

**DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
ADMINISTRATIVE SUPPORT SERVICES
OFFICE OF CHIEF INFORMATION OFFICER**

The Office of the Chief Information Officer (OCIO) at HUD was established on December 1, 1998, in accordance with specific regulatory requirements of the Clinger-Cohen Act (formerly known as the Information Technology Management Reform Act); OMB Circular A-130, Management of Federal Information Resources; and the Paperwork Reduction Act of 1995. The OCIO is led by the Chief Information Officer. The CIO reports to the Office of the Secretary/Deputy Secretary, and advises the Secretary/Deputy Secretary and other HUD senior managers on the strategic use of Information Technology (IT) to support core business processes and to achieve mission critical goals. The CIO is responsible for providing modern information technology that is secure, accessible and cost effective while meeting customer needs and exceeding their expectations while ensuring compliance with applicable regulatory requirements.

TOTAL - SALARIES AND EXPENSES				
(dollars in thousands)				
	FY 2012	FY 2013	FY 2014	FY 2012 to FY 2014
Personnel Subtotal	\$36,615	\$40,892	\$36,021	(\$594)
Non-Personnel Services				
Travel	112	300	362	250
Transportation of Things	0	4	15	15
Rent, Communications, Utilities	0	0	0	0
Printing and Reproduction	1	2	2	1
Other Services	790	267	256	(534)
Training	528	536	596	68
Supplies	35	30	37	2
Furniture	0	100	100	100
Claims and Indemnities	0	10	10	10
Non-Personnel Subtotal	1,465	1,249	1,377	(84)
GRAND TOTAL	38,080	42,141	37,398	(678)

DESCRIPTION OF CHANGE FROM FY 2012 TO FY 2014

CIO is requesting \$37,398K and 254 FTE in 2014, which reflects a decrease of \$678K in total dollars and a reduction of 24 FTE as compared to fiscal year 2012. This fiscal year 2014 level assumes a .75 percent pay raise/Cost of Living Adjustment and funding for promotions and within grade increases.

- Through business process improvements, the transfer of 9 FTE and approximately \$1.2 million from the OCIO Privacy function, new and improved IT infrastructure contract vehicles, enactment of the approved OCIO reorganization, and acceptance of HUD departmental guidance as relates to shifting of OCIO FTE to other Departmental priorities. Resources for 17 FTE were transferred to the Office of Chief Procurement Officer (OCPO) in fiscal year 2012 and are shown in the fiscal year 2013 authority due to the enacted fiscal year 2012 level. In fiscal year 2014 the FTE are shown reduced to the requested budget level. OCIO FTE will decrease by 24 from fiscal year 2012 levels.
- HUD currently does not own its IT infrastructure, servers, data centers, IT equipment, etc. Therefore, migration to the new HUDNET contract vehicles will require additional travel and training funds. The increase in funds will be utilized to support additional Continuity Of Operations Planning (COOP) and Disaster Recovery testing, increased Security and Privacy testing and operational training, and the probable operation of two simultaneous infrastructures prior to final transition.
- The \$100K requested for furnishings will be utilized to furnish the OCIO Innovation lab, the Section 508/504 assistive technology compliance testing lab and the OCIO conference room with IT related furnishings (electronic height adjustable IT furniture, Video Conferencing (VTC) equipped collaborative computer conference table, collaboration learning/testing studio pods, racks, etc.

BUDGET REQUEST BY FUNCTION

Enterprise Program Management

This function develops and implements Project Charters, as well as manages the project approval processes. This includes standardizing supporting documentation, guidance, and metrics. The Project Management Branch (PMB) provides project management expertise for HUD information technology transformation and modernization efforts while simultaneously supporting HUD program offices with ongoing information technology needs. The branch consists of customer relationship coordinators (CRC's) that are responsible to the CIO and the Deputy CIO for the overall management of HUD's IT investments. The Performance and Risk Management Branch (PRMB) develops, implements, monitors, and reports information technology system performance, as well as operation, maintenance and customer satisfaction measures.

Administrative Support Offices--Office of the Chief Information Officer

Enterprise Program Management				
(dollars in thousands)				
	FY 2012	FY 2013	FY 2014	FY 2012 to FY 2014
Personnel Services	\$7,114	\$7,903	\$7,501	\$388
Common Distributables				-
Personnel Subtotal	7,114	7,903	7,501	388
Non-Personnel Services				
Travel	23	61	70	47
Transportation of Things	-	1	3	3
Other Services	165	54	19	(146)
Training	110	109	113	3
Supplies	7	6	7	(0)
Furniture	-	20	19	19
Claims and Indemnities	-	2	2	2
Non-Personnel Subtotal	306	253	234	(72)
GRAND TOTAL	7,419	8,156	7,735	316
Associated FTE	59	57	51	(8)

FTE/Workload Summary and Summary of Change

- 47 FTE will be utilized for project management transformation and modernization efforts, developing and obtaining consensus on project plans, and tasks supporting HUD program offices with ongoing information technological needs. The decrease in 8 FTE is due to the award of the new IT infrastructure contract – HUDNET, a reduction in the number of systems/projects supported, the transition to the approved OCIO reorganization and the beginning of a potential move to a true Working Capital Fund (WCF) resulting in more clearly defined requirements, economies of scale and improved (implemented once/used often) end-user products and services.
- 4 FTE will be used to establish HUD IT performance objectives and Key Performance Indicators (KPI's); develop, implement, monitor and report on information technology system performance, operation, maintenance and customer satisfaction surveys; measure and publish analysis and set performance targets monthly and annually. This is the same FTE level as fiscal year 2012.

Investment Management

The Investment Management Division (IMD) facilitates decision making for information technology to achieve the strategic goals and objectives of HUD. This function provides HUD the ability to forecast and describe the most effective and efficient business strategic environment, and define the IT capabilities required to support the environment. Within this function, Capital Planning assists Business and Resource Management with the formulation of the annual IT budget and the integration of Program Area services and programs as well as integrates long range capital planning with the budget and acquisition processes. Portfolio Management facilitates the development and management of an IT investment portfolio in order to achieve performance goals with the lowest possible life cycle costs and minimal risk. The IT investment management processes provide HUD executives and managers with accurate information on acquisition and life cycle costs, schedules, and performance of current investments.

The OCIO Capital Planning and Investment Assessment function implements:

- Capital planning best practices;
- cost benefit, economic, and risk analysis;
- risk management - models and methods, weighs benefits of alternative IT investments;
- capital investment analysis - models and methods;
- business case analysis;
- the integration of performance with mission and budget processes;
- the investment review/governance process;
- inter-governmental, federal, state, and local information technology projects; and
- compliance monitoring.

Administrative Support Offices--Office of the Chief Information Officer

Investment Management				
(dollars in thousands)				
	FY 2012	FY 2013	FY 2014	FY 2012 to FY 2014
Personnel Services	\$1,450	\$1,533	\$1,418	(\$31)
Non-Personnel Services				
Travel	4	12	15	10
Transportation of Things	-	0	1	1
Printing and Reproduction	0	0	0	0
Other Services	31	11	13	(18)
Training	21	21	27	7
Supplies	1	1	1	0
Furniture	-	4	4	4
Non-Personnel Subtotal	57	49	61	4
GRAND TOTAL	1,507	1,582	1,479	(27)
Associated FTE	11	11	10	(1)

FTE/Workload Summary and Summary of Change

- 10 FTE will be utilized to forecast and describe the business strategic environment and define IT capabilities required to support the environment; assist in the formulation of the annual IT budget; and facilitate the development and management of an IT investment portfolio that will achieve performance goals with the lowest lifecycle costs and least possible risk. This is a decrease of 1 FTE from fiscal year 2012 due to efficiencies gained via internal OCIO business process improvements and the transition to an approved OCIO reorganization.

Enterprise Architecture

The Enterprise Architecture (EA) function is responsible for an information technology lifecycle that consists of architecture, investment and implementation. Within the EA division there are two branches, Business/Service Planning and Technical, Data and Solutions Engineering. Business/Service Planning has a focus on enterprise solutions and works collaboratively with business and technical subject matter experts throughout the Department to guide the development of information technology blueprints that represent the HUD enterprise architecture while meeting customer and stakeholder needs. Technical, Data and Solutions Engineering helps to simplify IT investment decision-making by illustrating the implications of business and IT decisions and ensuring the acquisition of technologies that adequately support business and information needs while reducing system redundancy.

Enterprise Architecture				
(dollars in thousands)				
	FY 2012	FY 2013	FY 2014	FY 2012 to FY 2014
Personnel Services	\$1,208	\$1,254	\$1,276	\$68
Non-Personnel Services				
Travel	4	10	12	8
Other Services	25	9	10	(15)
Training	17	17	22	6
Supplies	1	1	1	-
Furniture	-	3	3	3
Non-Personnel Subtotal	47	40	49	3
GRAND TOTAL	1,255	1,294	1,326	71
Associated FTE	9	9	9	-

FTE/Workload Summary and Summary of Change

- 9 FTE will be utilized to implement key enterprise architecture concepts; revise and/or implement enterprise architecture functions and governance; perform enterprise architecture development maintenance on HUD IT systems; perform data management; and use enterprise architecture in IT investment decision making. This is the same FTE level as fiscal year 2012.

Business and IT Resource Management

The Business and IT Resource Management (OBIRM) function is responsible for human and financial resource management, to include OCIO funds control, budget formulation and execution, OCIO policy, audit compliance, internal controls, privacy information technology, and acquisition management. It provides support to the Enterprise IT Workforce Center of Excellence that is responsible for skill assessments and inventories, identification of strategies to fill skills gaps, certification, training, and human capital development for Information Technology. It includes financial and acquisition management to include the preparation, submission and execution of the OCIO Working Capital Fund budget and for the development of contract solicitations through final contract close-out. Additionally, this function provides strategic planning and maintains and disseminates the HUD and OCIO information technology strategic process and plans, and serves as principal advisor to the CIO on the IT strategic planning process that establishes a collaborative strategic relationship between the CIO and HUD's senior political executives, core program offices and support offices. It also provides direction and goals for managing information; support the delivery of IT services to customers; and guides the department in managing information technology and enhancing IT capabilities and services.

Administrative Support Offices--Office of the Chief Information Officer

Business and IT Resource Management				
(dollars in thousands)				
	FY 2012	FY 2013	FY 2014	FY 2012 to FY 2014
Personnel Services	\$5,637	\$7,902	\$5,672	\$35
Non-Personnel Services				
Travel	17	46	57	40
Transportation of Things	-	1	2	2
Other Services	121	41	50	(71)
Training	81	82	87	7
Supplies	5	5	6	0
Furniture	-	15	16	16
Claims and Indemnities	-	2	2	2
Non-Personnel Subtotal	224	192	220	(4)
GRAND TOTAL	5,861	8,094	5,892	31
Associated FTE	43	57	40	(3)

FTE/Workload Summary and Summary of Change

- 16 FTE, which include the In-House Business Solutions Staff, will be utilized for designing, developing, maintaining and disseminating IT strategic process and plans. These FTEs will also provide infrastructure and technical IT planning, manage the Information Technology Infrastructure Library, identify enterprise solution architectures and establish technical standards. This is a decrease of 2 FTE from fiscal year 2012 due to a reduction in the number of systems/projects supported and new and vastly improved IT infrastructure contract vehicles.
- 12 FTE will be utilized for OCIO budget formulation and execution for the OCIO IT infrastructure, payroll, training, travel, and contracts to include funds control, internal control and other resource related requirements. This is a decrease of 1 FTE from fiscal year 2012 due to the implementation of internal OCIO business process improvements.
- 12 FTE will be utilized to manage all aspects of more than 650 OCIO WCF contracting, subcontracting, development of solicitations (task orders, contract modifications, Inter Agency Agreements and new contract awards) and contract management through final contract close-out. This is the same level as fiscal year 2012.

Administrative Support Offices--Office of the Chief Information Officer

- Resources for 17 FTE were transferred to the Office of Chief Procurement Officer (OCPO) in fiscal year 2012 and are shown in the fiscal year 2013 authority due to the enacted fiscal year 2012 level. In fiscal year 2014 the FTE are reduced to the requested budget level.

Policy/Audit Compliance/Personnel Management

The Audit Compliance and Personnel Management Division (PMD) function facilitates information technology operations through human resources planning and staffing, facilities management, correspondence, paperwork reduction act management, and audit management and compliance. They provide support to the Office of the Chief Information Officer and OCIO staff in the areas of personnel management, workspace planning and coordination, and other essential resource related needs of the OCIO workforce. The Audit Compliance function serves as the OCIO liaison with internal and external oversight/audit entities, to include the OIG and GAO, and is responsible for coordinating, preparing and disseminating OCIO responses to audits. They also work with OCIO staff and program offices to close out open audit recommendations/findings, manage Privacy Act and Departmental computer matching activities, support the Credit Alert Interactive Voice Response System, and provide oversight of the Department's Reports Management Program.

Policy/Audit Compliance/Personnel Management				
(dollars in thousands)				
	FY 2012	FY 2013	FY 2014	FY 2012 to FY 2014
Personnel Services	\$2,416	\$2,509	\$2,411	(\$5)
Non-Personnel Services				
Travel	7	19	24	17
Transportation of Things	-	-	1	1
Other Services	50	17	20	(30)
Training	34	34	35	1
Supplies	2	2	2	-
Furniture	-	6	7	7
Claims and Indemnities	-	1	1	1
Non-Personnel Subtotal	93	80	90	(4)
GRAND TOTAL	2,509	2,589	2,500	(9)
Associated FTE	18	18	17	(1)

FTE/Workload Summary and Summary of Change

- 17 FTE will be utilized to provide: internal and external oversight/audit compliance and OCIO responses to approximately 500 audits and 250 paperwork reduction act requests; support for personnel management, workspace planning and coordination, and essential administrative related needs of OCIO workforce. This is a decrease of 1 FTE from fiscal year 2012 due to internal OCIO business process improvements and the transition to an approved OCIO reorganization.

Privacy and Security Compliance

The Privacy and Security Compliance function ensures compliance with security policies; monitors and ensures timely responses and remediation's to security breaches and violations of information assurance policy and procedures; educates users, stakeholders, and customers on information assurance and maintains a liaison with operational security. The Chief Information Security Officer (CISO) has the primary responsibility for Federal Information Security Management Act (FISMA) compliance reporting, however the Privacy Division has its own separate FISMA reporting and compliance requirements. The Privacy Division (PD) is responsible for assuring the security of Personally Identifiable Information (PII) collected in HUD through the implementation and oversight of the Department's Privacy Program. Within the PD, there are two branches. The Privacy Information Technology Branch is responsible for managing PII planning agencywide, managing the breach notification process, privacy incident reporting and privacy Impact Assessments, the Social Security Number (SSN)/PII Minimization Program Management, FISMA Reporting, privacy audits and privacy PII training and awareness initiatives. The Privacy Policy and Compliance Branch implements policy and procedural guidelines for program management, develops the Privacy Program Charter, Privacy Strategic Plan, maintain and update the HUD Privacy Program Handbook, provide oversight of HUD compliance to the Privacy Act of 1974, E-Gov Act and OMB Circular A 1-30, manage Privacy Laws, Directives, OMB and Network Information Security and Technology (NIST) guidance and GAO reporting, respond to privacy inquiries, redress and complaints and develop Customer Satisfaction Awareness strategies and solutions to improve mission strategies of the Department's Privacy Program. Those Privacy functions not requiring oversight by the OCIO--due to law or policy - are being transitioned to the HUD Freedom Of Information Act (FOIA) office, housed within Admin/Office of Chief Human Capital Officer (OCHCO).

Administrative Support Offices--Office of the Chief Information Officer

Privacy and Security Compliance				
(dollars in thousands)				
	FY 2012	FY 2013	FY 2014	FY 2012 to FY 2014
Personnel Services	\$2,684	\$2,787	\$1,560	(\$1,124)
Non-Personnel Services				
Travel	8	21	27	19
Transportation of Things	-	-	1	1
Other Services	56	19	23	(33)
Training	37	38	50	12
Supplies	2	2	3	1
Furniture	-	7	7	7
Claims and Indemnities	-	1	1	1
Non-Personnel Subtotal	103	89	111	8
GRAND TOTAL	2,788	2,876	1,671	(1,117)
Associated FTE	20	20	11	(9)

FTE/Workload Summary and Summary of Change

- 11 FTE will be utilized to implement privacy and security compliance policy and procedures and to ensure compliance with security policies, assure safety of Personally Identifiable Information (PII) and ensure timely responses to security breaches and violations of information assurance. This is a decrease of 9 FTE from fiscal year 2012 due to the transfer of the HUD Privacy Act Program (FOIA) workload to the Office of Administration in fiscal year 2014.

Data Center Operations

The Infrastructure and Operations Office function provides, coordinates, and manages data center tools and resources to support HUD’s critical business and management programs with efficient, cost-effective information systems and operational, maintenance, and integration services. The Unified Communications Service Division provides technical support and service delivery assistance to HUD customers located across the enterprise for network, telephonic and E-mail services.

Administrative Support Offices--Office of the Chief Information Officer

Data Center Operations				
(dollars in thousands)				
	FY 2012	FY 2013	FY 2014	FY 2012 to FY 2014
Personnel Services	\$5,906	\$6,132	\$5,830	(\$76)
Non-Personnel Services				
Travel	17	47	58	41
Transportation of Things	-	1	2	2
Other Services	123	42	51	(73)
Training	82	84	100	17
Supplies	5	5	6	0
Furniture	-	16	16	16
Claims and Indemnities	-	2	2	2
Non-Personnel Subtotal	229	196	235	6
GRAND TOTAL	6,134	6,329	6,065	(69)
Associated FTE	44	44	43	(1)

FTE/Workload Summary and Summary of Change

- 20 FTE will be utilized to manage the IT infrastructure and operational compliance of HUD IT major (77), minor (139) and general (10) systems. This is a decrease of 1 FTE from fiscal year 2012 due to a reduction in the number of IT systems supported.
- 10 FTE will be utilized to support and maintain servers, software and licensing. This is the same level as fiscal year 2012.
- 5 FTE will be utilized to provide voice and messaging services to include technical support and service delivery assistance to 9,000 HUD staff located across the enterprise for network, telephonic and email services. This is the same level as fiscal year 2012.
- 8 FTE will be utilized to manage network services to include the LAN/WAN, internet and intranet services. These FTE will also be used to provide system testing and evaluation. This is the same level as fiscal year 2012.

Desktop and Headquarters Service Delivery

Coordinates and manages data center tools and resources to support HUD’s critical business and management programs with efficient, cost-effective information systems and operational, maintenance, and integration services. The Desktop and HQ Service Delivery provides technical support and service delivery assistance to HUD customers located in the Washington, DC area. This support includes installation, configuration, and troubleshooting for departmental desktop equipment (workstations, laptops, printers, scanners, etc.); standard desktop software (Microsoft Office, Nuance PDF Converter, McAfee virus protection, etc.); and wireless devices (Blackberries and air cards).

Desktop and Headquarters Service Delivery				
(dollars in thousands)				
	FY 2012	FY 2013	FY 2014	FY 2012 to FY 2014
Personnel Services	\$1,611	\$1,672	\$1,702	\$91
Non-Personnel Services				
Travel	5	13	16	11
Transportation of Things	-	-	1	1
Other Services	34	11	14	(20)
Training	22	23	30	7
Supplies	1	1	2	-
Non-Personnel Subtotal	62	53	66	4
GRAND TOTAL	1,673	1,725	1,768	95
Associated FTE	12	12	12	-

FTE/Workload Summary and Summary of Change

- 12 FTE will be utilized to provide technical support and service delivery assistance to include installing, configuring and troubleshooting for departmental desktop equipment (workstations, laptops, printers, scanners; standard desktop software; and wireless devices) assigned to HQ HUD staff. This is the same level as fiscal year 2012.
- The FTE will support;
 - 700 assistive technology service desk requests per year, averaging four to six installations a week, with associated hardware/software upgrades;
 - Disconnecting/reconnecting 5,500 employees for the Energy Saving Performance Contract (ESPC) and for roof renovation and 1200 printers and 850 cartridge replacements;
 - moving 250 employees to swing space and back to their original location;
 - 1100 Blackberry users;
 - Training approximately on using new mobile technology equipment; and
 - Conference video-TV installations that typically saves HUD \$11,000 per room.

IT Field Service Delivery

The Infrastructure and Operations Office (IOO) consists of five divisions: Data Center Service, Desktop and Headquarter Service Delivery, Unified Communication Service, Field Service Delivery Division (East) and Field Service Delivery Division (West). The Field Services Delivery (East) Division provides IT Training Center of Excellence and technical support and service delivery assistance to HUD customers located in Regions 1 through 5. This support includes installation, configuration, and troubleshooting for departmental desktop equipment (workstations, laptops, printers, scanners, etc.); standard desktop software (Microsoft Office, Nuance PDF Converter, McAfee virus protection, etc.); and wireless devices (Blackberries and air cards). The Field Services Delivery (West) Division provides SharePoint Center of Excellence and technical support and service delivery assistance to HUD customers located in Regions 6 through 10. This support includes installation, configuration, and troubleshooting for departmental desktop equipment (workstations, laptops, printers, scanners, etc.); standard desktop software (Microsoft Office, Nuance PDF Converter, McAfee virus protection, etc.); and wireless devices (Blackberries and air cards).

Administrative Support Offices--Office of the Chief Information Officer

IT Field Service Delivery				
(dollars in thousands)				
	FY 2012	FY 2013	FY 2014	FY 2012 to FY 2014
Personnel Services	\$8,590	\$9,199	\$8,650	\$60
Non-Personnel Services				
Travel	26	71	84	57
Transportation of Things	-	1	3	3
Printing and Reproduction	0	0	0	0
Other Services	185	63	57	(128)
Training	124	126	130	7
Supplies	8	7	8	0
Furniture	-	24	23	23
Claims and Indemnities	-	2	2	2
Non-Personnel Subtotal	343	295	308	(35)
GRAND TOTAL	8,933	9,493	8,959	26
Associated FTE	66	66	61	(5)

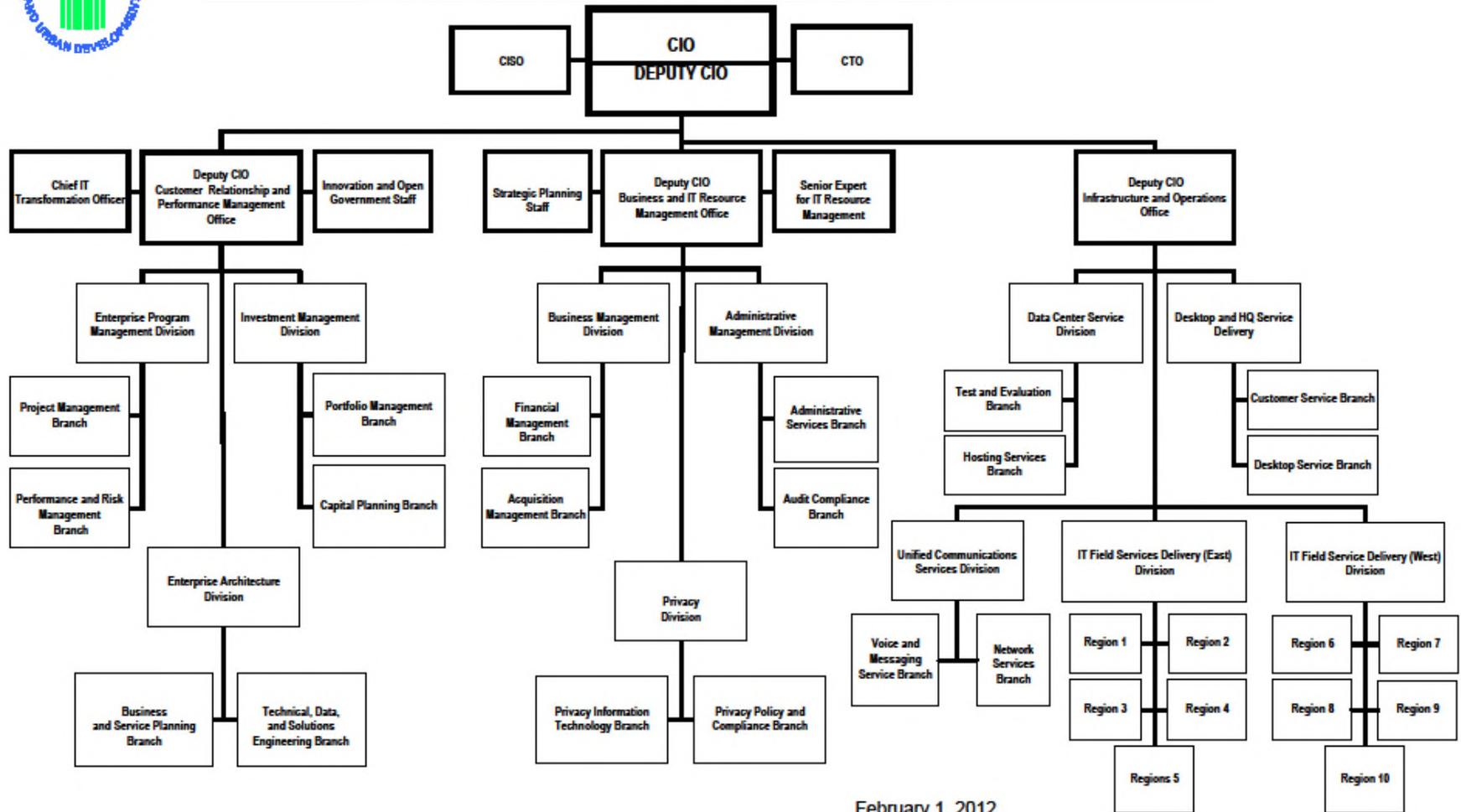
FTE/Workload Summary and Summary of Change

- 61 FTE will provide IT support and service delivery assistance to HUD employees located throughout the field. Support includes Desktop services of installing, configuring and troubleshooting for departmental desktop equipment (workstations, laptops, printers, scanners; standard desktop software; and wireless devices). This is a decrease of 5 FTE from fiscal year 2012 due to OCIO internal business process improvements and improved infrastructure contracts.

Administrative Support Offices--Office of the Chief Information Officer



OFFICE OF THE CHIEF INFORMATION OFFICER



February 1, 2012