. Provide timely information to Library division for reference.	OA Library and Research Services WHO Management and Administration OMB	9
18. Implement a single userID and password for access to all systems and appications in the complex	OA Financial Management Division CEA WHO Correspondence	2,3

OFFICE OF ADMINISTRATION INFORMATION SYSTEMS AND TECHNOLOGY FOCUS GROUP/AGENCY SUMMARY December - January FY 1995		
Requirement	**Agency**	**Initiatives in Section 3**
19. Implement an integrated inventory applications that encompasses furniture, computer equipment, telephones, and other assets.	OA Facilities WHO AO	3
20. Assign a primary technical support specialist to act as a customer liaison between the users and the technical staff	OA Personnel Management Division WHO Executive Clerk	1
21. Streamline electronic travel system access for all EOP, vouchers, press, and appropriate staff	WHO Travel Office USTR	9
22. Develop and implement a centralized parcel tracking system	OA General Services GSA	2,3
23. Improve resource sharing on the network, especially printing capabilities	OA General Services WHO Records Management	In progress
24. Improve Accounting Package for easy access and use by staff	WHO Travel Office WHO Management and Administration	3
25. Improve the process of obtaining mailing labels for mass mailings within and outside the complex. Investigate the use of bar-code technology and scanning devices.	WHO Visitors Office WHO Correspondence	2,3
26. Investigate video teleconferencing capabilities to remote sites for desktop integration	USTR WHO Media Affairs	5,6,13
27. Provide remote access to the network through the use of fast portables	USTR WHO Records Management	1,10,11
28. Provide wider access to Lexis/Nexis and NewsEdge services	USTR CEQ	In progress
29. Enhance the Quorum system with imaging capability	WHO Correspondence	3,7
30. Integrate a national Zip Code Database into existing environment	WHO Correspondence	7

OFFICE OF ADMINISTRATION INFORMATION SYSTEMS AND TECHNOLOGY FOCUS GROUP/AGENCY SUMMARY December - January FY 1995		
Requirement	**Agency**	**Initiatives in Section 3**
31. Provide for a fasterfull text search and retrieval system with optical technology	WHO Records Management	8
32. Integrate voice mail into the desktop applications	WHO Media Affairs	5,12
33. Develop database applications to enhance procedures including bar coding tour tickets	WHO Visitors Office	2,3
34. Enhance ublishing and printing capabilities	OA General Services	5
35. EOP Database Access to all mailroom sites for directory and related information	OA General Services	In progress
36. Develop online customer feedback capability	OA General Services	1,9
37. Provide enhanced Internet access to support reference services including the use of graphical user interface and file transfers	OA Library and Research Services	4
38. Improve capability to obtain ad hoc requests from the personnel application	OA Personnel Management Division	3
39. Investigate the concept "Virtual" Electronic Library	OA Library and Research Services	9
40. Provide CD-ROM capability on the desktop	OA Library and Research Services	5
41. Provide capability to develop POTUS speeches in a workgroup environment	WHO Management and Administration	9