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U.S. Department of Justice

Federal Bureau of Investigation

Washington, D.C. 20535

August 8, 2019

MR. JOHN GREENEWALD JR.
SUITE 1203
27305 WEST LIVE OAK ROAD
CASTAIC, CA 91384

FOIPA Request No.: 1374060-000
Subject: ITB Year in Review

Dear Mr. Greenewald:

The enclosed documents were reviewed under the Freedom of Information/Privacy Acts (FOIPA), Title 5, United States Code, Section 552/552a. Below you will find check boxes under the appropriate statue headings which indicate the types of exemptions asserted to protect information which is exempt from disclosure. The appropriate exemptions are noted on the enclosed pages next to redacted information. In addition, a deleted page information sheet was inserted to indicate where pages were withheld entirely and identify which exemptions were applied. The checked exemptions used to withhold information are further explained in the enclosed Explanation of Exemptions:

Section 552		Section 552a
☐ (b)(1)	☑ (b)(7)(A)	☐ (d)(5)
☐ (b)(2)	☐ (b)(7)(B)	☐ (j)(2)
☑ (b)(3)	☑ (b)(7)(C)	☐ (k)(1)
50 USC 3024(i)(1)	☐ (b)(7)(D)	☐ (k)(2)
	☑ (b)(7)(E)	☐ (k)(3)
	☐ (b)(7)(F)	☐ (k)(4)
☐ (b)(4)	☐ (b)(8)	☐ (k)(5)
☐ (b)(5)	☐ (b)(9)	☐ (k)(6)
☑ (b)(6)		☐ (k)(7)

174 preprocessed pages are enclosed. To expedite requests, preprocessed packages are released the same way they were originally processed. This material is being provided to you at no charge.

Please refer to the enclosed FBI FOIPA Addendum for additional standard responses applicable to your request. **"Part 1"** of the Addendum includes standard responses that apply to all requests. **"Part 2"** includes additional standard responses that apply to all requests for records on individuals. **"Part 3"** includes general information about FBI records that you may find useful. Also enclosed is our Explanation of Exemptions.

For questions regarding our determinations, visit the www.fbi.gov/foia website under "Contact Us." The FOIPA Request Number listed above has been assigned to your request. Please use this number in all correspondence concerning your request.

You may file an appeal by writing to the Director, Office of Information Policy (OIP), United States Department of Justice, Suite 11050, 1425 New York Avenue, NW, Washington, D.C. 20530-0001, or you may submit an appeal through OIP's FOIA online portal by creating an account on the following web site: https://www.foiaonline.gov/foiaonline/action/public/home. Your appeal must be postmarked or electronically transmitted within ninety (90) days from the date of this letter in order to be considered timely. If you submit your appeal by mail, both the letter and the envelope should be clearly marked "Freedom of Information Act Appeal." Please cite the FOIPA Request Number assigned to your request so it may be easily identified.

You may seek dispute resolution services by contacting the Office of Government Information Services (OGIS). The contact information for OGIS is as follows: Office of Government Information Services, National Archives and Records Administration, 8601 Adelphi Road-OGIS, College Park, Maryland 20740-6001, e-mail at ogis@nara.gov; telephone at 202-741-5770; toll free at 1-877-684-6448; or facsimile at 202-741-5769. Alternatively, you may contact the FBI's FOIA Public Liaison by emailing foipaquestions@fbi.gov. If you submit your dispute resolution correspondence by email, the subject heading should clearly state "Dispute Resolution Services." Please also cite the FOIPA Request Number assigned to your request so it may be easily identified.
.

Sincerely,

David M. Hardy
Section Chief
Record/Information
Dissemination Section
Information Management Division

Enclosure(s)

In response to your Freedom of Information Act (FOIA) request, enclosed documents represent the final release of responsive information. Please note that an ITB Year in Review report was not created for the year 2015.

FBI FOIPA Addendum

As referenced in our letter responding to your Freedom of Information/Privacy Acts (FOIPA) request, the FBI FOIPA Addendum includes information applicable to your request. Part 1 of the Addendum includes standard responses that apply to all requests. Part 2 includes additional standard responses that apply to all requests for records on individuals. Part 3 includes general information about FBI records. For questions regarding Parts 1, 2, or 3, visit the www.fbi.gov/foia website under "Contact Us." Previously mentioned appeal and dispute resolution services are also available at the web address.

Part 1: The standard responses below apply to all requests:

(i) **5 U.S.C. § 552(c).** Congress excluded three categories of law enforcement and national security records from the requirements of the FOIA [5 U.S.C. § 552(c) (2006 & Supp. IV (2010)]. FBI responses are limited to those records subject to the requirements of the FOIA. Additional information about the FBI and the FOIPA can be found on the www.fbi.gov/foia website.

(ii) **National Security/Intelligence Records**. The FBI can neither confirm nor deny the existence of national security and foreign intelligence records pursuant to FOIA exemptions (b)(1), (b)(3), and PA exemption (j)(2) as applicable to requests for records about individuals [5 U.S.C. §§ 552/552a (b)(1), (b)(3), and (j)(2); 50 U.S.C § 3024(i)(1)]. The mere acknowledgment of the existence or nonexistence of such records is itself a classified fact protected by FOIA exemption (b)(1) and/or would reveal intelligence sources, methods, or activities protected by exemption (b)(3) [50 USC § 3024(i)(1)]. This is a standard response and should not be read to indicate that national security or foreign intelligence records do or do not exist.

Part 2: The standard responses below apply to all requests for records on individuals:

(i) **Requests for Records about any Individual—Watch Lists.** The FBI can neither confirm nor deny the existence of any individual's name on a watch list pursuant to FOIA exemption (b)(7)(E) and PA exemption (j)(2) [5 U.S.C. §§ 552/552a (b)(7)(E), (j)(2)]. This is a standard response and should not be read to indicate that watch list records do or do not exist.

(ii) **Requests for Records for Incarcerated Individuals.** The FBI can neither confirm nor deny the existence of records which could reasonably be expected to endanger the life or physical safety of any incarcerated individual pursuant to FOIA exemptions (b)(7)(E), (b)(7)(F), and PA exemption (j)(2) [5 U.S.C. §§ 552/552a (b)(7)(E), (b)(7)(F), and (j)(2)]. This is a standard response and should not be read to indicate that such records do or do not exist.

Part 3: General Information:

(i) **Record Searches.** The Record/Information Dissemination Section (RIDS) searches for reasonably described records by searching those systems or locations where responsive records would reasonably be found. A reasonable search normally consists of a search for main files in the Central Records System (CRS), an extensive system of records consisting of applicant, investigative, intelligence, personnel, administrative, and general files compiled and maintained by the FBI in the course of fulfilling law enforcement, intelligence, and administrative functions. The CRS spans the entire FBI organization and encompasses the records of FBI Headquarters (FBIHQ), FBI Field Offices, and FBI Legal Attaché Offices (Legats) worldwide and includes Electronic Surveillance (ELSUR) records. For additional information about our record searches visit www.fbi.gov/services/information-management/foipa/requesting-fbi-records.

(ii) **FBI Records.** Founded in 1908, the FBI carries out a dual law enforcement and national security mission. As part of this dual mission, the FBI creates and maintains records on various subjects; however, the FBI does not maintain records on every person, subject, or entity.

(iii) **Requests for Criminal History Records or Rap Sheets.** The Criminal Justice Information Services (CJIS) Division provides Identity History Summary Checks – often referred to as a criminal history record or rap sheets. These criminal history records are not the same as material in an investigative "FBI file." An Identity History Summary Check is a listing of information taken from fingerprint cards and documents submitted to the FBI in connection with arrests, federal employment, naturalization, or military service. For a fee, individuals can request a copy of their Identity History Summary Check. Forms and directions can be accessed at www.fbi.gov/about-us/cjis/identity-history-summary-checks. Additionally, requests can be submitted electronically at www.edo.cjis.gov. For additional information, please contact CJIS directly at (304) 625-5590.

(iv) **The National Name Check Program (NNCP).** The mission of NNCP is to analyze and report information in response to name check requests received from federal agencies, for the purpose of protecting the United States from foreign and domestic threats to national security. Please be advised that this is a service provided to other federal agencies. Private citizens cannot request a name check.

EXPLANATION OF EXEMPTIONS

SUBSECTIONS OF TITLE 5, UNITED STATES CODE, SECTION 552

(b)(1) (A) specifically authorized under criteria established by an Executive order to be kept secret in the interest of national defense or foreign policy and (B) are in fact properly classified to such Executive order;

(b)(2) related solely to the internal personnel rules and practices of an agency;

(b)(3) specifically exempted from disclosure by statute (other than section 552b of this title), provided that such statute (A) requires that the matters be withheld from the public in such a manner as to leave no discretion on issue, or (B) establishes particular criteria for withholding or refers to particular types of matters to be withheld;

(b)(4) trade secrets and commercial or financial information obtained from a person and privileged or confidential;

(b)(5) inter-agency or intra-agency memorandums or letters which would not be available by law to a party other than an agency in litigation with the agency;

(b)(6) personnel and medical files and similar files the disclosure of which would constitute a clearly unwarranted invasion of personal privacy;

(b)(7) records or information compiled for law enforcement purposes, but only to the extent that the production of such law enforcement records or information (A) could reasonably be expected to interfere with enforcement proceedings, (B) would deprive a person of a right to a fair trial or an impartial adjudication, (C) could reasonably be expected to constitute an unwarranted invasion of personal privacy, (D) could reasonably be expected to disclose the identity of confidential source, including a State, local, or foreign agency or authority or any private institution which furnished information on a confidential basis, and, in the case of record or information compiled by a criminal law enforcement authority in the course of a criminal investigation, or by an agency conducting a lawful national security intelligence investigation, information furnished by a confidential source, (E) would disclose techniques and procedures for law enforcement investigations or prosecutions, or would disclose guidelines for law enforcement investigations or prosecutions if such disclosure could reasonably be expected to risk circumvention of the law, or (F) could reasonably be expected to endanger the life or physical safety of any individual;

(b)(8) contained in or related to examination, operating, or condition reports prepared by, on behalf of, or for the use of an agency responsible for the regulation or supervision of financial institutions; or

(b)(9) geological and geophysical information and data, including maps, concerning wells.

SUBSECTIONS OF TITLE 5, UNITED STATES CODE, SECTION 552a

(d)(5) information compiled in reasonable anticipation of a civil action proceeding;

(j)(2) material reporting investigative efforts pertaining to the enforcement of criminal law including efforts to prevent, control, or reduce crime or apprehend criminals;

(k)(1) information which is currently and properly classified pursuant to an Executive order in the interest of the national defense or foreign policy, for example, information involving intelligence sources or methods;

(k)(2) investigatory material compiled for law enforcement purposes, other than criminal, which did not result in loss of a right, benefit or privilege under Federal programs, or which would identify a source who furnished information pursuant to a promise that his/her identity would be held in confidence;

(k)(3) material maintained in connection with providing protective services to the President of the United States or any other individual pursuant to the authority of Title 18, United States Code, Section 3056;

(k)(4) required by statute to be maintained and used solely as statistical records;

(k)(5) investigatory material compiled solely for the purpose of determining suitability, eligibility, or qualifications for Federal civilian employment or for access to classified information, the disclosure of which would reveal the identity of the person who furnished information pursuant to a promise that his/her identity would be held in confidence;

(k)(6) testing or examination material used to determine individual qualifications for appointment or promotion in Federal Government service the release of which would compromise the testing or examination process;

(k)(7) material used to determine potential for promotion in the armed services, the disclosure of which would reveal the identity of the person who furnished the material pursuant to a promise that his/her identity would be held in confidence.

FEDERAL BUREAU OF INVESTIGATION
FOI/PA
DELETED PAGE INFORMATION SHEET
FOI/PA# 1374060-0

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U.S. Department of Justice
Federal Bureau of Investigation
Information and Technology Branch

ITB
YEAR IN REVIEW

[redacted] b7E

FISCAL YEAR
2010

[redacted] b7E

During Fiscal Year (FY) 2010, the FBI's Information and Technology Branch (ITB) designed, developed, and deployed hardware, network infrastructure, and applications that had a positive impact across the FBI. These initiatives were coupled with a renewed emphasis on providing superior IT services to all FBI customers and their Law Enforcement (LE) and Intelligence Community (IC) partners.

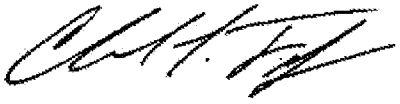
CHAD L. FULGHAM
Executive Assistant Director and
Chief Information Officer

The Branch has made a difference in the way the FBI conducts business today and has changed the culture with regards to IT and how it will be used going forward. The ITB has:

- Deployed a new worldwide network infrastructure that significantly increased the speed with which our FBI employees and task force members can login to access key counterterrorism, criminal, and intelligence resources.
- Delivered next generation hardware to the field that enhances their desktop capabilities and offers them state-of-the-art ways to collaborate face-to-face securely across vast distances.
- Upgraded more than 27,000 BlackBerry® devices, including offering photographic capabilities and investigative support databases for agents in the palms of their hands – a first for the Bureau.
- Enhanced the security and management of our information resources through rapid deployment of Iron Ports, Blue Coat, Two Factor Authentication, [redacted]
- Improved the speed and user experience of vital systems such as Delta, [redacted] National Gang Intelligence Center, and Common Operational Picture - all of which provide centralized solutions for the management and sharing of large volumes of data required during investigative analysis. b7E
- Deployed Sentinel's most significant capabilities that allow digital signatures and electronic workflow.
- And so many more customer-focused projects and initiatives.

The ITB has continued to aggressively hire a workforce who not only possess the talent and expertise to meet today's technology requirements but a workforce who can adapt to the demands of the fast-paced challenges of the future.

Our commitment remains clear, to provide an unprecedented level of service by delivering enhanced IT tools and capabilities that support the FBI's critical mission to fight crime, protect, and defend the nation for today and for the future.



Executive Assistant Director and
Chief Information Officer

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ORGANIZATIONAL OVERVIEW

Creating a Customer-Focused, Service-Oriented Organization

The U. S. Congress approved the reorganization of the ITB in June 2010. The approval marked the final step in the 18-month process that involved numerous discussions with senior leaders, stakeholders, and ITB staff.

The Branch now consists of three divisions – the IT Management Division (ITMD), (formerly the Office of IT Program Management and the Office of IT Policy and Planning), the IT Engineering Division (ITED), (formerly the Office of IT Systems Development), and the IT Services Division (ITSD), (formerly the IT Operations Division) – the Office of the Chief Knowledge Officer (OCKO), the ITB Executive Staff Section (ITB ESS), (formerly the ITB Support Section) and the Chief Marketing Officer (CMO). See page 26 for the new organizational chart.

The current organizational structure and missions are outlined below:

- The ITMD provides [redacted]
- The ITED provides [redacted]
- The ITSD provides computer and telecommunication services that meet or exceed customer's requirements in terms of quality, timeliness, and responsiveness through cost-effective, schedule-compliant, reliable, and secure leveraging of IT.
- The OCKO promotes the creation and sharing of FBI knowledge to improve employee performance. During FY 2010, the OCKO created two units: the Knowledge Management Unit and the Knowledge Resources Unit.
- The ITB ESS provides [redacted]
- The CMO collaborates with ITB project leads to plan marketing strategies for product and service implementation, offers guidance about customer service ideology and methods to improve the customer relationship, and builds processes, standards, and products to support and increase customer usage of the ITB's products and services.

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ITB Crystal City Offsite, Crystal City, Va.

> *"I am confident that we have a new structure that will allow us to focus on our customers' needs and provide all employees with the necessary infrastructure and tools to complete their daily tasks more efficiently and effectively."*
>
> *— EAD/CIO Chad L. Fulgham*

Pocatello Services Center, Pocatello, Idaho

CRYSTAL CITY RELOCATION

In conjunction with the reorganization of the ITB Divisions, plans for physical relocation of staff took place. Between April and June 2010, more than 240 ITB employees and contractors, including the OCKO, ITMD and the ITB ESS relocated to modern office space in the Crystal City area of Arlington, Va. Those individuals who moved received the new Next Generation Workspace (NGW) computers and associated equipment, including webcams and microphones, to facilitate communication across the Branch and the FBI.

POCATELLO SERVICES EXPANSION

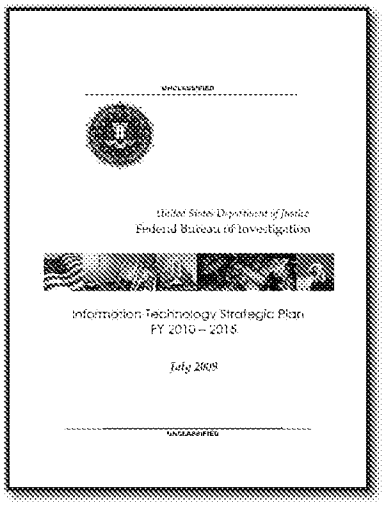
The Pocatello Services Center (PSC) consists of staff assigned to the Directorate of Intelligence (DI), the Salt Lake Resident Agency (RA), Operational Technology Division (OTD), Records Management Division, ITED, and ITSD.

After months of construction, the Data Center was recommissioned and an Enterprise Operations Center was established. PSC expansion also included an OTD Computer Analysis Response Team forensic lab and a DI Language Services Translation and Analysis Center.

STRATEGIC GUIDANCE

Leading the FBI's IT Strategic Direction

The strategic direction for the FBI's IT is led through the IT Strategic Plan (ITSP), IT Portfolio Management, and IT Governance process. The ITSP identifies, documents, and promotes the FBI's strategic direction. It establishes and leverages IT performance measures and tracks progress toward achieving goals and objectives that guide strategic management of the FBI's information resources.



FBI's ITSP highlights the vision for future technology.

IT STRATEGIC PLAN (ITSP)

The ITB continued its strategic direction in line with the FBI's ITSP FY 2010-2015. Its goals and objectives are to:

- enhance customer satisfaction,
- transform our IT workforce,
- improve information sharing and collaboration,
- create a resilient, agile, and secure infrastructure and,
- improve IT management.

The ITSP outlines an enterprise approach to integrating processes and technologies, promoting collaboration and information sharing, and complying with federal mandates. The plan reinforces the FBI's role as an integral member of the Intelligence and LE Communities. During FY 2010, the ITB continued to analyze, reassess, and redefine the ITSP to ensure the goals remain aligned with the ever-changing, fast-paced IT environment.

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IT INVESTMENT MANAGEMENT

The ITB assists FBI management in determining which IT initiatives to invest in by evaluating IT investment proposals based on their alignment with FBI strategic objectives, potential to improve mission effectiveness, risk, and return on investment. High-scoring, effective business cases (Office of Management and Budget (OMB) Exhibit 300s) for major FBI investments were developed by providing ITB assistance to program and project managers. In FY 2010, ITB supported 17 major OMB 300 submissions and 51 non-major Exhibit 53 submissions. The ITB implemented significant OMB policy changes to these submissions and the Federal IT Dashboard designed to promote transparency and openness in government IT spending. The ITB successfully negotiated with the Department of Justice (DOJ) and OMB to "demote" five major investments to non-major investments, thus reducing FBI oversight.

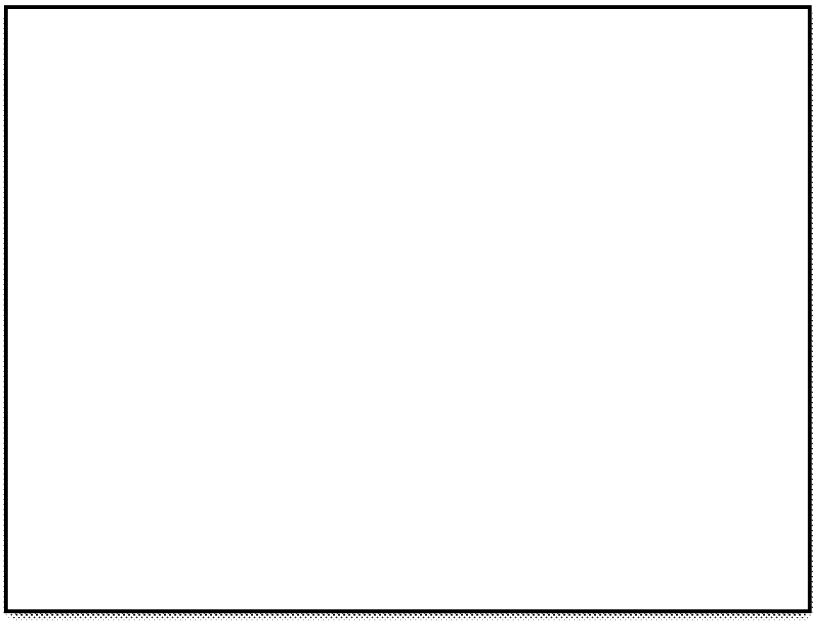
ENTERPRISE PORTFOLIO MANAGEMENT

Enterprise portfolio management assesses the operational effectiveness and organizational value delivered by the FBI's IT systems, applications, and infrastructure assets. Cost savings are achieved by identifying and eliminating low-value, under-used, and duplicative assets.

During FY 2010, portfolio assessments were performed on 61 systems for the Office of the Associate Deputy Director (ADD), 43 systems in the Human Resources Branch (HRB), and 33 systems in the National Security Branch (NSB).

IT GOVERNANCE SECRETARIAT (ITGS)

The IT Governance Framework ensures that IT programs and projects comply with the Life Cycle Management (LCM) and good project management practices. IT Governance drives the executive-level oversight necessary to maintain continuous alignment between the FBI's investments, projects, and mission priorities. During FY 2010, the ITGS supported 27 Governance Gate decisions by facilitating and coordinating the meetings for the Investment Management Board, Project Review Board, and Technology Development and Deployment Review Board. For each meeting, the ITGS performed the scheduling, provided logistical support, facilitated the discussions, and recorded and disseminated the notes to the appropriate parties. The ITGS performed 12 Gate Assessments with nine proceeding through their respective gates. Of the three that did not advance, each project voluntarily chose to withdraw from their scheduled gate appearance. ITGS performed 31 detailed monthly Project Health Assessments (PHA) on projects that are subject to significant executive scrutiny. The PHAs review five areas of a project's health including, schedule, cost, scope, risk, and quality. These results are used as a contribution to the milestone gate assessment.



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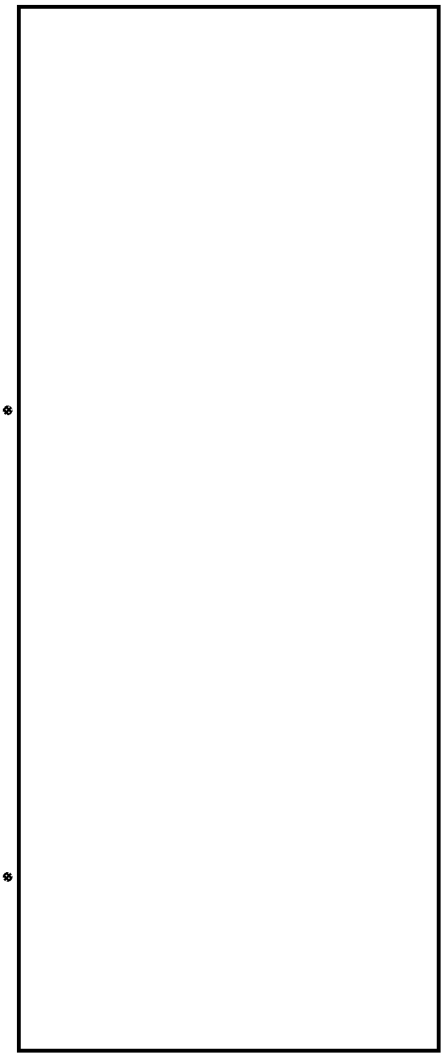

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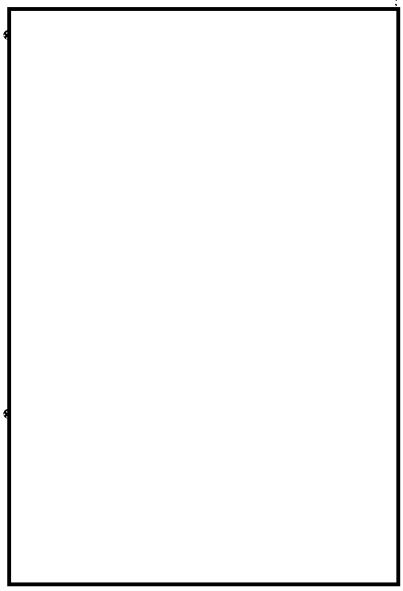
IT CONTINUITY OF OPERATIONS (COOP)

The ITB has made significant technological improvements that have benefited our ability to improve our COOP readiness:



INFORMATION SHARING

Advancing Information Sharing and Collaboration

The ITB actively participates and represents the FBI in managing IT-related information sharing efforts within the FBI and throughout the federal government. The Branch recognizes that community-wide sharing capabilities are critical in the development of IT information sharing tools. Capturing information and having the ability to retrieve, share, and collaborate with our internal and external partners remains not only an obligation, but also critical to future mission success.

INFORMATION SHARING TECHNOLOGY TEAM (ISTT)

During FY 2010, the OCKO integrated the

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SUBJECT IDENTIFICATION TRAINING PROGRAM (SITP)

The OCKO is providing support to the Training Division's (TD) Integrated Intelligence Training Unit (IITU) as they develop and deploy a SITP across the FBI.

The OCKO is creating

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OCKO staff participated in two working sessions held for SMEs - the Phase 1 training pilot class, held in Dallas in May 2010, and the Phase 2 training pilot held in August 2010.

TERRORIST SCREENING CENTER (TSC)

Continued enhancements to the Encounter Management Application resulted in the Terrorist Screening Center (TSC), Department of Homeland Security (DHS), and Customs and Border Protection (CBP) agencies establishing an integrated information sharing environment for Known or Suspected Terrorist (KST) identities Watch List Services (WLS).

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BUREAU IT KNOWLEDGE REPOSITORY (BIKR)

During FY 2010, the ITB enhanced BIKR, which is an information sharing tool that enables employees to easily locate and share information about FBI IT investments, projects, systems, applications, networks, contracts, and processes. The ITB added new datasets and system application details for all Office of the ADD, HRB, and NSB sponsored systems. Changes included adding a super search feature and removing 35 systems as they were retired or became non-existent.

"All FBI employees collaborate on the job by serving customers, engaging partners, solving problems, and nurturing new ideas." — Chief Knowledge Officer G. Clayton Grigg

PROJECTS, PROGRAMS, AND INITIATIVES

Recasting the IT Landscape

During FY 2010, initiatives focused on providing infrastructure updates, enterprise IT solutions, legacy mainframe application upgrades, and replacement utilizing and reusing existing services when possible. Major improvements in infrastructure enterprise-wide opened the door for advanced applications and capabilities. Initiatives were implemented in three categories: customer focus, infrastructure modernization, and security management.

CUSTOMER FOCUS

A principal focus within the ITB has been on customer service and satisfying user needs throughout the enterprise - the operational and support branches, IT user community, and our LE and IC partners. Proactive user support and enterprise solutions development have been key priorities. During FY 2010, the ITB actively continued its commitment to customer-focused project delivery.

ACTIVE DIRECTORY (AD)

Since June 2010, AD has been used to update the address book feature in Outlook 2007 on UNet. AD, a directory structure used on Windows-based systems to store information and data about networks and domains, controls users' access to various information and databases on the Bureau's networks. A key source of information for AD is the Bureau Personnel Management System which is used to populate the data fields within the Outlook's contact information.

Successful pilots were conducted with the Chicago, Memphis, Tampa, and Washington Field Offices (FOs). Updates to the UNet address book now occur on a bi-weekly basis, ensuring that addresses reflect correct information for FBI employees. The AD allows the Outlook look-up function to display a recipient's name, office of assignment, telephone number, and other pertinent information concerning an employee. FBI BlackBerry device users can quickly find contact information of other FBI employees simply by using this function.

BUREAU INVESTIGATIVE DOCUMENT MANAGEMENT AND ANALYSIS SYSTEM (BIDMAS)

BIDMAS provides a centralized solution to an ongoing and growing technology shortfall in the litigation support process used to collect, analyze, manage, and share large volumes of data required during investigative analysis. BIDMAS initiated five FO pilots throughout FY 2010:

- Under Phase 1, the BIDMAS Program Management Office (PMO) was brought in to support a local FO in its use of a DOJ Commercial Off-the-Shelf (COTS) product that was found to be limited in its distribution and licensing availability.
- Under Phase 2, the PMO conducted an acquisition for E-Discovery products. A product was selected to support financial fraud cases undertaken by the Criminal Investigative Division (CID).

As of the close of FY 2010, BIDMAS was supporting six CID FO cases. Lessons learned from Phase 2 will help to further define processes and requirements for Phase 3, where emphasis will be placed on expanding the use of the product to support cases undertaken by all FBI divisions. A key objective of Phase 3 (FY 2011) is to [redacted] b7E

[redacted]

This may require the procurement of additional hardware, software, and additional integration support.

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BIDMAS Project Management Team

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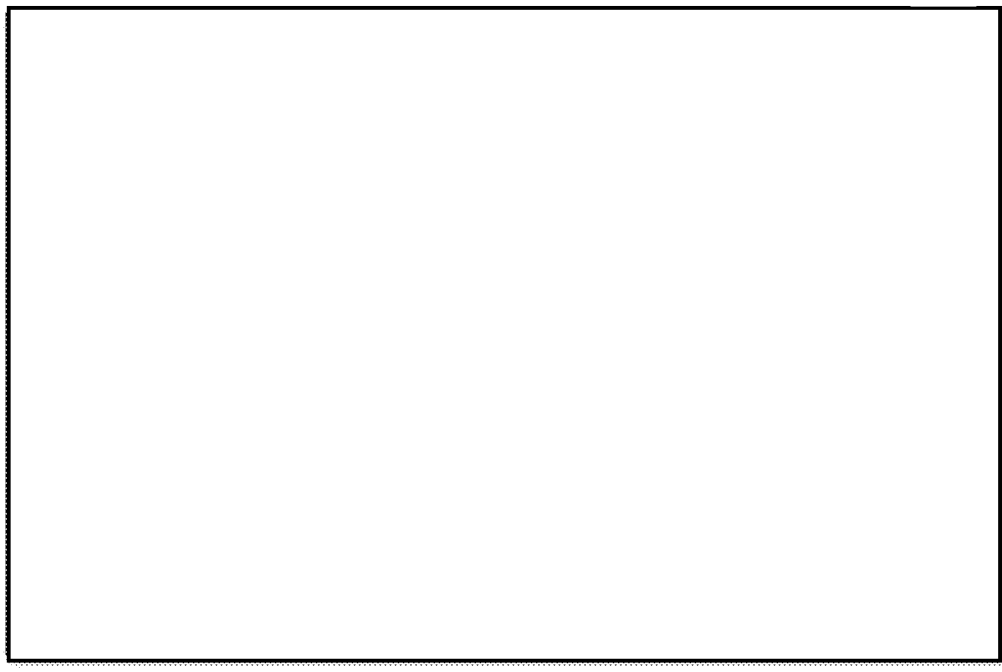
BLACKBERRY DEVICE TECHNICAL REFRESH

In April 2010, the ITB began a technical refresh of all BlackBerry devices on both the Verizon® Wireless and the AT&T Networks to provide cutting-edge technology to FBI personnel who rely heavily on mobile communications to complete their mission. The new BlackBerry devices include quad-band service and SIM cards to ensure connectivity in most countries worldwide; a camera to allow quick photos during fast-paced investigations; a push-to-talk capability; a high-definition screen; and the latest available operating system.

The devices were piloted in April 2010 at FBI facilities located in Memphis, Tampa, Chicago, London, Tokyo, and Washington, D.C. Since then, more than 27,000 FBI personnel in the field and at FBIHQ have received the upgraded devices. Replacement of the devices at FBIHQ began August 16, 2010, with a completion date of September 3, 2010.



Employees at Tampa FO receive the new BlackBerry devices.

CYBER CRIMES TASK FORCE (CCTF) TRACKING TOOL

In March 2010, ITB developed a web-based solution to give the FBI's Cyber Division (CyD), CCTF, a way to track and monitor task force program expenses. The CCTF application, allows the user the ability to

The CyD anticipates that the CCTF application will save more than 150 man-hours per year by automating the process. By using a COTS product, the ITB was able to provide a secure, scalable database, saving them resources in the years to come.

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DELTA

Delta is an operational IT project sponsored by the DI that assists agents implementing the policy for managing Confidential Human Sources (CHS),

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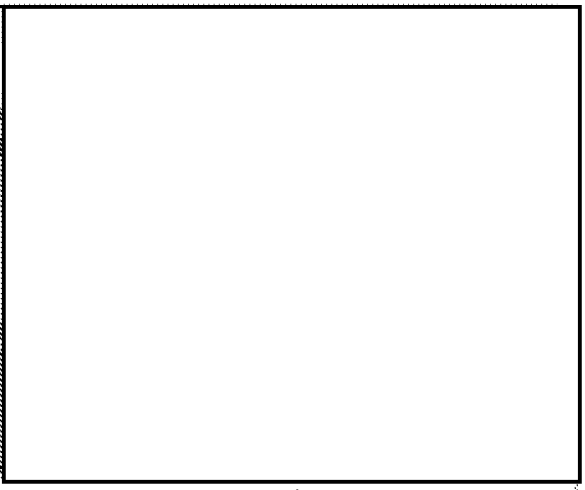
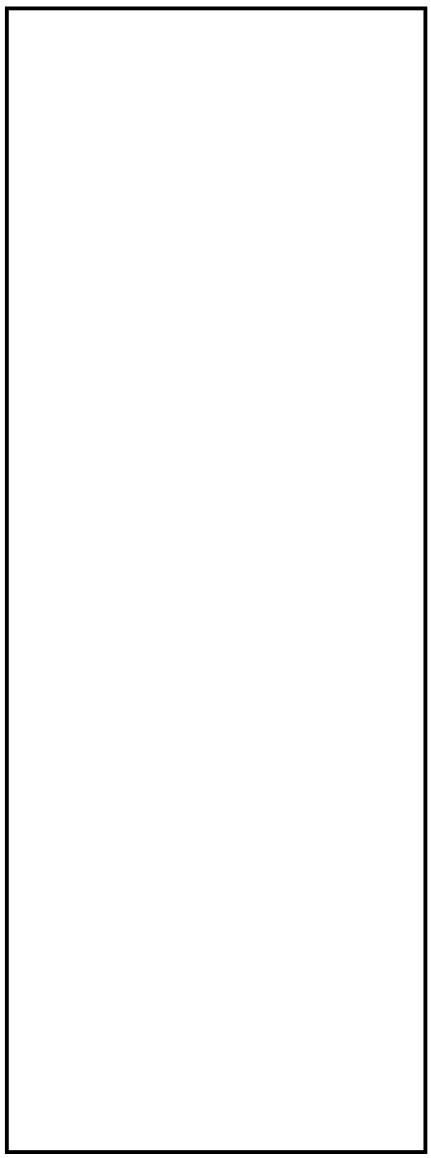


Delta Project Management Team



DEPLOYABLE KIT SOLUTION

This year, the ITB embarked on an initiative aimed at providing improved deployable kits for staff stationed far from home. For many of those individuals, job duties were delayed by long wait times and less than ideal access to the FBI classified network (FBINet).

Working closely with Operational Technology Division's (OTD) Technical Response Unit (TRU), the ITB revised outdated requirements to make the FBINet in [redacted] function as well as the network used by stateside colleagues.

The sophisticated kit features full-blown NGW, new software, domain controller, and file and print server. Locally-stored profiles are yet another feature of the kit, which eliminates the time-consuming task of retrieving profiles over extremely long distances. One of the most user-friendly enhancements for employees was the single log-on capability, which mirrors that of the home office login, and eliminates the requirement for users to manage logins to multiple domains and other applications.

Although the primary goal was to help TRU develop a capability to meet longer deployment operational needs, these kits may also be utilized for short-term needs, such as when TRU provides secure communications capability during large sporting events.

Future plans will include [redacted]

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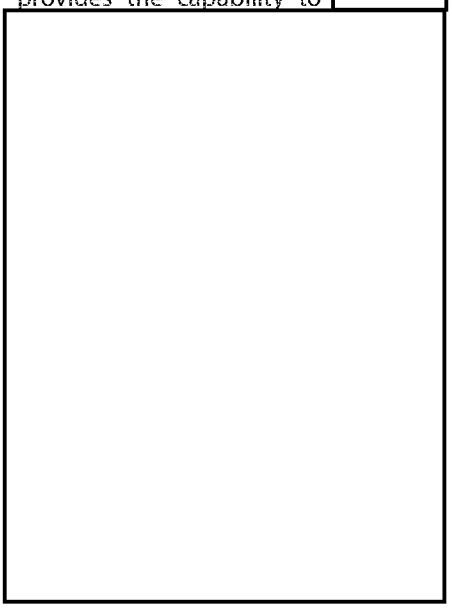
DATA INTEGRATION AND VISUALIZATION SYSTEM (DIVS)

This STAO-led program serves as a virtual tool kit of collaborative devices that assist teams of investigators, agents, analysts, and linguists on a daily basis. Designed to improve user access to the vast amounts of information in the Bureau's systems and databases, it provides the capability to [redacted]



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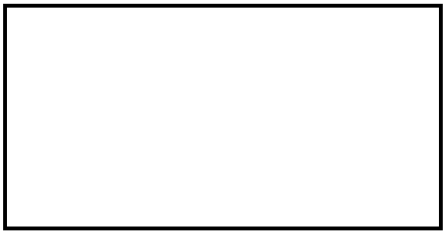

DRAGON NATURALLYSPEAKING (DRAGON NS)

In June 2010, the ITB partnered with the FBI's Resource Planning Office (RPO) to provide a solution to allow agents and analysts the ability to dictate reports instead of

typing them. The ITB purchased approximately 30,000 licenses of Dragon NS, a COTS voice recognition software program which can be used with any Windows®-based program such as Microsoft® Word, Excel®, PowerPoint®, and Corel WordPerfect®.

Using a NGW-supplied headset, the user speaks normally into the microphone to open and close programs, dictate text, and browse web pages. Dragon NS creates a voice profile for each user that contains information about the unique characteristics of each person's voice along with a customized set of words, known as a vocabulary, and user-specific information. Each time the employee uses Dragon NS, the more accurate and adaptable the program becomes for that specific employee.

An engineering pilot was held during August 2010 to test the installation of the software. A business pilot was held at the Chicago and Tampa FOs which provided user feedback on the Dragon NS experience.

The deployment of the Dragon NS addresses two organizational needs identified by RPO. First, it addressed the needs of employees with disabilities for whom the voice recognition software will make it easier to create reports and documents. Second, it eases the heavy administrative burden on agents and analysts who spend a great deal of time typing reports.

Deployment enterprise-wide is expected in the upcoming FY.

E-DISCOVERY

The FBI is subject to certain unique retention and disclosure requirements with respect to e-mail. The FBI is required by the Federal Records Act to properly maintain official FBI "records." The FBI is required by the Federal Rules of Civil Procedure, to preserve and produce Electronically Stored Information (ESI) that is relevant to litigation. The traditional approach uses multiple disparate tools and resources to conduct E-Discovery. Because the field of E-Discovery requires mastery of both the substantive legal area and technology, the ITB is working closely with the Office of the General Counsel (OGC) Electronically Stored Information Discovery Unit (ESIDU) whose mission is to support the FBI by responding to E-Discovery and other requests for ESI related to pending or reasonably anticipated civil litigation. During FY 2010, the ITB worked closely with ESIDU in the areas of IT project management, technical support, and capital planning. A funding timeline strategy was developed identifying major acquisitions and milestones. ITMD has engaged the ITED, ITSD, and OGC to collaborate on the E-Discovery solution effort.

"We remain committed to deploying new products and sevices to the field, then to FBI Headquarters to ensure the operational 'warfighters' receive the latest technology first."

— EAD/CIO Chad L. Fulgham

FBI AUTOMATED MESSAGING SYSTEM-DECISION AGENT (FAMS-DA)

FAMS incorporated the Decision Agent (DA), a Defense Messaging System (DMS) product, into its system architecture to support the Secret and Top Secret enclaves of organizational messaging. The DA is a DMS product that allows an installation to receive messages from DMS via organizational or individual mailboxes and route the messages to additional recipients based on user interest profiles.

FAMS-DA has become the FBI's organizational messaging system for communicating in a secure and expeditious manner within the FBI and with other government agencies using the Automatic Digital Network (AUTODIN) and the DMS communications networks. FBI users can create messages via the web-based application FAMS-DA Message Manager and send them to any organization connected to DMS and the AUTODIN systems.

On August 9, 2010, the decision was made to discontinue using the FBI's legacy system, Secure Automated Message Network, and solely use FAMS-DA for its official message traffic. FAMS-DA offers many benefits to users including an easy-to-use web-based interface called message manager; quicker sending and receiving of messages, improved message processing efficiency, 24-hour access, and an electronic backup system. FAMS-DA also features user-friendly tools such as an e-mail-like interface, filtered searches, browsing by categories, and many preference options.

FINANCIAL INFORMATION SYSTEMS (FIS)

FIS brings the FBI's financial system in line with the Federal Financial Management Improvement Act's requirement of maintaining an integrated financial management system that complies with Federal system requirements, Financial Accounting Standards Advisory Board, and the U.S. Standard General Ledger at the transaction level. FIS represents a series of bridge efforts and initiatives that help both the Finance Division (FD) and the FBI move toward the DOJ's Unified Financial Management System.

Phase 1 of this project was completed on February 4, 2010. Phase 2 and continued project management support was transferred from the ITB to the FD.

FOREIGN INTELLIGENCE SURVEILLANCE ACT (FISA) MANAGEMENT SYSTEM (FISAMS)

FISAMS is a web-based application and database, designed to capture information for FISA initiations and renewals as they move through the approval process and to the FISA Court.

iDX3

iDX3 is an enterprise-wide technology application used to analyze, visualize, and disseminate FBI content within a geospatial context.

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iDX3 Project Management Team

IT PRODUCTS AND SERVICES WEBSITE

The ITB introduced a consolidated resource for customers to access product and service information and to obtain self-service support. Located on the ITB intranet home page, this customer-focused site offers announcements, a product summary, customer service information, and training and usage resources. Using a minimum amount of technical language it offers a variety of support tools for customers of all experience levels. Enhancements to this customer service tool are planned for FY 2011.

LAPTOP STANDARDIZATION

With new technology arriving daily, the Branch began the process of replacing outdated laptop computers. Recommendations were issued on new laptop computers in the 4th Qtr. of FY 2010 following a query of members of the Information Technology Specialist (ITS) Advisory Group to ascertain what was needed in the field. The new machines would need to:

- Connect to external resources outside the normal unclassified areas,
- Withstand harsh environments,
- Have sufficient power to run various applications and specialized software without impacting performance and,
- Provide sufficient resources to support software and Operating System upgrades.

Four categories of laptops were identified: Executive/General User (tablet and lightweight), Mobile (Netbook/small form factor), High Performance, and Ruggedized. Each category had specific minimum requirements based on the user's needs. For example, staff members who use laptops primarily for accessing their e-mail and Internet could use a machine with a smaller processor and battery. An employee stationed in a remote war-torn area would need a "ruggedized" machine that could survive in extreme temperatures and allow them to use the machine in the dark.

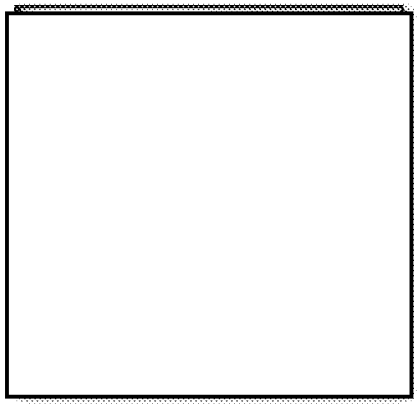
Following comprehensive testing, the group made recommendations for each category of laptop. Plans are under way to begin purchasing the selected models as funding becomes available.

SHAREPOINT "MY SITE"

My Site is a tool that assists FBI employees in making connections, sharing job knowledge, and solving problems. An employee's My Site page serves as a "public face" to the rest of the FBI. It gives users a central location to manage and store documents, content, links, and contacts. It also serves as a point of contact for others in the FBI to find information about each other and their skills and interests.

Similar to other networking sites, each employee has a personal My Site with basic contact information. Contributing additional information, such as skills, past projects, and interests, is voluntary.

My Site was piloted in several offices, including the ITB, in summer 2010. It is expected to be available to all FBI users in 2011.



NGIC Project Management Team

NATIONAL GANG INTELLIGENCE CENTER (NGIC)

The NGIC is designed to combine the manpower and resources of partner Federal agencies responsible for investigating and gathering intelligence on violent street and motorcycle gangs. This system provides the tools required for the NGIC for conducting gang intelligence analysis and workflow; image collection and search; and facilitating information sharing among LE agencies to conduct gang investigations. The FBI has been mandated to establish the technological ability to receive, store, manage, and interpret gang intelligence received from numerous LE agencies. As required by legislation, the NGIC will integrate the assets of the FBI and other DOJ component agencies to serve as an intelligence hub and information management mechanism for gang intelligence on a national and international scope. Phase 1 of NGIC was completed in September 2010.

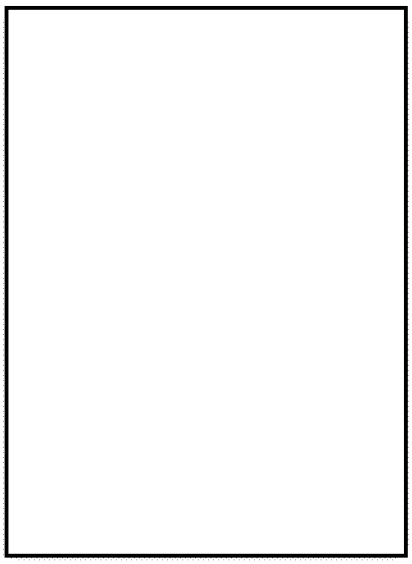
NEXT GENERATION WORKSPACE (NGW)

The NGW 10-month FO deployment ended on July 1, 2010. NGW for FBINet and UNet was installed throughout the FBI's 56 FOs and large RAs. By the time the field deployment was finished, a total of 30,177 NGW workstations were installed. The next phase of the deployment, targeted at FBIHQ locations, began on August 5, 2010.

NGW workstations come complete with:

- upgraded operating systems,
- faster desktops with increased memory capabilities,
- larger monitors with integrated speakers,
- centralized configuration management systems,
- upgraded office suite software,
- new collaboration and real-time communication software, and
- secure video cameras, headsets, and speakers.

With NGW, employees have real-time ability to communicate with peers through instant messaging, Voice over Internet Protocol, desktop video teleconferencing, and live meetings. This gives employees the ability to conference with multiple individuals simultaneously right from their desk. Other benefits of NGW include upgraded information management and information sharing capabilities; a more secure workstation environment; better user-response times; and easier deployment of new software and updates.



ITB employee works at NGW workstation.

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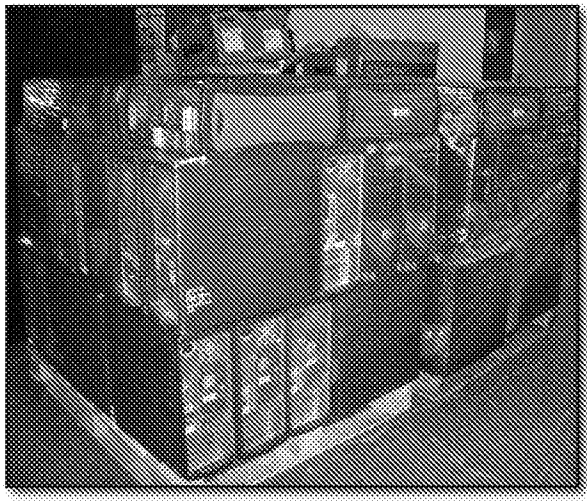

NGW equipment arrives at FOs.

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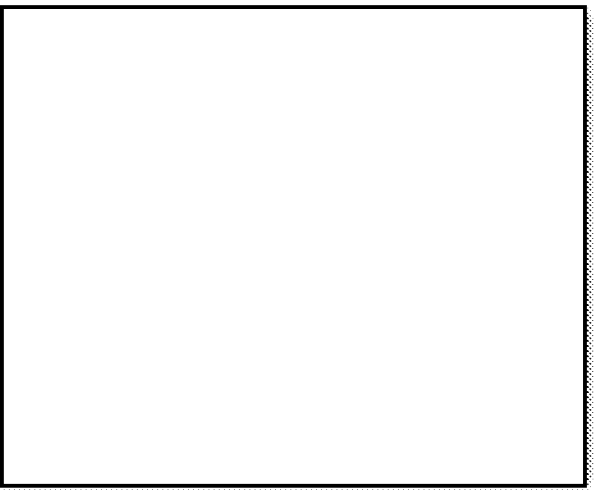

Sentinel team member assists during Phase 2, Segment 4 Pilot.

SENTINEL

The Sentinel program is steadily providing increased services to agents, analysts, and professional staff. On March 3, 2010, the FBI directed a partial stop work of Phase 3 and all Phase 4 activities to focus on the deployment of Phase 2, Segment 4. It also returned Phase 2, Segment 4 from operations and maintenance activities back into the development phase.

Three pilots were held in May and June 2010 at the Critical Incident Response Group (CIRG) and at the Richmond and Tampa FOs. The goal of the pilots was to test Sentinel's new forms and workflow capabilities which were part of Phase 2, Segment 4. User feedback was also gathered during the pilots.

On July 12, 2010, the FBI extended the March 3, 2010, partial stop work order to include the remainder of Phase 3.

On July 26, 2010, the ITB deployed Phase 2, Segment 4, providing new and enhanced capabilities including the creation of case documents online; the efficient flow of those documents electronically through submission, collaboration, vetting, and approval; the capability to search across all case-related information; and an easy-to-use interface.

In all, Segment 4 included two new forms (the FD-1036 Import Form and FD-1038 Lead Request) and two modified forms (FD-1057 Electronic Communication and FD-302 Interview Form).

Other notable upgrades to Sentinel's functionality included a modern, user-friendly, web-based interface; customizable "workboxes" that summarize a user's cases; automated movement of files between Sentinel and the Automated Case Support (ACS) system; improved online help and search functions; and hyperlinks to aid access to information within cases. More than 8,000 FBI employees are using Sentinel to manage case leads and to search for and view documents contained within the legacy ACS system.

SPECIAL EVENTS MANAGEMENT APPLICATION (SEMA)

The ITB developed SEMA to coordinate the FBI's involvement in special events, ranging in size from a state fair to the Super Bowl. ITB representatives worked closely with Special Events Management Unit (SEMU) and special event coordinators, agents, and analysts who would be using the tool to ensure it met their needs.

The web-based application, available over FBINet, allows special event coordinators to request assistance from the CIRG's SEMU directly, rather than through e-mail or phone calls. The application, deployed July 8, 2010, also captures relevant information related to training, consulting, and operational support provided for special events. It allows uploading of event-specific documents for easy access and retrieval, streamlined tracking and historical documentation of events coverage. With many capabilities built into one application, SEMA was designed to be a "one-stop shop" for all special event coordination.

XT FILE

As the Bureau turns toward a more collaborative working environment, the sharing of information becomes increasingly important. To assist staff in sharing knowledge, the XT File project was initiated to provide a simple web-based method of file sharing between DOJ cross-agency teams and external groups.

Large files, which are often difficult to transmit via e-mail, are now available for external upload or download. Although not designed for long-term storage, users can transfer up to five gigabytes for each batch upload request.

The large file transfer capability became available in the 4th Qtr. of FY 2010.

INFRASTRUCTURE MODERNIZATION

Modernization and enhancements to the aging IT infrastructure were prioritized during FY 2010 to ensure compliance with DOJ, ODNI, OMB, and other external requirements and mandates.

Three objectives were identified:

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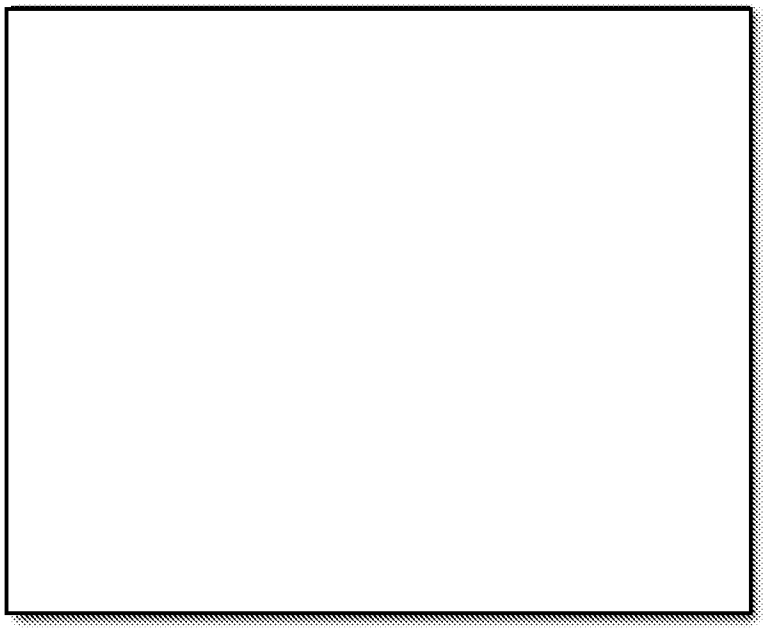
"Along with the virtualization, the Data Center will have new, larger pipes that should improve the user experience."

— Infrastructure Support Section Chief John P. Everett

DATA CENTER SERVICES

The FBI has acquired turn-key Data Center Services and is in the process of migrating all the computing enclaves by the end of FY 2011. The facility utilizes green technology for cooling and an appropriate amount of floor space and power to meet anticipated needs. Facility and services provided are in compliance with other OMB E-Government initiatives that include virtualization and cloud computing. The Center is undergoing security accreditation, easing the certification and accreditation burden on the systems housed within its confines.



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ITB leadership dedicates Data Center Services Facility.

NEXT GENERATION NETWORK (NGN)

The NGN project modernized the FBI's existing network structure to one that is aligned with current industry best practices. It reduced complexity, improved operational efficiency, and increased the communication bandwidth and network availability, and serves as a backbone for three FBI networks – UNet, FBINet, and Top Secret SCION network. More than 950 circuits were replaced in 56 FOs and over 400 Resident Agencies (RAs) throughout the U.S. between April 2009 and December 2010. The NGN provided 45 times as much capacity as the one it replaced and doubled the access speed at its endpoints. Before and after upgrade comparisons of connection times for the FOs and the RAs showed a significant reduction in the time it took to log into the FBI's network.

NGN Phase II, beginning in May 2010, provided a follow-up review and delivery of additional bandwidth. Network connections that were found to be insufficient to support mission needs after the first initial phase were upgraded and "right sized," bringing FBI networks at all locations in line with one another. NGN Phase III is under way to refresh classified equipment and provide newer networking equipment throughout the FBI enterprise.

The new network will also serve the FBI into the future with the flexibility to add new services, features, and applications easily, and the capability to integrate with new and evolving technologies.

NEXT GENERATION SENSITIVE COMPARTMENTED INFORMATION OPERATIONAL NETWORK (NGS)

Allowing FBI agents and analysts round-the-clock access to powerful analytical tools is required to support the ever-changing intelligence mission. The NGS initiative will enhance the SCION by providing top-notch, state-of-the-art infrastructure that will allow for greater reliability. With NGS, agents and analysts will be able to connect with outside intelligence sources and use robust applications to collect and evaluate intelligence data in a timely manner.

The NGS project will upgrade the following components:

SECURITY MANAGEMENT

The security and protection of our systems, networks, and information remains a foremost priority. Projects dedicated to maintaining and ensuring FBI networks and data are secure were deployed in tandem with processes aimed at actively protecting critical information from internal and external threats. Advanced technology requires assured information delivery, system access, and information protection tracking enterprise-wide.

CLASSIFICATION MARKING TOOL (CMT)

The CMT is designed to allow users to classify documents and e-mail messages with approved classification markings that meet both the FBI SecD and the Executive Branch's requirements. The CMT is part of the NGW suite of productivity tools designed to work with NGW desktops that are configured to use the Windows XP baseline and Microsoft Office 2007 products.

The CMT is an automated classification tool that applies classification control markings to electronic documents and e-mail. Users

select criteria based on the information being classified. The CMT then automatically generates portion marks, a classification banner/header and a block, based on the criteria selected by the user. The CMT can also validate markings to ensure all portions are marked and to help resolve any discrepancies between the banner/header and portion marks.

An engineering pilot for this tool was held during the summer of 2010 to test the installation and execution of the software. The ITB anticipates the release of the CMT in 2011.

ENTERPRISE MANAGEMENT SYSTEM (EMS)

EMS is a transformational project chartered to develop a comprehensive and standardized tool solution for all enclaves (UNet, FBINet, BlackNet, and SCION) that is fully integrated and based upon a single anchor vendor strategy - the Hewlett Packard (HP) Business Technology Optimization (BTO) Suite.

The ITB has engineered and deployed two deliveries of the EMS solution that are in production today. The first phase is the HP Network Automation (NA) for BlackNet only, which is a configuration, automation, provisioning, reporting, and compliance tool for a wide variety of network devices. NA will:

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The second phase consists of a suite of HP BTO applications on the UNet enclave and consists of the following applications:

- Operations Manager for Windows
- Network Node Manager
- Network Automation
- Performance Manager
- Performance Insight

The FBINet, SCION, and remainder of BlackNet tools will be engineered and deployed over the next year with capabilities extended to the field.

NETWORK ADMISSION CONTROL (NAC)

Establishing a self-defending network is a critical element of network security. One of the FBI's latest initiatives is the NAC project which will enhance the NGN.

NAC uses the network infrastructure to enforce security policy compliance on all devices trying to access network computing resources. It recognizes users, their devices, and their roles in the network; evaluates whether machines are compliant with security policies; and enforces security policies by blocking, isolating, and repairing machines that are non-compliant.

The operation of the NAC is transparent to users, but will help maintain a secure network and save time for ITS staff. NAC provides network access to endpoint devices that are fully compliant with the FBI's security policy. Non-compliant devices are denied access, placed in quarantine for remediation, or given restricted access to resources.

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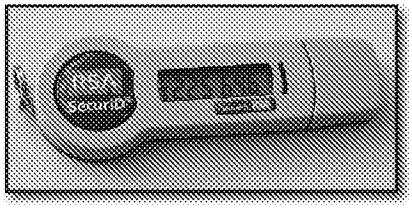
Equipment designated for FOs and large RAs has been received at FBIHQ. Engineering design and procurement efforts began in October 2009. The project team completed the design for FBINet, and the pilot is under way. The team delivered the FBINet NAC solution for deployment on October 5, 2010. Design and implementation work for the UNet enclave is planned for the 1st Qtr. of FY 2011. The SCION enclave will follow in the 2nd Qtr. of FY 2011, with the BlackNet and LEGAT design and pilot efforts to follow.

TWO FACTOR AUTHENTICATION (TFA)

Starting in January 2010, all FBI employees were required to start using a TFA process to access unclassified FBI e-mail from any computer not directly connected to the FBI's UNet. TFA technology is used to secure networks and information from unwanted users. TFA — used to protect online accounts with

both a password and a computer-generated one-time use passcode — is designed to be more secure than using a single password. The FBI is using an RSA SecurID® product both as a hard and a soft token pushed to BlackBerry devices.



RSA SecurID Hard Token

There are more than 37,500 UNet users who have registered in the RSA system and been issued active tokens. The daily average of authentications for FBI users logging on to Outlook Web Access is 6,000 authentications. The monthly average is 135,000 authentications. This IT effort is the first, truly mobile access for FBI agents, intelligence analysts, and professional support staff who can securely access their unclassified e-mail from any place, at any time, and from any computing device with a web browser. User reports and testimonials indicate heavy use by the FBI CIRG and agents on international temporary duty and travel.

Future plans include upgrading the RSA system and the installation of additional RSA authentication servers at the PSC. This technology provides a framework to securely access Sensitive But Unclassified applications in the future. It was successfully deployed in December 2009.

PEOPLE/WORKFORCE

Becoming a Center of IT Excellence

Emerging and advanced technology systems, services, and applications require IT professionals with skill sets and expertise commensurate with the highly technical duties they perform. The ITB has concentrated its hiring efforts both internally and externally to meet these critical demands and recruit and hire individuals who possess the talent and skill sets essential to transform its workforce. Working hand-in-hand with the FBI's HRB, the ITB's objective is to become a center of excellence and employer of choice.

HIRING INITIATIVES

The ITB participated in several programs during FY 2010 to ensure qualified applicants were identified to meet its Full-Time Equivalent allocations.

An HRD sponsored "Intelligence Community Virtual Career Fair" provided ITB hiring managers the ability to interview and select qualified individuals. A resume'-based database was developed by HRD in concert with the fair to enable the ITB to fill future openings as they arise. This database alleviated the need for online job postings except for specialized hires.

The ITB continued to use a resume' database of qualified applicants built by the ITB Recruitment Team through attendance at Recruitment Fairs during FY 2009. Once candidates were identified and vetted, a direct-hiring process was used for expediency in meeting mission-critical hiring needs.

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EAD/CIO Chad L. Fulgham briefs local high school students on IT careers.

Seventeen qualified and experienced contractor personnel already onboard were identified and offered permanent government positions. This practice follows the government-wide initiative to reduce contractor numbers, where appropriate, and re-purpose funding for additional government positions. These conversions enabled the ITB to retain a workforce with expertise already tested in the delivery of IT products.

During FY 2010, the ITB was successful in bringing onboard 52 new FBI employees. Dedicated hiring efforts resulted in an historical low number of vacancies.

TRAINING AND CAREER DEVELOPMENT

ADVANCED MANAGEMENT PROGRAM (AMP)

Three ITB employees were selected by the National Defense University for the 14-week AMP beginning September 13, 2010. During the past three years, a total of ten ITB employees have been attendees. This program prepares mid-and senior-level leaders to leverage information for strategic advantage by educating participants in policy, planning, performance, process, acquisition, and information assurance. AMP students participate in field studies and complete the strategic leadership development curriculum, an integrated graduate-level course of study. Successful completion of the course can earn participants the CIO Certificate and credit toward additional certificates.

DEPARTMENT OF DEFENSE EXECUTIVE LEADERSHIP DEVELOPMENT PROGRAM (DOD ELDP)

During FY 2010, for the first time ever, two ITB employees were selected to attend the prestigious DOD ELDP which is slated to begin in FY 2011. The 10-month aggressive hands-on training immersion program is designed to expose future leaders to the joint and interagency perspective. Class members are deployed to a variety of locations both in the U.S. and overseas. In addition, ELDP members attend briefings on defense and international issues at Georgetown University, briefings from the Joint Staff and Interagency Organizations, and deliver a formal informational briefing at the Pentagon.

UNIVERSITY EDUCATION PROGRAM (UEP)

The UEP, a professional development program funded by Congress and managed by the TD, provides employees the opportunity to pursue a certification or academic degree related to their current job duties. Eleven ITB employees were selected by a review board in FY 2010 to enter the program.

FEDERAL ACQUISITIONS CERTIFICATE FOR PROGRAM AND PROJECT MANAGEMENT LEVEL III CERTIFICATION (FAC P/PM)

Leadership and management of IT programs and projects require professional and accomplished Project Managers. ITB recognizes the need for development and retention of expertise among its Project Manager ranks. During FY 2010, the ITB funded 10 Program Manager positions for the FAC P/PM Level III Certification Program Course.

"I am surprised at the level of excitement, engagement and energy that people have for their jobs. FBI personnel are dedicated to the mission. They realize the importance of our mission to society and the contributions we make here."

— AD Jeffrey C. Johnson, IT Engineering Division

SPECIAL ADVISORS PROGRAM

This year the ITB received support from two Special Advisors under the Special Advisors Program sponsored by the Director's Office. While assigned to highly visible ITB projects, the Advisors address business challenges under the leadership of ITB's Senior Executive Staff. This program is mutually beneficial to both the FBI and the Special Advisors. The FBI is rewarded by the insights and expertise of the Advisors, and the Advisors learn from applying their skills to real life situations and challenges.

SCHOLASTIC HONORS INTERNSHIP PROGRAM / INTERN HIRING INITIATIVE

Although the FBI had no formal Honors Internship Program during FY 2010 because of the number of FY 2009 interns who requested to return and serve during FY 2010, ITB hired five former interns as permanent ITB employees.

AWARDS AND RECOGNITIONS

Each year the Branch recognizes employees who have made contributions that greatly benefit the Branch in achieving its mission, goals, or objectives. Employees are recognized both internally and by external organizations for their accomplishments. This year numerous employees who demonstrated a high quality of service in their positions received recognition for their efforts.

- 36 Quality Step Increases, for year-long excellence in job performance,
- 127 On-the-Spot awards,
- 64 Time-Off awards,
- 41 Incentive awards, and
- 400 ITB Lapel Pins and Challenge Coins (combined) were presented by the EAD/CIO.

DIRECTOR'S AWARD

The Director's Annual Awards for Excellence are the highest awards employees may receive from the FBI. This program gives the Director and other FBI officials the opportunity to publicly recognize outstanding contributions and exceptional service to the FBI and its mission.

The NGN team was chosen for the 2010 Director's Award for Information Management. The award is given to individuals or groups responsible for the development of LE techniques in information management. In order to qualify for the award, the recipient(s) must have significantly contributed to the mission of the LE community.

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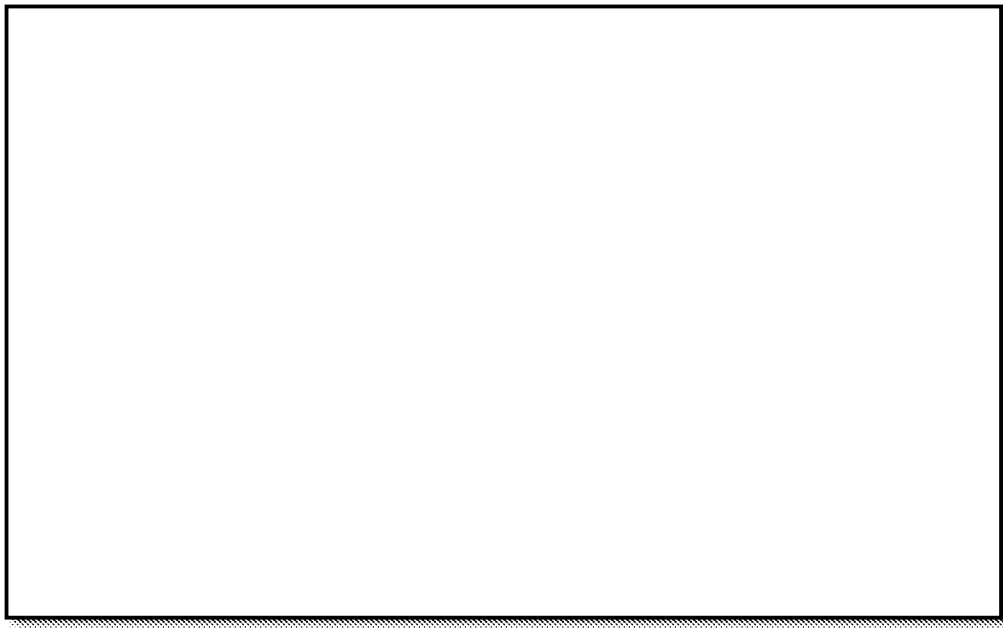

Director's Annual Awards for Excellence --- NGN Team honorees.

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COMMUNICATION AND COLLABORATION

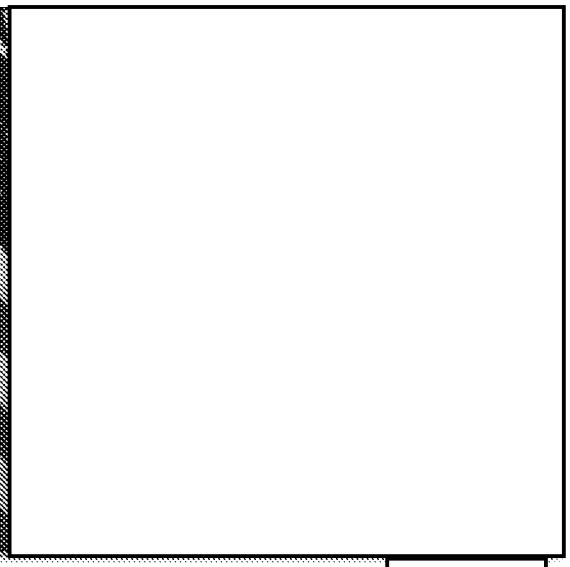
Encouraging Professionalism and Social Interaction

The ITB encourages collaboration within the Branch by promoting opportunities for employees to gather in small and large-group settings, in addition to, online web outreach choices for information sharing. These programs and events include both social and professional venues.

NEW EMPLOYEE ORIENTATIONS

The ITB continued the highly successful employee orientation welcome aboard briefings began during FY 2009. The day-long program includes high-level overviews by Unit Chiefs and Section Chiefs of their organizations and functional responsibilities. In addition, the CIO and Executive staff meet and greet the new hires and the new hires can become acquainted with other new employees who may have shared experiences. Two New Employee Orientations were held during FY 2010.

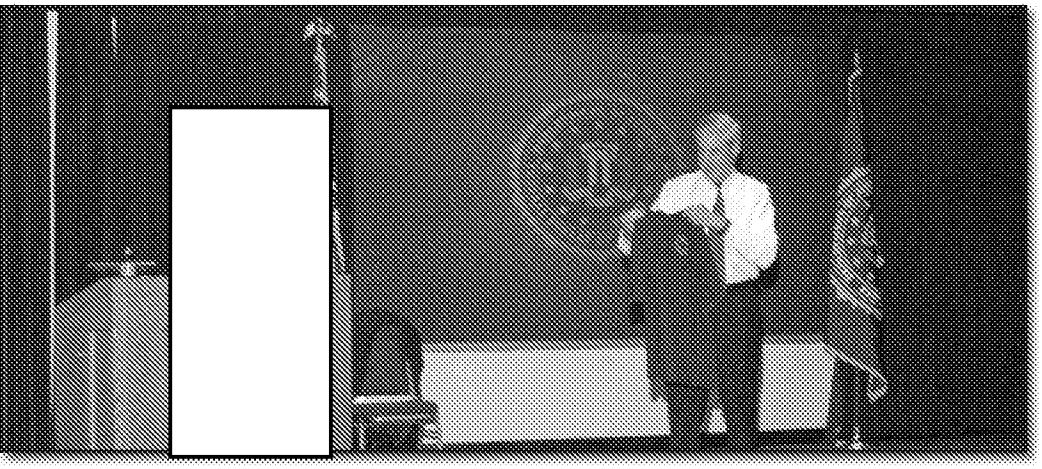
New employees attend Welcome Aboard Orientation.



Senior Enterprise Architect and Infrastructure Support Section Chief John P. Everett with the FBI's Information Week award.

"INFORMATION WEEK" MAGAZINE INNOVATION AWARD

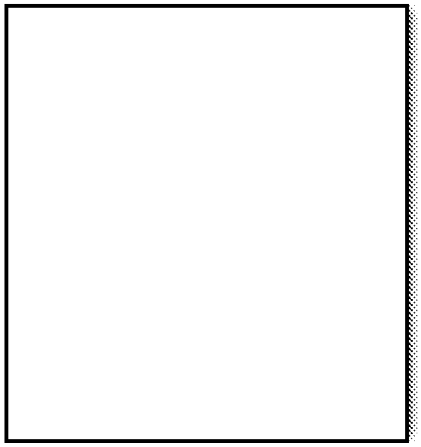
The FBI was recognized by "Information Week" magazine for its NGN and NGW initiatives. The FBI competed with more than 500 private companies and other agencies throughout the government and was chosen as one of two government agencies to receive the award given for outstanding IT Innovations.



FBI Director Robert S. Mueller III was special guest speaker at the State of the ITB meeting hosted by EAD/CIO Chad L. Fulgham.

STATE OF THE ITB

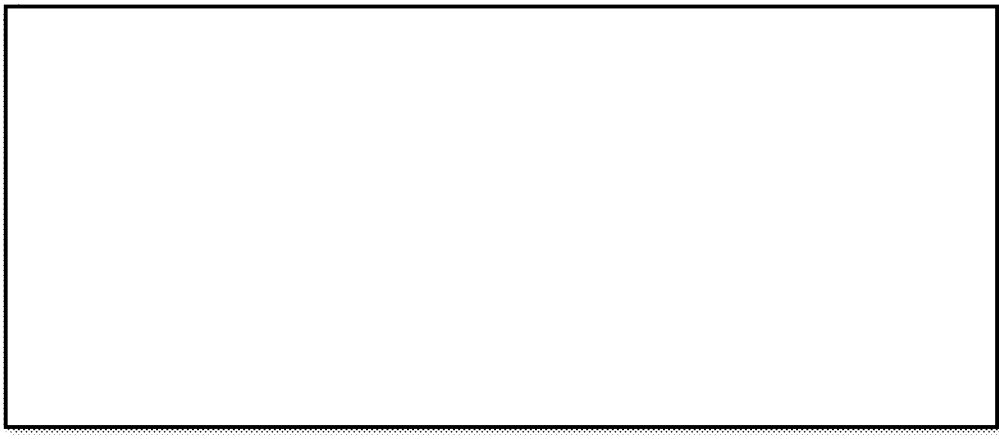
Two "State of the ITB" meetings afforded the CIO the opportunity to discuss IT successes and acknowledge and publicly thank those who worked diligently on the significant number of projects, initiatives, and other achievements within the Branch. The events stressed how critical customer service is to the ITB and its commitment to deploy products and services to the field followed by FBIHQ to ensure the operational entities receive the latest technology first. Guest speakers included FBI Director Robert S. Mueller III and Deputy Director Timothy P. Murphy.



Deputy Director Timothy P. Murphy addresses ITB employees.

IT EXCHANGE CONFERENCE (ITEC)

The Information and Technology Exchange Conference (ITEC) 2010, following the theme "Customer Service: IT Matters," was attended by over 400 individuals. This venue served as an opportunity to inform attendees of future IT deliveries and provided an open forum for a discussion of comments and concerns and sharing of information between ITSs and Electronic Technicians from Headquarters and FOs throughout the U.S.



Deputy Assistant Director Jennifer R. Sanchez briefs ITEC participants.

KNOWLEDGE WEEK

The OCKO hosted Knowledge Week, a speaker series focused on knowledge management, October 26-30, 2009. Knowledge Week featured one speaker each day on knowledge management, information sharing, and technology. Chief Knowledge Officer G. Clayton Grigg and ITED Assistant Director Jeffrey C. Johnson were among the week's speakers, which also included FBI Historian [redacted] and knowledge management experts from other government agencies. The event was held at FBIHQ, but was available to employees throughout the FBI via webcast. Participation included more than 1,500 distinct users visiting the site during the week-long event.

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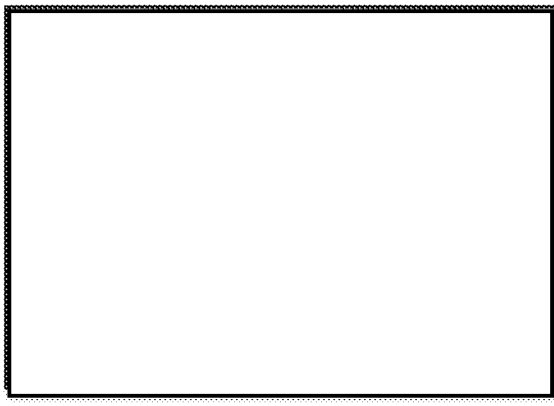
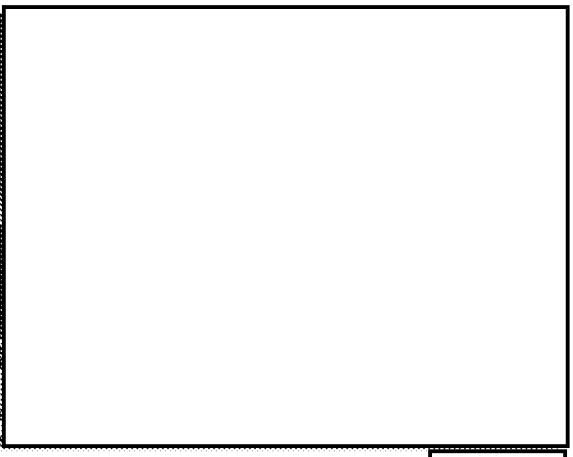


AD Jeffrey C. Johnson speaks during Knowledge Week.

ITMD CIO PROJECT OPEN HOUSE

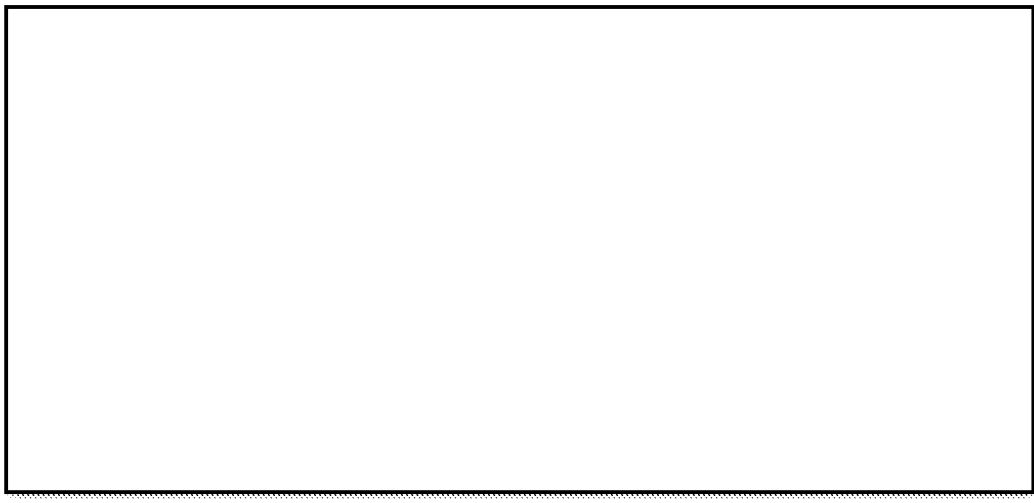
The ITMD held an inaugural Open House on September 17, 2010, at the Crystal City offsite. The event provided IT Program Managers and IT Governance lead personnel an opportunity to directly engage one-to-one with EAD/CIO Chad L. Fulgham. With a format comparable to "speed dating," CIO Fulgham was provided with a comprehensive overview of the Division's current projects and processes. The itinerary consisted of 20 individual project stations including four demonstrations focused on project scope, budget, and sponsor presentations.



EAD/CIO Chad L. Fulgham and AEAD/DCIO are briefed at the ITMD Open House.

CIO SUGGESTION BOX

The EAD/CIO Suggestion Box provides a means for employees to provide a suggestion, ask a question, or express a concern either anonymously or with their name to the CIO. Responses are posted to the ITB's SharePoint site or to the employee submitting the information. The collaboration through the "Cup of Joe" and CIO Suggestion Box forums provide both the CIO and employees the opportunity to discuss Branch issues and gain insight into each other's viewpoint.



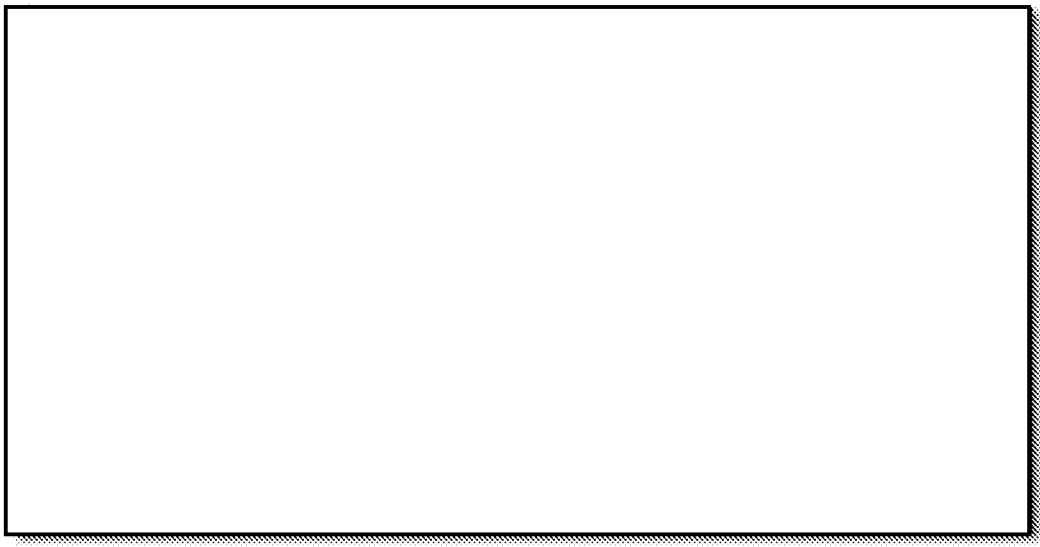
EAD/CIO Chad L. Fulgham shares a "Cup of Joe" with ITB employees.

"CUP OF JOE"

The "Cup of Joe" program enables employees to participate in small-group meetings of 10 or fewer employees to share a cup of coffee and discuss one-on-one their concerns and ideas with the CIO. This program provides the valuable opportunity for the CIO to become acquainted with employees in an informal setting. Three "Cup of Joe" sessions were held with 35 ITB attendees.

FAMILY DAY

ITB employees, along with other FBI Divisions and Branches, welcomed family and friends to FBIHQ for the annual FBI Family Day celebration in June. With a theme of "No Bugs in our IT Systems," numerous ITB employees volunteered their time to work at the highly successful event, organize the display, and create theme-related give-away items.



ITB volunteer distributes stickers to children visiting the ITB Family Day display.

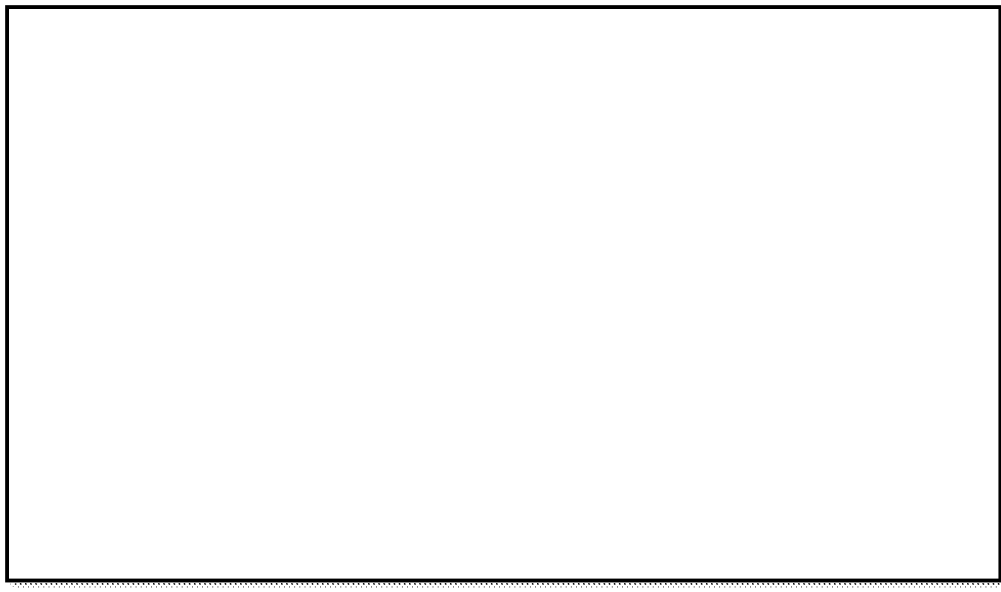
NATIONALS GAME ~~~ ITB'S DAY AT THE PARK

Approximately 100 ITB employees, family members, and friends gathered at the Washington National ballpark on Saturday, September 25, 2010, to watch the Washington Nationals play the Atlanta Braves. This event was selected by employees through a survey. The Nationals ballpark offered a great family venue and a unique opportunity for ITB employees to join with fellow workers outside of the workplace.

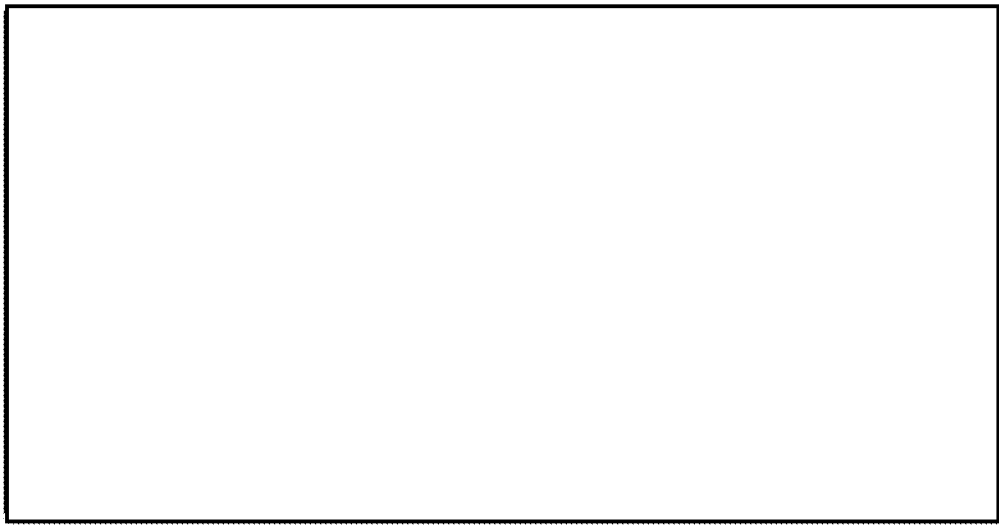
COMBINED FEDERAL CAMPAIGN (CFC)

The ITB was a key participant in the FBI's CFC in 2009, themed "The Compassion of Individuals, The Power of Community." A community of 20 ITB key workers organized fundraising events and canvassed their colleagues for contributions. In total, ITB employees donated more than $85,000 during the campaign. Especially noteworthy is the fact that:

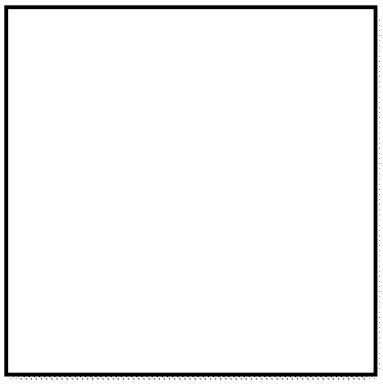
- Twenty ITB employees received "Eagle" pins for donating one percent of their annual salaries,
- Seven employees earned "Double Eagle" pins for donating two percent of their salaries.



Employees cheer at ITB's Day at the Park.

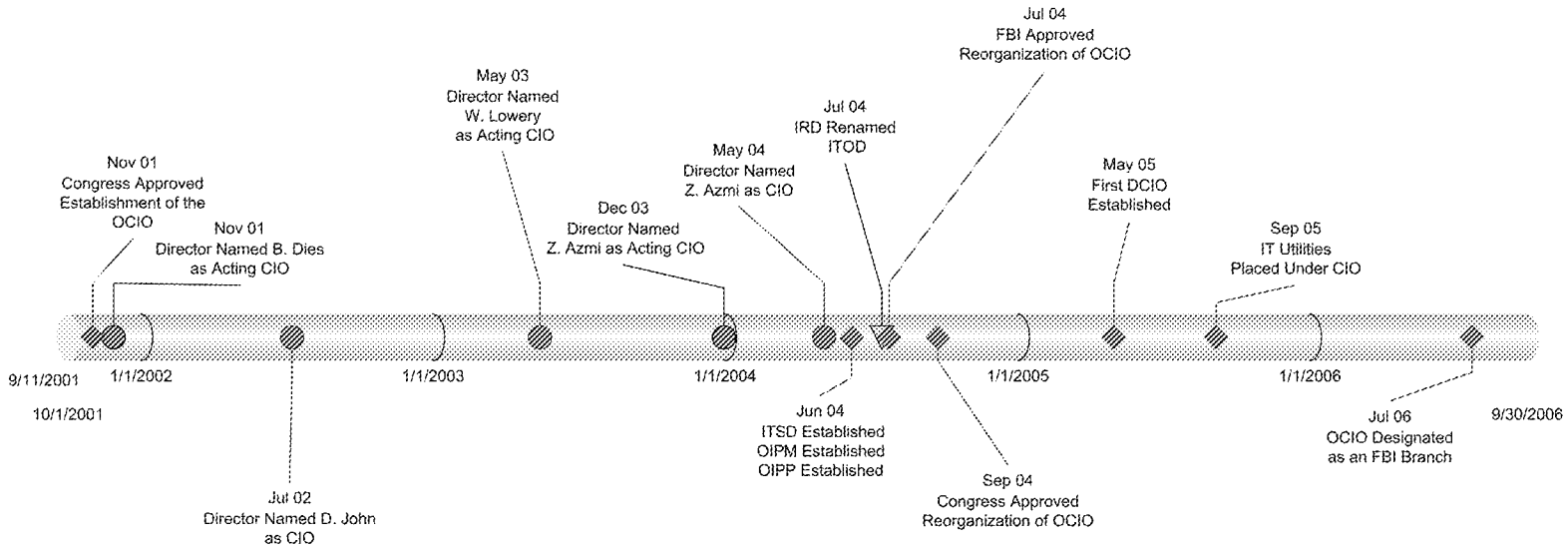


Employees at the Pocatello Services Center showed their spirit with "Casual Sports Team Wednesdays" to raise money for CFC fundraising drive.

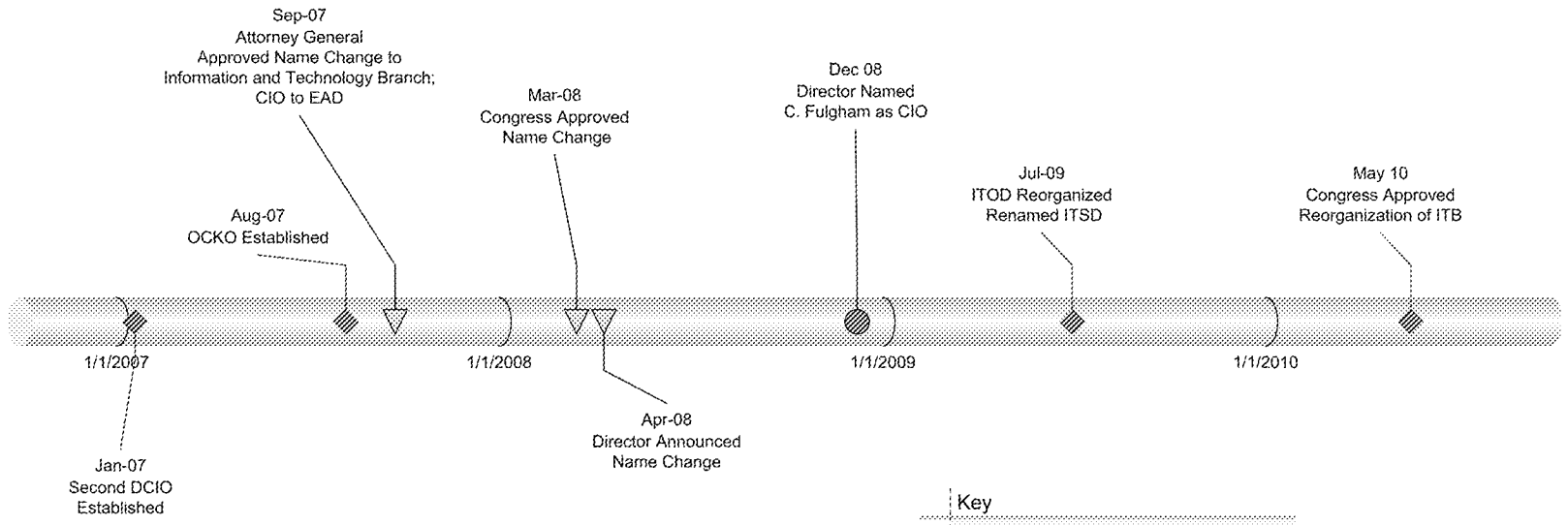


ITB employees participated in fundraising events including food sales, raffles, and a flea market.

History of Office of the Chief Information Officer/Information and Technology Branch
FY2001-FY2006



History of Office of the Chief Information Officer/Information and Technology Branch
FY2007-FY2010



Legend

- Personnel Changes
- Component Name Changes
- Component/Position Established

Key

CIO — Chief Information Officer
CTO — Chief Technology Officer
DCIO — Deputy Chief Information Officer
EAD — Executive Assistant Director
IRD — Information Resources Division
ITB — Information Technology Branch
ITMD — Information Technology Management Division
ITOD — IT Operations Division
ITSD — Office of IT Systems Development
OCIO — Office of the Chief Information Officer
OCKO — Office of the Chief Knowledge Officer
OIPM — Office of IT Program Management
OIPP — Office of IT Policy and Planning

ACRONYMS

ACS	Automated Case Support
AD	Active Directory
ADD	Associate Deputy Director
AMP	Information Resources Management College's Advanced Management Program
AUTODIN	Automatic Digital Network
BIDMAS	Bureau Information Document Management Analysis System
BIKR	Bureau Information Technology Knowledge Repository
BTO	Business Technology Optimization
CBP	Customs and Border Protection
CCTF	Cyber Crimes Task Force Tracking Tool
CFC	Combined Federal Campaign
CHS	Confidential Human Sources
CID	Criminal Investigative Division
CIO	Chief Information Officer
CIRG	Critical Incident Response Group
CMO	Chief Marketing Officer
CMT	Classification Marking Tool
COOP	Continuity of Operations
COTS	Commercial-off-the-Shelf
CYD	Cyber Division
DA	Decision Agent
DHS	Department of Homeland Security
DI	Directorate of Intelligence
DIVS	Data Integration and Visualization System
DMS	Defense Messaging System
DOD	Department of Defense
DOD ELDP	Department of Defense Executive Leadership Development Program

DOJ	Department of Justice
Dragon NS	Dragon NaturallySpeaking
EAD	Executive Assistant Director
EMS	Enterprise Management System
ESI	Electronically Stored Information
ESIDU	Electronically Stored Information Discovery Unit
FAC P/PM	Federal Acquisitions Certificate for Program and Project Management Level III Certification
FAMS	FBI Automated Messaging System
FBIHQ	FBI Headquarters
FBINet	FBI Classified Network
FD	Finance Division
FIS	Financial Information Systems
FISA	Foreign Intelligence Surveillance Act
FISAMS	Foreign Intelligence Surveillance Act Management System
FO	Field Office
FY	Fiscal Year
GETA	Government Employees Training Act
HP	Hewlett Packard
HRD	Human Resources Division
IC	Intelligence Community
IDW	Investigative Data Warehouse
ISTT	Information Sharing Technology Team
IT	Information Technology
ITB	Information and Technology Branch
ITEC	Information Technology Exchange Conference
ITED	Information Technology Engineering Division
ITGS	Information Technology Governance Secretariat
IITU	Integrated Intelligence Training Unit
ITMD	Information Technology Management Division

ITS	Information Technology Specialist
ITSP	IT Strategic Plan
KST	Known or Suspected Terrorist
LCM	Life Cycle Management
LE	Law Enforcement
LEGAT	Legal Attaché
[redacted]	b7E
NA	Network Automation
NAC	Network Admission Control
NGIC	National Gang Intelligence Center
NGN	Next Generation Network
NGS	Next Generation Sensitive Compartmented Information Operational Network
NGW	Next Generation Workspace
NNCP	National Name Check Program
NSB	National Security Branch
NSL	National Security Letter
OCKO	Office of the Chief Knowledge Officer
ODNI	Office of the Director of National Intelligence
OGA	Other Government Agency
OGC	Office of the General Counsel
OMB	Office of Management and Budget
OTD	Operational Technology Division
PMO	Program Management Office
PMP	Project Management Professional
PMSS	Program Management Support Services
PSC	Pocatello Services Center
QRB	Quality Review Board
RA	Resident Agency
RPO	Resource Planning Office

SCION	Sensitive Compartmented Information Operational Network
SecD	Security Division
SEMA	Special Events Management Application
TD	Training Division
TFA	Two Factor Authentication
TRU	Technical Response Unit
TSC	Terrorist Screening Center
TSDB	Terrorist Screening Database
UEP	University Education Program
UNet	Unclassified Network
WLS	Watch List Services
WMD	Weapons of Mass Destruction
WMDD	Weapons of Mass Destruction Directorate

ACKNOWLEDGEMENTS

This publication was produced by the ITB Executive Staff Section, Communications and Outreach Unit.

Thanks to all ITB staff who collaborated and contributed to this effort.

The report may be viewed online at FBINet [redacted] b7E

U.S. Department of Justice
Federal Bureau of Investigation
Information and Technology Branch

935 Pennsylvania Avenue NW
Washington, DC 20535-0001

ITB YEAR IN REVIEW

An Information and Technology Branch Publication

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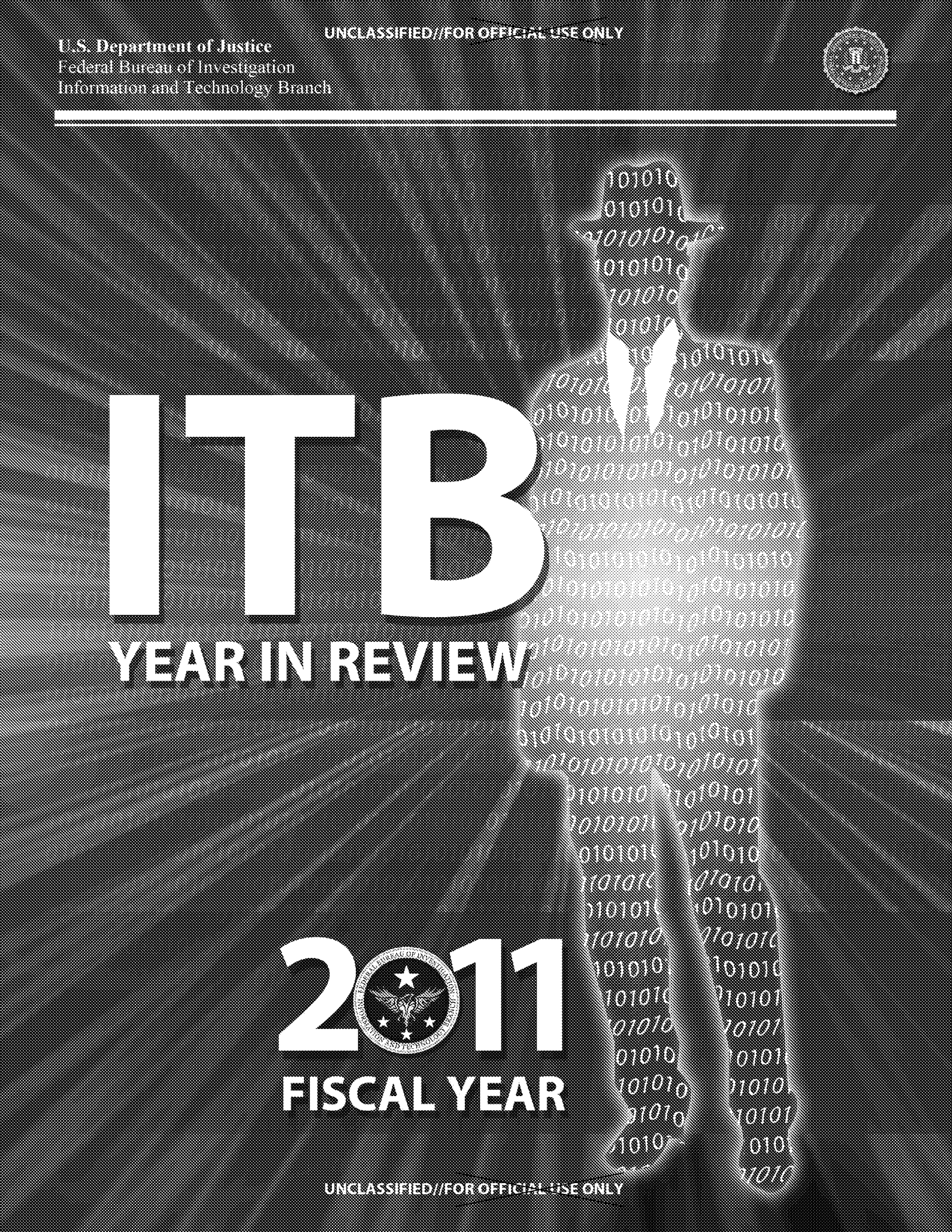
U.S. Department of Justice
Federal Bureau of Investigation
Information and Technology Branch

ITB

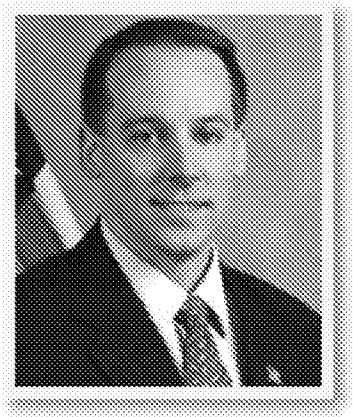
YEAR IN REVIEW



2011

FISCAL YEAR

Letter from the Executive Assistant Director and Chief Information Officer



This year's 2011 Information and Technology Branch (ITB) Year in Review highlights the unwavering commitment of more than 1,600 ITB employees to provide enterprise-wide IT products and services for the FBI's 33,000 customers. The extent of the ITB's responsibilities is vast, including managing and maintaining approximately 87,000 workstations in 56 Field Offices, 381 Resident Agencies, and 76 Legal Attachés.

Information technology is what we are all about. The ITB staff takes seriously its essential duty to work cohesively to plan, develop, engineer, and deliver programs, projects, and initiatives in support of our Law Enforcement and Intelligence Communities. It's tremendously rewarding to deliver new equipment with advanced capabilities to the employee's desktop, but it's just as rewarding to modernize and upgrade the infrastructure –the "backbone" –to support those advanced applications and ensure our IT systems are secure from both internal and external threats.

This past year, we've continue to concentrate on delivering exceptional service and paying particular attention to the FBI's future IT needs. In that regard, The ITB operates and maintains IT service support 24x7. The Branch leads the strategic direction for the FBI's IT through the IT Strategic Plan, IT Portfolio Management, and IT Governance process, and promotes and facilitates the creation, sharing, and application of FBI knowledge products.

The ITB does not stand alone in bringing IT products of excellence to its customers. We work behind the scenes to deliver FBI-essential capabilities while endeavor to remain at the forefront of IT innovation. As we move forward to 2012, ITB professionals will maintain their close partnerships with managers, senior leaders, and customer subject matter experts to support the FBI's mission. Those partnerships have allowed us to achieve the successes recounted in this year's review. Thank you for your support!

Chad L. Fulgham
Executive Assistant Director and
Chief Information Officer

DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
FIDELITY
BRAVERY
INTEGRITY

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ORGANIZATIONAL OVERVIEW

Information and Technology Branch (ITB) Mission

The mission of the ITB is to deliver reliable and effective technology solutions needed to fulfill the FBI's mission anytime, anywhere, on-time, and on-budget; lead the strategic direction for the FBI's Information Technology (IT) through the IT Strategic Plan (ITSP), IT Portfolio Management, IT Governance process; and promote and facilitate the creation, sharing, and application of FBI knowledge products to improve overall effectiveness.

The Branch is comprised of three divisions, the IT Engineering Division (ITED), IT Management Division (ITMD), IT Services Division (ITSD), the Office of the Chief Knowledge Officer (OCKO), the ITB Executive Staff Section (ITB ESS), the Chief Marketing Officer (CMO), and the Customer Liaison Unit (CLU).

- The ITED provides [redacted]

- The ITMD's focus on [redacted]

[redacted] b7E

- The ITSD provides computer and telecommunication services that meet or exceed customer's requirements in terms of quality, timeliness, and responsiveness through cost-effective, schedule-compliant, reliable, and secure leveraging of IT technologies for the FBI.

- The OCKO is aligned under the Executive Assistant Director and Chief Information Officer (EAD/CIO). The office focuses on the way people, systems, and technologies exchange data, information, and content to meet FBI goals and objectives. The OCKO fosters an environment that promotes collaboration and sustains knowledge-transfer through policies, programs, processes, and technology. By partnering with FBI components, the OCKO applies knowledge management principles to document and manage what knowledge is being produced, by whom, and how it is being consumed both internally and externally. OCKO partners to establish efficient and effective ways to capture, distribute, and manage the FBI's institutional knowledge.

- The ITB ESS provides [redacted]

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- The CMO promotes IT with a concentration on "value added" services and customer relationship management. Products are branded so customers are assured of their quality. Branding establishes an increased responsibility and pride of ownership within the ITB.

- The CLU represents the ITB and the CIO to all of the FBI's branches. Its goal is to enhance the customers' perception of the ITB as a service provider by increasing transparency into the ITB, maintaining open lines of communication, and fostering relationships between consumers and the ITB.

ITB's Senior Leadership

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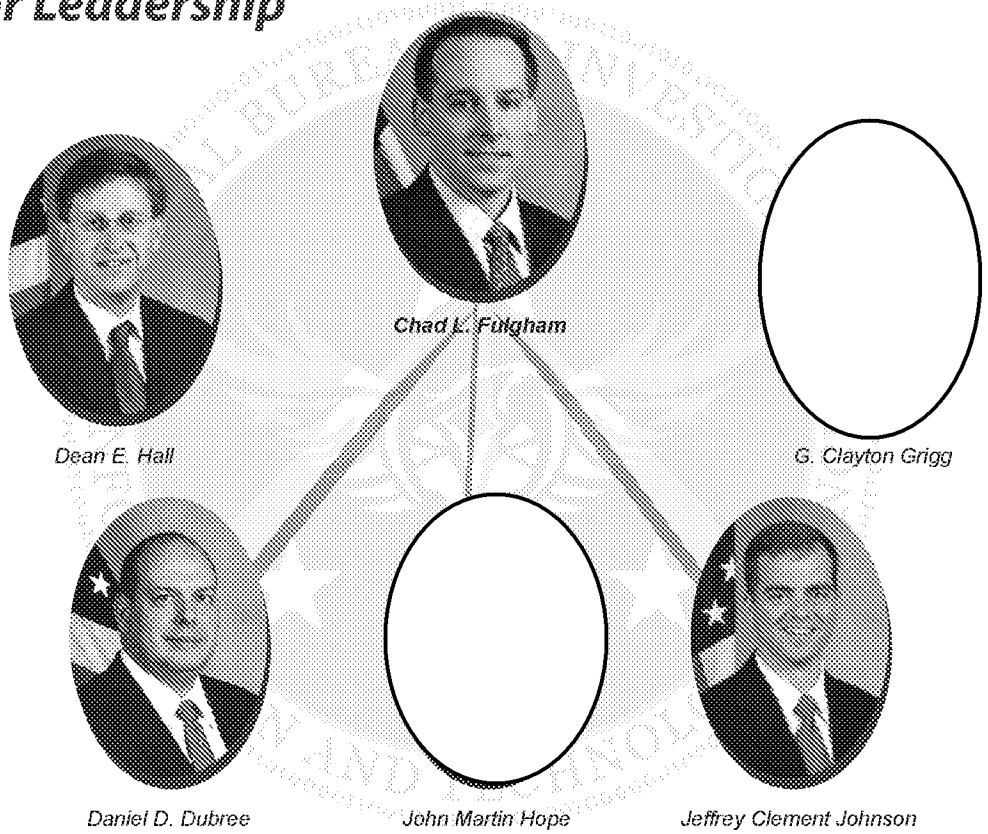
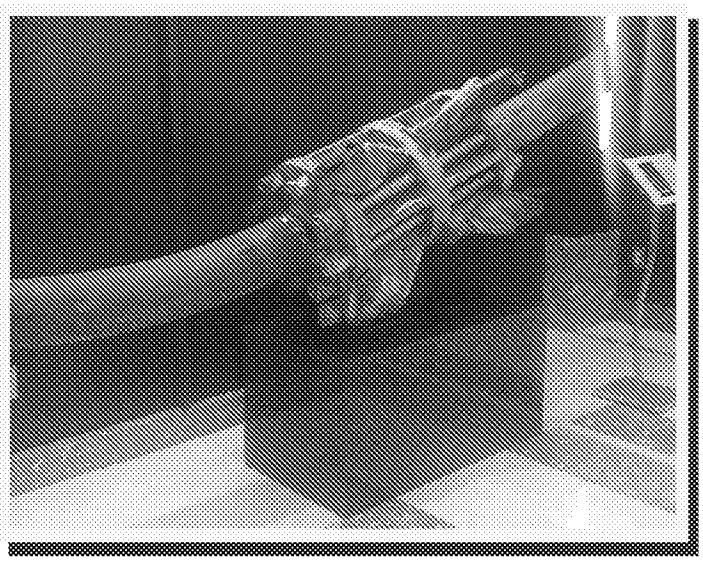


Terrorist Screening Center (TSC) Relocation

During FY 2011, the TSC began its high-tech 24/7 operations in a new, modern facility in Vienna, Va. The move transitioned the TSC, a multi-agency central location for terrorist watch-listing information, from three buildings to one centralized location.

The Terrorist Screening Center Unit (TSCU) is made up of National Security Branch (NSB) and ITB employees and contractors. ITB personnel provide IT support to the TSC on both the FBI classified networks and the unclassified TSCNet, and are also responsible for a variety of applications for processing, consolidating, and sharing information on known or suspected terrorists. In addition, the TSCU staff acts as dispatchers for any building-related issues.

The building contains a state-of-the-art data center with power and IT systems that have been designed to TSC's unique needs. Because TSC operates the world's largest database of known or suspected terrorists, processing thousands of transactions daily, it requires state-of-the-art IT capabilities and backup systems to ensure continuity of operations of FBI mission-critical services and data.



An antenna from one of the World Trade Center towers is displayed in the new Terrorist Screening Center Facility.

STRATEGIC GUIDANCE

"With an enterprise perspective for improving strategic processes, tactical activities, and logistical technologies, we will achieve increasing benefits to the mission owners, measured by desired outcomes."

- EAD/CIO
Chad L. Fulgham

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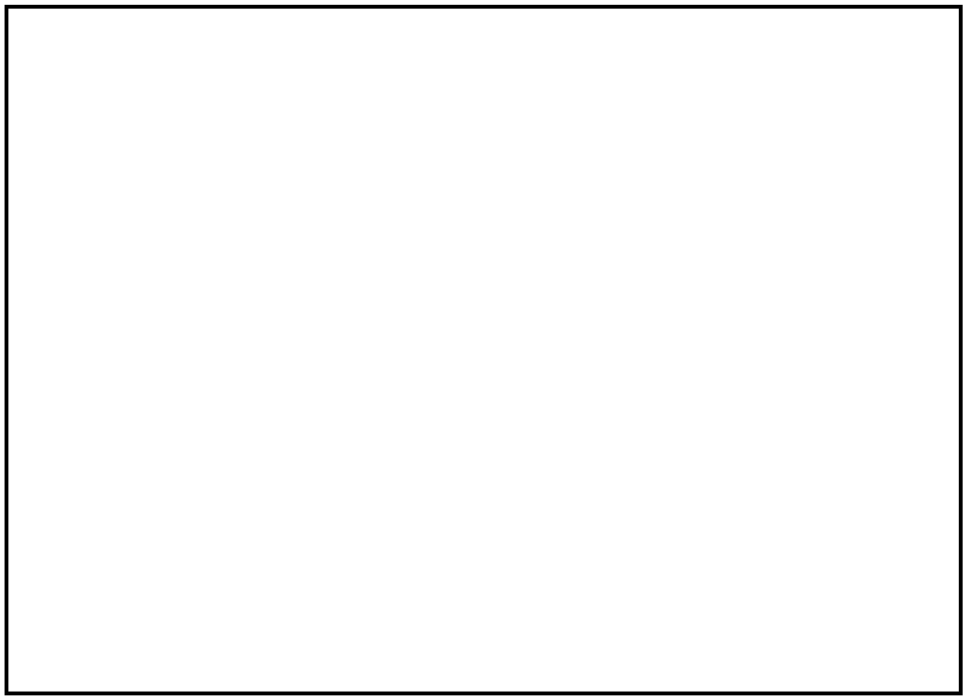


ITSP

The FBI requires timely, reliable, and effective IT solutions, that provide accurate and actionable information to those carrying out the FBI's mission. The ITSP's focus is on using IT as the enabler to collect, store, transport, display, analyze, and disseminate information in support of the FBI's lines of business. The ITSP denotes the high-level business goals and objectives that support the overall FBI Strategic Plan and the Strategy Management System (SMS) goals. In supporting these goals and objectives, the ITSP embraces a future vision of the FBI IT, i.e., consolidated data centers, and enhanced information collection, sharing and collaboration capabilities. The ITSP aligns with the enterprise perspective for improving strategic processes, tactical activities and technology to achieve increasing benefits to the mission owners.

During FY 2011, the ITB revised the ITSP for FY 2012-2017, as an annual update of the ITSP. The ITB vision of the FBI IT "to-be" state includes:

- Creating a resilient, agile, and secure infrastructure,
- Improving analysis, collaboration, and information sharing,

- Transforming the FBI's information technology workforce,
- Improving the overall management of information technology and,
- Enhancing customer satisfaction.

The FBI ITSP maps to the Department of Justice (DOJ) Strategic Plan, DOJ ITSP, and the FBI SMS and was developed on the foundation of current legislation and directives.

IT Investment Management

Ensuring Accountability for Taxpayer Value

[redacted]

During FY 2011, the ITB developed and guided implementation of significant management controls and processes that resulted in major improvements in the cost, schedule, performance, and priority management of the ITB's and the FBI's development efforts. These efforts helped deliver critical IT capabilities to the Bureau's agents and operational Divisions in support of the goals and objectives defined in the President's Management Agenda, the DOJ's Strategic Plan, and the FBI's Top 10 Priorities and SMS.

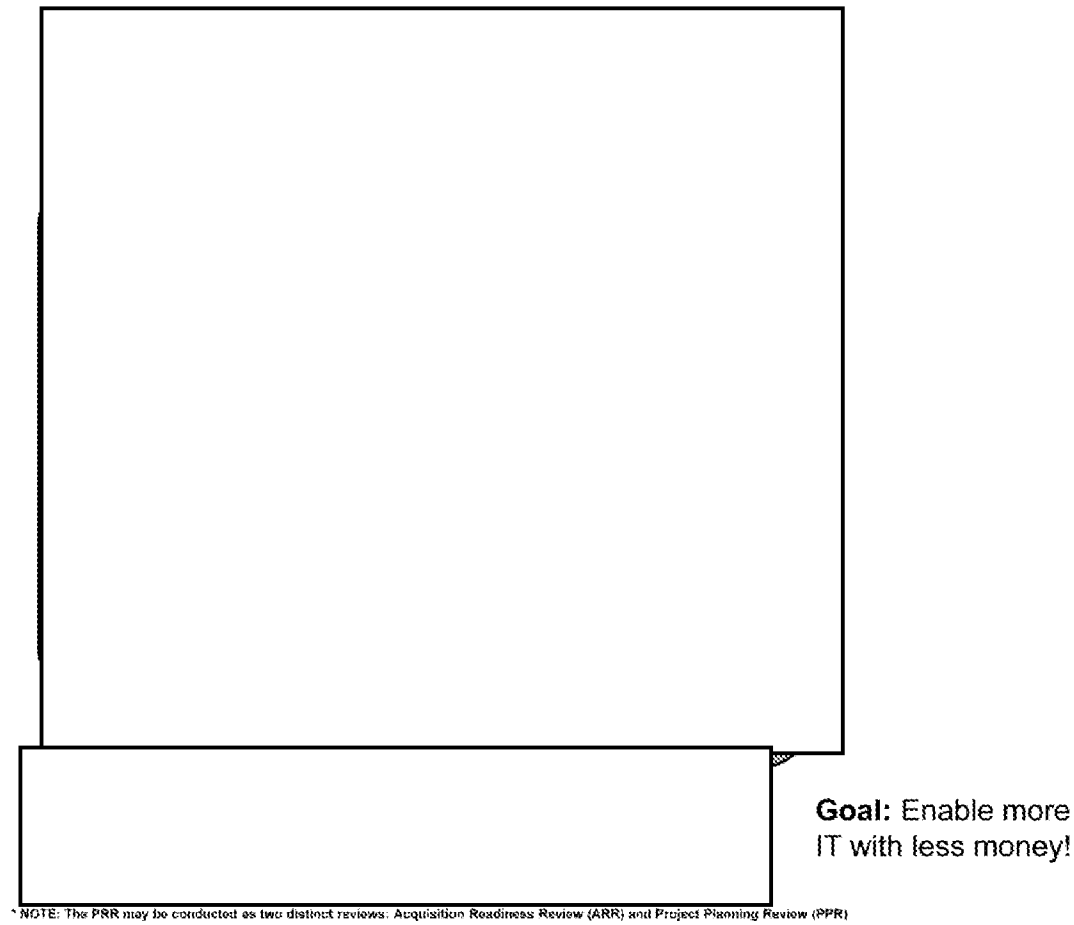
Significant cost savings and efficiencies included:

- Developing and implementing processes and tools needed to manage and assess FBI IT assets. The Bureau's IT Knowledge Repository (BIKR), [redacted] has become the authoritative source for information on IT assets. A BIKR Advisory Group, composed of representatives from the Finance Division (FD), Security Division (SecD), Records Management Division (RMD), the Office of the General Counsel (OGC), and the ITB, was established to approve changes to the repository and guide future BIKR enhancements.
- Revising the FBI's approach to system life cycle management, using industry best practices to forge new Governance and Life Cycle Management (LCM) Process framework practices, strengthened and enhanced agile development approaches within the FBI. The first draft of the Universal LCM framework, to be hosted on the ITMD website, was completed in FY 2011.
- Standardizing and documenting internal processes assured consistency, high quality, and greater accuracy in the processing of IT acquisitions. Ten task orders were awarded under the Program Management Support Services contract with a total savings of $12.9 million.
- Awarding of the IT Supplies and Support Services contract valued at [redacted] which is expected to result in substantial savings over the lifetime of the contract.
- Developing enhancements to the Encounter Management Application resulted in efficiencies that improved the user experience and performance. [redacted] b7E
- Coordinating and facilitating the development and cascading of the SMS Shift Diagrams and Strategy Maps for all of the ITB and the OCKO.

Enterprise Licensing Agreements

The ITMD, Contracts and Acquisition Management Unit, Enterprise Licensing Agreement (ELA) team, worked on initiatives that produced cost savings or avoidance of over $5 million dollars for the FBI though maximizing the use of existing available software licenses.

The ELA team worked closely with the ITSD, System Management Support Unit to monitor usage of major vendor software on FBINet. This monitoring enabled the ELA team to redirect unused software licenses to users with immediate need to avoid additional procurements. In the past, Divisions would often purchase individual licenses because there was no method of determining license usage. b7E



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FBI IT Governance Framework

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The ELA team is working closely with the ITB to streamline and improve software management processes. The ELA team recently published a user-friendly online catalog providing some of the major products available from vendors with ELAs, such as Microsoft and Oracle. The catalog is linked with the FBI Standard Products List (SPL), published by the ITED, to ensure customers request licenses for approved software listed on the online catalog. The ELA team is also working with ITSD to streamline the software installation process.

IT Governance

The IT Governance Framework ensures that IT programs and projects comply with the LCM and good project management practices. IT Governance drives the executive-level oversight necessary to maintain continuous alignment between the FBI's investments, projects, and mission priorities. During FY 2011, IT Governance supported 39 milestone review decision meetings; performed 24 milestone review assessments; and produced 60 detailed monthly Project Health Assessments (PHA) on 14 projects. IT Governance was responsible for scheduling, providing logistical support, facilitating discussions, and recording and disseminating minutes for 31 Executive Steering Council, Investment Management Board, Project Review Board, and Technology Development and Deployment Review Board meetings. The PHA process includes a review of each IT project from four perspectives: schedule, cost, scope, and risk.

"The intent of the IT Governance (ITG) is to help facilitate the successful development of IT projects within the FBI; the ITG has taken on increased importance given the need to more effectively manage the FBI budget in these uncertain times."

– SC Michael P. Klopp

INFORMATION SHARING

Strengthening Collaboration and Knowledge Sharing

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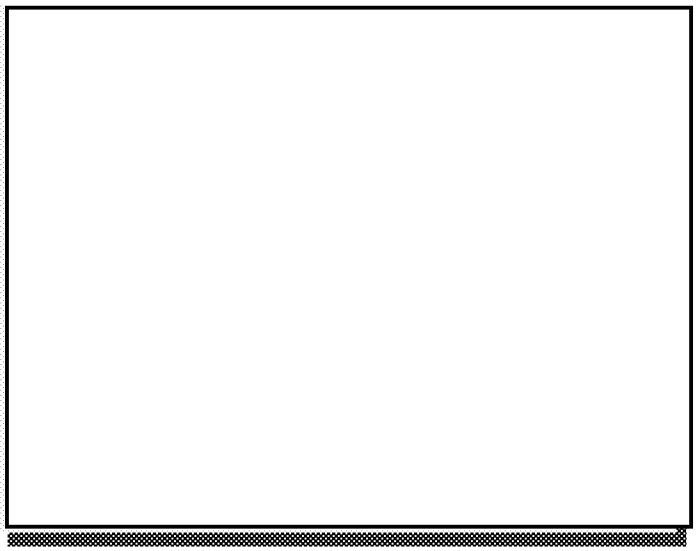

OCKO organizes Federal Knowledge Management Community events.

Federal Knowledge Management Community

The FBI brought together knowledge officers from across the government during FY 2011. The newly created Federal Knowledge Management Community includes representatives from more than 20 different agencies, including components of

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The FBI OCKO organized four community meetings offering an opportunity for the Bureau to acquire best practices, derive more value out of existing technologies, and provide professional development opportunities to its employees at no additional cost to taxpayers.

Knowledge Capture Initiative

The OCKO collaborated with the Human Resources Division (HRD) in capturing key job knowledge of ITB, HRD, and SecD employees who participated in the Voluntary Early Retirement Authority and the Voluntary Separation Incentive Payment program (VERA/VSIP).

The program, known as the HRD V2 Knowledge Capture Initiative, involved capturing essential knowledge through voluntary interviews between September 2010 and February 2011. The interviews were conducted by two-person teams, generally consisting of an interviewer from HRD and a scribe from OCKO. The interviewer conversed with the retiring employee while the scribe concentrated on recording the retiring employee's thoughts.

The interviews captured points of contact, key training resources, and other wisdom for those taking over the individual's job responsibilities. Interviewees were also asked for permission to share the interview on a SharePoint site for distribution to appropriate individuals.

> "Knowledge sharing appropriately can help solve problems organizations themselves can't solve...I invite you to look at collaboration to find ways to share, not to be boxed in by old ways of thinking."
>
> - Chief Knowledge Officer
> G. Clayton Grigg

The OCKO took lessons learned from this project and launched its own interview program for departing senior executives -- including the FBI's Deputy Director and the General Counsel. This program provided the FBI a unique opportunity to assemble knowledge and experience that might have been lost with the departure of these employees in critical positions.

PROGRAMS, PROJECTS, AND INITIATIVES

Advancing the Vision of Future-state IT

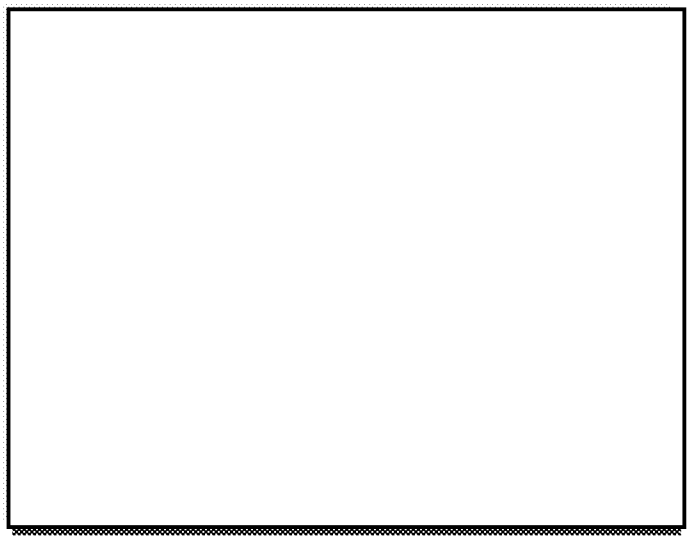
During FY 2011, projects, programs, and initiatives were designed to provide superior IT services to all FBI customers and their law enforcement and intelligence community partners. Categorized into three focus areas; Customer, Infrastructure, and Security; all are designed to support the FBI's critical mission to fight crime and protect and defend the nation today and in the future.

The ITB strives to enhance customer satisfaction by improving its customer service. Customer service has to be of a superior quality, providing relevant, timely, and reliable enterprise capabilities and services that satisfy mission and customer needs. Superior customer service benefits both the customers and the service providers. To reap the benefits of superior customer service, the ITB actively listens to its customers and proactively engages in mutual problem solving. This is being accomplished through increased communication and coordination with its customers, including ongoing liaison efforts by the CLU. In addition, improved tracking, quality, and timeliness of IT requests and customer service needs and increased enterprise IT marketing efforts have been successfully undertaken.

> "By tapping the expertise of users, issues can be addressed early and continued process improvements can be built in during the development stage to ensure the product not only meets, but also exceeds, the users' needs and expectations."
>
> - EAD/CIO
> Chad L. Fulgham

508 Compliance

The ITB, together with the OGC, Office of Equal Employment Opportunity Affairs, Office of Public Affairs, and the FD recently convened a working group to facilitate development of a best practices Section 508 program. This ensures that the FBI provides systematic accessibility of electronic and IT for people with disabilities.



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ITMD staff brief Associate Deputy Director T.J. Harrington on current projects.

This collaboration is the next step in the establishment of a compliance framework that meets the provisions of the law and follows best practices in the federal government. Section 508 of the Rehabilitation Act of 1973, as amended in 1998, mandates that federal agencies' electronic and IT is accessible to people with disabilities. The U.S. Access Board has published the requisite standards for software; web-based information and applications; telecommunications; video and multimedia products; self-contained and closed products; and desktops and portable computers. Ensuring captioning on video and multimedia products is an example of Section 508 compliance in practice.

The 508 Working Group's approach is aimed at weaving Section 508 compliance into the fabric of how the FBI does business. The FBI's goal is to become a leader in the federal community for Section 508 compliance - strengthening compliance while improving accountability. The working group conducted a rigorous review of project artifacts and validation processes for some of the National Security Branch's (NSBs) projects and determined they qualified for Section 508 Exceptions by law. This represents a significant step in achieving a standard of due diligence. The working group is planning for enterprise-wide implementation of this program in FY 2012.

Enhanced Customer-centric IT tools

Bureau Investigative Document Management Analysis System (BIDMAS)

The ITB continued enhancements to the BIDMAS, a system that provides a centralized solution to an ongoing IT shortfall in the litigation support process. This system

b7E [redacted] Case productivity was measured to be advanced up to two years with an estimated 80 percent reduction in investigative costs. Of users surveyed, 100 percent stated that BIDMAS enabled them to search, tag, and analyze case data expeditiously; 82 percent indicated they will use BIDMAS in the future for document-intensive investigations.

"Communicator" Video Series

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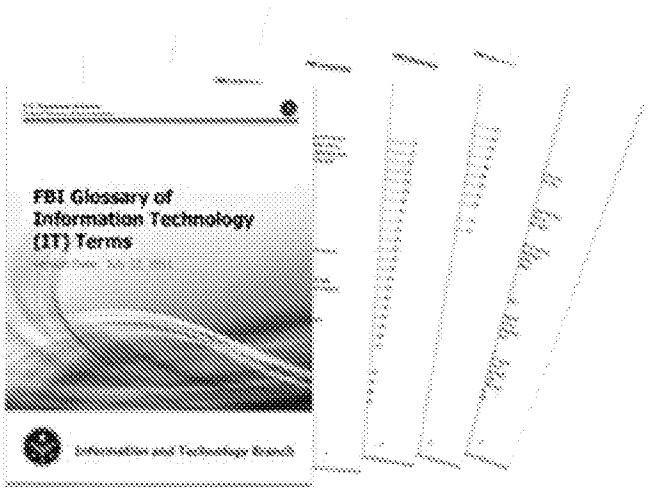
In the summer of 2011, the ITB debuted a four-part video series, "Communicator," featuring the Office for Victim Assistance utilizing the Next Generation Workspace (NGW) tools, Communicator and Live Meeting. The story-based series was used as a training tool combined with public relations to help customers understand and use the new unified communications tools. ITB Marketing coordinated the video, and staff throughout the Branch participated.

The series was the first significant use of video by the Branch in order to help educate and communicate to customers about product features and benefits. The ITB received great feedback on the videos, and there are plans to incorporate more video into messaging, training, and promoting the ITB and its products and services.

FBI Glossary of IT Terms

In July 2011, the ITB developed a Glossary of IT Terms to provide a standardized single-source reference guide for preparing policy, electronic communications, and general communication mediums for consistent usage of IT terms. Available via a link on the front of the ITB home page on FBINet, the glossary creates a reference document for IT products and services and consolidates IT terms into one document.

The glossary was developed with collaboration from ITB Marketing, the ITMD's Product Assurance Unit's Policy and Process Team, and the OCKO. Once the ITB is comfortable with its use and has integrated the glossary into its work processes, it is hoped this standardized reference tool will be adopted Bureau-wide.



FD-540 Travel Request Form

The Travel Request Form/FD-540 (generally referred to as the FD-540) is the official form for employees to obtain authorization for official travel and reimbursement for expenses. The paper form was replaced with an electronic browser-based version of InfoPath utilizing SharePoint Shared Services and integrated workflow:

- New program/sub-program codes
- Automated workflow
- Electronic approval for efficient routing
- Automatic summation of expenses

- Common portal to manage and track status
- Printing Capability

The form was piloted by the ITB, and the Memphis, Tampa, Chicago, and Washington FOs in July. It was deployed enterprise-wide on August 5, 2011. The FD-540 automated form now is the FBI's official travel form.

Data Integration and Visualization System (DIVS)

The DIVS program is the FBI data aggregation initiative, making all FBI intelligence and investigative data discoverable, accessible, and usable through a single Information Sharing Environment. DIVS improves the ability for FBI agents, analysts, and linguists to identify actors, threats, and other risks faster and more efficiently.

The development of DIVS is led by the Special Technologies and Applications Section (STAS) of the Operational Technology Division with ongoing support from ITB, NSB, Criminal Cyber Response and Services Branch (CCRSB), FD, and the OGC. With a goal to provide rapid response to FBI field offices and operational organizations with leading-edge systems, technologies, and data management capabilities

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"Our goal is to provide fast, efficient, and reliable support to our customers on a consistent level, while increasing and improving communication and providing technical tools to complete the mission of the FBI."

- SC Naomi E. Singer

Delta

Intelligence provided by Confidential Human Sources (CHSs) is fundamental to the FBI mission. To be effective, the FBI needs to know what information it possesses. As mandated by the 9/11 Commission, the Weapons of Mass Destruction Commission, and by Presidential Directive given to the Attorney General in November 2004, the FBI must be able to finally "know what it knows" and enhance its ability to recruit informants and share intelligence. Consequently, the FBI was directed to implement revised processes and procedures to easily capture intelligence data and share it among operational entities. The FBI was further directed to improve the manner in which it operated, administered, and managed its CHSs.

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Dragon NaturallySpeaking® (Dragon NS)

Dragon NS is a Commercial-off-the-Shelf (COTS) voice recognition and dictation software that can be used with any Windows®-based program such as Microsoft® Word, Excel, PowerPoint, and Corel WordPerfect®. It was identified to meet the FO need for dictation software. The FBI purchased 30,000 Dragon NS licenses.

By speaking into a NGW computer and headset, Dragon NS users can open and close various computer programs as well as dictate text, edit, read, and browse through documents using voice commands. Dragon NS creates a voice profile for each user that contains information about the unique characteristics of each person's voice along with a customized set of words, known as a vocabulary, and user-specific information. Each time the employee uses Dragon NS, the program becomes more accurate and adaptable for that specific employee.

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After successfully piloting the application at the Washington FO, select Headquarters off-sites, Chicago and Tampa, Dragon NS was deployed enterprise-wide in late 2010. [redacted] application was used to offer the software onto each FBINet NGW workstation.

The deployment of Dragon NS on the FBINet addresses two organizational needs: Employees with disabilities to make it easier to create reports and documents, the general workforce who can dictate reports instead of typing them, easing an administrative burden.

IDX3

With the recent release of iDX3, a web-based Geographic Information System (GIS) [redacted] b7E

IT Navigator

The ITB introduced the IT Products and Services site in 2010 as part of its effort to centralize information and materials about current IT projects, services, and deployments. In 2011, the purpose of the site remains the same, but the name has been rebranded into IT Navigator. With its new icon placed in publications or on other FBINet pages, this symbol will be recognized by customers and help lead them to resources and information for assistance.

A one-click, one-page solution for accessing customer pages with helpful resources on IT products and services, IT Navigator currently hosts information for 14 different products and services. All customer pages feature announcements, a product/service summary, a customer service section, and a resource box. The resource box provides customers with a quick and easy way to find user guides, Electronic Communications, deployment schedules, frequently asked questions, etc.

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My Site

FBI employees will soon be able to connect with their co-workers and share expertise through the use of the My Site professional networking tool. Deployed as a part of Microsoft® SharePoint 2010, My Site will assist FBI employees in finding others, making connections, sharing job knowledge, and solving problems.

Similar to other networking sites, each employee's My Site includes a My Profile page with basic contact information. An employee's My Profile page serves as his or her "public face" to the rest of the FBI. Employees can elect to contribute additional information about themselves to enrich their profile, such as current responsibilities, education, experience, certifications, skills, interests, and more. Employees can set permissions to control which information they disclose to different audiences. Disclosed information will be searchable by others, allowing employees to easily find others with the expertise they need, such as working a specific type of case.

Once users seek out a person or area of expertise, they can see where the individual fits within the organizational hierarchy, see the person's skills and responsibilities, or find out what they share in common, such as colleagues or similar past projects. There are a variety of other ways this tool can be used to assist employees in their daily work, such as locating and networking with others who have similar skills and interests, establishing communities, or keeping up with colleagues who have moved elsewhere in the Bureau.

My Site was piloted in several offices, including the ITB, in the summer of 2010. It is expected to be available enterprise-wide in FY 2012.

National Gang Intelligence Center Information System (NGIC IS)

The NGIC, a DOJ National program administered by the FBI, was designed to combine the manpower and resources of partner Federal agencies responsible for investigating and gathering intelligence on violent street and motorcycle gangs. The NGIC IS, created to support the NGIC program, is a set of web-based tools capable of receiving, storing, managing, and interpreting gang intelligence received from Federal, state, local, and tribal law enforcement agencies. The NGIC IS integrates the assets of these agencies and serves as an intelligence hub and information management mechanism for gang intelligence on a national and international level.

The NGIC IS is built on Microsoft SharePoint Server 2010 which provides a development platform accessible via web browser for internal and external users. After authenticating to Law Enforcement Online (LEO), NGIC IS users connect directly to the system and access their individual home pages. Single sign-on access makes the process of validating identities, identifying users, password maintenance, and obtaining related information i.e., agency name and contact data, invisible to those users. On their individual NGIC IS Portal home pages, users can request information, search the Gang Encyclopedia, search the Signs, Symbols, and Tattoos (SST) database, search or submit gang intelligence, or view the status of requests and submissions to the NGIC IS.

NGIC IS contains in-depth profiles about various gangs including membership, history, geography, and other topics. Users are encouraged to submit input for review and inclusion.

The General Intelligence Library, a collection of intelligence documents, is searchable and contains information about various street, prison, or motorcycle gangs and gang members. Documents can be submitted for review and inclusion. NGIC IS also features an SST Guided Search which allows law enforcement personnel to browse or search SST information. The application accepts user input that is reviewed and considered for inclusion.

NGIC IS moved to an agile development framework starting with Version 2.1 in May 2011. This approach, rather than a traditional development approach, is better suited to recognizing changing priorities and needs of NGIC IS users.

During FY 2011, six versions of NGIC IS were released, with each release providing enhanced functionality. In FY 2012, additional releases are planned, with additional functionality available to FBI users.

NGW

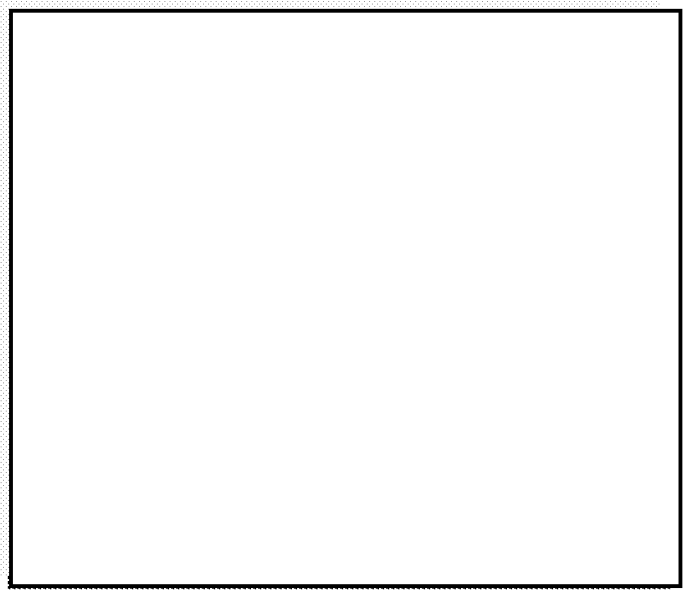
"NGW has been a landmark achievement for the FBI. Upgraded hardware and software provides employees with the best tools in unified communications and collaboration. In our ever-changing technologically-advanced world, information needs to travel faster. The NGW deployment made that possible for the FBI. Now completed, the NGW will also support and enable a solid platform for future system enhancements."

- EAD/CIO
Chad L. Fulgham

The NGW remains a key component of the ITB's ongoing efforts to provide FBI employees the best technology possible. NGW is transforming how the Bureau conducts business by providing employees tools with which they can better manage and share critical information.

NGW workstations are equipped with faster desktops with increased memory capabilities, larger monitors with integrated speakers, and centralized configuration management systems. Also, included are upgraded office suite software, new collaboration and real-time communication software, video cameras, and headsets.

End-users now can collaborate and communicate with co-workers throughout the Bureau in real-time via instant messaging and online meetings, using audio and video with true multimedia conferencing. They can conference with multiple individuals simultaneously right from their desks. Other benefits of NGW include upgraded information



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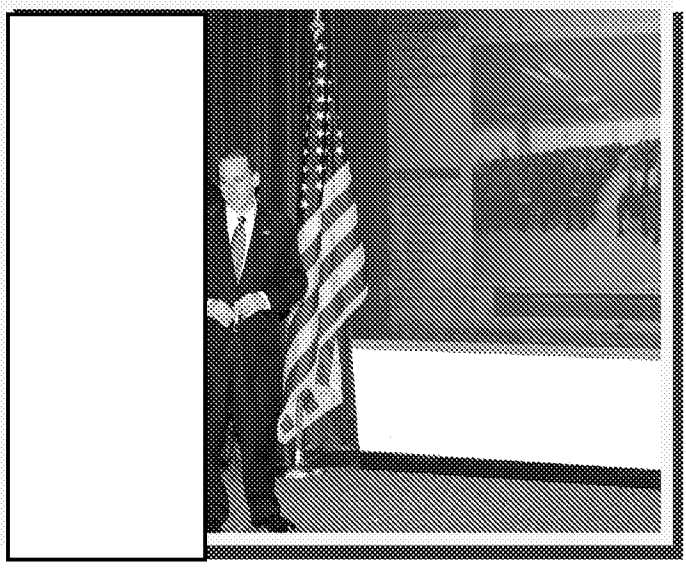
NGW workstation provides collaboration and communication tools.

management and information sharing capabilities, a more secure workstation environment, better user-response times, and easier deployment of new software and updates.



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The OCKO and EAD/CIO Chad L. Fulgham use collaborative conferencing tool.

The NGW project began in February 2009 with the first prototype followed by an engineering pilot. Memphis, Tampa, Chicago, and Washington FOs participated in the business pilot which concluded in October of 2009.

Bureau-wide deployment of NGW was completed in March 2011, with 45,194 computers migrated to NGW.

Secure Mobility

The Secure Mobility project's primary goal is to provide Mobile Surveillance Teams and Special Agents remote access to the FBI's FBINet in settings such as an FBI vehicle or remote locations where FBI controlled space may not be available.

Secure Mobility Project benefits include:

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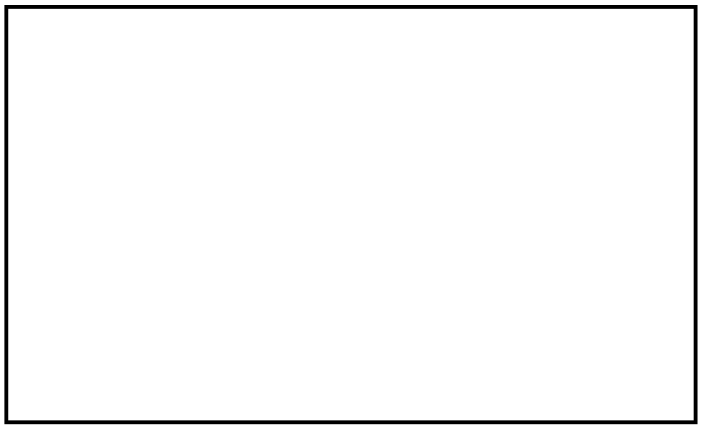

During FY 2011, the Secure Mobility Team performed testing to validate full functionality of all FBINet applications. The product, known as "MATRIX" (Mobile Access Tactical Remote Information Xchange) has come through design and functionality testing and is beginning the first round of operational testing at the Washington, Chicago, Tampa, and Memphis FOs. Pending successful operational tests, MATRIX will be made available FBI-wide.

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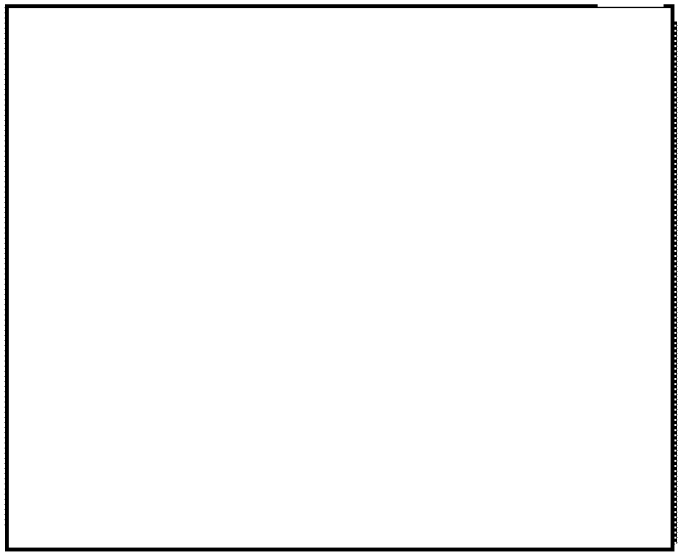

ITB employee demonstrates the capabilities of MATRIX.

SCION and NGSCION SharePoint 2010

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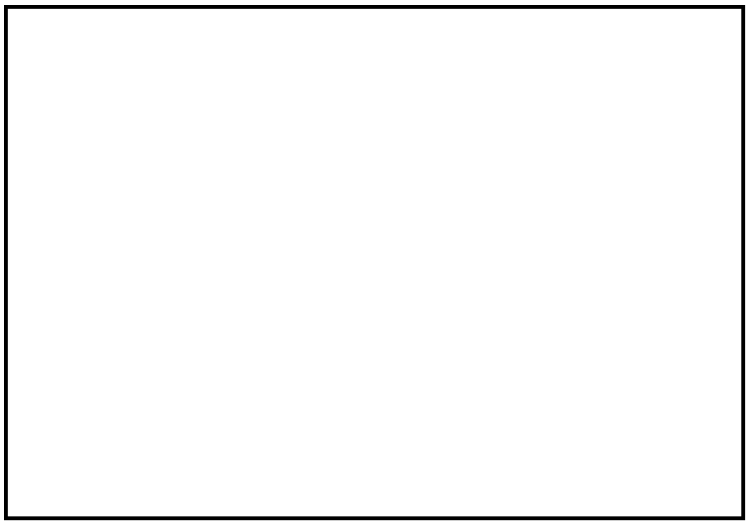


Sentinel

In October 2010, as the result of a comprehensive assessment by subject matter experts of Sentinel's past performance, current state, and future requirements, the FBI announced changes for completing development of the Sentinel application. The ITB moved Sentinel engineering efforts in-house to the FBI's ITED. Operations and maintenance of the system's current capabilities were transitioned to the FBI's ITSD.

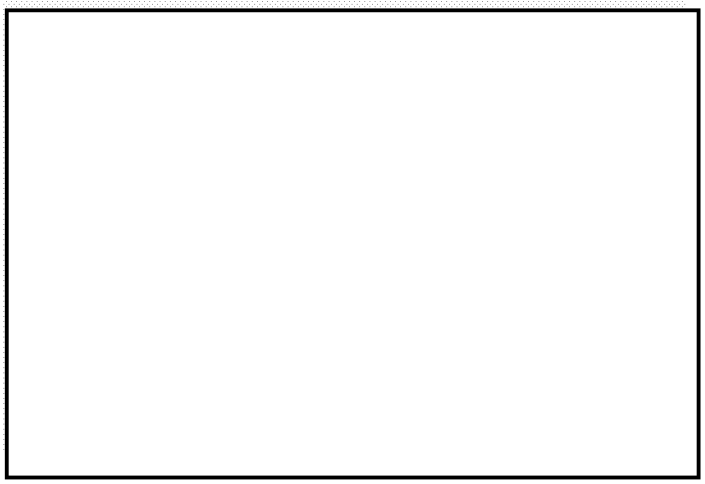
The Sentinel team kicked off its new direction--Agile Development with Scrum methodology. Agile development allows the team to integrate the latest technologies and best practices and address remaining requirements in an effective, prioritized manner. Small teams working quickly on pre-defined requirements develop, deliver, and evaluate Sentinel functionality every two weeks (called sprints). Thus, the team delivers small software releases quickly and efficiently.

To gain feedback on functionality, usefulness, and value to the user population, the program manager established a designated, diverse user group, the Sentinel Advisory Group (SAG). In March 2011, SAG members conducted an assessment and evaluation of functionality developed to date, providing feedback directly to Sentinel developers and key leaders.

Other milestones:

- In April 2011, the current Sentinel application was approved by the RMD as an official system of record. More than 11,000 FBI employees are using Sentinel each month.
- During June and July 2011, more than 350 users at the Washington, Memphis, and Chicago FOs participated in Sentinel beta tests. Testing allowed users to gain hands-on experience with the functions in Sentinel they will use to perform their jobs.
- During September 2011, the Sentinel team expanded awareness of the Sentinel application as it prepared for an October 2011 global functional exercise. The team briefed, demonstrated, and provided hands-on experience with the application to a variety of audiences, including the Director and his staff, the Director's Advisory Groups, and employees from the Headquarters Operational Divisions.
- During FY 2011 the team completed 23 sprints (64 percent of Sentinel functionality) and the development of three forms (the FD-1036, FD-1057, and FD-302), single sign-on capability, digital signing of documents, and the ability to set and assign leads.

The team is continuing to develop and release builds to achieve full operating capability in FY 2012. Appropriate awareness and training materials are being developed in tandem with functionality development to ensure employees can successfully use Sentinel to complete their daily tasks.



SENTINEL users test Agile Sentinel at the Northern Va. RA.

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ACS Sentinel

While the Sentinel team is developing agile Sentinel, the ITSD continues to provide Operations and Maintenance functions for the current version of Sentinel used Bureau-wide in support of the mission.

During 2011, a total of 21,730 unique users accessed the Sentinel application. The Sentinel Support Unit (SSU) provided 99.96 percent system availability for 2011 through effective monitoring, backups, patch updates, hardware upgrades, and troubleshooting. The unit moved the JEH system to Site 73, and configured the hardware for COOP, and set up a test environment for failover/switchover to help validate the Sentinel COOP.

SSU aligned the Sentinel software development process with the Agile Sentinel sprint approach, which facilitated dramatic improvements to Electronic Case File, Investigative Case Management, and Universal Index search capability. The SSU deployed three quarterly releases and closed 199 Defect Reports, Operational Reports, and Software Change Requests.

Service Manager (SM)

The ITB recently acquired the cutting-edge Hewlett-Packard SM, COTS software, to replace ServiceCenter for reporting and tracking IT trouble tickets. SM will significantly improve the capabilities of the ITB in resolving technical and non-technical issues reported by FBI employees. This tailored tool is a self-service console which allows employees to log, update, and monitor their own tickets. It will serve as an alternative to employees sending e-mail, leaving voicemail messages, or calling the FBI Enterprise Operations Center (EOC) Help Desk.

SM will also provide the EOC accurate operations performance statistics and valuable feedback on efficiency and customer satisfaction. With metrics to measure progress and resolution time, SM can greatly enhance the EOC's customer service. SM will improve the customer experience and provide the EOC a faster, more effective tool to better support FBI employees.

SM was deployed to ITB employees located at FBIHQ on June 15, 2011. Full enterprise-wide deployment began October 3, 2011.

SharePoint Success: Operation Guard Shack

The ITB played a crucial role in keeping nearly 1,000 agents from across the country connected and informed as they investigated a police corruption case that resulted in 131 arrests in Puerto Rico in October 2010.

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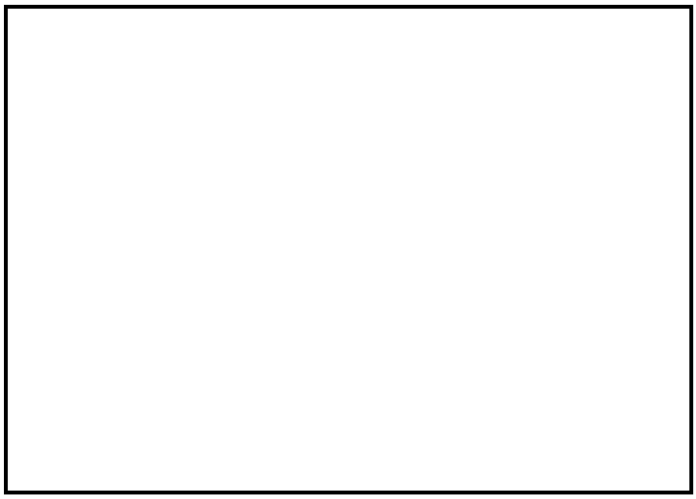

Agents in Puerto Rico work on Operation Guard Shack tracking information in real time.

FBI agents and support personnel working on Operation Guard Shack utilized a SharePoint teamsite to have a common operational view for the mission to communicate information between the Tactical Operation Centers (TOCs) and to relay information to the main command post in San Juan and to the Strategic Information and Operations Center (SIOC) at FBIHQ. They used the site as a single location to store operational information, such as pictures, suspect information, briefing packages, situational awareness logs, and more.

Operation Guard Shack was the largest police corruption case in FBI history. The two-year investigation came as a result of an undercover drug investigation. The suspects were arrested during a coordinated operation in the early morning hours of October 6, 2010.

The use of SharePoint in Operation Guard Shack allowed the Critical Incident Response Group's (CIRG) Crisis Management Unit to provide the San Juan Division with a mechanism for operation management, personnel accountability and tracking, information sharing, and situational awareness.

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The Operation Guard Shack site consisted of

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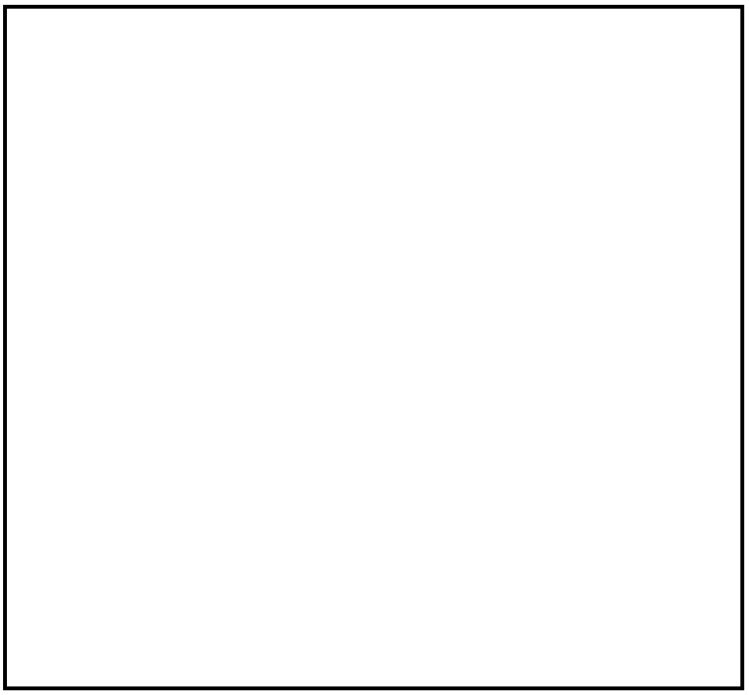

Standard Products List (SPL) 2.0

The SPL 2.0 serves as the single authoritative list to govern the acquisition, use, and disposal of technical products in accordance with the FBI technical architecture. The SPL streamlines the procurement cycle, ensures the use of authorized technologies, and optimizes IT investments.

It provides a comprehensive list of preferred desktop-level products that are offered through the Technical Refresh Program (TRP) Blanket Purchase Agreement (BPA) or the COTS approved list. The list is a guide for customers to view and gather the proper information for possible purchase of approved hardware for their IT needs. It encompasses the majority of hardware required for the "user" platform within all of the FBI enclaves. In some cases, there will be server or network and telecommunication products on the list, providing they are on the TRP BPA or on the COTS approved list.

An FBI-wide road map, the SPL is easily accessible, periodically updated with current data (version/model control, points of contact changes, and technology status updates), and published on the ITED's SharePoint site.

Infrastructure Modernization

Creating Critical Infrastructure

The ITB recognizes the need to create a resilient, agile, and secure infrastructure with "right-sized" data centers and Continuity of Operations (COOP) capabilities. Its goal is to enable user communication, collaboration, and

cross-domain information access through secure enhanced flexible networks and to provide enterprise users with standardized IT solutions and services using upgraded infrastructure support.

Data Center

The ITB acquired the center, known as Site 73, in 2010. The facility utilizes green technology for cooling and has an appropriate amount of floor space to meet anticipated needs. Facility and services provided are in compliance with other OMB E-Government initiatives that include virtualization and cloud technology.

The ITB has begun moving its systems and applications to the new facility. Currently one-third of the major systems have been moved, and the team is busy migrating applications and deploying hardware, which will result in the complete migration by the end of FY 2012. The center will also house applications currently hosted at other data centers. This massive project puts the FBI in the forefront of the Presidential directive to consolidate data centers in the federal government.

NGSCION

NGSCION, the FBI's new TS/SCI network platform, is helping agents and analysts meet the FBI's intelligence mission. NGSCION was successfully deployed to nearly 2,000 users in 2011. NGSCION provides secure and reliable access to the FBI's Intelligence Community partners and offers its users the following benefits:

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Next Generation Network (NGN)

The ITB officially kicked off the NGN implementation project schedule on April 1, 2009. The three phases of the NGN project include:

- Phase I - NGN Modernization
- Phase II - Circuit Right-sizing
- Phase III - Refresh of Network Equipment

NGN Phase I was completed in December 2010, with more than 950 circuits being replaced in 56 FOs and more than 400 RAs throughout the U.S.

NGN Phase II consisted of reviewing the amount of bandwidth for each site and identifying those still needing additional bandwidth. Beginning May 2010, the ITSD provided a follow-up review and delivery of additional bandwidth. Network connections that were found to be insufficient to support mission were upgraded and "right-sized," bringing FBI networks in line with one another. Phase II continues with 184 of 197 circuits completed as of September 2011.

NGN Phase III will refresh classified equipment and provide newer networking equipment throughout the FBI enterprise; however, it is on hold until funding is available.

Security Management

Advancing IT Security

The ITB is ensuring the future-state of IT will include common enterprise services with multi-level security to keep up with continually evolving and expanding mission requirements. The security of the FBI's systems, networks, and information is crucial to establishing the appropriate access and successful sharing of critical information across all enclaves.

Classification Management Tool (CMT)

The CMT is an Office of the ODNI-mandated, CIA-created automated tool for use throughout the Intelligence Community. The tool allows users to apply correctly formatted classification markings to electronic documents and e-mails. Based on classification criteria selected by users, the CMT automatically generates portion marks, a classification banner (header and footer), and a block. The CMT also allows users to validate the portion marks

against the banner, ensuring marking consistency and more effective protection of national security.

An engineering pilot for the CMT was held during the 3rd Qtr. FY 2010 to test the installation and execution of the software. After the engineering pilot, the ITB collaborated with the developers and with the FBI's SecD to refine the tool and ensure it was appropriately customized for the FBI environment prior to Bureau-wide deployment. In April 2011, participants from ITB, the Directorate of Intelligence (DI), SecD, and select squads from four FOs (Chicago, Memphis, Tampa, and Washington) participated in a business pilot.

After incorporating lessons learned from the business pilot, ITB completed the enterprise-wide deployment of CMT on the FBINet in May 2011.

E-Discovery

The FBI is subject to certain unique retention and disclosure requirements with respect to e-mail. The FBI is required by the Federal Records Act to properly maintain official FBI "records." The FBI is required by the Federal Rules of Civil Procedure, to preserve and produce Electronically Stored Information (ESI) that is relevant to litigation.

In September 2010, December 2010, and January 2011, the ESID project received funding in three increments, respectively. Nearly all of the funding was used in FY 2011 to procure hardware, software, storage, miscellaneous items, and licenses for Symantec Enterprise Vault and Clearwell as well as procuring Program Management Office support services.

In July 2011, the ESID project deployed Enterprise Vault into production and began archiving all e-mails sent and received on FBInet. Additionally, the system archived every e-mail held in the mailboxes of the FBI's top eight executives. The ESID project was the first independent system to be deployed into the Site 73 Data Center. In August 2011, Discovery Accelerator was installed on the OGC desktops.

The ESID project has continued its successes --

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Network Admission Control (NAC)

The NAC project enhances the FBI's NGN by establishing a self-defending network. The NAC uses the current network infrastructure for all FBI enclaves (UNet, FBINet, SCION, and BlackNet) to enforce security policy compliance on all devices trying to access network computing resources. Each enclave's design is unique to meet the specific requirements of the particular network. The NAC recognizes users, their devices, and their roles in the network; evaluates whether machines are compliant with security policies; and enforces security policies by blocking, isolating, and repairing machines that are non-compliant. The operation of the NAC is transparent to users, increases security compliance, and saves FBI ITSs' time by eliminating the time-consuming process of having to add new or move current devices on the network.

Milestones included:

- Engineering design and procurement efforts in October 2009.
- The design and pilot for the FBINet enclave concluded in 2010.
- The FBINet NAC solution deployed in October 2010.
- FBINet NAC implemented in 24 of 56 FOs in FY 2011.
- The design work for the UNet enclave completed in October 2011.
- The engineering pilot planned for 1st Qtr. FY 2012.

Provisioning and Access Control System (PAC)

The ITB has an immediate need to replace the critical components of the Enterprise Process Automation System (EPAS)/System Access Request process, a web-based service utilizing the EPAS to route IT access-related tasks for approval and implementation. These tasks include creating computer accounts for new employees, adding or removing specific accesses, deactivating accounts for employees separating from the FBI, and requesting a name change for non-Bureau employees. The current system has no automation or tracking for the provisioning of access and identity information.

The overall objective of the PAC is to enhance the user experience by simplifying services, offering self-service tools, and providing an enterprise-level identity management solution for the FBI. The PAC system will reduce operational risk by ensuring compliance with security policies and controlling access to information sources.

The FBI awarded the PAC contract on September 29, 2011, using a Business Process Analysis to incrementally develop/fund the identity and access management solution for the FBI.

SUCCESSFUL WORKFORCE TRANSFORMATION

Building today's workforce to meet tomorrow's IT challenges

The ITB faced numerous challenges in identifying, recruiting, and hiring highly qualified professional employees during FY 2011. Due to an uncertain budgetary environment including Congressional Budget issues and an impending government shutdown, the FBI's HRD halted hiring in January 2011.

As a resolution to these issues, the ITB used innovative hiring methods to continue to staff critical positions.

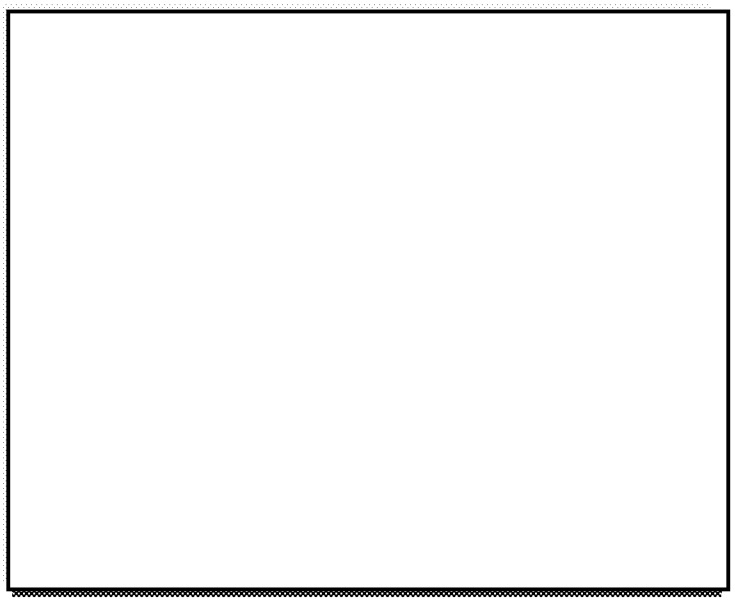
- ITB hiring managers accepted and reviewed resumes recommended and referred to them by ITB employees.
- The ITB submitted documentation for 146 Mission Critical Hires for employment background processing.
- Through a Contractor Buy-Back Conversion Program sponsored by the Resource Planning Office and the FD, the ITB requested and received 32 Funded Staffing Level positions. This enabled the ITB to save money by cost-effective replacement of contracting staff with government employees.
- The ITB participated in HRD-sponsored hiring initiatives including an ODNI Virtual hiring event and reviewed resume's provided by the Joint Warfare Analysis Center Base Realignment and Closure Office.
- The ITB used an "Approved for Hire" SharePoint site developed by HRD to hire individuals who had successfully completed the FBI background process.

In addition, the ITB posted 38 vacancy announcements on the FBIjobs.gov hiring website.

As a result of these efforts, ITB hired 63 new employees.

New Employee Orientation

During FY 2011, ITB conducted two New Employee Orientations. Forty-three new ITB employees received an introduction to the Branch consisting of an overview of mission and functions, and key products and services provided. The ITB ESS also provided important information concerning financial, security, and human resource-related matters. All day sessions, presented by key personnel, acquainted new hires with each ITB division and office.



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EAD/CIO Chad L. Fulgham briefs new ITB employees.

VERA/VSIP

In December 2009, the FBI applied to the Office of Personnel Management (OPM) for the authority to offer early retirement options to staff along with a voluntary separation payment. On April 16, 2010, OPM granted approval for a limited number of professional staff employees in the HRD, SecD, and the ITB. The goal of the FBI VERA/VSIP program was to realign and reshape the workforce to ensure the FBI is positioned to meet future missions, mitigating the risk and impact of having a large number of retirement-eligible employees departing at one time. Groups were selected based on the size of the retirement-eligible population and the number of staff available to assume the positions of a large group retiring at one time.

Application to the voluntary program for ITB participants commenced October 18, 2010 through January 31, 2011, with a retirement window concluding February 28, 2011. A total of 62 ITB employees retired during FY 2011; 52 of them under the VERA/VSIP program.

Training

Advanced Management Program (AMP)

Two ITB employees were selected for the 16-week resident graduate AMP at the National Defense University. The course is designed for middle-and senior-level managers and leaders responsible for promoting and attaining national and international security goals through the strategic use of information and IT. Participants share knowledge and best practices, strive to become better leaders and decision makers, and master the tools of lifelong learning. Interaction with fellow students, faculty, and government executive guest speakers provides a network of peers throughout the U.S. public and private sectors, and internationally. The participants have the option of earning a CIO Certificate or a Cyber, Financial, or Government Strategic Leadership certificate.

ITS Certification Training Program

ITB coordinated and funded ITS Certification Training specializing in earning Microsoft/Cisco/Oracle training certificates upon completion of required coursework. Training included equipment and vendor software recognized certification and credentials examination preparation.

During FY 2011, 24 ITB employees participated in the ITS Certification Training Program.

Department of Defense Executive Leadership Development Program (DoD ELDP)

Two ITB employees completed the DoD ELDP under the sponsorship of the DoD Civilian Personnel Management Service. The 10-month long program which began in September 2011, is an aggressive hands-on training immersion program designed to expose future leaders of the U.S. Government to joint and interagency perspectives. This sabbatical opportunity is a developmental step designed for future leaders of the FBI.

Awards and Recognitions

The ITB recognizes that the execution of FBI IT missions is driven by the collective talent, skills, and capabilities of its employees. Employees whose efforts and devotion represented the highest standards for achievement were recognized and rewarded for their outstanding service and their excellence in serving the Branch.

During FY 2011, the ITB proudly awarded:

- 40 Quality Step Increases, for year-long excellence in job performance
- 381 On-the-Spot Awards
- 38 Time-Off Awards
- 39 Incentive Awards
- 20 ITB Lapel pins presented by the CIO
- 250 ITB Challenge Coins

FBI Project Management Excellence

According to the American Society for the Advancement of Project Management, the FBI is on the right track in its implementation of certification standards for IT Project Managers (PMs). A February 2011 study addressed the status of the certification, measuring agencies' compliance, the early effects, and recommendations for those involved in its implementation.

The Federal Acquisition Certification for Program and Project Managers (FAC-P/PM) was created in April 2007, with the goal of maintaining a force of well-trained and experienced program and project managers.

The study commented that the FBI's project management direction satisfied the needs addressed in the initial establishment of the FAC-P/PM program and praised the ITB for its efforts as early adopters. The ITB was cited as a model for other agencies seeking to gain benefit from the program and for its career progression and mentoring programs for new PMs. According to the report, "Today, the FBI could be an example for many other agencies to follow as they implement and work to gain benefit from the FAC-P/PM program. The FBI has recognized that customer involvement in the project is key to the success of a project. Customers participate in the decision making process on acquisitions."

Currently the IT Project Management Section, ITMD, has 22 certified FAC-P/PM Level IIIs, the gold standard

> "Through the leadership efforts of individuals in the FD and the ITMD, the FBI has been at the forefront in maintaining a highly capable corps of Project Managers."
>
> IT Project Management Section Chief Jeremy Wiltz

in certification. During FY 2011, 13 ITB employees completed the FAC-P/PM training funded through divisional Government Employee Training Act training funds.

In addition, the ITB coordinates Project Management Professional (PMP) training sessions which are open to 350 certified PMPs enterprise-wide. These sessions, held at FBIHQ and available by video teleconferencing, feature guest speakers on current topics of interest in the field.

During, FY 2011, three sessions were held with 83 PMPs participating in the events.

2011 Director's Award for Excellence

On July 15, 2011, 15 ITB employees received the Director's Annual Award for Excellence in Information Management for the NGW initiative in a ceremony held at the DAR Constitution Hall, Washington, D.C. In addition to providing an online coordination and collaboration platform through SharePoint team sites, the NGW initiative brought instant messaging, rich presence, Voice Over Internet Protocol, desktop video teleconferencing, and web meeting to FBI employees.

These capabilities are expected to save the FBI millions of dollars by reducing the need for travel and enhancing FBI employees' ability to find and share expertise. The initiative ensured that NGW computers received [redacted] b7E

A standardized NGW platform is expected to increase security through advanced document and patch management and reduce operations and maintenance costs.

"InformationWeek Government" Magazine CIO 50

FBI CIO Chad L. Fulgham was recognized by "InformationWeek Government" magazine as one of the top 50 CIOs in federal, state, and local government for his efforts to drive IT innovation. CIO Fulgham was lauded for applying agile development methodology to lead the Sentinel case management system towards completion. The CIO 50 list looked at top executives who are making a positive impact on all levels of government through their vision, influence, and proven results.

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Director's Annual Awards for Excellence - NGW initiative.

Knowledge Management Awards Program (KMAP)

The OCKO launched the KMAP in conjunction with the Director's FBISave program. The OCKO collected submissions from individuals and teams on innovative actions employees took to save the Bureau time and resources and increase mission impact.

Qualifying ideas included:

- Establishment of methods to capture and/or share information
- Development of ways to promote collaboration and teamwork

- Promotion of innovation and originality in the workplace
- Implementation of successful business or process improvements.

The OCKO will use these submissions to build a repository of FBI success stories, best practices, and knowledge "nuggets" to share throughout the FBI.

One hundred forty-four proven solutions were identified and 372 employees were recognized as FY 2011 awardees. There was broad involvement across the FBI – with 75 percent of FOs and 71 percent of FBIHQ Divisions participating. Ten of the top solutions are expected to be recognized during Knowledge Week 2011.

A total of 18 ITB employees were recognized for their KMAP contributions. Sixteen employees were awarded with

certificates and two received certificates and On-the-Spot awards.

The ITMD Jeopardy Event

The ITMD conducted an educational and morale-building event modeled after the television game show "Jeopardy."

Questions were based on IT and FBI-related facts and historical knowledge. A trophy was presented to the Administrative Projects Unit for achieving the highest overall score for all the competing Units. ITMD Senior Leadership sponsored the event which included refreshments to "kick off" the new year.

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Winners of ITMD Jeopardy Team-Building Event.

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COLLABORATIVE FORUMS

ITB employees participated in social and professional gatherings throughout the year. Small and large-group programs and events provided the opportunity to keep attendees current on the status of ITB projects and initiatives.

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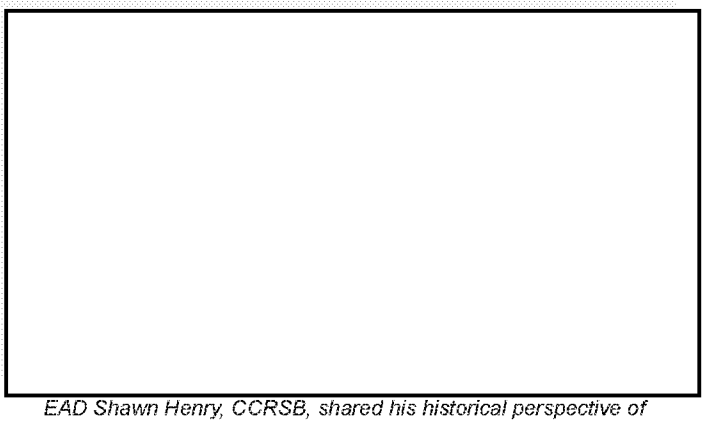

EAD Shawn Henry, CCRSB, shared his historical perspective of the FBI at the State of the ITB meeting.

The ITB's State of the ITB

The ITB semi-annually hosts all ITB government employees meetings to keep its staff informed about projects, initiatives, and achievements. This meeting offers a professional development venue provided by invited guest speakers.

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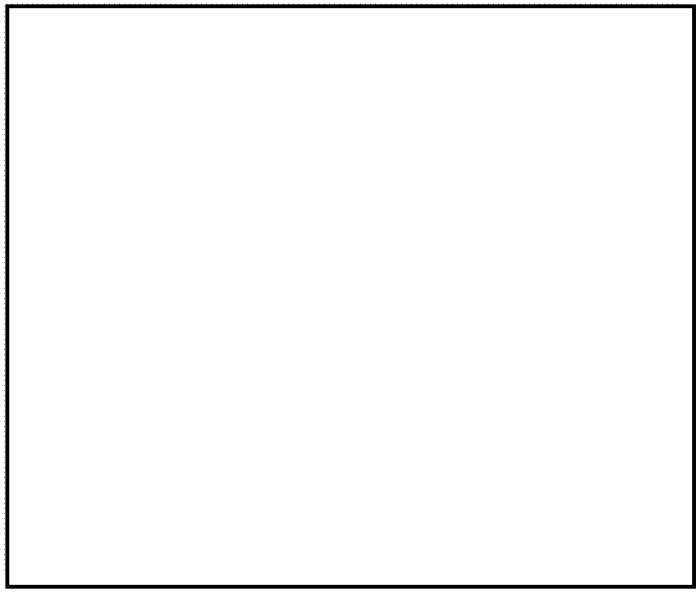

ITB employees receive recognition at the State of the ITB semi-annual meeting.

Based on scheduling availability, the ITB conducted one meeting in the FY on March 3, 2011, in the Bonaparte Auditorium. The event was also webcast for those who could not attend in person.

EAD/CIO Chad L. Fulgham updated ITB employees on the Branch's achievements, presented CIO lapel pins to 10 employees for their outstanding contributions to the Branch, and opened the floor up to questions from the attendees and those not able to attend in person. He reviewed the many successful initiatives efforts of the ITB this year, such as [redacted] iDX3, the NGW, SM, and more. b7E

EAD Shawn Henry of the CCRSB, the guest speaker, shared his historical perspective on the FBI and focused on the FBI's anti-terrorism and intelligence work.

Knowledge Week

Harnessing the Power of Knowledge: Using Collaboration and Technology Effectively

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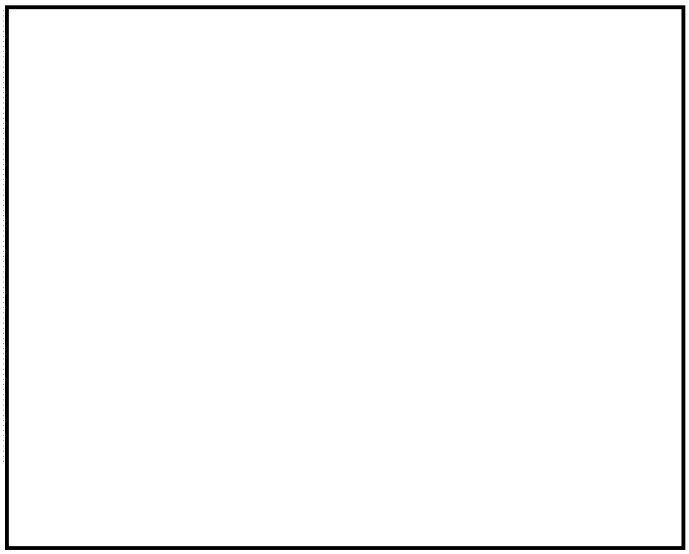


Knowledge Week, held on October 18-22, 2010, under the sponsorship of the OCKO, provided a week-long venue for the sharing of information on how the FBI and other agencies are using knowledge management practices and collaboration tools to improve performance in accomplishing critical missions.

A variety of senior government leaders representing the FBI, CIA, ODNI, the DoD, and OGAs served as distinguished speakers in a variety of 15 one-hour presentations.

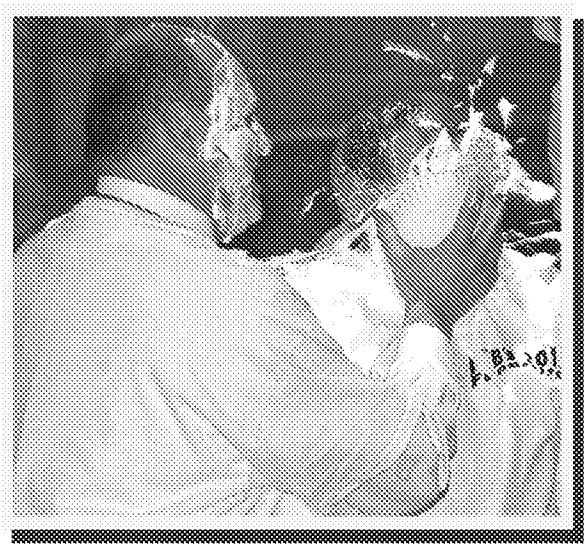
The event was held at FBIHQ and broadcast to employees throughout the FBI via Live Meeting and Intranet webcast. This was the first time such an event had been broadcast enterprise-wide via the new Live Meeting technology. It is estimated that there were more than 1,200 participants during the week. In a formal survey conducted after the event, more than 90 percent of respondents indicated they found the event valuable, and over 85 percent said they were likely or very likely to attend in FY 2012.

Cup of Joe

The Cup of Joe with the CIO program is an opportunity for ITB employees to meet informally with EAD/CIO Fulgham and share ideas, questions, or concerns in an open, relaxed dialogue.

Two Cup of Joe sessions were held during FY 2011. During these sessions, the CIO updated the attendees on the status of current projects and initiatives. A total of 18 ITB employees participated in these meetings.

Combined Federal Campaign (CFC)

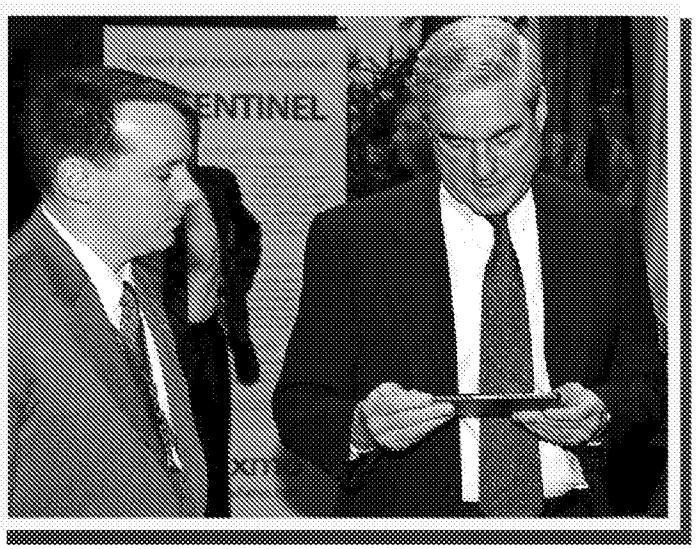


Assistant Director Daniel D. Dubree, ITSD, and EAD/CIO Chad L. Fulgham take a "Pie in the Face" for the CFC.

The ITB had another successful year in helping charitable organizations through the annual CFC. The CFC took place from September 1, 2010 through January 17, 2011. The ITB contributed more than $60,000 to charity as part of the CFC. FBIHQ Divisions and the Washington FO gave more than $900,000.

In addition to individual giving, ITB employees raised funds through a variety of special events, including a "Pie in the Face" contest, bake sales, and fish fry events.

FBI Emerging Mobility Showcase



EAD/CIO Chad L. Fulgham and Director Mueller joined employees in the FBIHQ's William H. Webster Room for the "FBI Emerging Mobility Showcase." Hosted by the ITED, the event featured industry experts and leaders in the development of secure mobile technology. Experts provided hands-on demonstrations of products such as encrypted intrusion detection systems and mobility solutions that enhance the security of voice and data mobile traffic.

CIO Suggestion Box

Using the CIO Suggestion Box, available on the ITB's SharePoint site, employees submitted suggestions, asked questions, and raised concerns regarding the FBI's IT program and ITB's operations and services.

During FY 2011, the ITB received 53 submissions, and prepared 60 responses to new and previous submissions. Submissions outside of the ITB's purview were forwarded to the relevant Branch for responses. Employees who provided their name received a direct e-mail personal response from the EAD/CIO. Items considered to be of interest to the general audience were also posted on the CIO Suggestion Box SharePoint site.

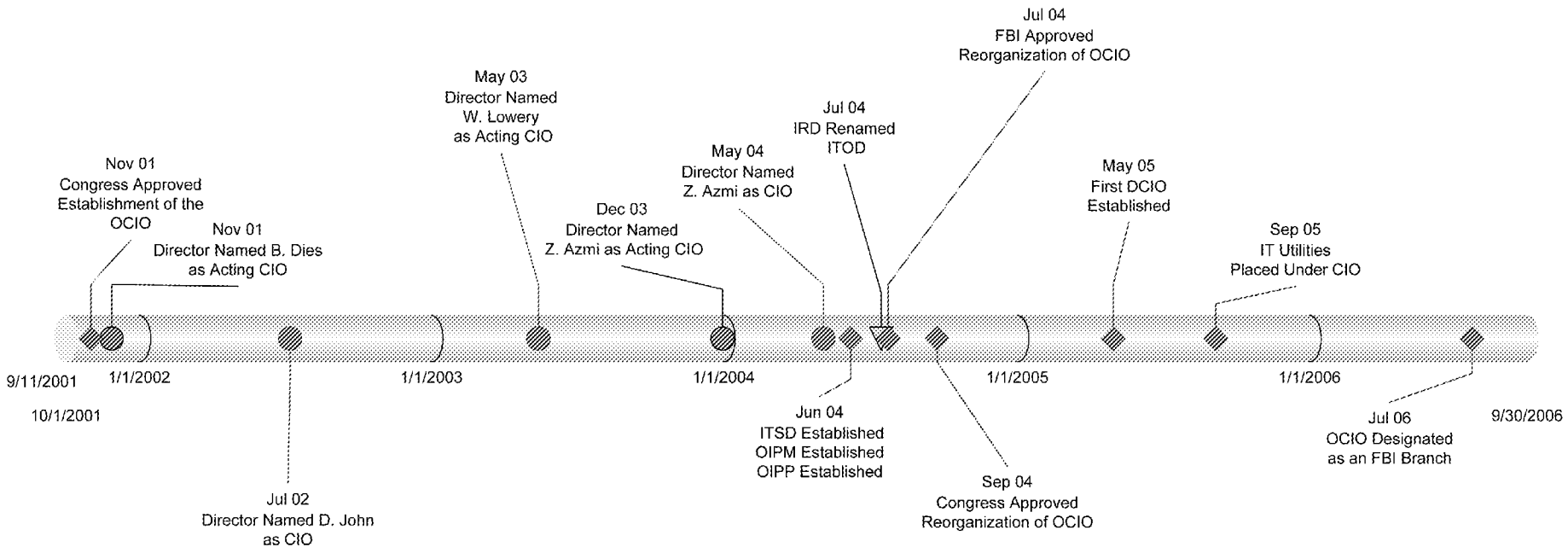
ACRONYMS

ADD	Associate Deputy Director
BIDMAS	Bureau Investigative Document Management Analysis System
BIKR	Bureau IT Knowledge Repository
BPA	Blanket Purchase Agreement
CCRSB	Criminal, Cyber, Response and Services Branch
CFC	Combined Federal Campaign
CHS	Confidential Human Source
CIA	Central Intelligence Agency
CIO	Chief Information Officer
CMO	Chief Marketing Officer
CMT	Classification Management Tool
CMU	Crisis Management Unit
COOP	Continuity of Operations
COTS	Commercial-off-the-Shelf
CPIU	Counterproliferation Initiatives Unit
DI	Directorate of Intelligence
DoD	Department of Defense
DoD ELDP	DoD Executive Leadership Development Program
DOJ	Department of Justice
DOJ ITSP	DOJ IT Strategic Plan
EAD/CIO	Executive Assistant Director/ Chief Information Officer
EOC	Enterprise Operations Center
EPAS	Enterprise Process Automation System
ESI	Electronically Stored Information
FAC-P/PM	Federal Acquisition Certification for Program and Project Managers
FBI	Federal Bureau of Investigation
FBIHQ	FBI Headquarters
FBI ITSP	FBI IT Strategic Plan
FBINet	FBI Classified Network
FD	Finance Division

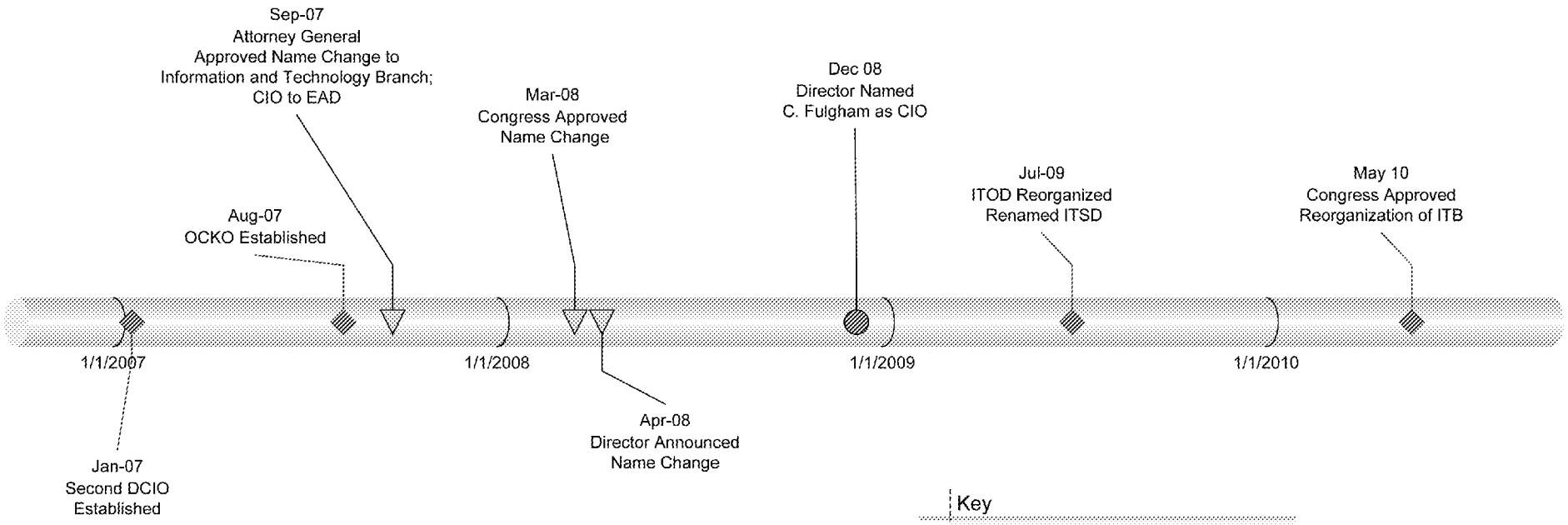
FO	Field Office
FY	Fiscal Year
HRD	Human Resources Division
IC	Intelligence Community
IT	Information Technology
ITB	Information and Technology Branch
ITB ESS	ITB Executive Staff Section
IDW	Investigative Data Warehouse
ITED	Information Technology Engineering Division
ITMD	Information Technology Management Division
ITS	Information Technology Specialist
ITSD	Information Technology Services Division
ITSP	IT Strategic Plan
LCM	Life Cycle Management
LEO	Law Enforcement Online
KMAP	Knowledge Management Awards Program
LE	Law Enforcement
MATRIX	Mobile Access Tactical Remote Information eXchange
NAC	Network Admission Control
NASA	National Aeronautics and Space Administration
NGICIS	National Gang Intelligence Center Information System
NGN	Next Generation Network
NGSCION	Next Generation Sensitive Compartmented Information Operational Network
NGW	Next Generation Workspace
NSB	National Security Branch
OCKO	Office of the Chief Knowledge Officer
ODNI	Office of the Director of National Intelligence
OGA	Other Government Agency
OGC	Office of the General Counsel
OPM	Office of Personnel Management
PAC	Provisioning and Access Control System
PHA	Project Health Assessments
PM	Project Manager
PMO	Project Management Office

PMP	Project Management Professional
RA	Resident Agency
SAG	Sentinel Advisory Group
SAR	System Access Request
SCION	Sensitive Compartmented Information Operational Network
SecD	Security Division
SIOC	Strategic Information and Operations Center
SM	Service Manager
SMS	Strategy Management System
SPL	Standard Products List
SST	Signs, Symbols, and Tatoos
STAS	Special Technologies and Applications Section
TOC	Tactical Operation Center
TRP	Technical Refresh Program
TSC	Terrorist Screening Center
TSCU	Terrorist Screening Center Unit
UAG	User Advisory Group
UNet	FBI Unclassified Network
VERA	Voluntary Early Retirement Authority
VSIP	Voluntary Separation Incentive Payment
WMD	Weapons of Mass Destruction
WMDD	Weapons of Mass Destruction Directorate

History of Office of the Chief Information Officer/Information and Technology Branch
FY 2001-FY 2006



History of Office of the Chief Information Officer/Information and Technology Branch FY 2007-FY 2011



Legend

- Personnel Changes
- Component Name Changes
- Component/Position Established

Key

CIO — Chief Information Officer
CTO — Chief Technology Officer
DCIO — Deputy Chief Information Officer
EAD — Executive Assistant Director
IRD — Information Resources Division
ITB — Information Technology Branch
ITMD — Information Technology Management Division
ITOD — IT Operations Division
ITSD — Office of IT Systems Development
OCIO — Office of the Chief Information Officer
OCKO — Office of the Chief Knowledge Officer
OIPM — Office of IT Program Management
OIPP — Office of IT Policy and Planning

ACKNOWLEDGEMENTS

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Thanks to all ITB staff who collaborated and contributed to this effort.

The report may be viewed online at FBINet [redacted] b7E

Official FBI Publication

U.S. Department of Justice
Federal Bureau of Investigation
Information and Technology Branch

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U.S. Department of Justice
Federal Bureau of Investigation
Information and Technology Branch

ITB

YEAR IN REVIEW

2012

FISCAL YEAR

FEDERAL BUREAU OF INVESTIGATION · INFORMATION AND TECHNOLOGY BRANCH ·

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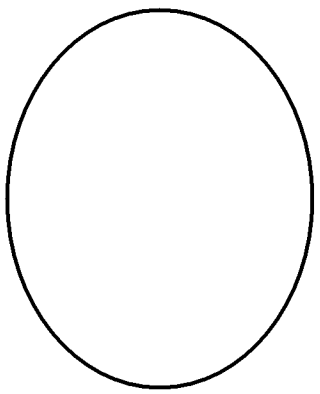

Letter from the Executive Assistant Director and Chief Information Officer

This report is a testament to the shared commitment of the ITB staff and its cross-divisional partners to meet the demands and deliver exceptional IT products and an array of updated services to FBI customers. Fiscal Year (FY) 2012 found the ITB faced with many challenges including fiscal constraints, hiring freezes, and a transition in leadership.

The document is a snapshot in time. It represents only a small window into the numerous ongoing IT programs, projects, and initiatives. The business of planning, identifying requirements, obtaining funding, testing, piloting, and deploying IT enterprise-wide encompasses a multi-year effort.

This year the Sentinel case management system was deployed, bringing with it a change in culture as the FBI moved from a paper-based to an electronic global case management system. More than 30,000 FBI employees now use Sentinel to manage their investigative and case management workload.

More than 30 million documents have been serialized using the Sentinel application. This means that employees processed as many documents in a three-month period as were processed during the first 12 years of the Automated Case System (ACS). [redacted] b7E

[redacted] Using the Sentinel application also has reduced the average time to electronic awareness by 50 percent.

In addition, the merger of the Data Integration and Visualization System (DIVS), the FBI's Search and Discovery platform, with the Investigative Data Warehouse (IDW) application has enabled [redacted]

I thank the ITB staff for their dedicated service this past fiscal year. These talented and experienced professionals worked long hours implementing money-saving strategies and efficiencies to work smarter to get the job done.

I look forward to building on the foundation that has been laid and the successes that have been achieved as we explore innovative ideas and technologies in the year ahead.

Jerome M. Pender
Executive Assistant Director and
Chief Information Officer

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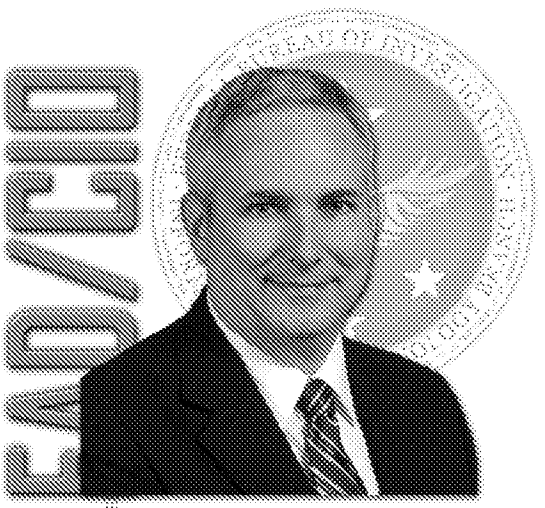
ITB's SENIOR LEADERSHIP

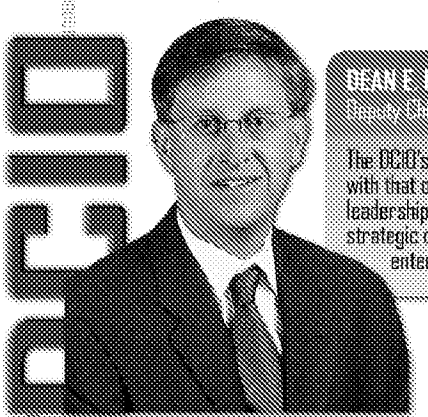


EAD/CIO

JEROME M. PENDER
Executive Assistant Director/Chief Information Officer

The Information and Technology Branch consists of three distinct divisions: the IT Engineering Division, IT Management Division, and IT Services Division, in addition to the Office of the Chief Knowledge Officer. These components collaborate with each other to provide cradle-to-grave leadership and management of essential/critical IT programs, projects, and initiatives.

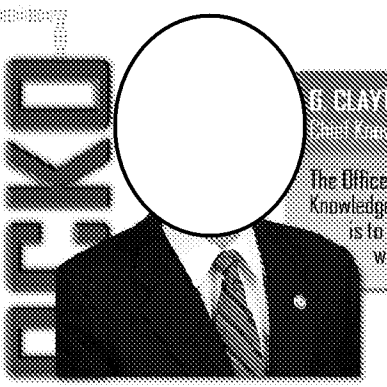
Mission:
- Deliver reliable and effective technology solutions needed to fulfill the FBI's mission anytime, anywhere, on-time, and on-budget;
- Lead the strategic direction for the FBI's Information Technology through the IT Strategic Plan, IT Portfolio management, IT Governance process; and
- Promote and facilitate the creation, sharing, and application of FBI knowledge products to improve overall effectiveness.



DCIO

DEAN F. HALL
Deputy Chief Information Officer (DCIO)

The DCIO's mission is consistent with that of the CIO. It is to provide leadership, policy guidance, and strategic direction for the FBI's IT enterprise.



OCKO

S. CLAYTON GRIGG
Chief Knowledge Officer

The Office of the Chief Knowledge Officer's mission is to capture and share what the FBI knows.

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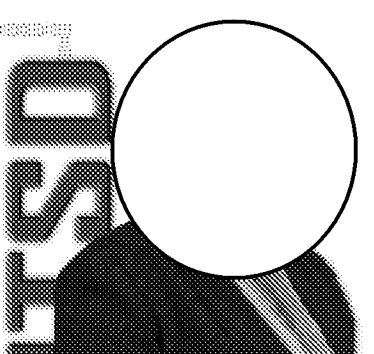
ITMD

JOHN MARTIN HOPE
Assistant Director, IT Management Division

The ITMD will provide leadership and management of IT programs and projects through capital planning, contracts and acquisition, governance, and transition for the effective delivery of IT products and services that meet mission needs through assessments, policy, standardization, and performance metrics.



ITSD

JENNIFER R. SANCHEZ
Assistant Director, IT Services Division

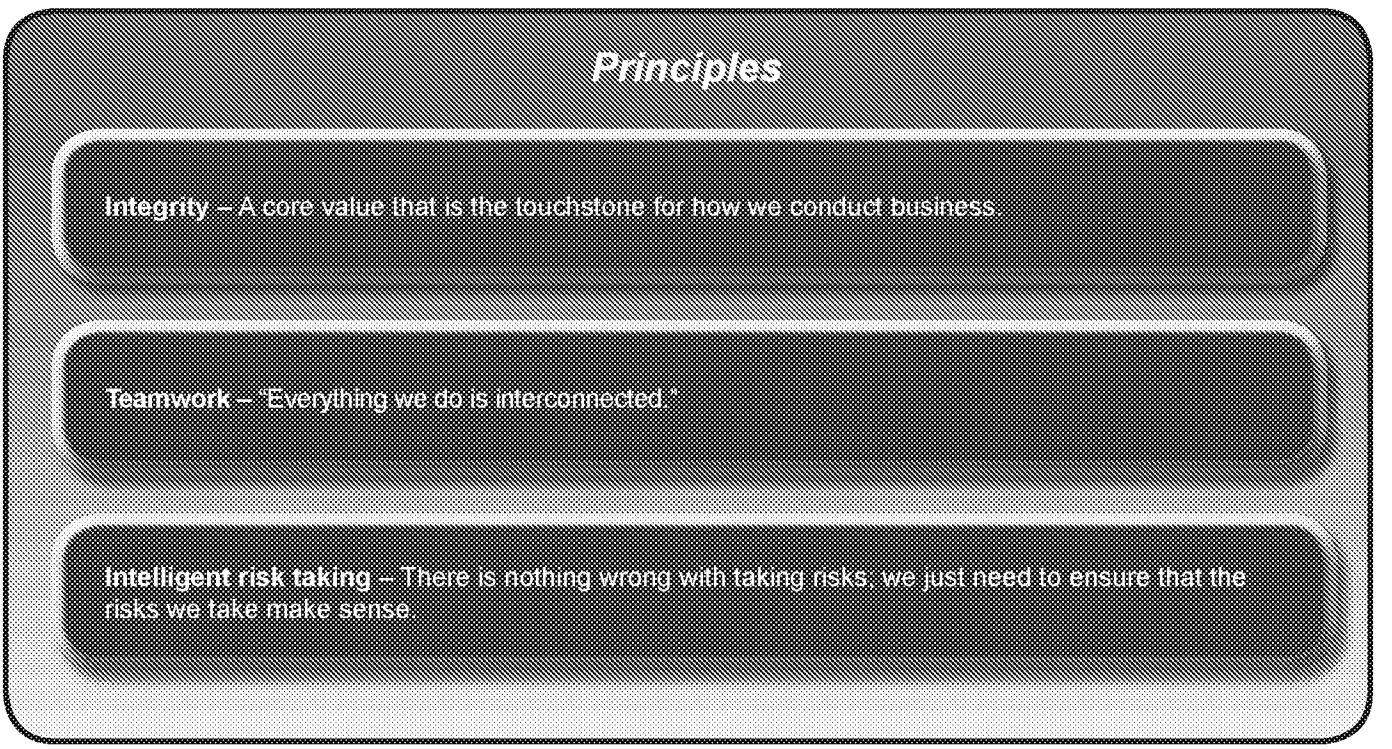
The ITSD's mission is to meet and/or exceed our customers' value proposition for computer and telecommunications services in terms of quality, timeliness, and responsiveness through cost effective, schedule compliant, reliable, and secure leveraging of IT technologies for the FBI.

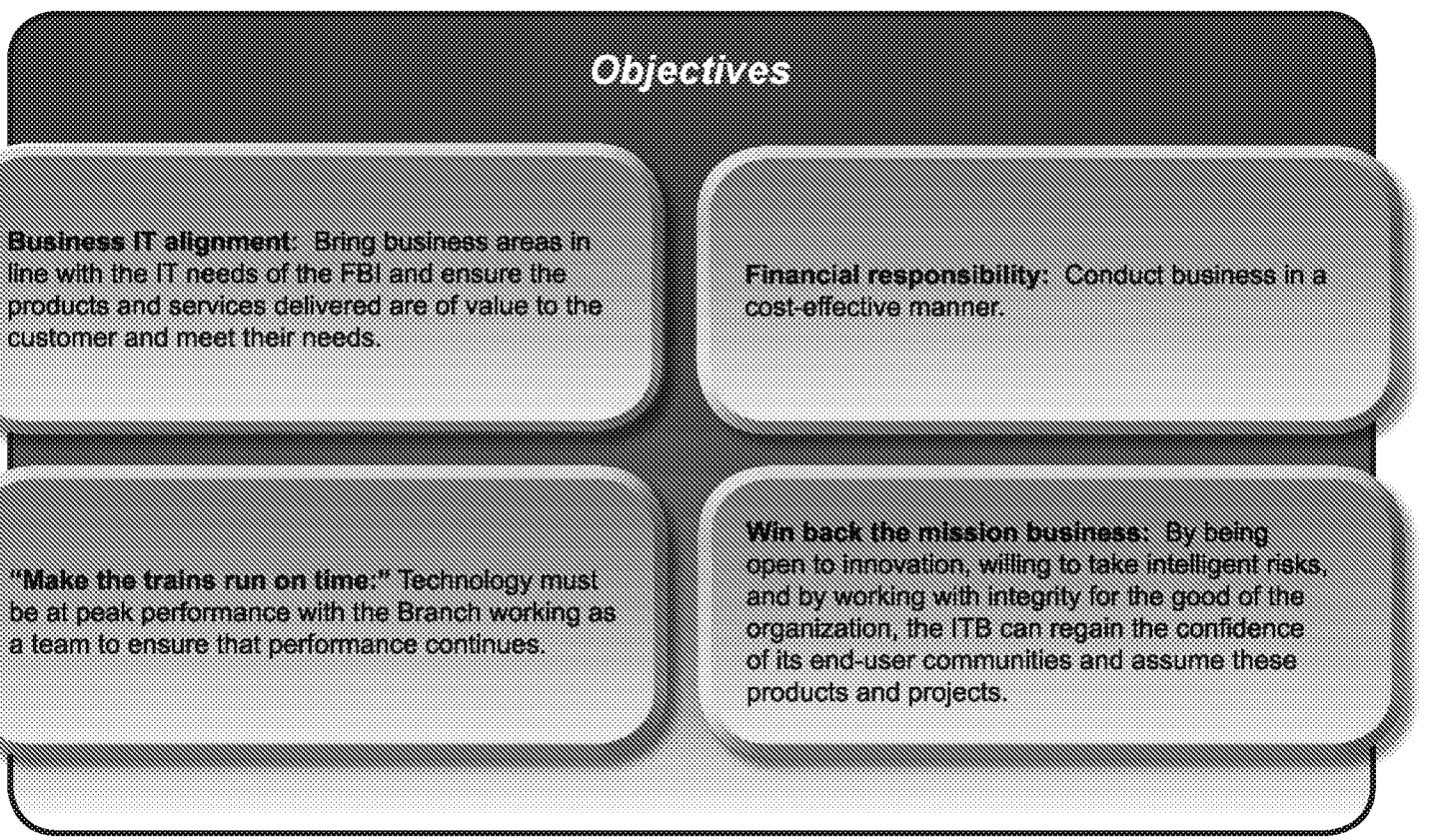
ITED

JEFFREY ELEMENT JOHNSON
Assistant Director, IT Engineering Division

The ITED's mission is to provide state-of-the-art engineering leadership in order to enable the FBI IT to increase mission success and enhance mission capabilities in the critical areas of national security, law enforcement, intelligence, counter-intelligence, and counterterrorism. ITED solutions will ensure accurate and reliable IT capabilities that permit the efficient retrieval, sharing, use, and analysis of information.

EAD/CIO PRINCIPLES AND OBJECTIVES





ORGANIZATIONAL OVERVIEW

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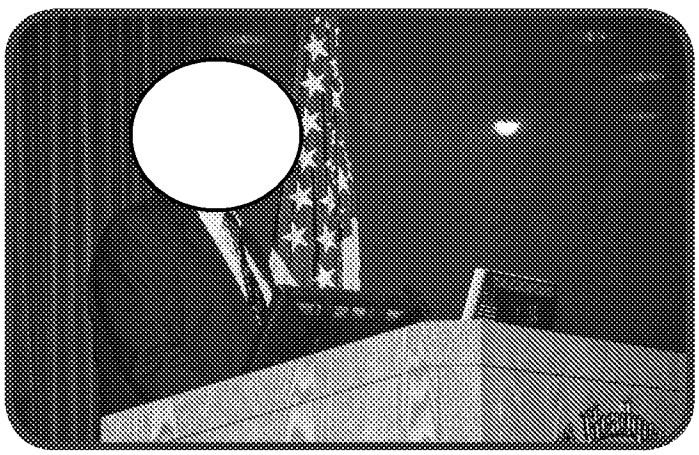

Jerome M. Pender Named Executive Assistant Director (EAD) and Chief Information Officer (CIO)

FBI Director Robert S. Mueller appointed Jerome M. Pender to serve as the EAD/CIO of the Information and Technology Branch (ITB) on August 21, 2012. Pender previously served as the Deputy Assistant Director (DAD) of the Criminal Justice Information Services (CJIS) Division, Operations Branch since entering on duty with the FBI in 2003.

For the last nine years, his responsibilities included the Integrated Automated Fingerprint Identification System, the National Crime Information Center 2000, the National Instant Criminal Background Check System (NICS), and the Law Enforcement Online (LEO) service. Pender also provided oversight for the National Data Exchange; Next Generation Identification; Uniform Crime Reporting Replacement; new NICS; and biometric interoperability programs.

EAD/CIO Chad L. Fulgham Departs FBI

Chad L. Fulgham resigned in April 2012 to pursue a private sector position after serving more than three years as the ITB's EAD and FBI CIO.

His many accomplishments included overseeing the Sentinel case management project and successfully redirecting its development efforts toward an agile methodology approach. During his tenure, he upgraded the agency's IT infrastructure; replaced outdated hardware and software; and promoted the use of the latest collaboration tools. In addition, Fulgham reorganized the ITB to make its operation more business-aligned and services oriented.

Fulgham was recognized by the "InformationWeek Government" magazine as one of the top CIOs in federal, state, and local government for his efforts to drive IT innovation.

ITB Executive Staff Changes

Jerome M. Pender reported September 9, 2012, as EAD/CIO, replacing Chad L. Fulgham.

IT Engineering Division (ITED)

Brian A. Truchon reported June 3, 2012, as DAD, ITED, replacing Perrye K. Turner who was named as the Special Agent in Charge, Louisville FO.

William Searcy III was reassigned June 3, 2012, to the Operational Technology Division (OTD) from his former position as Section Chief of the Enterprise Engineering Section.

IT Services Division (ITSD)

Jennifer R. Sanchez reported April 8, 2012, as the AD, ITSD, replacing Daniel Dubree who retired.

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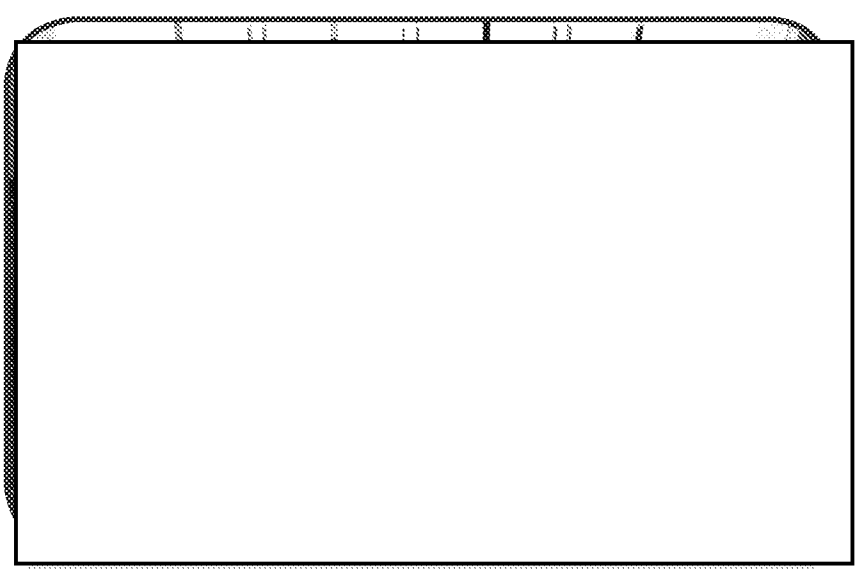

Crystal City employees bid "farewell" to EAD/CIO Chad L. Fulgham.

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Special Technologies and Applications Section (STAS) Realignment

During FY 2012, executive leadership recognized the need to streamline data aggregation and exploitation activities through organization realignment and consolidation. To accomplish this effort, the STAS was realigned into the ITB/ITED, to increase managerial accountability over enterprise data aggregation efforts, decommission the IDW, and transfer IDW's functionality and datasets to the DIVS to generate long-term cost savings. This transition required the cooperation and collaboration of the Director's Office (DO), Finance Division (FD), Resource Planning Office, Facilities and Logistics Services Division (FLSD), Counterterrorism Division (CTD), ITB, and National Security Branch (NSB).

The STAS provides the FBI's investigative and intelligence communities with advanced data discovery, analytics, exploitation, and visualization capabilities through the development and integration of innovative tools, techniques, and systems. The STAS advances the FBI's enterprise data management interests; and facilitates and promotes enterprise standards for software and data interoperability.

The STAS is comprised of four units:

- Infrastructure and Logistics Unit –
- Analytical Tools and Applications Unit –
- Computer Engineering Unit –
- Advanced Concepts Unit –

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government employees, including professional staff, agents, and contractors were transferred from the OTD to the ITED. In addition, to form the new section professional staff and contractors were transferred from the ITSD to the ITED. Of the total number of employees transferred STAS employees were realigned under the ITB Executive Staff Section (ESS). STAS government employees and contractors were transferred into new ITB cost centers, with most transfers effective March 11, 2012.

STRATEGIC GUIDANCE

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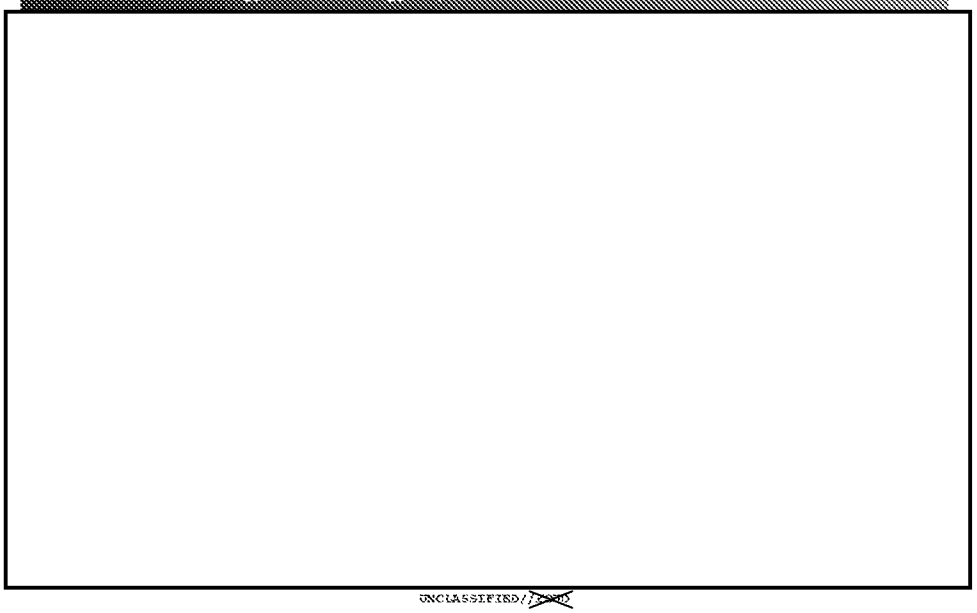
Information and Technology Branch Strategy Map



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IT Investment Management

ITB Strategy Management System (SMS) Strategy Map

The ITB SMS Strategy Map is a visual representation of the ITB organization's strategy and the processes and systems necessary to implement that strategy. It shows employees how their jobs are linked to the organization's overall objectives.

The ITB Executive Assistant Director and Assistant Directors are responsible for:

- implementing the SMS within their areas of responsibility,
- establishing and communicating their respective program's strategic shifts, map, and plan throughout their division or branch, and
- justifying how the division or branch SMS supports the FBI's enterprise SMS.

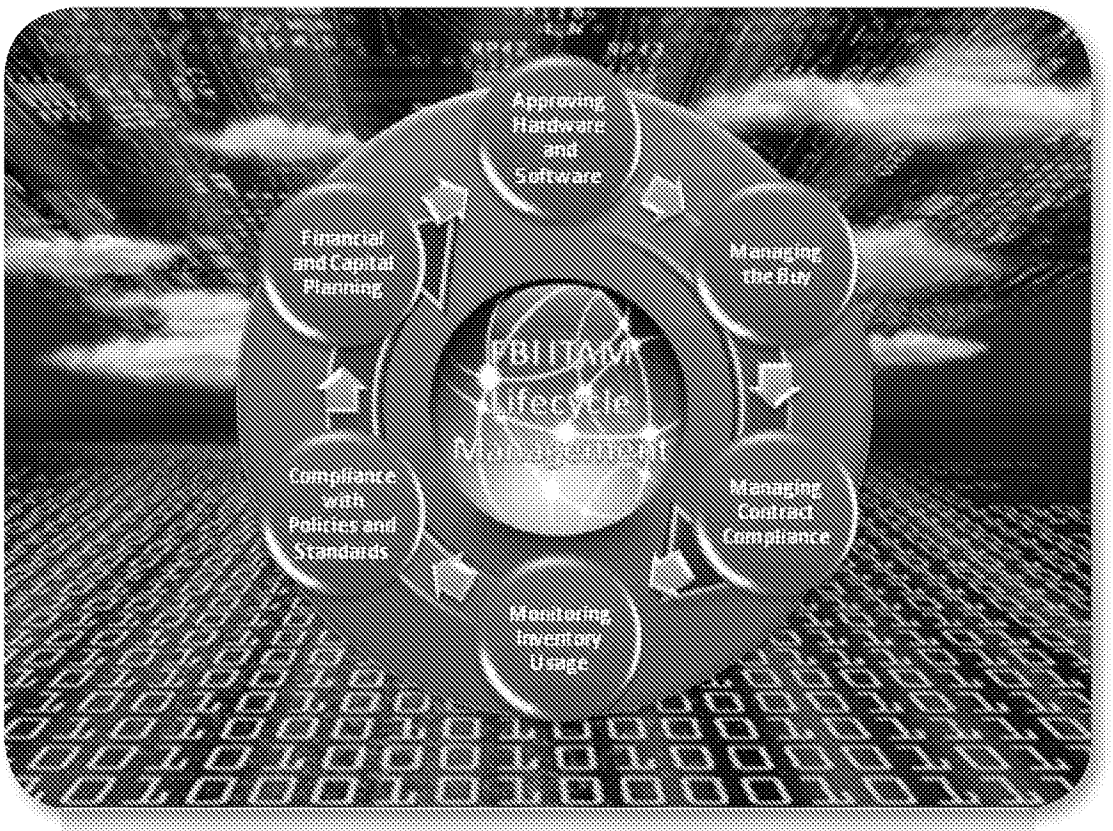
IT Asset Management Program (ITAMP)

The FBI spent nearly 350 million dollars on hardware and software in FY 2011. These procurements were made by many different purchasing organizations within the FBI, spread among hundreds of different vendors. Analysis showed that most purchases were made on an individual basis without research into what the FBI already owned, thus making it difficult to leverage economies of scale.

In October 2011, the IT Management Division (ITMD) addressed this challenge by creating the ITAMP within the Capital Planning Unit, chartered to create efficiencies in IT software and hardware procurements. ITAMP provides a full range of customer-centric services based on the General Services Administration Federal IT Asset Management framework. ITAMP evaluates the potential for enterprise agreements; consolidates division and program requirements to leverage economies of scale; assists the FD with the acquisition process related to enterprise agreements; reconciles associated purchase orders; manages the product distribution, which may be software, licenses, or hardware; and manages software license compliance.

The ITAMP invoices the customer for purchases and includes in each invoice a multi-year estimate of what the customer will have to pay for software maintenance. This information is consolidated annually into division-level reports for FBI executive budgetary planning purposes. The ITAMP also provided design evaluation services to help customers choose the best software licensing model for their program or development projects.

Through highly effective communication/outreach and efficient and focused execution, the ITAMP delivered on shared commitments to achieve significant cost savings and avoidance for the FBI. During FY 2012, $18 million in cost avoidance and $1.5 million in cost savings were realized through the ITAMP.



FBI ITAMP Lifecycle Management

In FY 2013, the ITAMP will begin mapping the FBI's technical architecture to identify additional opportunities for cost savings opportunities through fine-tuned software license models.

IT Governance

The IT Governance Framework ensures IT programs and projects comply with the FBI's Life Cycle Management (LCM) and best project management practices. IT Governance drives the executive-level oversight necessary to maintain continuous alignment between the FBI's investments, projects, and mission priorities.

During FY 2012, IT Governance supported 49 milestone review decisions and performed 24 milestone review assessments, and produced 66 detailed monthly Project Health Assessments (PHAs) on 40 projects. The milestone review assessments are objective independent technical assessments that provide unbiased and actionable information on an IT project's readiness to advance in the LCM process. The detailed PHAs provide insight on the health of each IT project from four perspectives: schedule, cost, scope, and risk.

The IT Governance Team, Product Assurance Unit, was responsible for scheduling, providing logistical support, facilitating discussions, and recording and disseminating minutes for 23 Executive Steering Council, Investment Management Board, Project Review Board, and Technology Development and Deployment Review Board meetings.

Bureau IT Knowledge Repository (BIKR)

BIKR is an information sharing tool that enables employees to quickly and easily locate and share information about FBI IT investments, projects, systems, networks, contracts, and processes.

BIKR's searchable database contains [redacted] b7E

[redacted]

BIKR was enhanced to BIKR 2.0 in September 2012. The application has migrated from a SharePoint environment into ITB's Distributed Application Virtual Environment (DAVE). This move, along with switching from an Access Database to a Standard Query Language Server database, allows for a faster response, more flexibility, and more concurrent users than the previous version of BIKR.

BIKR has become the authoritative source for information on IT assets. FBI personnel across all branches and divisions use the tool. It has helped employees reduce unnecessary man hours in responding to data calls.

PROGRAMS, PROJECTS, AND INITIATIVES

Delta

Delta is an operational IT system sponsored by the Directorate of Intelligence (DI) that assists agents implementing the policy for managing Confidential Human Sources (CHSs). The Delta system:

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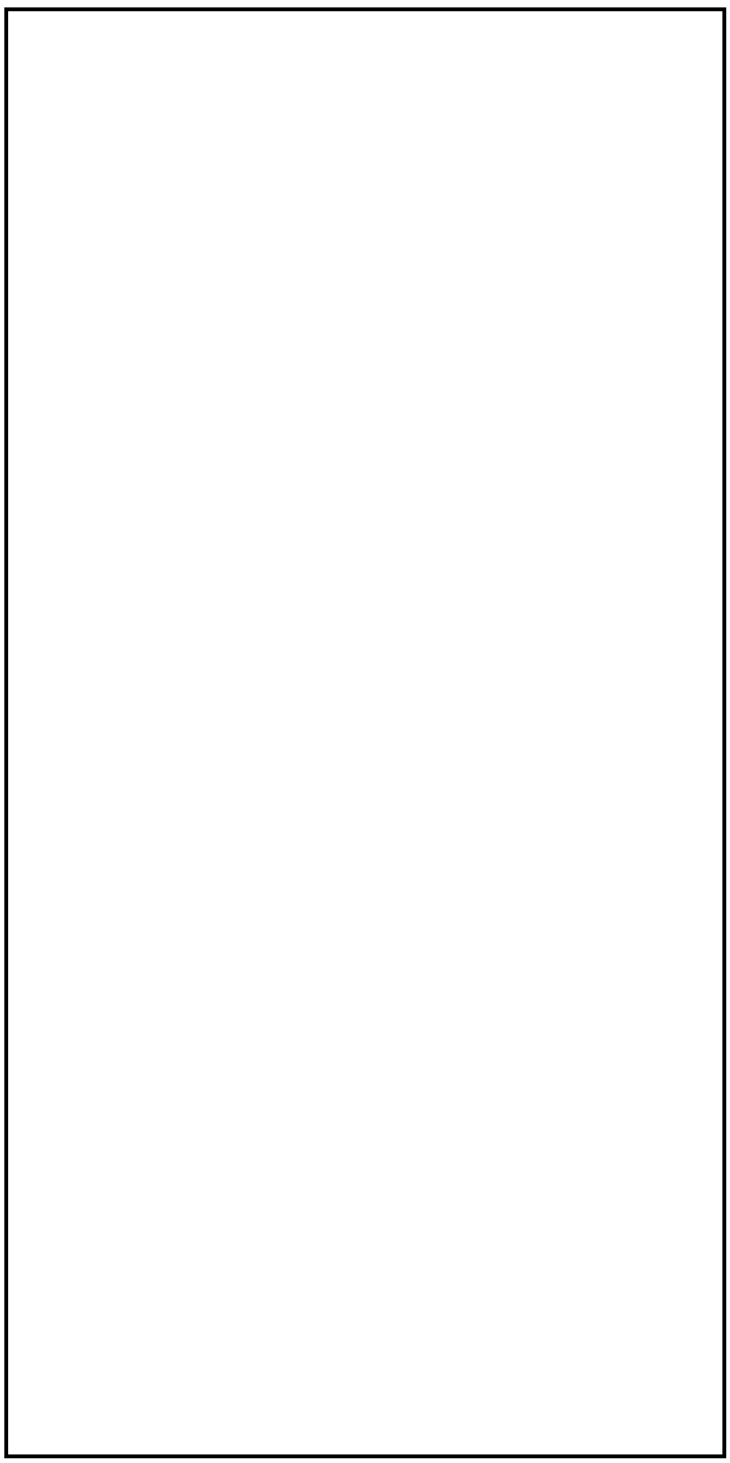

These efforts are yielding impressive results and are having a powerful impact on the FBI's mission.

DIVS/IDW Application Merger

Since first launched in October 2010, the DIVS, the FBI's Search and Discovery Platform, has steadily grown with the addition of new data and enhanced capabilities. The IDW served as the principal data warehousing system investigative and analytical FBI personnel used to permit searches from a variety of source data utilizing search engine technology and analytic tools built to meet the FBI user's needs. In January 2012, the FBI approved the merger of the DIVS with the IDW application into a common customer interface.

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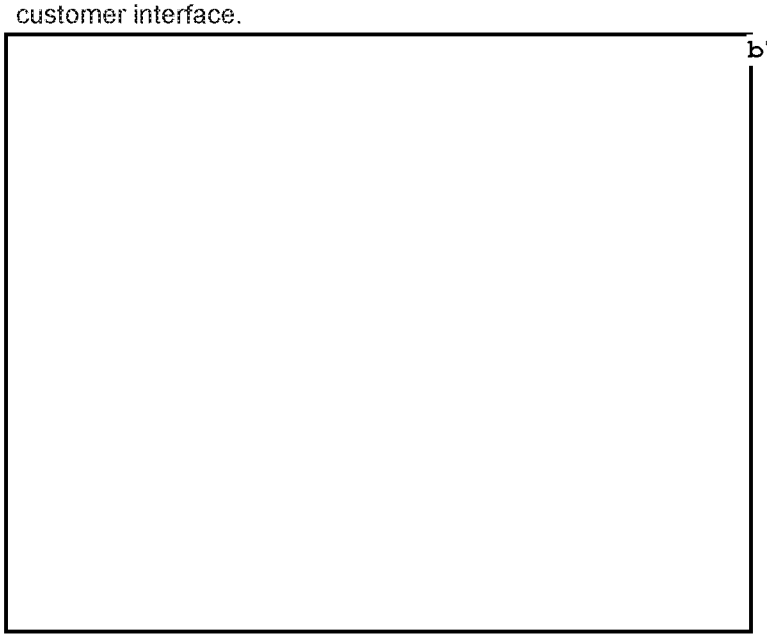

National Gang Intelligence Center (NGIC) Online Tool

The NGIC is the only Department of Justice (DOJ) entity tasked with collecting, analyzing, and producing gang intelligence products to support federal, state, local, and tribal law enforcement agencies. On a daily basis, they assist with regional and national threat assessments; geospatial analysis and mapping projects; identification of gang signs, symbols, and tattoos; and analytical support for specific gang-related investigations. They also produce strategic and tactical intelligence reports and provide training.

The NGIC has unveiled NGIC Online, an FBI-developed information system with web-based tools designed for researching gang-related intelligence. This system is accessible through LEO, a free resource available throughout the country. It allows law enforcement members to search the system's vast library of intelligence products and images, post announcements, access officer safety reports, request information, and view the status of

requests and submissions to the NGIC. Also, additional resources are available including a gang training and events calendar, discussion board, and fully searchable gang-terms dictionary.

Since its original deployment in March 2011, four additional versions were deployed in FY 2011, and six were deployed in FY 2012. An agile development methodology is being used to deliver additional enhancements to the NGIC Online tool. These enhancements continue to meet the changing priorities and needs of NGIC Online users.

National Name Check Program (NNCP)

The NNCP is a software application designed to meet the Bureau's responsibilities to provide information for background checks conducted internally and for authorized external agencies. External agency customers include all other federal agencies, state and local law enforcement agencies, and select friendly foreign governments.

The focus of the NNCP is to [redacted] b7E

[redacted] The NNCP is sponsored by the Records Management Division (RMD), which provides funding for the application and employs a staff of 400 name check analysts who utilize it to conduct more than 3.5 million name checks per year.

The most significant enhancements to the NNCP were unveiled when [redacted] b7E

As a result, the FBI now has a state-of-the-art name check capability that is among the best in the world. With 75 percent of the results returned being correct matches.

The entire NNCP Operational Enhancements effort took 20 months (July 20, 2010 to March 16, 2012) and just under $3.7 million to complete. It required:

- the integration and customization of new Commercial Off-the-Shelf (COTS) products and technologies into the FBI's IT environment;
- the modification of existing data stores and software;
- the development of new data stores and software;
- rigorous attention to operating performance and efficiency;
- six months and multiple rounds of detailed testing; and
- extensive communication and coordination among various entities within the ITSD, RMD, and ITMD.

The successful completion of this effort has had, and will continue to have, a positive impact on the national security of the U.S. by helping to identify individuals who should not be granted entrance into this country or who should not be given positions of trust within the government.

Mobile Access Tactical Remote Information eXchange (MATRIX)

The MATRIX is a pilot project designed to [redacted] b7E

[redacted] b7E

The Secure Mobility Team completed the MATRIX project design and engineering pilot in October 2011. The business pilot kicked off in November 2011 with the deployment of kits to the Washington FO. Pilot deployments are being conducted with the Chicago, Tampa, Memphis, Baltimore, and Charlotte FOs; Science and Technology Branch; NSB; CTD; Critical Incident Response Group (CIRG); High-Value Detainee Interrogation Group; STAS; and ITED.

The Secure Mobility Team is crafting a comprehensive business plan that will provide for the continued use of MATRIX for existing pilot users and the piloting of the next-generation of mobile access at a significantly reduced cost.

Mobility Applications Concept of Operations (CONOPS)

Two ITED employees were transferred temporarily from the ITED to the OCKO to assist with the Mobility Applications (apps) CONOPs pilot. They conducted a study and an analysis of the activities involved in developing and delivering applications for mobile (SmartPhone and tablet) platforms. The team reviewed, characterized, and identified mobile applications that were potentially useful to the FBI. Additionally, the team analyzed FBI policies to identify those policies that could apply to using mobile applications when conducting official FBI duties.

Two FBI mobile applications were developed and delivered during the Mobile Knowledge Pilot in the 3rd Qtr. of FY 2012; two additional applications were developed and delivered in the 4th Qtr. of FY 2012, including:

- An interactive, unclassified version of the FBI Domestic Intelligence and Operations Guide (DIOG). This application improves access to and knowledge of the DIOG and helps to improve investigative efficiencies. It also promotes greater awareness, adherence, and compliance.
- [redacted]

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Manuals, handbooks, quick guides, and helpful tips publications are prime candidates for movement to mobile devices. As a result of these pioneering efforts, the development team discovered ways of how to improve the process. All of these applications advance the goal of mobilizing FBI knowledge to support FBI operations and promote business efficiencies and compliance.

Sentinel

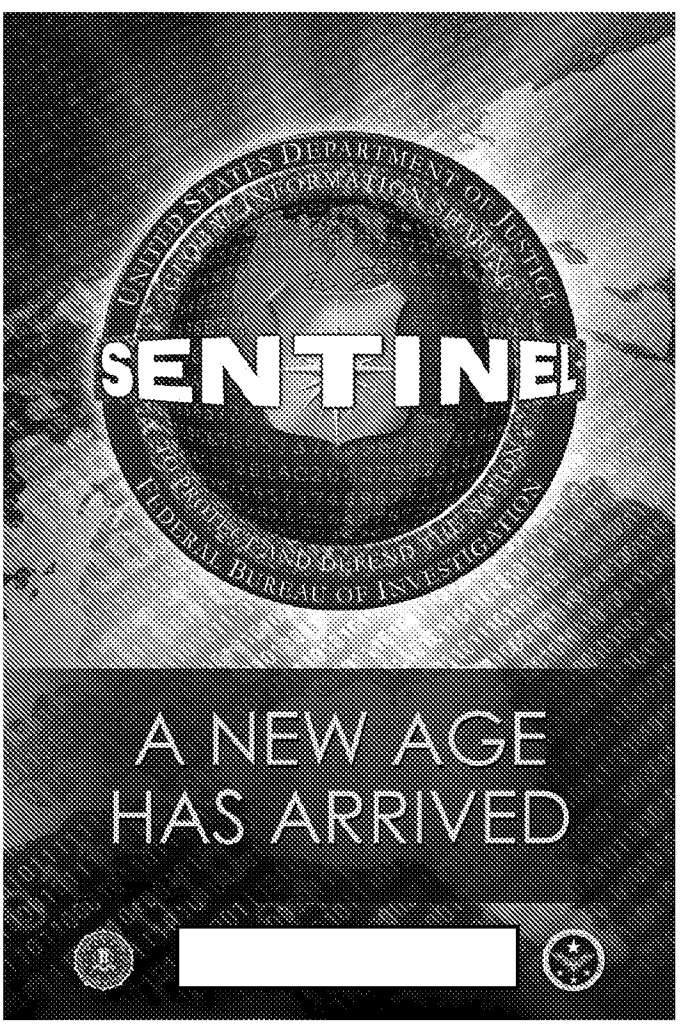
In October 2011, in collaboration with the CIRG, the Sentinel team prepared for a Sentinel Functional Exercise (SFE I) with participants from FOs, Legal Attachés (Legats), and FBI Headquarters (FBIHQ) divisions. The exercise replicated daily business practices using Sentinel to allow participants an opportunity to evaluate Sentinel functionality and provide user feedback. During this exercise it was discovered that the Sentinel application would need to be supported by more powerful servers.

After the October 2011 SFE, the Sentinel Agile team continued to develop Sentinel while waiting for the new hardware to arrive. As they developed new functionalities, the Sentinel Agile team actively began seeking feedback from a designated user group to assess and evaluate Sentinel to ensure its usability and effectiveness.

In March 2012, more than 300 Special Agent Sentinel Advocates participated in Sentinel orientations in the Atlanta, Denver, and Newark FOs. These agents received a preview of important new features that would be available when Agile Sentinel was released to the enterprise.

The ITB and CIRG conducted SFE II at the end of April 2012. SFE II allowed more than 525 participants to experience Sentinel functionality in a simultaneous, enterprise-wide exercise environment. Exercise participants represented 55 FOs, 12 Resident Agencies (RAs), five Legats, and five FBIHQ divisions (Counterintelligence, CTD, Criminal Investigative, Cyber, and the Directorate of Intelligence).

Following a successful SFE II, the Sentinel team began training the Organizational Unit Administrators, Operational Support Technicians, and a cadre of agents who, in turn, were to train personnel from their FOs for enterprise-wide deployment.



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In late May, more than 440 FBI employees attended six Train-the-Trainer sessions conducted at the Dallas and Denver FOs and the Northern Virginia RA. Participants from across the country received a comprehensive

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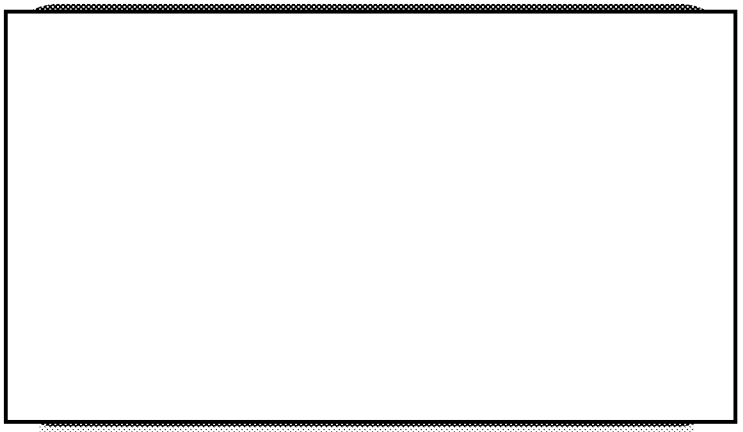

Sentinel Functional Exercise facilitators provide support during Sentinel Functional Exercise II.

introduction to the Sentinel application during a four-day hands-on orientation. They also worked through case-based scenarios to become familiar with the application. The trainers returned to their organizations to train their counterparts.

Sentinel was deployed for "Go Live Set Up" May 29, 2012. During that time, two "dress rehearsals" in preparation for enterprise-wide deployment occurred. A local dress rehearsal with two squads from the Washington FO and one FBIHQ Division took place from June 6-8, followed by a global dress rehearsal June 18-22. Dress rehearsal participants performed all duties in Automated Case Support and, in parallel, performed the same tasks in Sentinel. This provided employees the opportunity to understand and focus on the process for using the application without drastically impacting operations.

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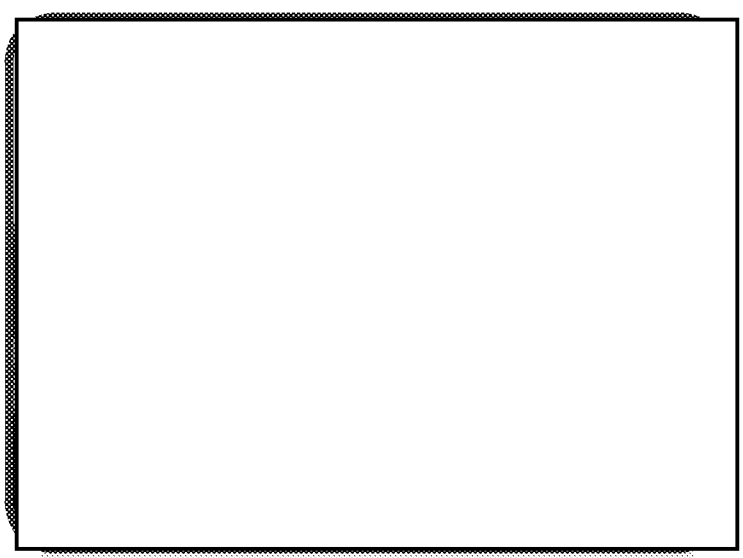

Trainers participate at Northern Virginia Resident Agency Train-the-Trainer hands-on orientation.

On July 1, 2012, Sentinel was deployed enterprise-wide and became the FBI's global case management system. The change to the new Sentinel system represents a significant change in how the FBI conducts its daily investigative and case management workload. Since its deployment, over 30,000 employees have used Sentinel.

The Sentinel team continues to develop and enhance Sentinel functionality and train and communicate with users in the field in preparation for future Sentinel releases.

> *"Sentinel represents a significant change in how the FBI conducts its daily investigative and case management workload."*

Surveillance Program Integrated Reporting and Intelligence Tool (SPIRIT)

SPIRIT is a SharePoint application that serves as the FBI's primary repository for raw intelligence data collected through mobile physical surveillance methods. Sponsored by the CIRG and developed by the ITB, SPIRIT helps FBI agents and analysts maximize the effectiveness of surveillance operations.

SPIRIT is an FBI-wide solution for storing mobile surveillance data, tracking program metrics, and managing surveillance workflow. It improves the processes for requesting and scheduling mobile surveillance resources throughout the FBI, provides workflow automation, and facilitates efficient dissemination, review, and analysis of raw intelligence.

Rather than handling surveillance requests and documentation on an office-by-office basis, as was done previously, requests are submitted through the same system. Having a unified system for all surveillance information and workflow across the FBI allows users to retrieve historical surveillance data, such as a surveillance subject's associates, vehicles, residences, and businesses, and create reports for investigative or intelligence use.

Significant enhancements were deployed in the SPIRIT 1.3 upgrade released during July 2012.

Highlights include:

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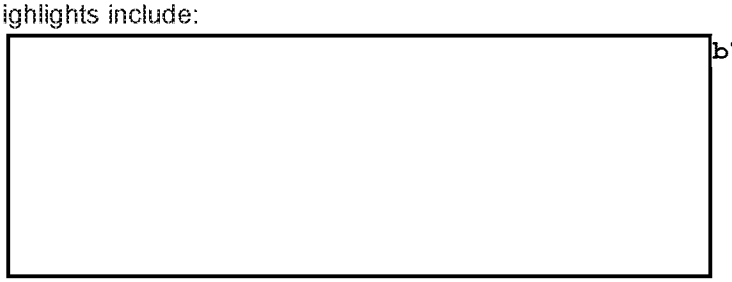

Because SPIRIT allows for surveillance information to be documented, shared, and queried across the FBI, intelligence analysts can use the system to research trends and discern links -- allowing them to "connect the dots" and make the most of the information obtained during surveillance operations.

Standard Products List (SPL)

The SPL, managed by the ITED, is the single authoritative list to govern the acquisition, use, and disposal of technologies, including workstation hardware equipment, such as multi-function printers, and standard baseline software. It is an easily accessible, user friendly, valuable, enterprise-wide customer resource. Items not on the SPL can only be purchased after a review and approval process by the ITED. The SPL, located on the ITED SharePoint site, has approximately 70 items that have been approved through an established vetting process.

Technology stewards, comprised of executives, points of contact, subject matter experts, and communities of interest, keep the ITED apprised of current technologies and approve requests for new technologies.

During FY 2012, the ITED conducted an Open Vetting Season with ITED technology stewards. One-on-one sessions were conducted to educate the technology stewards on their role and provide training on how to process requests more efficiently. During the Open Vetting Season, the ITED reduced the backlog of pending requests, which increased the vetting percentage by more than 125 percent.

Windows® 7/Office® 2010

Windows® 7 is a pilot engineering effort designed to upgrade the current operating system and office suite before Microsoft® support for the legacy XP is no longer available. The new software upgrades the FBI's computers from Windows® XP to the Windows® 7 Enterprise Edition with a corresponding update to Office® 2010 at a date to be determined. This will provide the speed and performance necessary to support mission tasks and sites that require additional IT computing power. Windows® 7 will provide greater communication, multi-media, and security functionality than Windows® XP.

During FY 2012, the ITED Windows® 7 Project Team completed version 1.2 of the Windows® 7 baseline for FBINet, FBI Unclassified Network (UNet), and Next Generation Sensitive Compartmented Information Operational Network (NGSCION).

Unified Financial Management System (UFMS)

The UFMS is the DOJ's new financial and acquisitions management system. It is a COTS, Federal Financial and Acquisition Management System sponsored by the FD.

The UFMS will improve the DOJ's financial and acquisitions management performance and provide the FBI and other DOJ components with an enterprise-wide financial management system, enabling more effective management of financial resources in support of the DOJ's mission, objectives, and strategic goals.

The UFMS offers features that will streamline financial workflows by eliminating or consolidating duplicative functions. It will also address material weaknesses and non-conformance in internal controls, accounting standards, and systems security identified by the DOJ's Office of the Inspector General.

Finally, the UFMS will provide procurement functionality to streamline business processes, consolidated management information, and the capability to meet the mandatory requirements of the Federal Acquisition Regulation and Justice Acquisition Regulations.

Implementing the UFMS is one of the FBI's top priorities, as it will significantly enhance the Bureau's ability to more effectively and efficiently manage financial business processes which, in turn, will enhance the ability to carry out national security and law enforcement operations.

The FBI is deploying the UFMS in three phases:

Phase 1 consisted of the deployment of the UFMS Contract Writing Tool (CWT) in 2008. The CWT provided the FBI acquisitions community with a uniform, automated mechanism for generating solicitations.

Phase 2 was completed on October 1, 2012. The full system functionality of UFMS was deployed at the CJIS, and the Pittsburgh, Chicago, and Louisville FOs.

Phase 3 is scheduled for the 1st Qtr. of FY 2014, and will include Bureau-wide deployment of UFMS.

INFRASTRUCTURE MODERNIZATION

Continual Service Improvement Program (CSI)

The CSI is an ITB initiative to resolve enterprise performance issues and improve the availability of IT services. The effort is being led by a core team of 25 ITSD and ITED personnel. Support for the program, which began in February 2012, is wide-reaching, including FO IT Specialists and Electronic Technician staff, and assistance from the ITMD, FD, FLSD, and Security Division (SecD).

The CSI represents the first time in several years the ITB has conducted an extensive review of its network and system infrastructure components, software, and internally developed applications. The CSI is turning the tide on IT service and engineering at the FBI by streamlining business processes and assuring secure adherence to industry best practices. This helps deliver vital operational IT products to the FBI enterprise on time with increased efficiency and maximum performance. The CSI is currently focused on the BlackNet [redacted] (FBINet), application quality of service, desktop performance, and the continued success of the Sentinel application.

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During FY 2012, CSI accomplishments included:

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Site 73

Site 73 is a modern, reliable data center facility able to deliver quality customer service.

It provides:

- a lights-out location with minimal personnel supporting all FBI enclaves, enterprise services, storage, and network connectivity.
- increased capability to better maintain applications and systems through standardization of hardware, processes, and procedures.
- enhanced FBI productivity through increased data center capability and improved service.
- the technology needed by the ITSD to continue its operation and maintenance capability and operational support.

During FY 2012, the ITED completed the Data Center Network Design initiative which included designing many aspects of the site with respect to equipment layout, cooling, power distribution, and fiber and cable routing.

In April 2012, the STAS completed the move of its Ashburn Data Center to Site 73. The cost avoidance for the physical reduction of the Ashburn Data Center was $700,000 for FY 2012.

When completed, Site 73 will support the modernization of all FBI networks, IT infrastructure, and provide modern core services, and network storage.

DAVE

Maintaining a current IT infrastructure is critical to the operations of the ITSD and its customers. The Infrastructure Support Section, Data Center Unit, is using

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Enterprise Circuit Consolidation (ECC)

The ECC is one of eight initiatives within the FBI that will collectively streamline the FBI's network infrastructure. It provides tremendous cost savings to the FBI; while reducing its overall energy and real estate footprint; increasing security; improving efficiency; and eliminating excess spending and outdated technologies across the entire FBI.

This multi-year effort, spearheaded by the ITED, began in 2009 and is nearing completion. It will end with 100 percent identification of ITB-purchased circuits that the Network Engineering Unit recommends be re-engineered or disconnected, providing cost reduction or elimination. Lessons learned during the ECC effort will promote periodic "right-sizing" of circuits to maintain efficiencies in IT costs. The ECC circuit consolidation initiative has proven to be an extremely valuable project, helping to identify discrepancies in billing and inventory of telecommunications circuits, providing significant cost savings for the FBI.

Initiatives completed during FY 2012 include:

- Identification of billing and inventory errors in equipment vendors' maintenance contracts
- Identification of unnecessary circuits and analysis of all telecommunications cost accounts

The circuit consolidation initiative is ongoing. The remaining activities are primarily associated with lists of circuits that are tracked by invoice to determine when those circuits are disconnected. The ECC is projected to be completed during FY 2013.

Continuing these efforts will help the FBI handle the fiscal constraints it is currently facing and demonstrate the organization's dedication to being a conscientious steward of taxpayer dollars.

Enterprise Secure Remote Access Service (ERAS)

Improving access to information anywhere, anytime is an objective not only for the FBI but also for the entire Federal Government. In support of that objective, the ITED took a step toward realizing a secure remote access capability that is secure, scalable, affordable, and available as a service for the enterprise.

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> *"ERAS has the potential to transform the FBI organization into a mobile workforce that can use IT as an enabler to achieve missions, goals, and objectives anywhere, anytime, more effectively and efficiently."*

ERAS will be an FBI service that provides users with secure access to information on both the FBINet and UNet simultaneously.

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Multi-Function Printer (MFP) Deployment

During FY 2012, the ITSD, and FD worked jointly to refresh printers, copiers, and scanners in the FOs supporting FBINet activities.

The MFP project modernizes the Bureau's infrastructure by deploying standard network multi-function print, scan, and copy devices to replace the large number of network and individual-user printers and scanners currently deployed world-wide to every FBI facility. Enhanced features allow the FBI to consolidate and downsize from its current supply of copiers, printers, and scanners providing a standard product that can be better supported by IT personnel.

The deployment of MFPs also reduces the total number of network printers and their associated costs, while increasing the total number of available scanners, improving operational efficiencies enterprise-wide.

Currently, the Bureau maintains 14,000 printers, or one printer for every three resources (ratio of 1:3). The MFP initiative -- a one-time capital investment -- will change the printer-to-resource ratio from 1:3 to 1:9. It is estimated that this change of copier products will reduce copier replacement costs by nearly one half and maintenance costs by 70 percent, resulting in cost avoidance in the first year in excess of $3.8 million.

Printer delivery to FOs was designed to take place in phases. Phase 1, completed July 1, 2012, included the full deployment of the monochrome MFPs. Phase 2, scheduled for completion during December 2012, will deliver the remaining color MFPs and Single Function Printers to all the FOs. Deployment to the FOs began in July 2012 with an anticipated completion of Phase 2 by the end of December 2012.

NGSCION

The ITB began deployment of its new, state-of-the-art Top Secret (TS)/Sensitive Compartmented Information Operational Network (SCION) platform, NGSCION in May 2011. NGSCION provides agents and analysts with an environment that supports the FBI's National Security mission

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Security Management

Classification Marking Tool (CMT v.3.1)

On September 29, 2012, the ITB deployed CMT v.3.1 of the Office of the Director of National Intelligence-mandated and CIA-developed CMT on the FBI's classified network.

The CMT allows employees to use the automated tool to select the correct classification criteria based on the information being classified. Proper document marking facilitates information sharing with a consistent marking format designed to ensure classification decisions for each portion are clearly marked and easily understood. All classified documents—including, but not limited to e-mail, electronic communications, policy guides, newsletters, spreadsheets, documents, presentations, and photographs—must display portion markings and banner lines on each page as well as the classification authority block on the first page of the document.

The updated CMT features the same functionality to the user community, but has a slightly different web-based "look and feel." A number of enhancements have been made on the backend of the tool to accommodate for additional changes expected during FY 2013.

e-Discovery

The ITB is addressing the FBI's #1 compliance risk by standardizing the tools and processes used for the identification, preservation, collection, and review of electronically stored information (ESI) in civil and criminal e-Discovery.

ITB is partnering with the OGC, RMD, SecD, Inspection Division, and the FD to manage the launch of new e-Discovery tools and processes and centralize all ESI search and collections.

FY 2012 milestones included:

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The e-Discovery Project Management Office is working with the ITED, ITSD, RMD, and Sentinel management to develop and deploy a Record Marking Tool within Outlook that will be piloted and deployed during FY 2013.

Provisioning and Access Control System (PAC)

PAC is an FBI IT modernization project, enabling accurate and efficient management for granting and revoking system access rights across the enterprise. PAC is a modern Identity and Access Management infrastructure. It will

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Security Management Information System (SMIS)

During FY 2012, the ITMD completed the SMIS and transitioned the project to the SecD's Enterprise Process Automation System team. The creation of the SecD in 2001 in response to the arrest of Robert Hansen prioritized the need to consolidate and centralize management of the security programs in support of SecD's Strategic Plan.

The SMIS initiative automated the SecD's Initial Clearance Section's Clearance Processing System (CPS). The CPS tracks and manages background investigations and clearance determinations. Automating the CPS allows the FBI to process background investigations for agents, professional support personnel, and contractors in a more timely fashion. Other benefits CPS automation provides customers include:

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AWARDS, RECOGNITION, AND TRAINING

The ITB requires skilled, educated, and experienced IT professionals to address new and emerging technologies. To enhance its workforce, the ITB used a myriad of hiring methods to continue to staff critical positions.

During FY 2012, the ITB posted 62 vacancy announcements and 138 applicants were submitted for employment background processing. In addition, ITB hiring managers accepted and reviewed resumes recommended and referred to them by ITB employees. A total of 86 employees were hired using this "Direct Hire" process.

The ITB employed an "Approved-for Hire" SharePoint site developed by HRD to hire individuals who had successfully completed the background process and were available to report onboard without further processing.

Twenty-two employees were hired through the On-Board Contractor Buy-back program. This enabled the ITB to save money by cost-effective replacement of contracting staff with government employees.

All of these hiring methods enabled the ITB to fill their vacancies for critical positions.

Awards and Recognition

Sentinel Team Wins Director's Award

On September 6, 2012, 15 members of the ITB's Sentinel team received the 2012 Director's Award for Outstanding Information Management. Before Sentinel's launch this past June, the Sentinel team spent more than 22 months working on the development and deployment of the application, using innovative technologies to meet the system requirements specifications and to meet the customers' case management needs. The Sentinel team invested in user training opportunities and deployed extensive online training materials to ensure a smooth transition for all FBI employees. Sentinel has allowed employees to share and view case information among each other within minutes and hours rather than the days or weeks it took previously.

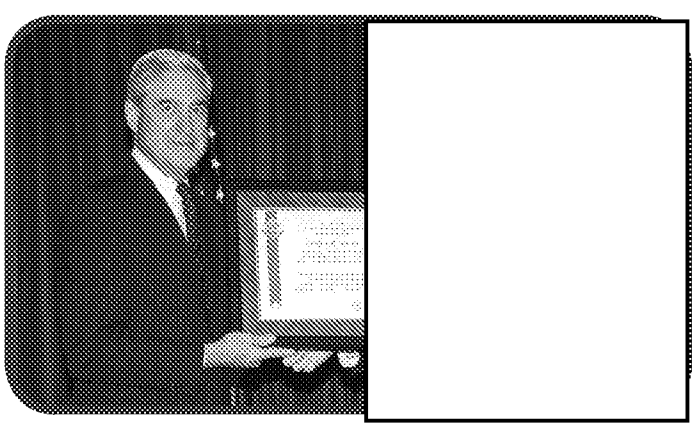
Sentinel is one of the most significant software applications ever developed for the FBI workforce and represents one of the most all-encompassing technological contributions to the FBI.

Assistant Director Jennifer R. Sanchez, Presidential Rank Award Recipient

ITSD AD Jennifer R. Sanchez was honored in a ceremony in the Bonaparte Auditorium at FBIHQ on May 11, 2012, with the Meritorious Rank for the 2011 Presidential Rank Awards – the highest award the President can give to a member of the Senior Executive Service.

AD Sanchez's was recognized for her professionalism, loyalty, and devotion to duty she has demonstrated during her nearly 33 years with the FBI.

During her tenure, she led the ITSD's move to enhance its IT infrastructure services to meet the FBI's operational needs and user expectations. She directed the effort to obtain state-of-the-art data center services and played a key role in establishing the ITSD Strategy Map identifying priorities and guiding division resources to ensure mission success.



AD Sanchez's service as a leader and role model and her devotion to duty was recognized by her peers within the ITB and throughout the FBI.

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Employee Awards and Recognition

During FY 2012, the talents and hard work of ITB employees did not go unrecognized. Employees received awards and recognition for their individual performance,

service, and teamwork. Awards were given for innovative ideas, cost-saving initiatives, and business or process improvements.

ITB employees received:

- 45 Incentive Awards
- 500 On-the-Spot Awards
- 68 Time-Off Awards
- 20 Lapel Pins
- 35 Quality Step Increases (for year-long excellence in job performance)

Knowledge Awards Program (KAP)

The OCKO sponsored the KAP, a Bureau-wide awards and best practices sharing program, designed to provide an avenue for employees to share proven solutions, knowledge, and experiences to help the Bureau "do more with less" and foster the innovative spirit of the FBI workforce.

The OCKO received 150 approved submissions. These included 67 submitted by FOs, 82 from FBIHQ entities, and one submitted by a Legat. Overall, 86 percent of the FOs, 100 percent of FBIHQ Divisions/Offices, and six percent of Legats participated.

Seven hundred sixty-five employees were recognized with certificates. Of these, 377 employees received On-the-Spot awards.

Training

Advanced Management Program (AMP)

Two ITB employees participated in the 16-week resident graduate program at the National Defense University. It is designed for middle-and senior-level managers and leaders responsible for promoting and attaining national and international security goals through the strategic use of information and information technology. The AMP is a highly interactive student-centered educational experience in which leadership skills and abilities are emphasized. Participants have the option of earning a CIO, Cyber Leadership, Chief Financial Officer Leadership, or Government Strategic Leader Certificate.

New Employee Orientation

New FBI employees receive an FBI-related orientation when they first "report for duty." Other employees might be "veteran" FBI employees, but are new to the ITB. Because neither group receives any ITB-specific information, the ITB established a newcomer's orientation to familiarize them with the Branch and its mission.

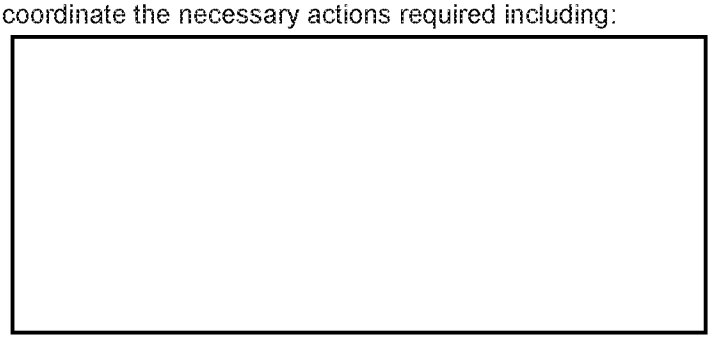
Recognizing the importance of the orientation, the ITB's executives, including the EAD, make every effort to personally attend and brief the newcomer's on their areas of responsibility--an overview of their mission, vision, functions, and key products and services they provide. During the orientation, new employees receive in-depth information about human resources, security, budget, logistics, and communications-related policies and efforts to ensure they "learn the basics" and know where to go within the Branch for assistance. These sessions also provide the employees the opportunity to ask any questions, meet other new employees.

The number of orientations, dates, and number of attendees vary based on the number of individuals coming onboard and their availability. Based on these parameters, the ITB conducted two new employee orientations during FY 2012. Forty new employees attended the all-day sessions.

NGSCION Training

To improve obtaining the required Sensitive Compartmented Information (SCI) accesses and training in the use of NGSCION, the ITB's ESS formed a team to investigate the current process; identify improvements to reengineer and virtualize the training; and eliminate excessive lead times and travel to FBIHQ.

The team engaged the SCION/NGSCION program manager, the SecD, HRD, and other ITB stakeholders to coordinate the necessary actions required including:



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The system was rolled out in February 2012. The requirement for classroom training was phased out. Currently the average time requirement to complete the process is 14 days. Since the rollout, 1,760 employees have requested and completed training.

GETA Training

GETA training provides professional development training opportunities for all FBI employees. Consideration for all training requests is based upon supervisory approval, employee work demands, GETA program manager approval, and financial resources available at the time

of the request. Training must be related directly to documented duties and/or collateral duties as assigned.

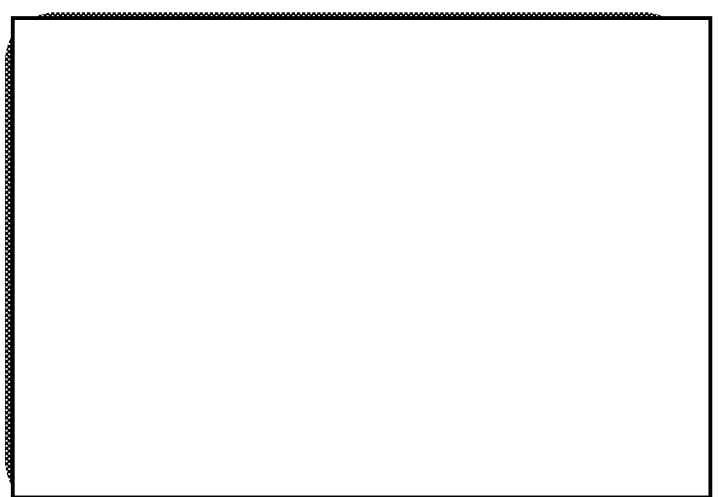
During FY 2012, 316 ITB employees attended GETA-funded training.

Program/Project Management Professionals

The Office of Management and Budget (OMB) developed a program management certification program in April 2007 to ensure federal project/program managers possessed the necessary competencies to succeed at various stages of their careers.

The Federal Acquisition Certification for Program and Project Managers (FAC-P/PM) consists of three levels of certification (entry-level, mid-level, and senior). The program also features a continuous learning requirement once an individual achieves any level certification.

Currently the ITMD has 20 certified FAC P/PM Level IIIs, the gold standard in certification. During FY 2013, the section is expected have six additional certified FAC-P/PMs.



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The ITMD received a "President's Award" plaque from the Combined Federal Campaign (CFC) in recognition of ITMD's fundraising efforts in 2011. The President's Award is the highest CFC award for a division, representing a participation rate of at least 75 percent or a $275 or higher per capita gift. In 2011, ITMD raised 227 percent of the division goal, with a gift of almost $300 per employee. Pictured above 2011 CFC Coordinator [redacted] presents AD John Hope with the plaque.

COLLABORATIVE FORUMS

Regional ITS Program

To better engage the IT dialogue between FBIHQ and the field, the ITSD Field Support Unit (FSU) created the position of the Regional Information Technology Specialist (RIT). The FSU is now the home to five RITs who are responsible for a collection of regionally based FOs throughout the continental U.S. This new program enhancement gives all the units at FBIHQ one button to push to send and receive information, to and from the field IT community.

The consolidated approach provides a targeted, streamlined information flow that allows everyone involved to focus on his/her own areas of expertise. Whether gearing up for a deployment or perhaps a pilot, now FBIHQ units and project teams do not have to search websites and staffing lists for names, phone numbers, and points of contact for FO personnel. Likewise, the FO Information Technology Specialists (ITSs) do not have to search organizational charts and mission statements to determine which units could provide the respective support or service needed for any given situation.

Armed with extensive experience both in the field and FBIHQ, each of the five RITs are acutely aware of the challenges of working IT in the FOs, as well as the broad-based strategic perspective of HQs. The dialogue is certainly a two-way communication. As the conduit for all IT matters between FBIHQ and the field, just one call through the RITS yields the flow of information both ways.

During FY 2012, the FSU initiated a bi-weekly summary for to the field of IT events, activities, and issues of concern. In addition, the FSU conducted monthly live meetings to allow the field the opportunity to ask questions and hear directly from subject matter experts from FBIHQ. The FSU also sponsored its first virtual conference.

Virtual Information Technology Exchange Seminar (VITES)

The FSU sponsored the VITES hosted at FBIHQ on September 18-20, 2012, highlighting the theme "ITSs: The front line of providing better technology service."

More than 175 attendees per session participated in the highly successful event including participants from every FO. EAD/CIO, Jerome M. Pender, presented the keynote message outlining his vision and priorities. AD Jennifer R. Sanchez provided a welcome address and discussed her foremost focus for the ITSD, "improving the overall quality of IT services throughout the enterprise."

This year's event was unique: It was the first time it was hosted remotely using Online Meeting. Subject Matter

Experts offered solutions for troubleshooting issues, network concerns, and reports. Informational presentations included: DIVS-IDW Merger, Advanced Enterprise Troubleshooting [redacted] Service Manager, and many other topics of interest. b7E

The seminar was available to all interested employees and allowed every IT Specialist the opportunity to learn, collaborate, and share from any location. The highly interactive forum offered the ability to ask questions in real time or by messaging.

ITB "All-Hands" Meetings

Three ITB "All-Hands" meetings were held during FY 2012. EAD/CIO Chad L. Fulgham held the first FY 2012 meeting on October 3, 2011, in the Bonaparte Auditorium at FBIHQ. Guest speaker, retired EAD [redacted] spoke on "The Value of Your Work...A View from the Private Sector." He encouraged ITB employees to remember the importance of their work to the mission of the FBI. He also discussed applying business principles, such as business plans, focusing on deliverables, and risk management to public sector work. Fulgham spoke about the Branch accomplishments, hiring initiatives, and Sentinel. b6 b7C

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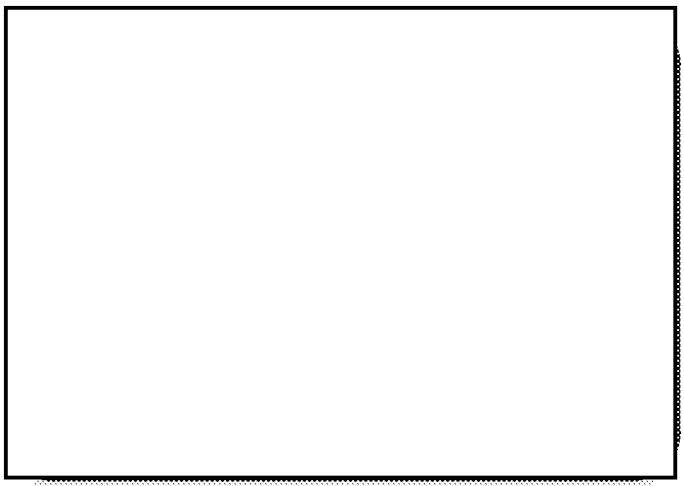

CIO Chad L. Fulgham presents lapel pins during the meeting.

Fulgham hosted the second State of the ITB meeting on February 21, 2012, in the Bonaparte Auditorium at FBIHQ. Retired EAD [redacted] previously the head of the Science and Technology Branch, spoke about how important each Branch's contribution is to the FBI's overall mission. He described each employee "as being one fiber, one thread of the entire investigative process, but that each employee can be the thread that pulls everything together. "

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Fulgham updated employees on current and future ITB projects/initiatives to include the streamlining of the SCION access and training processes, the Regional ITS program, NGSCION, the MATRIX secure mobility project, wireless mobile devices, and Sentinel. He also recognized the contributions of several ITB employees with lapel pins and presented a Penguin Award to an employee who was willing to take risks to further innovative ideas.

EAD/CIO Jerome M. Pender hosted a "Welcome Aboard" All-Hands meeting on September 28, 2012, in the Bonaparte Auditorium at FBIHQ. ADD Kevin L. Perkins, the guest speaker, discussed his role as a customer of the ITB and praised the Sentinel team saying that the "rollout was one of the single-most important accomplishments the FBI has done."

Pender introduced himself and addressed his three guiding principles: Integrity, Teamwork, and Intelligent Risk Taking. He discussed his vision for the Branch which included four priorities: IT Business Alignment, Network Stability, Financial Responsibility, and winning Back the Mission Business.

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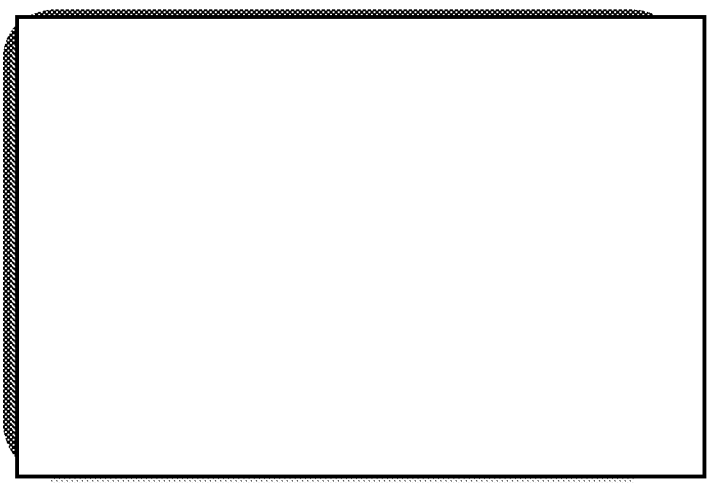

CIO Chad L. Fulgham thanks Retired EAD [redacted]

2011 Knowledge Week Ordinary People, Extraordinary Solutions

Knowledge Week, an annual event sponsored by the OCKO, features speakers on topics such as collaboration, knowledge sharing, and innovation. The 2011 event took place November 14-18, 2011, in several conference areas in the FBIHQ. It also was available enterprise-wide via webcasting and Microsoft Live Meeting.

The program included presentations on the My Sites networking tool, a mentoring/job shadowing program, and the KAP. Knowledge Week attendees participated in a Knowledge Café, which included a variety of FBI speakers on topics such as intelligence, gangs, and technology.

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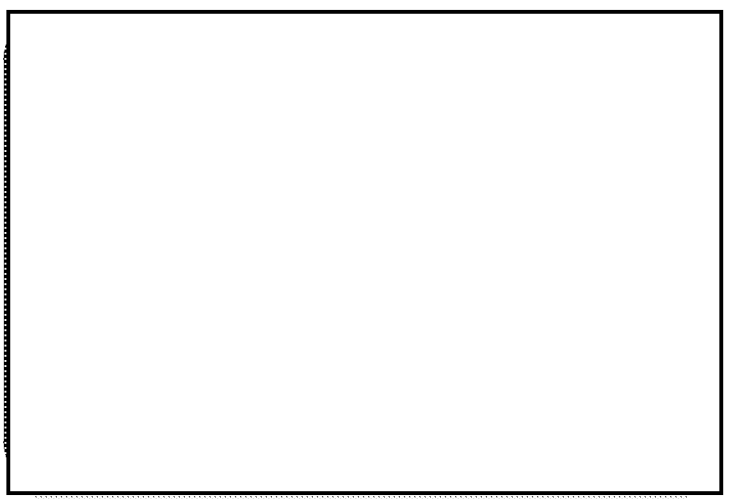

FBI employees participate in Knowledge Week Event.

Knowledge Week also featured a panel discussion and awards ceremony for the top recipients of the KAP who traveled from across the country to FBIHQ to present their success stories and lessons learned.

Knowledge Capture Program

The OCKO created the Knowledge Capture Program to record employees' years of knowledge and experiences before they leave the FBI for retirement, a rotational duty, or another job assignment. Prior to their departure, OCKO

staff interviews employees and makes their recorded answers available to their successors.

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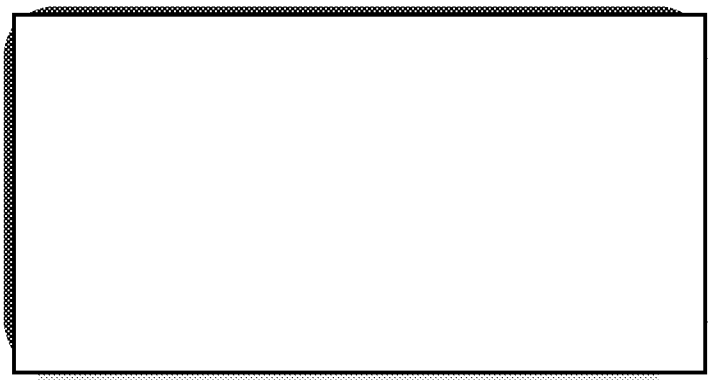

The OCKO staff interviews Deputy Director Murphy prior to his departure from the FBI.

Topics discussed include key ongoing issues, important points of contact, challenges that may lie ahead, and lessons learned. This past year several executive-level employees participated in the program prior to their departure from the FBI.

Federal Knowledge Management Community

This past year the FBI's Office of the Chief Knowledge Officer (OCKO) brought together knowledge officers from various federal agencies for five Federal Knowledge Management (KM) Community meetings. These meetings were held at

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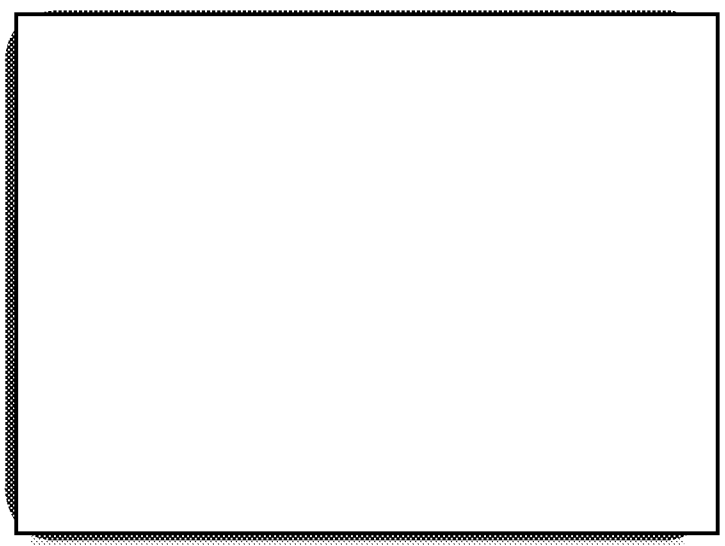

Federal Knowledge Management Community Officers share ideas.

During these meetings, community members from the

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and more, shared ideas that ranged from how to meet different challenges the agencies were facing to projects and programs working for the agencies.

Some of the ideas discussed included how to better collaborate using the Federal KM Community website -- creating a Federal KM Primer and collaborating regarding best practices to reduce redundancy; the DOT's use of ideation and crowd sourcing through the use of IdeaHub; and the Army's succession planning programs -- Army Intern and Mentor Programs, Continuity Books/Standard Operating Procedures, and Exit Interviews.

Community of Interest Groups

The ITMD is now home to two "Community of Interest Groups" whose individuals share a common interest and meet to discuss how it impacts their work. These working groups focus on the unique challenges of their respective members.

The ITMD Advanced Technology Group (ATG) was formed in January 2012, to bring together employees and their technical expertise to improve the Division's business processes. The ATG helps the ITMD keep pace with rapid IT innovation.

The ITMD has also assembled a group of senior-level employees with the creation of the Council of Fifteens (Cof 15). The Cof 15, comprised of non-supervisory GS-15 personnel assigned to ITMD, leverages the extensive knowledge and experience of subject matter experts. During FY 2012, the 17-member team focused on specific areas of development including LCM streamlining, staff training and certification, and employee mentorship. This team also attends the monthly ITMD leadership meeting to present updates on their ongoing initiatives.

Together, these working groups encourage collaboration and enhance business operations.

ITED Vendor Day Events

During FY 2012, the ITED hosted three Vendor Day events. These gatherings, held in the William H. Webster Room at FBIHQ, provided professional venues for educating attendees and keeping them current on new IT products and industry trends.

- The Cloud Computing Expo took place on January 10, 2012. More than 50 vendors participated in this event which featured a variety of new and improved technology tools.

- The Application and Storage Management Expo took place on April 17, 2012. Vendors showcased new products and services offered by each company.
- The third IT Vendor Day took place on on August 1, 2012. More than 30 small businesses and prime contractors were on-site to share information about their latest technology products and solutions.

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Vendor Day Events showcase new and improved IT tools.

The ITMD Jeopardy Event

The ITMD sponsored a team-building event modeled after the television game show, "Jeopardy."

Contestants answered questions on IT-related and FBI historical knowledge.

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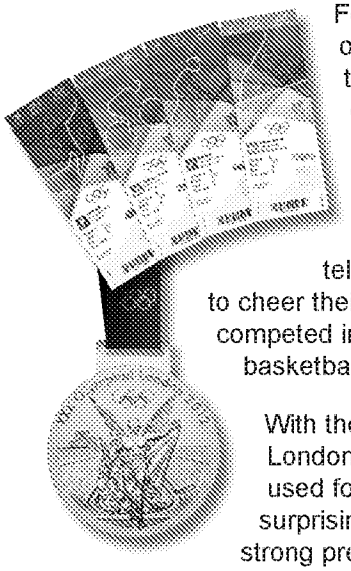
Winners of the ITMD Jeopardy event received a trophy for their efforts.

ITB Medals in Olympic Preparedness

Millions of people descended on London July25 – August 12, 2012, to witness the Summer Olympic Games. More than 10,400 athletes vied to grab 302 possible medals in 26 sports.



For those not holding one of the eight million event tickets, there were numerous other ways for fans to enjoy the festivities. Organizers estimated that billions of people around the globe were glued to their televisions and/or computers to cheer their favorite athletes as they competed in everything from archery to basketball to table tennis.

With the spotlight planted firmly on London and the dozens of venues used for competitions, it wasn't surprising to know that the FBI had a strong presence at the games.

A group of highly-skilled and dedicated agents, intelligence analysts and professional staff worked closely with other international partners to ensure that athletes and spectators alike were protected.

These individuals relied on the availability and speed of the FBI's networks to share necessary information with international counterparts worldwide. However, with the influx of tech-savvy visitors equipped with their SmartPhones and tablets, connectivity was challenged like never before.

To alleviate any potential issues, the International Support Unit (ISU) worked closely with the Legat office in London to prepare for the games and provided additional TEMPEST workstations and other IT equipment for FBINet access.

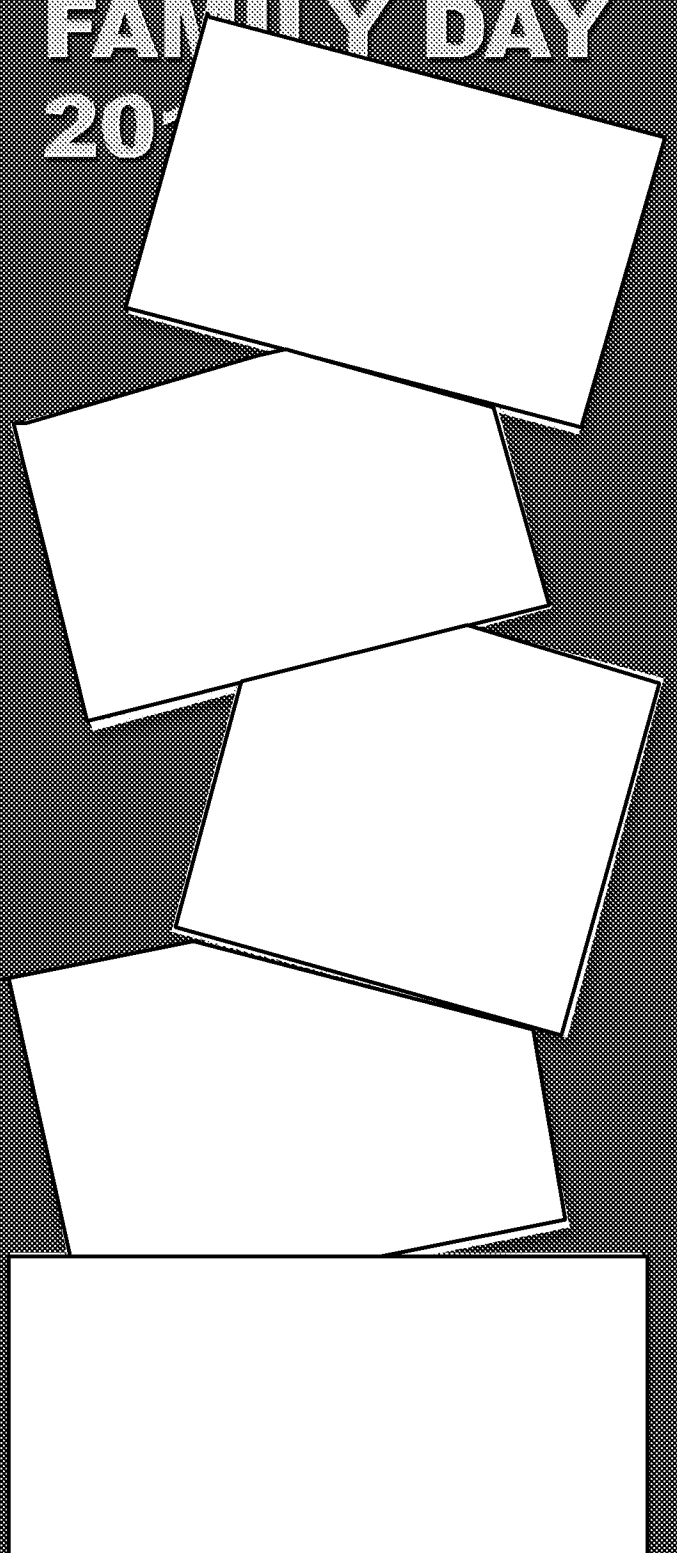
Additionally, many other items were enhanced to ensure FBI personnel were ready and able to assist during the games. Bandwidth was increased, encryption devices were upgraded, and additional fiber optic cable was installed. And, if FBI employees needed assistance, remote help desk support was also available around the clock.

Getting ready for the Olympics was a long process with many moving parts, but thanks to ITB personnel in the ISU, the FBI's technology resources were secure and reliable.

FAMILY DAY 20[illegible]

The ITB participated in the FBI Family Day festivities held June 29, 2012, in the FBIHQ courtyard and mezzanine areas. ITB's booth featured information about the National Gang Intelligence Center Information System, iDomain, a live demonstration of the FANTOM visualization software, and information highlighting the OCKO Knowledge Awards Program. In addition, there were IT-related children's games and souvenir items available.

ITMD volunteers coordinated the event with support and staffing from other ITB components.



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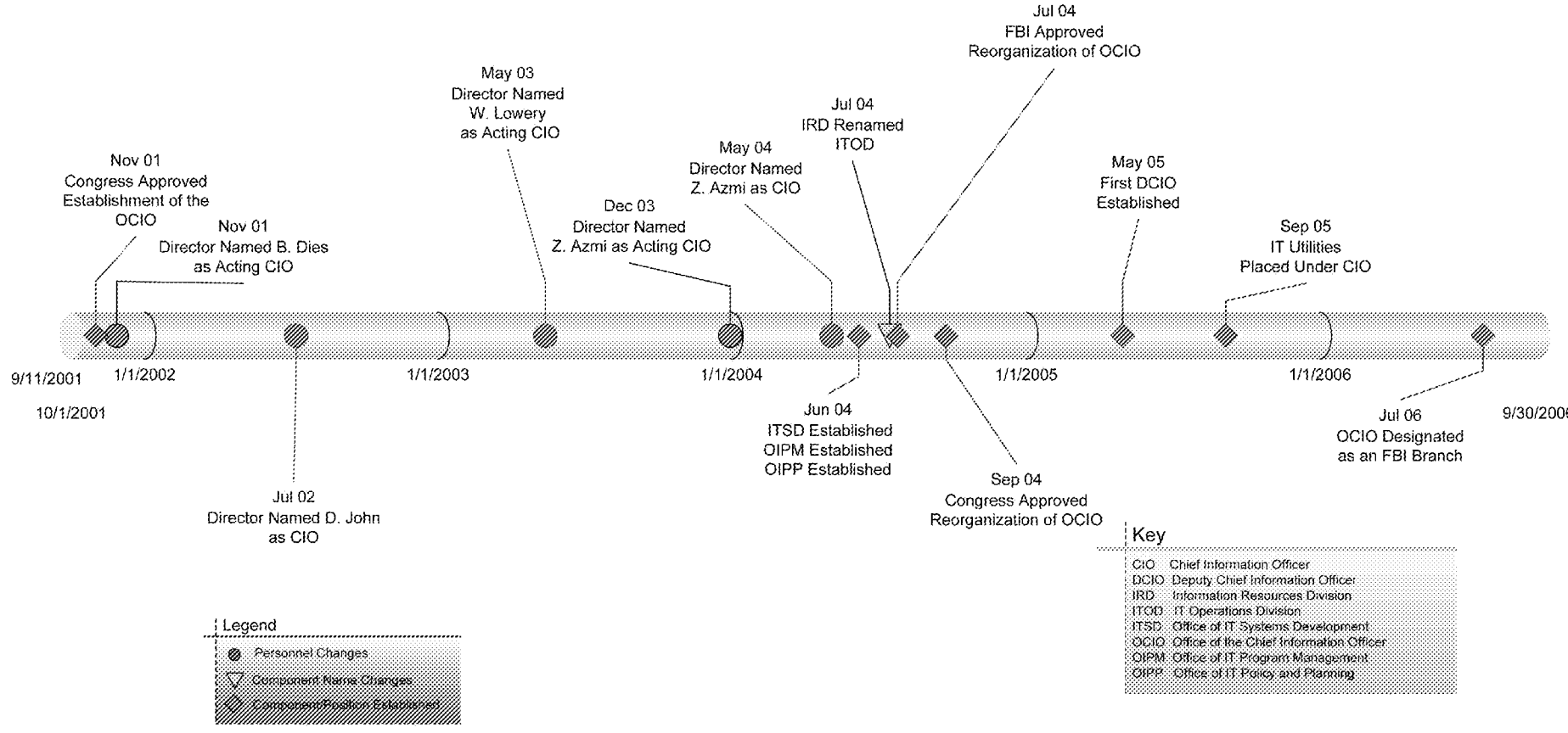
ACRONYMS

ACS	Automated Case Support
AD	Assistant Director
ADD	Associate Deputy Director
AMP	Advanced Management Program
ATG	Advanced Technology Group
BIKR	Bureau IT Knowledge Repository
CFC	Combined Federal Campaign
CHS	Confidential Human Source
CIO	Chief Information Officer
CIRG	Critical Incident Response Group
CJIS	Criminal Justice Information Services
CMT	Classification Marking Tool
Cof15	Council of Fifteen
COOP	Continuity of Operations
COTS	Commercial-off-the-Shelf
CONOPS	Concept of Operations
CORE	Collection Operations and Requirements Environment
CPS	Clearance Processing System
CSI	Continual Service Improvement Program
CTD	Counterterrorisms Division
CWT	Contract Writing Tool
DAD	Deputy Assistant Director
DAVE	Distributed Application Virtual Environment
DI	Directorate of Intelligence
DIOG	Domestic Intelligence and Operations Guide
DIVS	Data Integration and Visualization System
DO	Director's Office
DOJ	Department of Justice
DOT	Department of Transportation
EAD	Executive Assistant Director
ECC	Enterprise Circuit Consolidation
EOC	Enterprise Operations Center
EPAS	Enterprise Process Automation System
ERAS	Enterprise Secure Remote Access Service
ESI	Electronically Stored Information
ESID	Electronically Stored Information Discovery
ESS	Executive Staff Section
FAC-P/PM	Federal Acquisition Certification for Program and Project Managers
FBI	Federal Bureau of Investigation
FBIHQ	FBI Headquarters
FBINet	FBI Classified Network
FD	Finance Division
FISA	Foreign Intelligence Surveillance Act

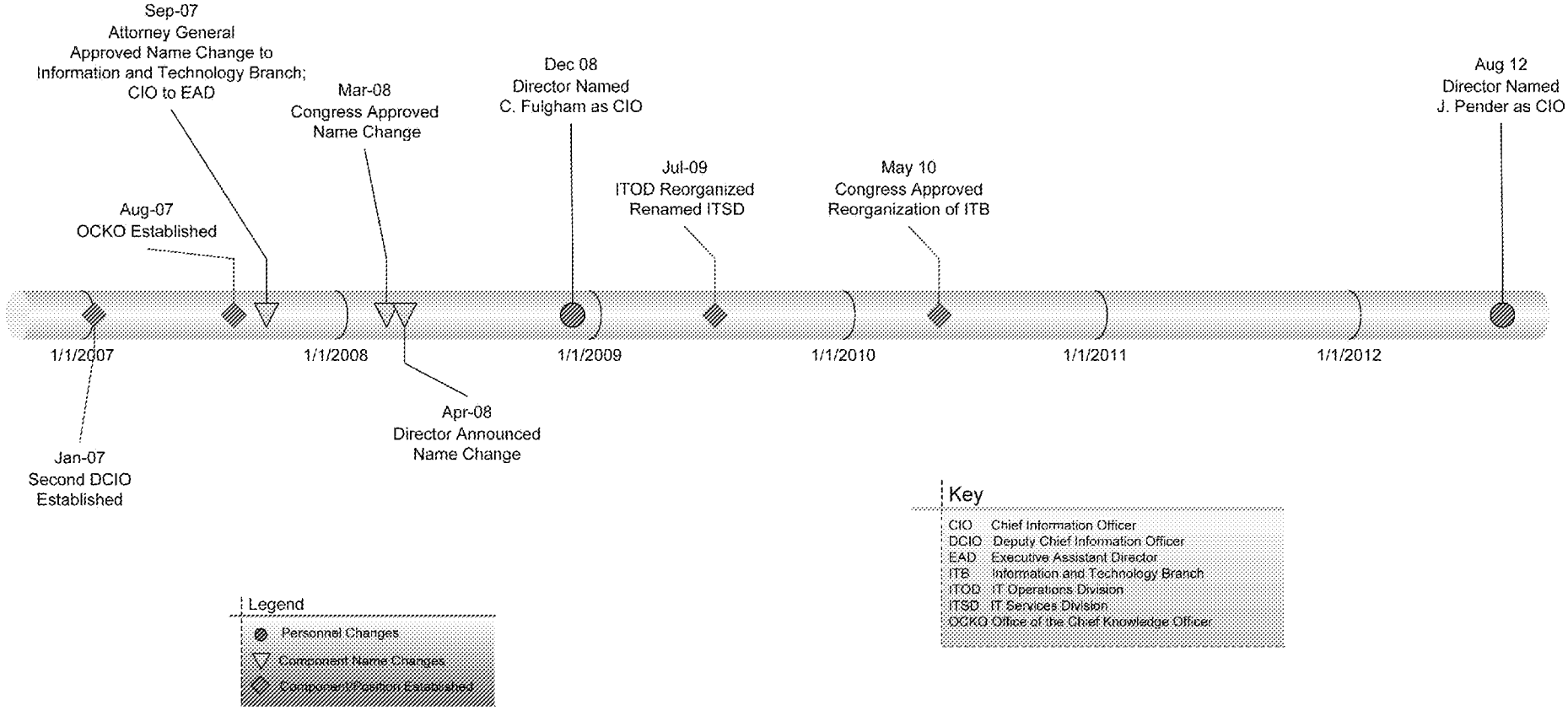
FISMA	Federal Information Security Management Act
FLSD	Facilities and Logistics Services Division
FO	Field Office
FSU	Field Support Unit
FY	Fiscal Year
GETA	Government Employee Training Act
HRD	Human Resources Division
HSPD-12	Homeland Security Presidential Directive
IC	Intelligence Community
IDW	Investigative Data Warehouse
IT	Information Technology
ITAMP	IT Asset Management Program
ITB	Information and Technology Branch
ITED	Information Technology Engineering Division
ITMD	Information Technology Management Division
ITS	Information Technology Specialist
ITSD	Information Technology Services Division
KAP	Knowledge Awards Program
KM	Knowledge Management
LCM	Life Cycle Management
LEO	Law Enforcement Online
Legat	Legal Attaché
MATRIX	Mobile Access Tactical Remote Information eXchange
MFP	Multi-Function Printer
NGIC	National Gang Intelligence Center
NGSCION	Next Generation Sensitive Compartmented Information Operational Network
NICS	National Instant Criminal Background Check
NNCP	National Name Check Program
NSA	National Security Agency
NSB	National Security Branch
OCKO	Office of the Chief Knowledge Officer
OGC	Office of the General Counsel
OMB	Office of Management and Budget
OTD	Operational Technology Division
PAC	Provisioning and Access Control System
PHA	Project Health Assessments
RA	Resident Agency
RIT	Regional Information Technology Specialist
RMD	Records Management Division
SAR	System Access Request
SCI	Sensitive Compartmented Information
SCION	Sensitive Compartmented Information Operational Network
SecD	Security Division
SFE	Sentinel Functional Exercise
SMS	Strategy Management System

SMIS	Security Management Information System
SPIRIT	Surveillance Program Integrated Reporting and Intelligence Tool
SPL	Standard Products List
STAS	Special Technologies and Applications Section
TS	Top Secret
UFMS	Unified Financial Management System
UNet	FBI Unclassified Network
VITES	Virtual Information Technology Exchange Seminar
WPS	Wireless Priority Service

History of Office of the Chief Information Officer/Information and Technology Branch FY2001-FY2006



History of Office of the Chief Information Officer/Information and Technology Branch
FY2007-FY2012



NOTES

ACKNOWLEDGEMENTS

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Thanks to all ITB staff who collaborated and contributed to this effort.

The report may be viewed online at FBINet [redacted] b7E

Official FBI Publication

U.S. Department of Justice
Federal Bureau of Investigation
Information and Technology Branch

U.S. Department of Justice
Federal Bureau of Investigation
Information and Technology Branch

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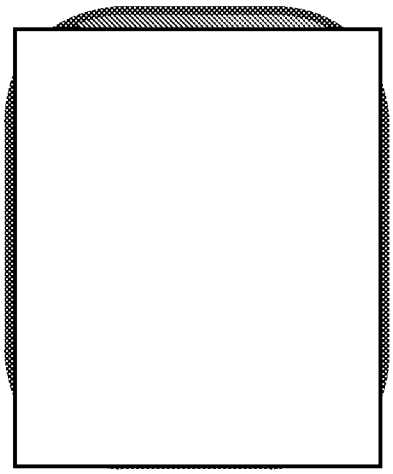
U.S. Department of Justice
Federal Bureau of Investigation
Information and Technology Branch

IT Year In Review

FISCAL YEAR 2014

FEDERAL BUREAU OF INVESTIGATION · INFORMATION AND TECHNOLOGY BRANCH ·



Letter from the Executive Assistant Director and Chief Information Officer

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The Information and Technology Branch's Fiscal Year (FY) 2014 Year in Review provides an overview of the many IT products and services we delivered to our customers enterprise-wide.

This past fiscal year, the FBI was faced with a three-week government shutdown, hiring freezes, travel and training restrictions, and uncertain funding allocations. Despite these external forces, the ITB continued to deliver essential products and service to all FBI employees and their Law Enforcement and Intelligence Community partners. We made some difficult budgetary choices to stretch our funding and put those funds on the highest priority initiatives.

This report highlights those noteworthy FY 2014 IT accomplishments.

- ITB Organizational Realignment -- The ITB realigned its divisions effective April 2014. The organization changed from functional divisions to divisions reflecting the branch's strategy and priorities. The new structure improves service delivery; streamlines decision making; and simplifies customer interaction.
- Data Center Consolidation -- The ITB's realignment moved an entire section to Pocatello. The current building is undergoing renovations to house additional ITB personnel, along with personnel from the Finance Division.
- Smartphone Deployment -- The Samsung Galaxy S®5 was piloted at the San Francisco, Dallas, Louisville, Tampa, and Charlotte Divisions with enterprise-wide field office deployment taking place from Sept. 28, 2014, through – Jan. 2015.
- Sentinel Case Management – The ITB continues its' commitment to enhance the Sentinel application. With the release of the new Sentinel 1.5 Intelligence Management Module in Sept. 2014, Sentinel is strategically positioned to make a significant contribution to the FBI mission. Being able to connect the dots across the organizations' vast body of information is what the public expects from the FBI.
- Windows 7 -- More than 100,000 workstations on the FBI's classified (FBINet) and unclassified (UNet) networks were converted to Microsoft® Windows® 7. The deployment of the operating system took less than one year. All FBINet and UNet machines were converted by May 2014 using, mainly [redacted] capability which required very little "hands-on" labor from the IT Specialists. b7E
- [redacted] The RSNTR project upgraded approximately 1,914 network devices in more than 700 resident agencies, 56 field offices, FBI Headquarters, data centers, and Legal Attachés.

The above mentioned achievements are but a representative handful of the significant work undertaken by the mission-focused ITB employees. Their dedication to delivering innovative, cost-efficient solutions and IT tools is making a difference in how you conduct your daily business..

I look forward to building on the successes of the past year and to delivering many more exceptional IT products and updated services on your behalf.

Jerome M. Pender
Executive Assistant Director and
Chief Information Officer

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ITB's Senior Leadership

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Jerome M. Pender
Executive Assistant Director/Chief Information Officer (EAD/CIO)

- Deliver reliable and effective technology solutions needed to fulfill the FBI's mission anytime, anywhere, on-time, and on-budget;
- Lead the strategic directions for the FBI's Information Technology (IT) through the IT Strategic Plan, IT Portfolio management, IT Governance process.

Dean E. Hall
Associate Executive Assistant Director (AEAD) and Deputy Chief Information Officer (DCIO)

The mission of the DCIO is consistent with that of the CIO. It is to provide leadership, policy guidance, and strategic direction for the FBI's IT enterprise.

Jennifer R. Sanchez
Assistant Director, IT Customer Relationship & Management Division (ITCRMD)

This division is the primary high-level customer interface and contains the Branch administration, management, oversight, and project management (PM) capabilities. It serves internal ITB customers with administrative, PM, governance, and oversight services, and external customers with reporting, customer relationship management, and PM services.

Jeffrey Clement Johnson
Assistant Director, IT Applications and Data Division (ITADD)

This division provides development, integration and operations of both administratively and operationally-focused enterprise applications, and development of an integrated data and application environment. The division is accountable for consolidation, integration, or replacement of existing application and data environments, with a focus on improving collaboration, data analysis, workflow efficiency, and workforce efficiency.

Brian Truchon
Assistant Director, IT Infrastructure Division (ITID)

This division is accountable for the Branch infrastructure including networks, storage, hardware and desktops, the operational test environment, and enterprise help desk and field support. It also administers enterprise collaboration and messaging capabilities to include authentication and information security.

Executive Staff Changes

David J. Bukovich, Jr. was selected as Section Chief (SC) of the Enterprise Data Analytics Section, ITADD, in December 2013.

Jon Kevin Reid was selected as Deputy Assistant Director (DAD), ITCRMD, in December 2013.

Joseph Brandon was selected as SC of the IT Project Management Office Section, ITCRMD, in April 2014.

William Searcy, III was selected as DAD, ITID, in May 2014.

Brian A. Truchon was selected as AD, ITID, in May 2014.

Michael Malinowski was selected as SC of the Data Center Hardware and Operating System (OS) Section (Pocatello), ITID, in June 2014.

Tracey A. North was selected as DAD, ITADD, in July 2014.

ITB Realignment

The ITB realigned its divisions effective April 2014. Final Congressional approval was granted on September 15, 2014. The organizational structure was changed from large functional divisions to divisions reflecting the branch's strategy and priorities. Additionally, some sections and units were renamed to clarify internal roles and how business is conducted.

The new structure, with more descriptive names, improves service delivery, streamlines decision making, and simplifies customer interaction.

- The **IT Management Division** has been renamed the **IT Customer Relationship and Management Division.** The division's focus is on improving and sustaining customer service as a core principle and facilitating communications between the ITB and the FBI enterprise.
- The **IT Engineering Division** has been renamed the **IT Applications and Data Division.** The division provides full life-cycle enterprise IT application services, maximizing collaboration and consolidating development and support skills.
- The **IT Services Division (ITSD)** has been renamed the **IT Infrastructure Division.** The division reflects the consolidation of underlying enterprise computing, storage, and transport utilities with the service desk and field IT support functions. This change creates a more empowered, flexible, and accountable management of mission-critical services.

A new organization, **Office of the Associate Chief Information Office (OACIO) for Innovation and Strategy,** was created for branch-wide integration functions such as enterprise architecture, data management, and oversight of IT standards. The office also serves as the ITB's principal interface with partners in the Intelligence Community (IC).

These changes will benefit ITB's staff and customers to best meet the challenges facing the FBI.

INFORMATION AND TECHNOLOGY BRANCH

ITB Organizational Chart

October 2014

Jerome Pender
Chief Information Officer
Executive Assistant Director

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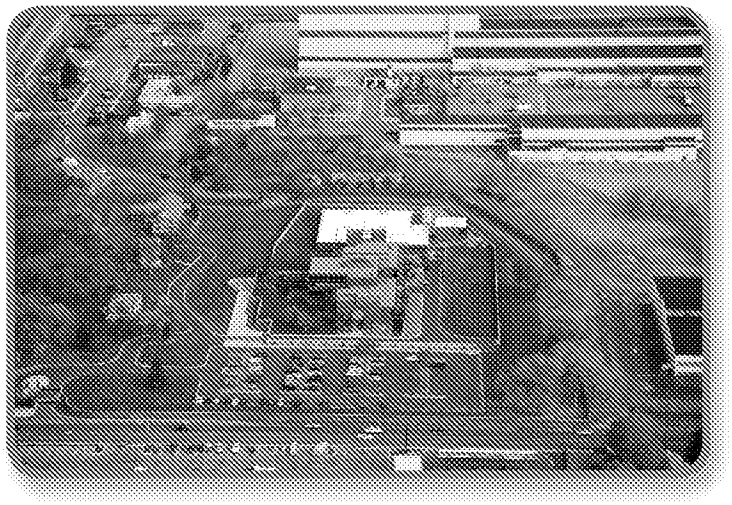
Pocatello Services Center (PSC) Renovation

The PSC was originally purchased by the FBI to serve as the Western Regional Computer Support Center and housed the FBI's mainframes. However, the FBI's mainframe computers, network operations, and help desk were all relocated from Pocatello to other venues in 1994.

Today, with the recommissioning of the Pocatello Data Center, the ITB's new DCHOSS relocation to Pocatello, and the addition of FD's Travel and Transfer Payment Program, the facility is undergoing a major makeover.



Aerial View - PSC

The PSC Maintenance Sub-unit, with assistance from the Facilities and Logistics Services Division and contractors, is overseeing and performing needed self-help renovation projects, such as demolishing the old space, rewiring/ recabling power and data communications, installing furniture and flooring, and replacing the aggregate rock and brick sidewalk with concrete.

Renovation Updates:

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Renovated Office Space

The PSC has also opened its doors to the Department of Justice (DOJ). DOJ personnel are currently setting up their network communications and the PSC will receive 100 racks of equipment from DOJ that will be added to the existing PSC Data Center floor.

Voluntary Early Retirement Authority/Voluntary Separation Incentive Payment (VERA/VSIP)

The FBI submitted a request to the DOJ and the Office of Personnel Management (OPM) in July 2013 for authority to offer VERA/VSIP. The OPM approved the request in October 2013. The VERA/VSIP authorities covered most professional staff positions at HQ. This management tool provided the FBI with options to restructure, reshape, and streamline the workforce. The program's goals included:

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The HRD established employment criteria and identified employees who were eligible to receive a lump-sum payment up to $25,000 for voluntary early retirement. The retirement window ran from Jan. 31 through March 31, 2014.

Thirty-three ITB employees: 17 ITID, 12 ITCRMD, and four from ITADD who met the requirements took advantage of the program and retired under VERA/VSIP.

FBI SMS

The FBI's SMS is the FBI's strategic planning and strategy methodology. The Strategy Management Tool (SMT) serves as the single, centralized IT tool to better assist with the execution of the SMS at the enterprise, branch, and division levels within the FBI. It enables executives across the FBI to more proactively manage their strategy through better insight into the current status of their key objectives, measures, and initiatives.

The ITB EAD and ADs are responsible for:

- Implementing the SMS within their areas of responsibility;
- Establishing and communicating their respective program's strategic shifts, map, and plan throughout their division or branch; and
- Justifying how the division or branch SMS supports the FBI's enterprise SMS.

There were 19 ITB SMS Initiative Project Management Reviews (PMRs), four ITB SMS Quarterly Reviews, and weekly scheduled PMRs held in FY 2014.

ITB SMS Map

The ITB SMS Strategy Map is a visual representation of the ITB organization's strategy and the processes and systems necessary to implement that strategy. It shows employees how their jobs are linked to the organization's overall objectives.

UNCLASSIFIED

Information and Technology Branch Strategy Map

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Printed on: 08/22/2013

UNCLASSIFIED

Current as of 01/10/2013

CIO Mission, Objectives, Initiatives

ITB Mission

Deliver reliable and effective technology solutions needed to fulfill the FBI's mission anytime, anywhere, on-time, and on-budget.

Lead the strategic direction for the FBI's IT through the IT Strategic Plan, IT Portfolio Management, and IT Governance process.

Priority Objectives

CIO Initiatives FY 2014

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Quarterly Business Reviews (QBRs)

The QBRs were established in FY 2013. The goal of this strategic measure is to facilitate bi-directional communication between ITB's executives and FBIHQ executive customers. The ITCRMD's CLU serves as the measure manager for the QBRs. Each QBR briefing focuses on the respective customer's IT opportunities and/or concerns and any ITB services applicable to them.

The following themes were identified in the 25 briefings held in FY 2014:

- Smartphones
- Deployment of Windows 7
- More robust classified computing environment
- Request for Change Service Ticket process

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LCM

The FBI IT LCM Framework describes the FBI's standard approach for "cradle to grave" management of information systems, including acquisition, development, operations and maintenance, retirement, and disposal. The LCM Framework serves as the FBI's primary source for guidance in developing IT solutions. The Framework establishes standardized, repeatable, and sustainable processes.

With the implementation of LCM Framework version 6.0 in January 2013, the FBI initiated enhancements to evolve the LCM Framework to support an incremental software development model. There was a demand for a flexible approach that introduces agility with respect to the development practices and management oversight to accommodate emerging business needs where customer requirements change and the business environment is uncertain.

The LCM now contains three volumes: Waterfall, Unified Process, and Scrum. Each volume is constructed to detail a development methodology and includes LCM tailoring guidance, relevant

enterprise IT governance oversight, and supporting milestone reviews. Updated releases will be implemented to further improve and refine the LCM Framework.

During FY 2014, LCM v6.2 and LCM v6.3 were released.

LCM v6.2 enhancements included:

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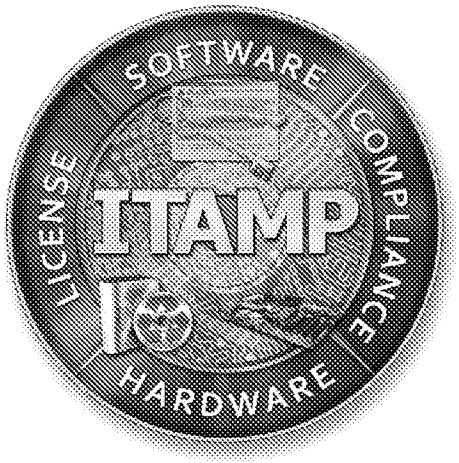
LCM v6.3 enhancements included:

IT Asset Management Program (ITAMP)

The FBI's mission of intelligence, counterintelligence, and law enforcement operations requires a modern, resilient, and secure IT infrastructure. The FBI's IT capabilities are rapidly evolving to modernize and improve the efficiency and effectiveness of the FBI's operational and administrative functions, however, as IT budgets are impacted, supporting the FBI mission of protecting the nation from the most dangerous threats requires a much higher return on IT investments.

The FBI must be a responsible steward of taxpayer funds, and centralized management of enterprise agreements is an effective means to achieve that goal.

Centralizing the management of software and hardware procurements, licenses, and compliance management enables the FBI to leverage its full bargaining strength.



In that regard, the ITAMP team has established enterprise agreements for the procurement of software and hardware items and licenses, enabling the FBI to purchase these IT products at lower costs through large coordinated buys. This results in savings and administrative efficiencies that are then passed back to the FBI.

FBI's EITG Framework

The EITG framework is the primary means for the FBI to ensure it maintains continuous alignment between its IT investments, associated programs and projects, and its mission priorities. The EITG helps the FBI comply with the requirements of the Clinger-Cohen Act, the OMB Circular A-130, and the Government Accountability Office IT Management Framework.

The IT Governance team is responsible for:

- Managing IT Governance on behalf of the CIO, with emphasis on guiding projects through the FBI's LCM process
- Teaming with sponsors throughout the FBI to address mission-critical needs, from concept exploration to development, deployment, and maintenance of an IT asset
- Leveraging governance expertise to help program managers, working groups, and IT portfolio managers improve project performance

- Providing the formal mechanism for approving authorities (e.g. Executive Steering Council and IT decision boards) to prioritize and manage FBI investments
- Applying lessons learned to ensure continuous improvement of IT Governance processes and procedures

During FY 2014, IT Governance supported 27 milestone review decisions for 18 IT initiatives, performed 13 milestone review assessments, and coordinated the retirement of 20 IT assets.

The IT Governance Team, Product Assurance Unit, was responsible for

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FBI Section 508 Program

In 2012, the ITB established the FBI Section 508 Program. The Section 508 Coordinator's mandate is to develop, implement, and oversee a comprehensive compliance program to ensure "barrier-free" access to information regardless of the technology medium being used or the physical limitations of the person accessing the information. This means "equal access" to enterprise data and information processing capabilities for FBI employees and members of the general public.

To ensure Section 508 compliance, the U.S. Access Board, an independent Federal agency that promotes and advances equality for disabled persons, established standards that must be applied to all electronic and IT.

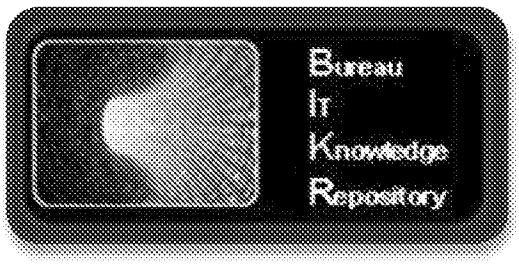
These standards are grouped into six technology areas:

- Software applications and OSs
- Web-based intranet and Internet information and applications
- Telecommunications
- Video and multimedia
- Self-contained closed products (such as information kiosks)
- Desktop and portable computers

The FBI Section 508 Program has made great strides since 2012. Section 508 requirements are now an integral part of the FBI's IT LCM framework. Section 508 requirements and required language have also been added to the FD's ART and to FBI contract documents.

Section 508 also requires that individuals with disabilities who are members of the public seeking information or services from a Federal agency, must also have access to, and use of, information and data that is equal or comparable to that provided to individuals without disabilities.

BIKR



The BIKR is a tool that enables employees to quickly and easily locate and share information about FBI investments, projects, systems, networks, contracts, and processes.

The BIKR team deployed seven BIKR releases during FY 2014, including more than 30 enhancements and new functionalities in support of stakeholders' needs and users' requests. The BIKR team also consistently collaborated with other team members to ensure the information in BIKR was accurate and up-to-date.

During FY 2014, the BIKR team:

- Resolved more than 350 change requests that came through the BIKR inbox
- Sent "Data Refresh" email for 376 active systems to business owners and technical point of contacts (POCs) and updated approximately 300 systems

- Obtained the latest status of all active projects quarterly from PMs and technical POCs
- Registered 26 systems, three controlled interfaces, 17 projects, and four networks

New functionality added to BIKR this FY included:

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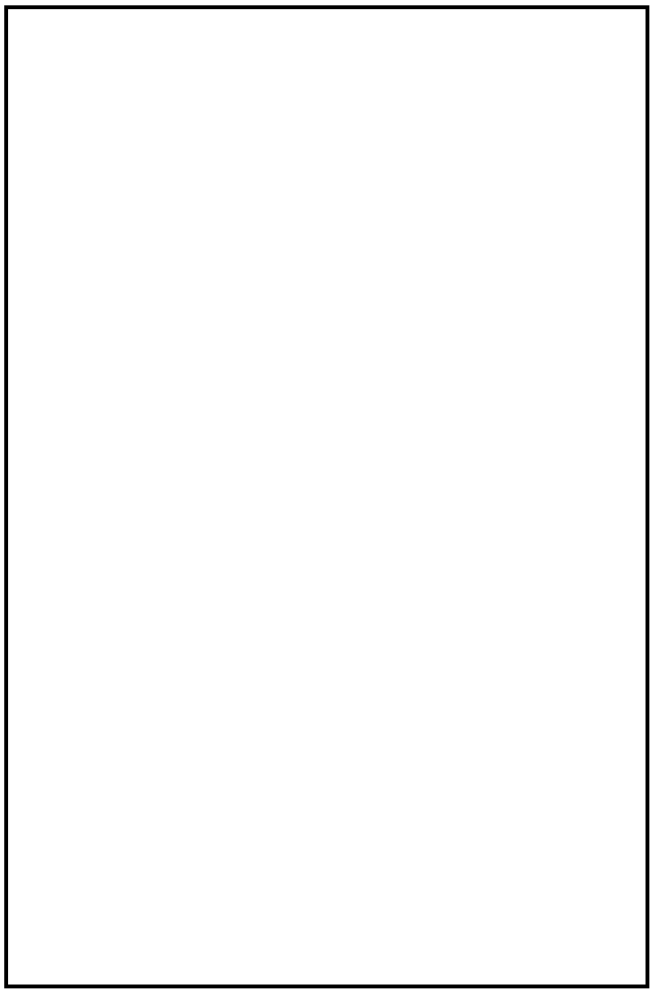

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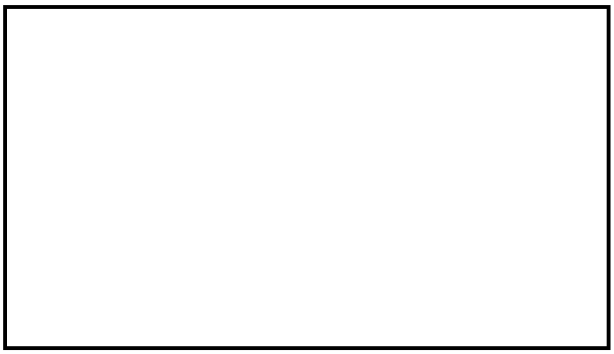
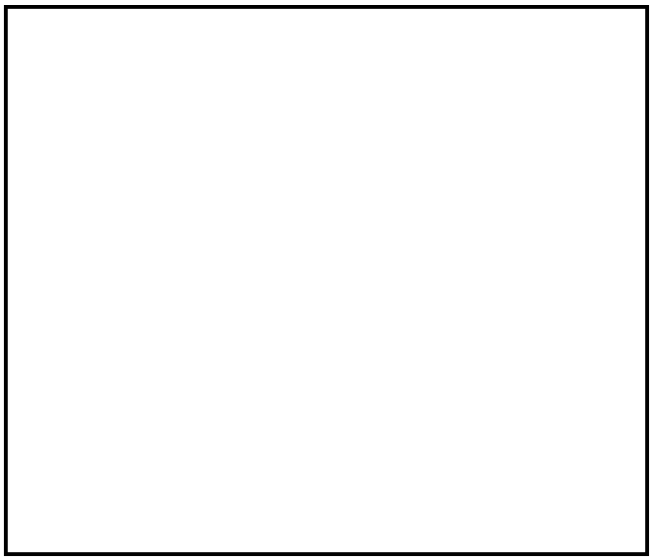
November 2013:

January 2014:



February 2014: b7E



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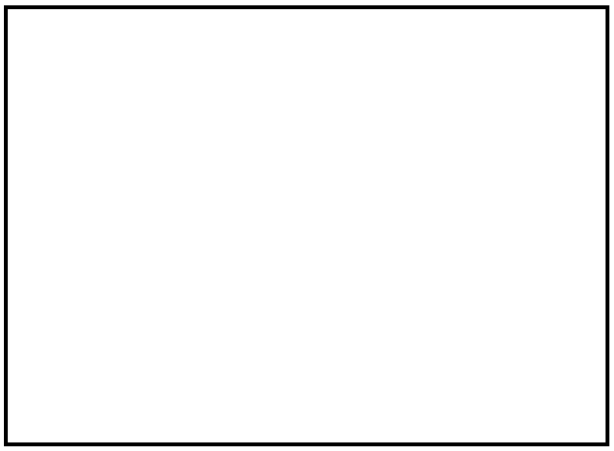

September 2014: b7E

DCTI

In February 2010, the Federal Data Center Consolidation Initiative (FDCCI) was created and tasked to the CIO Council. The DOJ, as directed by the FDCCI, created its strategy under the DCTI, took an inventory of the Department's data centers, and developed a plan for consolidating and transitioning to more efficient power, space, and cooling technologies.

In 2014, a Data Center Executive Steering Committee was formed with the CIOs of the DOJ, FBI, and the Drug Enforcement Agency. This committee is leading the effort on behalf of the Department while also providing data center services under the consolidation plan.

The initiative's goal is to [redacted]

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This FBI-wide initiative requires representation and involvement from other FBI divisions including the Finance, Facilities and Logistics Division, and the ITB's ITID.

Director's Daily Briefing Book (DDB)

In September 2014, the Directorate of Intelligence (DI) and the ITB began deployment of the DDB Book. The DDB delivers the daily briefing material for the Director and select executive staff on both the desktop and on a secure mobile tablet. By enabling a digital platform, the program eliminated current costs to the FBI of daily hardcopy production of the briefing and provided an on-demand delivery of the reporting in a secure manner.

The program allowed its field users to view the daily briefing material from their desktops while executives viewed the daily briefing material from a secure mobile tablet during the daily briefing meetings. It allowed interaction with the daily briefing material, such as making annotations, highlighting, and viewing of media files. The program also enabled the Director to travel with the secure mobile tablet.

Technologically, the program converted the DDB hardcopy (binder) delivery model to a secure TS/SCI-level digital platform. The secure mobile tablet uses [redacted]

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Overall, the program developed and deployed a modern, scalable, and dynamic briefing experience.

[redacted]

The program transitioned to ITB's Operations and Maintenance on Sept. 30, 2014. Improvements and next steps for the program include

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eLAB

Prior to the Laboratory Information Management System (LIMS), or eLAB, the FBI laboratory managed the flow of evidence in a largely paper-based process, with a limited "in-and-out" database. The computer networks within the laboratory were repurposed, reconfigured, truncated, and stove-piped to support individual forensic unit requirements without centralized management of these facility networks. These outdated practices and systems required the laboratory to upgrade to a more efficient and effective process.

The eLAB provides an end-to-end electronic/automated evidence-tracking capability and will, for the first time

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Phase 1 of the eLAB launch was completed in January 2014. The following items were addressed:

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Phase 2 has begun and will include:

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Phase 2 completion is anticipated for January 2015.

IC ITE

The ITB has been coordinating with FBI Mission and Business Partners to identify opportunities for the Bureau to leverage IC ITE Service offerings. Coordination includes working with the Directorate of Intelligence (DI) during the summer of 2014, to refine mission needs. Beginning in May 2014, members from across the ITB participated in IC ITE events, conferences and topic-specific working groups. In September, IC ITE was identified as a Director's Priority Initiative for the FBI. The IC ITE Services provide capabilities from IC Agencies , which have the potential to provide improved interoperability, communications and secure data sharing among the FBI and other members of the IC, through Cloud, Network/ Transport, Identity Management, Desktop and Applications Services.

Microsoft Office® Exchange 2010

The FBI's enterprise email system is a primary communication mechanism for all employees within the FBI on the FBI's classified network (FBINet) enclave. The Exchange email team operates and maintains this mission-critical system via application servers. The servers are installed with the Exchange software application to regulate overall email operation. As with many applications, upgrades are necessary to ensure the services provided are optimal for the customer. Microsoft Exchange 2010 is the newest software application to replace Exchange 2007.

Exchange 2010 benefits users when they check email using Outlook Web Access (OWA). (OWA is recommended whenever users are checking

email at an FBINet computer other than their usual workstation; it expedites accessing email.) It integrates Lync, instant messaging (IM), and meeting application with OWA email, so that when opening OWA users can start an IM session. Users can also search folders and manage distribution groups.

As of Sept. 1, 2014, the Exchange 2010 migration continues. The Exchange email team has successfully moved the user to Exchange 2010.

Next Generation Name Check Program (NGNCP)

In October 2010, the NGNCP became an official FBI project and is currently a top initiative for the Records Management Division. As a collaborative effort, project management is being conducted by the ITB's ITCRMD project team.

The goal of the NGNCP is to improve accuracy and efficiency for the National Name Check Program (NNCP) and its customers. The NNCP processed approximately 3.7 million name checks during FY 2014. Increasing the critical demands placed on the NNCP requires an intuitive and innovative system that correlates with the FBI's mission.

When complete, the NGNCP will provide:

[redacted]

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In April 2014, the NGNCP became operational on FBINet for a small group of users. In December 2014, the NNCP will [redacted]

[redacted]

Pen-Link 8

Pen-Link is a COTS application used by law enforcement and intelligence agencies to collect, store, and analyze telephonic and/or Internet provider-based communications. Analysts, agents, Staff Operations Specialists, and IT Specialists (ITS) in the FBI currently use Pen-Link 8 to identify relevant data extracts containing lawfully collected information, such as telephone numbers, call activity, and subscriber information. Pen-Link 8 analyzes data and displays the results as link-analysis charts, time-line charts, and other graphic charts, tables, or reports.

The FBI modified the Pen-Link contract in FY 2014, to include [redacted]

[redacted]

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Sentinel 1.5 Deployed

On Sept. 27, 2014, the Sentinel team deployed Sentinel 1.5: Intelligence Management Module (IMM), a significant enhancement of the Sentinel application.

This release represented a long time collaboration between the ITB and DI. The IMM improves many aspects of the FBI's day-to-day intelligence work by [redacted]

[redacted]

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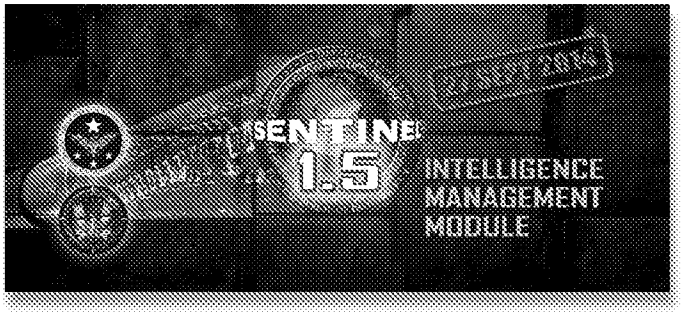

Sentinel users also saw other improvements to the system. The Sentinel team upgraded the user interface and provided other enhancements such as an Online Help tool, the ability to quickly access frequently worked on items, and more.

Other beneficial Sentinel 1.5 features include:

Training prior to the deployment was targeted at ensuring users could readily adapt to the changes offered in the new module. Future enhancements are planned to further increase the capabilities provided by the application. b7E

FBI Wireless Communication Program

The ITB has been deploying the Samsung Galaxy S®5 to replace the current BlackBerry device which has reached the end of its life cycle. The implementation of a new mobility infrastructure is a tremendous undertaking for the FBI and a progressive step for technology not only at the FBI but for the federal government. The Galaxy S®5 offers advanced mobile technologies and applications without compromising security and compliance.

The device has many outstanding capabilities including:

- Touch screen
- Advanced email features
- Multi window capability
- Instant preview of photos, files, links, and text without touching the screen

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The Galaxy S®5 also features an enhanced security component – KNOX which requires a complex password to enter. This is where users will access their email and calendar.

Following a successful pilot at the San Francisco and Dallas Divisions during FY 2014, deployment to the FOs is scheduled to begin in

October 2014, with completion of the deployment scheduled for January 2015.

[redacted] b7E

Windows® 7

More than 100,000 workstations on the FBINet and UNet networks have been converted to Microsoft® Windows® 7. The deployment of the OS took less than one year. It began with the August 2013 deployment at HQ, followed by deployment to the FOs in October 2013. All FBINet and UNet machines were converted by May 2014. This represented a milestone for the ITB.

In a well-publicized move, Microsoft set the end-date of security support for XP -- an OS that first arrived on the commercial market in 2001 -- for April 8, 2014.

The ITB reviewed its options: (1) continue to use XP and pay millions of dollars to support the OS or (2) acquire Windows 7. Acquiring the new OS was less expensive, more efficient, and increased capabilities for users. The decision to move to Windows 7 and do it rapidly put the FBI one step ahead of many other federal and non-federal agencies.

While past large scale software deployments required a significant time commitment from FO ITSs and associated downtime for users during the reimaging process, this time the ITB deployed Windows 7 usin[redacted] b7E

[redacted]

Enclave Consolidation Initiative (ECI)

The FBI is always looking for ways to increase efficiencies, while the ITB looks to advance technology. One way the FBI and ITB are achieving these results is through the ECI which is led by the ITADD.

Currently each enclave -- FBINet, UNet, and SCINet -- operates independently and requires separate workstation, cables and network devices, and resources. This separation incurs significant capital investment and extensive labor to maintain and support the infrastructure. ECI will eliminate this stove-piped operation and configuration.

The ECI will free up employee workspace. A switchbox will no longer be needed and neither will a physical UNet PC. Employees will be able to see FBINet and UNet on the same screen, and existing UNet cabling, routers, switches, and printers will be eliminated.

The ECI will:

- Simplify users' workspace
- Reduce infrastructure complexity
- Improve network performance
- Achieve cost avoidance/reduction in expanding or refreshing UNet infrastructure
- Reduce all desktop operations and maintenance labor
- Provide UNet capability to the 300 FBI locations without current UNet access
- Provide UNet capability to Legats
- Reduce power and cooling requirements
- Eliminate the KVM switchbox

ITB conducted an Engineering Pilot for 50 users during October 2013, followed by an expanded Engineering Pilot in 2014. A Business Pilot and training and deployment are scheduled for the summer of 2015.

Enterprise Remote Access Service (ERAS) Laptops Increasing Field Mobility

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The ERAS is a laptop system that provides FBI employees remote access to the FBINet and the UNet from a laptop computer connected to the Internet b7E

The laptop comes in three platform types: 1) consumer grade, 2) semi-rugged, and 3) fully rugged. The term "rugged" refers to the laptop's ability to withstand harsh environments.

The ERAS team is deploying the laptops using a two-phase process. Phase I is an ongoing pilot to test the three laptop platforms, which began in September 2013. Approximately 150 users tested the laptops in Phase I. Phase II, scheduled to begin in late 2014, will deploy 10 consumer grade ERAS laptop systems to each FO.

ERAS key features:

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ERAS benefits:

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New computers at Crystal City, Va. site

The ITID's ERAS Collaboration and Compliance Engineering Unit, provided support to the Indianapolis Division in a large-scale Indian artifacts trafficking case.

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This refresh initiative enables

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SCINet Unified Communications

The Special Compartmented Information Network (SCINet) Unified Communications (UC) initiative enables FBI employees to

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Jennifer Sanchez Recognized

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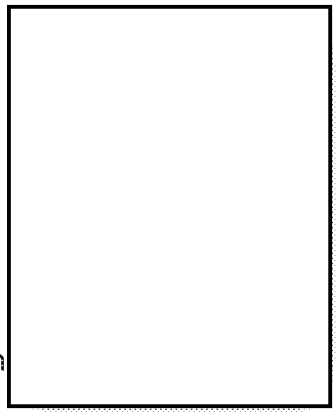
In March 2014, in honor of Women's History Month, the government IT news website FedScoop, recognized DC's top 50 women who were influencing technology decisions in the region. AD Jennifer Sanchez, ITCRMD, earned a spot on this prestigious list.



AD Sanchez

FedScoop described these women as "movers and shakers, all with diverse backgrounds, representing government, Congress, the commercial sector, defense and academia, who have a passion for using tech as a force multiplier to push government and industry to the next level by leveraging and improving IT services in unprecedented ways."

According to FedScoop's interview with AD Sanchez: It began "just as a job," but Jennifer Sanchez's foray into the FBI has lasted for more than three decades. Her FBI career took root in 1978 when she came in as a file clerk in the Identification Division, and she later became a fingerprint examiner. It was a time when few IT programs existed, so Sanchez took night classes to get more familiar with the topic. She soon qualified for an IT position, and she became a computer programmer for the FO Information Management System. Subsequently, she held a role supporting the Violent Criminal Apprehension Program at Quantico, Va., over a 17-year span. Sanchez also served as chief of the Headquarters Investigative Software Development Unit, among other roles. Today, as AD in the ITCRMD, her focus is on the management of IT programs and projects.

CIO Awards Ceremony

On Aug. 4, 2014, in FBIHQ's William H. Webster Room, EAD/CIO Jerry Pender recognized ITB employees with incentive and on-the-spot awards. He selected employees he observed performing great work as representatives of the ITB on major projects and programs, such as Sentinel, Guardian, and strategy management. According to EAD Pender, these talented individuals exemplify the meaning of fulfilling the organization's mission and objectives.

Recipients of the ITB's CIO Awards:

Sentinel:

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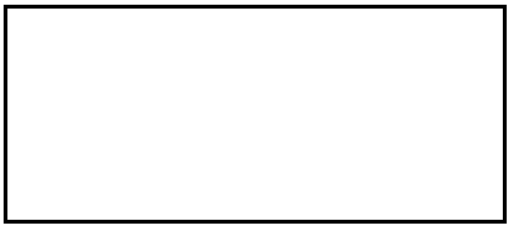
Smartphone:



Financial Management:

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Guardian:

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HSN Initiative:

Strategy Management:

EDAS's Winning Proposal

Every year the Foreign Language Program Office (FLPO), within the Office of the Director of National Intelligence (ODNI), awards funding to one or more projects in the human language technology (HLT) area. The goal of the FLPO's HLT Seedling Program is to develop new ways to incorporate HLT into the workflow of IC users and increase the adoption of HLT in support of IC missions.

The EDAS's HLT team in the ITADD submitted a proposal to the FLPO, and it was selected. The proposal, titled "Customized HLT Service Cloud for Cyber Users" was granted $800,000 from ODNI funding based on meeting the requirements for funding.

Employee Awards and Recognitions

During FY 2014, ITB employees received:

- 202 On-the-Spot Awards
- 644 Time-Off Awards
- 104 Incentive Awards

Employees were recognized for their individual performance, service, leadership, and team work. The FBI awards program was funded in February 2014, after being discontinued in FY 2013 due to government budget-cutting efforts.

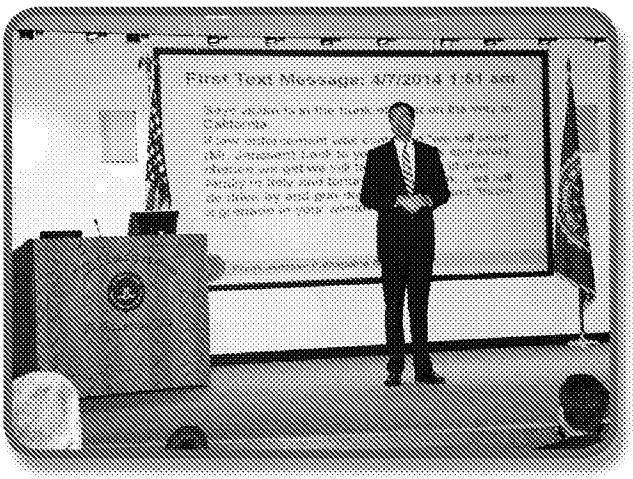
Government Employee Training Act (GETA) Training

GETA training provides professional development training opportunities for FBI employees. Training must be related directly to documented duties and/or collateral duties as assigned. Consideration for all training requests is based on supervisory approval, employee work demands, GETA program manager approval, and financial resources available at the time of the request.

For FY 2014 the ITB was allocated $1.173 million for training. The funding was received in May 2014. As a result of the available funding, 536 ITB employees were approved to attend GETA-funded training.

Collaborative Forums and Events

ITB All-Hands Meetings



FBI Director Comey makes a surprise visit at ITB All-Hands

December 2013

The ITB held an All-Hands meeting on Dec. 12, 2013. Stephen L. Morris, SAC, Houston Division, shared his experiences of using technology in case work to meet his mission.

SAC Morris presented two cases: [redacted] He emphasized that what the ITB does, allows agents to effectively do their jobs in solving cases, and that the ITB is a valuable and trusted partner that provides innovative technical solutions to accurately analyze case evidence, and that it reduces the field's administrative burden.

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To emphasize that point, seven current and former EDAS DWS members also received an ODNI unit citation: [redacted] and [redacted] After SAC Morris' presentation, EAD Pender and SAC Morris presented the awards to those members present.

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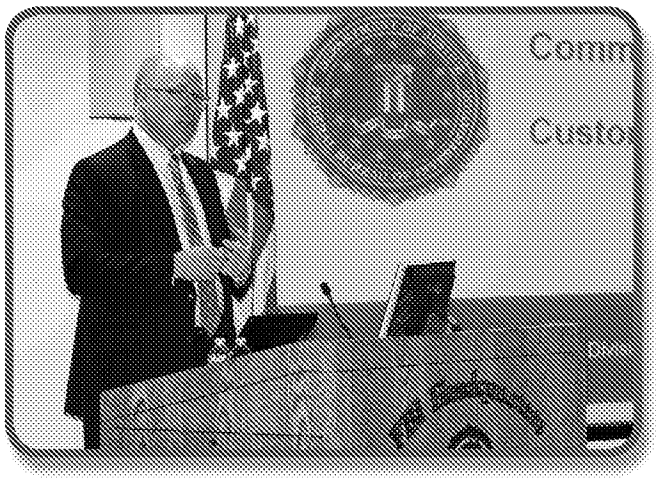

SAC John A. Strong, Charlotte FO

June 30, 2014

The ITB's June 30, 2014, All-Hands began with a special guest speaker – John A. Strong, SAC from the Charlotte FO.

Strong explained how his FO staff tackled the Frank Janssen kidnapping case, clearly describing each facet of the operation to the more than 400 ITB employees.

Strong pointed out that it was through the use of internal and external information technologies that the FBI was able to eventually locate Janssen. [redacted]

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that played the most vital role was social media – Facebook, Twitter, and Instagram.

In that regard, he advocated that communication -- sharing information -- is key. Communication through technology (especially wireless communications), organizations, and individuals helped the FBI bring a dangerous and volatile situation to a successful conclusion.

Supervisory IT Specialist (SITS) Rotational Shadow Program

In January 2013 EAD/CIO Pender initiated the "SITS Rotational Shadow Program," hosting the first two participants from the Louisville and Baltimore FOs. This program enables two SITSs per week, as schedules allow, to be brought on temporary duty to FBIHQ to shadow the CIO for one week.

As of Sept. 1, 2014, 16 SITSs rotated for this FY with an overall total of 29 from 21 of the 56 respective FOs.

Throughout the course of their visits, each SITS is immersed into a rigorous schedule that includes a steady state of meetings with ITB executives and key FBIHQ personnel with business lanes that serve as the direct touch-points to their respective operations in the field. Additionally, the SITS are given the opportunity to request meetings with other key personnel to discuss sensitive issues that are specific to their FO.

Each SITS also spends four hours at the Enterprise Operations Center (EOC) in Chantilly, Va., where they take part in actual help desk call support and become familiar with the realities of working with a wide variety of customers and issues.

The program has yielded significant benefits in raising the awareness of issues and processes from both the FO and FBIHQ perspectives. When possible these issues have been addressed head-on as a direct tasking or action item.

Among the issues addressed:

- Developing a funding model and policy to equip Task Force Officers with IT resources
- Right-sizing FO ITS staffing models
- More effective use of the EOC and help desk processes
- Unclassified (non-UNet) and Non-attributable Networks alternatives
- Training and Certification for FO ITS staff
- Increasing ITS access and visibility to the networks

ITB's Summer Internship Program

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ITB's Honors Interns

The FBI Honors Internship Program is a paid internship opportunity that offers undergraduates, graduates, or post-doctorate students throughout the country an insider's view of FBI operations and an opportunity to explore career opportunities within the FBI.

The program allows students to work at select FO locations across the country or in FBIHQ divisions located in Quantico, Va., Winchester, Va., Clarksburg, W.Va., and Washington, D.C.

Interns work for 10 weeks side-by-side with FBI employees on a variety of organizational issues or investigative matters.

The interns worked on various projects in Crystal City and FBIHQ in support of the ITB's divisions including Sentinel [redacted] and the ERAS. The ITB's interns are studying for technology-related degrees.

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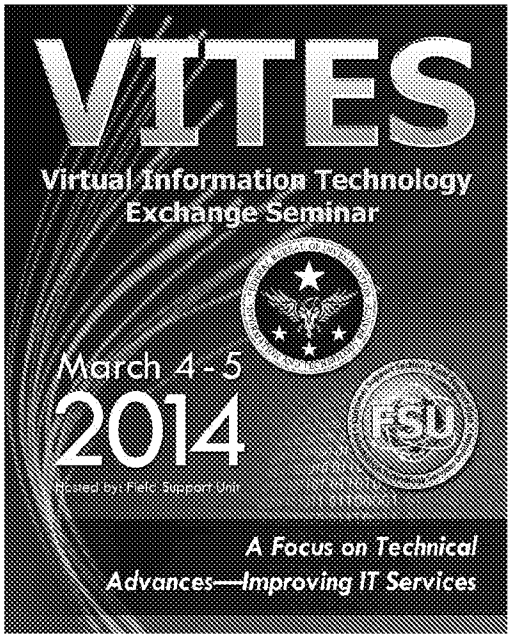
To provide a broader view of the FBI's operations, the interns visited CJIS and toured the data center.

2014 Virtual IT Exchange Seminar (VITES)



The ITSD's Field Support Unit conducted its third annual VITES on March 4-5, 2014. The theme was "A Focus on Technical Advancements – Improving IT Services." The online sessions were open to FBI ITS government employees. The training workshop was conducted online to eliminate the travel and per diem costs associated with conducting the meetings at a conference location.

More than 300 employees from across the FBI's FOs, RAs, and HQ Divisions listened and participated in online presentations on a variety of IT programs, such as the Wireless Communication Program [redacted] and Enterprise Process Automation System.

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It offered the opportunity for the field IT staff to learn about IT programs, ask questions, and raise their concerns. This collaborative forum resulted in an open dialogue between the field ITS staff and the ITB's leadership where all received valuable "take-aways" from their participation.

IT Operational Training Symposium (ITOTS)

For the first time since the 2010 IT Exchange Conference, the FBI's field and FBIHQ ITSs met face-to-face to exchange best practices and hear the perspectives of ITB executives on the current state of IT in the FBI.

Approximately 300 IT representatives from FOs across the country and FBIHQ divisions attended the ITOTS on Sept. 23-25, 2014, hosted by ITID at the National Conference Center, Lansdowne, Va.

The theme was "Building for the Future - IT Starts with Us." The ITOTS provided a forum for ITSs to learn more about new FBI technologies and their role in technology success, and an opportunity to share knowledge and best practices. It facilitated needed collaboration between field ITSs and the ITB.

The agenda included opening remarks by EAD/CIO Pender. When asked what he felt was a benefit of the ITOTS, EAD/CIO Pender said, "We have to understand what the issues

are in the field and what we can do to support the front-line operation. This [the ITOTS] gives us the opportunity to have the HQ and field interact."

"We are committed to establishing points of contact to help you solve the problems you have," said AD Brian Truchon, ITID, during his opening remarks. "We need to emphasize who the field ITS counterparts are in the ITB."

Over 25 conference sessions covered a variety of IT topics of special interest to ITSs, including:

- PITO
- Enclave Consolidation Initiative
- FBI Mobility Program (Samsung Galaxy S®5)
- Network Access Control
- PKI
- SharePoint 2013

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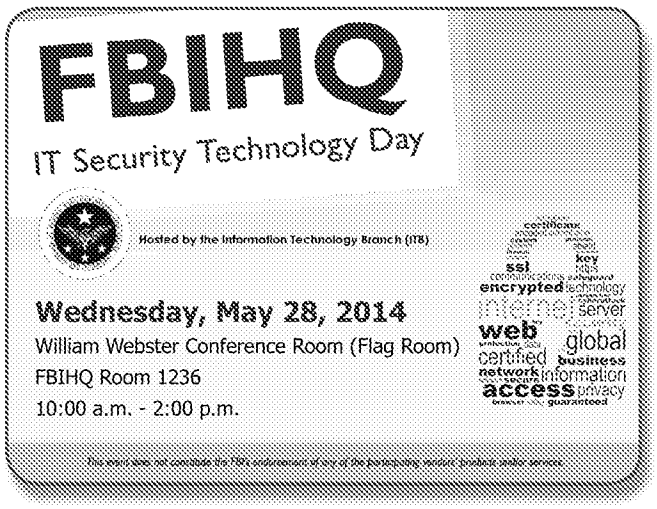
Guest speaker [redacted] a financial fraud consultant and lecturer for the FBI Academy, gave a presentation on identity theft.

To keep the ITSs abreast of updated information concerning IT technologies, the Enclave and Field Support Unit, ITID, conducts monthly information-sharing sessions via Lync throughout the year. This seminar pulled the IT professionals together for a more open venue to exchange best practices.

Vendor Days

During FY 2014 the ITB sponsored two Vendor Days. These gatherings, held in the William H. Webster Room at FBIHQ, provided professional venues for educating attendees and keeping them current on new IT products and industry trends. More than 200 attendees were present at each of these events.

- On Feb. 19, 2014, the ITADD hosted FBIHQ Cloud Computing Technology Day. More than 50 small businesses and prime contractors were on-site to share information about their companies and how their IT security solutions may be utilized by the FBI.



- On May 28, 2014, the ITADD hosted FBIHQ IT Security Technology Day. Fifty-two vendors participated in this event. The "IT Security" theme was chosen due to the various recent security breaches throughout the nation and addressed three main objectives: confidentiality, integrity, and availability of data.

Combined Federal Campaign (CFC)

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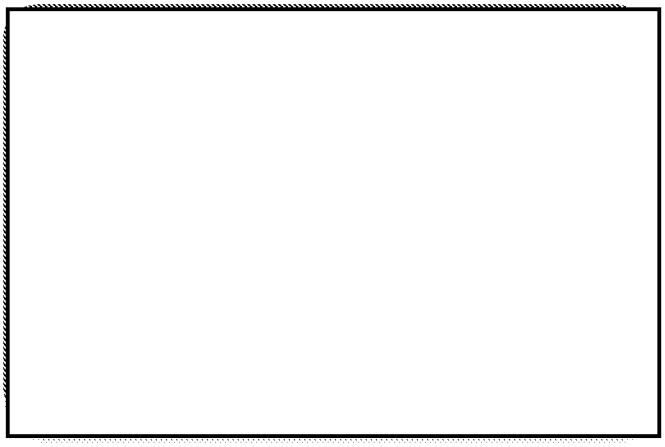
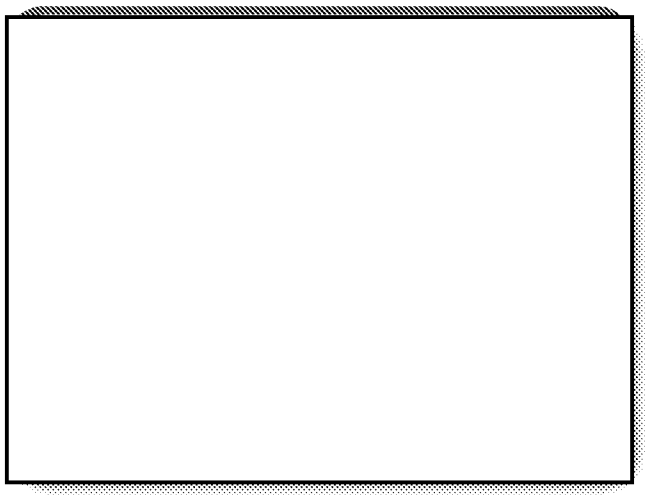


Some CFC volunteers

This past year ITB employees were faced with budget cuts, furlough possibilities, and a government shutdown, yet through it all, they continued to show generosity to others through

the 2013 CFC which helps local, national and international human, health, and environmental service organizations.



Jean/Jersey Day participants

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Through deductions, one-time donations, and fundraising participation, the ITB's employees contributed $61,655 to a variety of CFC charities, exceeding its goal of $30,137. All divisions exceeded their 2013 goals. The ITCRMD CFC Coordinator [redacted] and his CFC team received the Chairman's Award for achieving an overall per capita gift of $264.

CFC volunteers balanced their workloads and duties to organize multiple fundraising events at the division level such as Jean/Jersey Day, bake sales, and chili cook-offs. Due to these special events, the Breast Cancer Research Center, the Ronald McDonald House Charities, the American Red Cross, and the Habitat for Humanity received additional contributions.

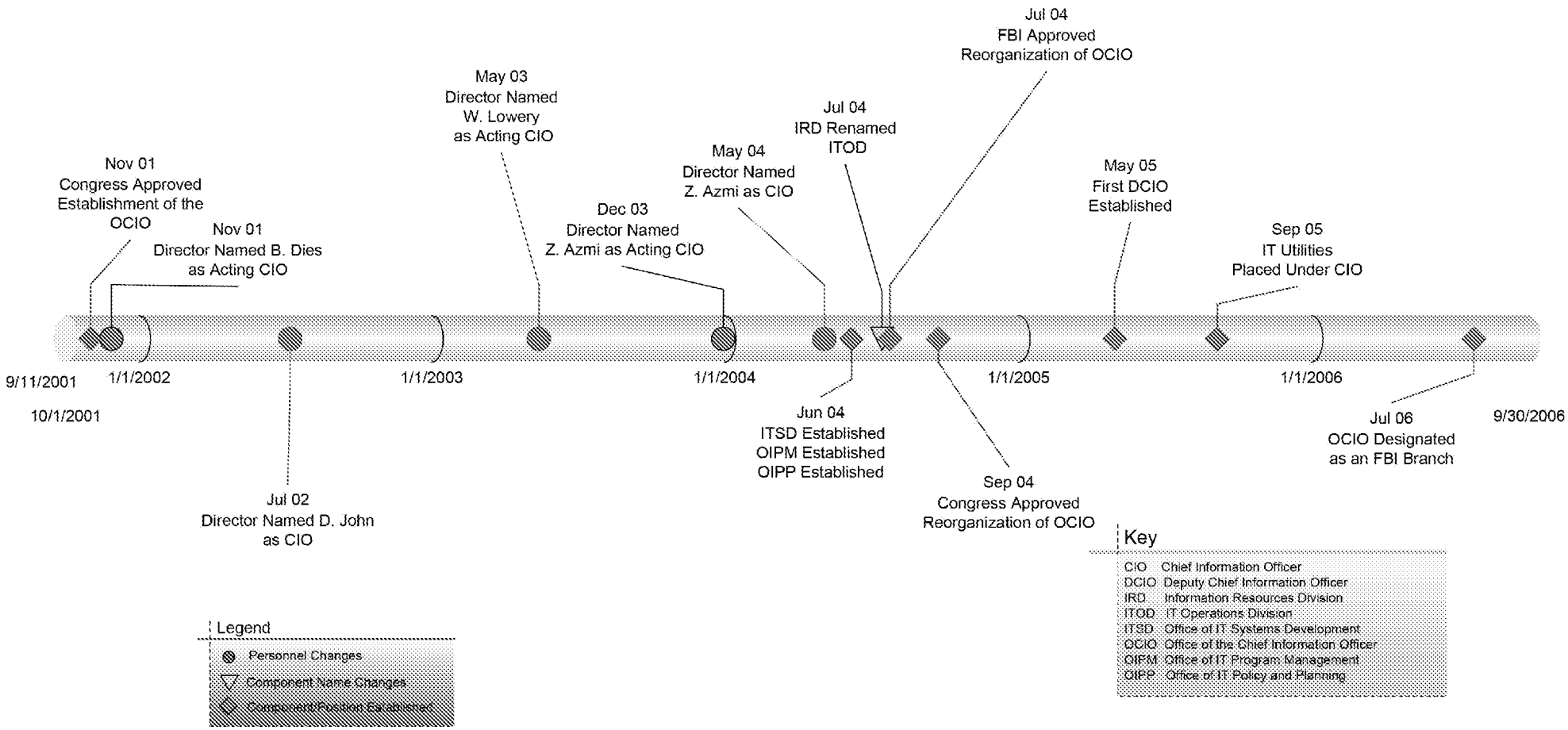
ACIO	Associate Chief Information Officer for Innovation and Strategy
ART	Automated Requisition Tool
BIKR	Bureau IT Knowledge Repository
CC	Communications Center
CEF	Core Enterprise Facility
CFC	Combined Federal Campaign
CLO	Customer Liaison Officer
CLU	Customer Liaison Unit
CIO	Chief Information Officer
CJIS	Criminal Justice Information Services
CORE	Collection Operations and Requirements Environment
CTD	Counterterrorism Division
DAD	Deputy Assistant Director
DaLAS	Data Loading and Analysis System
DCIO	Deputy Chief Information Officer
DCTI	Data Center Transformation Initiative
DDB	Director's Daily Briefing Book
DI	Directorate of Intelligence
DIVS	Data Integration and Visualization System
DO	Director's Office
DOJ	Department of Justice
DWS	Data Warehouse System
EAD	Executive Assistant Director
ECI	Enclave Consolidation Initiative
EITG	Enterprise Information Technology Governance
EOC	Enterprise Operations Center
EPAS	Enterprise Process Automation System
ERAS	Enterprise Remote Access Service
FBI	Federal Bureau of Investigation
FBIHQ	FBI Headquarters
FBINet	FBI Classified Network
FD	Finance Division
FDCCI	Federal Data Center Consolidation Initiative
FIDS	FBI Intelligence Information Report Dissemination System
FLPO	Foreign Language Program Office
FLSD	Facilities and Logistics Services Division
FO	Field Office

ACRONYMS

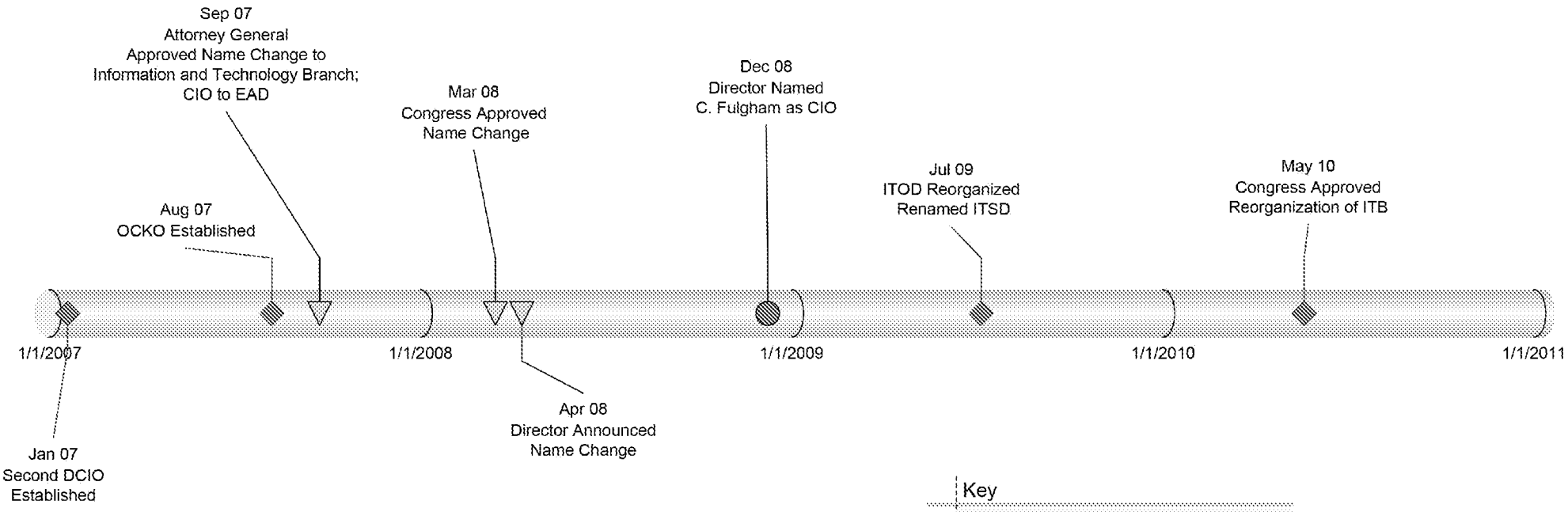
FY	Fiscal Year
HLT	Human Language Technology
HRD	Human Resources Division
HQ	Headquarters
HSN	High Speed Network
IC	Intelligence Community
IDW	Investigative Data Warehouse
IM	Instant Message
IMM	Intelligence Management Module
IT	Information Technology
ITADD	IT Applications and Data
ITAMP	IT Asset Management Program
ITB	Information and Technology Branch
ITCRM	IT Customer Relationship and Management
ITID	IT Infrastructure Division
ITIM	IT Investment Management
ITOTS	Information Technology Operational Training Symposium
ITS	Information Technology Specialist
ITSD	Information Technology Services Division
LCM	Life Cycle Management
LEEP	Law Enforcement Enterprise Portal
LEGAT	Legal Attache'
LIMS	Laboratory Information Management System
NGNCP	Next Generation Name Check Program
NGSCION	Next Generation Sensitive Compartmented Information Operational Network
NNCP	National Name Check Program
NSB	National Security Branch
OACIO	Office of the Associate Chief Information Officer for Innovation and Strategy
OCKO	Office of the Chief Knowledge Officer
ODNI	Office of the Director of National Intelligence
OGA	Other Government Agency
OMB	Office of Management and Budget
OPM	Office of Personnel Management
OS	Operating System
OWA	Outlook Web Access

PKI	Public Key Infrastructure
PM	Project Management
PMR	Project Management Review
POC	Point of Contact
PSC	Pocatello Services Center
RA	Resident Agency
RMD	Records Management Division
[redacted]	b7E
SAC	Special Agent in Charge
SC	Section Chief
SCI	Sensitive Compartmented Information
SCINet	Sensitive Compartmented Information Network
SCION	Sensitive Compartmented Information Operational Network
SecD	Security Division
SITS	Supervisory Information Technology Specialist
SLA	Service Legal Agreement
SMS	Strategy Management System
TS	Top Secret
UFMS	Unified Financial Management System
UNet	FBI Unclassified Network
VERA	Voluntary Early Retirement Authority
VITES	Virtual Information Technology Exchange Seminar
VSIP	Voluntary Separation Incentive Payment
VTC	Video Teleconferencing

History of Office of the Chief Information Officer/Information and Technology Branch
FY2001-FY2006



History of Office of the Chief Information Officer/Information and Technology Branch
FY2007-FY2011



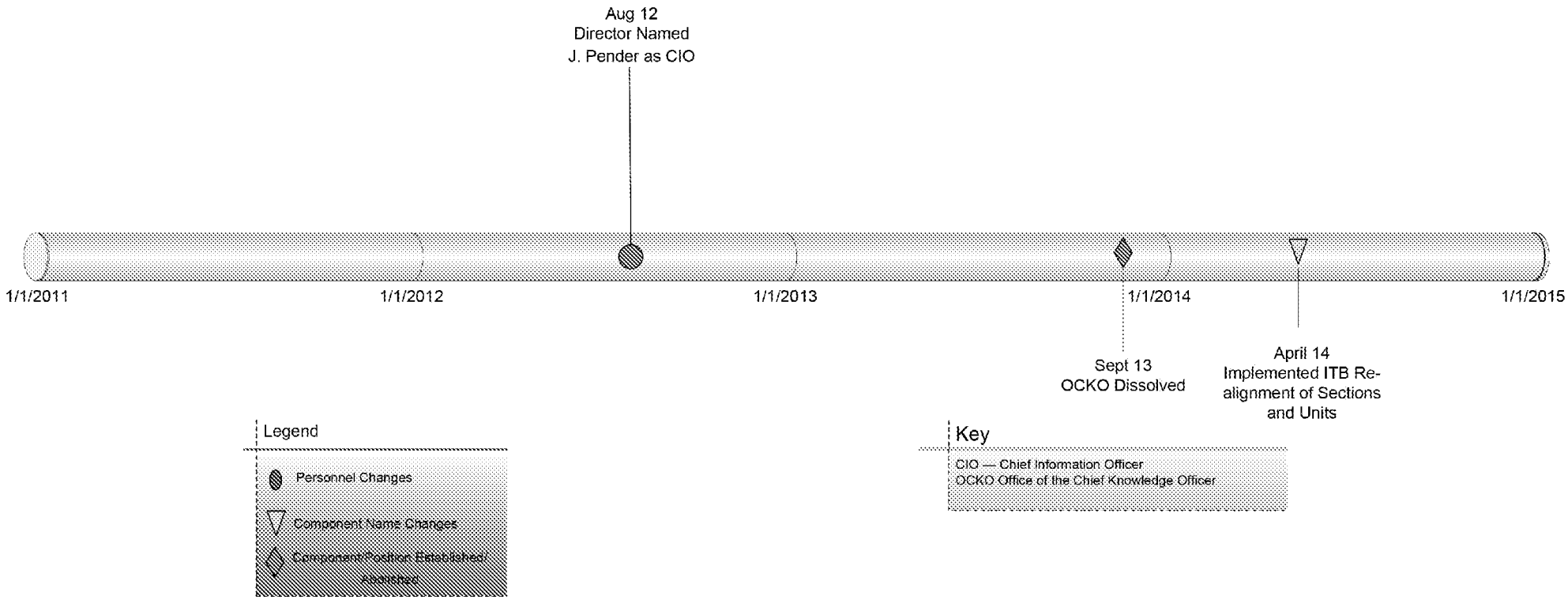
Key

CIO	Chief Information Officer
DCIO	Deputy Chief Information Officer
EAD	Executive Assistant Director
ITB	Information and Technology Branch
ITOD	IT Operations Division
ITSD	IT Services Division
OCKO	Office of the Chief Knowledge Officer

Legend

- Personnel Changes
- Component Name Changes
- Component/Position Established

History of Office of the Chief Information Officer/Information and Technology Branch FY2011-FY2014



ACKNOWLEDGEMENTS

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ITB Business Relationship Management Section, Communications and Outreach Unit.

Thanks to all ITB staff who collaborated and contributed to this effort.

The report may be viewed online at [redacted] b7E

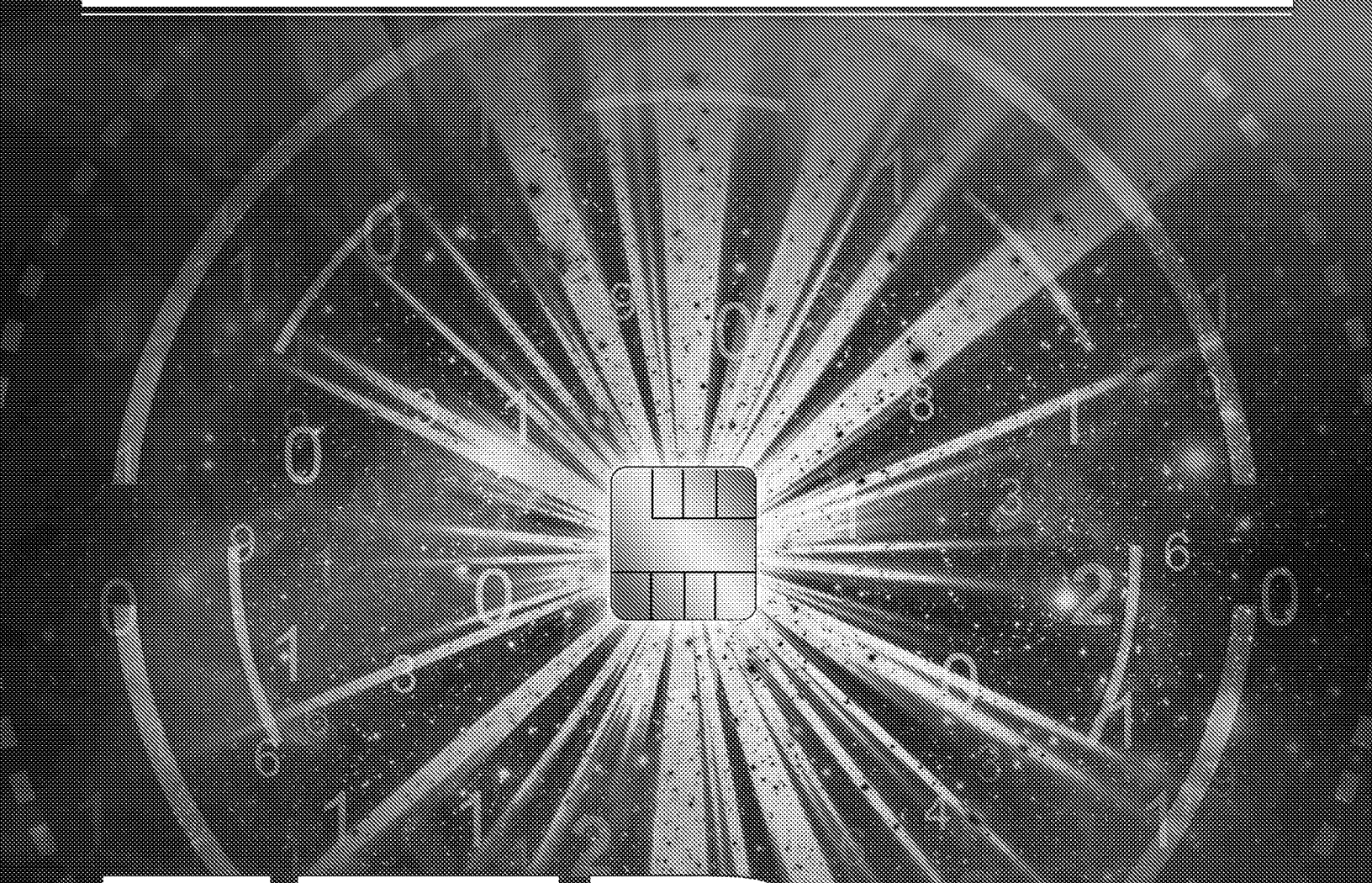
OFFICIAL FBI PUBLICATION

U.S. Department of Justice

Federal Bureau of Investigation

Information and Technology Branch

U.S. Department of Justice
Federal Bureau of Investigation
Information and Technology Branch

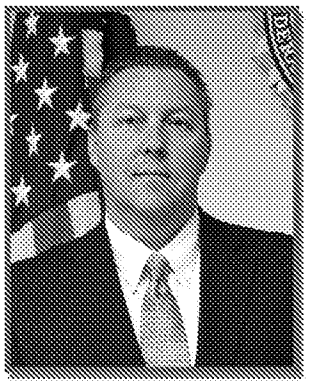


ITB
Year In Review

FISCAL YEAR 2016

FEDERAL BUREAU OF INVESTIGATION · INFORMATION AND TECHNOLOGY BRANCH ·

Message from the Executive Assistant Director



This year's ITB Fiscal Year 2016 "Year in Review" highlights some of the many significant accomplishments and successes achieved by dedicated and resourceful ITB employees.

The National Program Review in June; the establishment of the Office of the Chief Information Officer and the realignment of units and functions to that organization; our own reorganization, and the filling of key executive management positions have kept us working hard to improve the critical services we provide.

As a forward leaning, operationally focused, and customer-service based organization that designs, builds, operates, and maintains the FBI's IT resources, I believe the alignments we made will drive efficiencies, and help us work together to provide the FBI the quality services and products it needs and deserves.

Enhanced IT customer management provides relevant, timely and reliable enterprise capabilities and services to satisfy mission and customer needs.

I believe that 2017 will be another exciting year for the ITB as we search for opportunities to meet the FBI's mission needs. I look forward to working with you as we design, build, operate, and maintain vital IT assets.

James L. Turgal, Jr.
Executive Assistant Director

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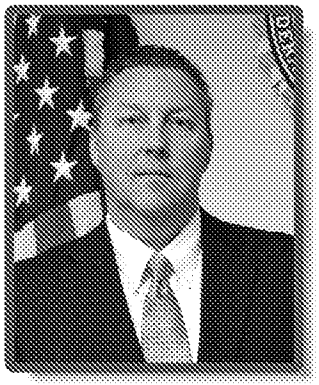


James L. Turgal, Jr.
Executive Assistant Director

Tracey North
Assistant Director
IT Applications and Data Division

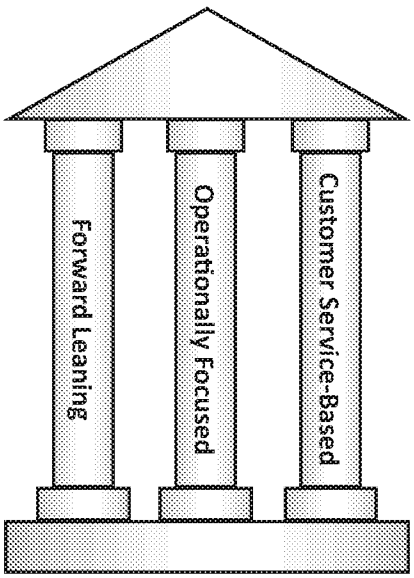
Jeremy M. Wiltz
Assistant Director
IT Customer Relationship and Management Division

W. L. Scott Bean, III
Assistant Director
IT Infrastructure Division

Organizational Overview

Information and Technology Branch (ITB) Mission

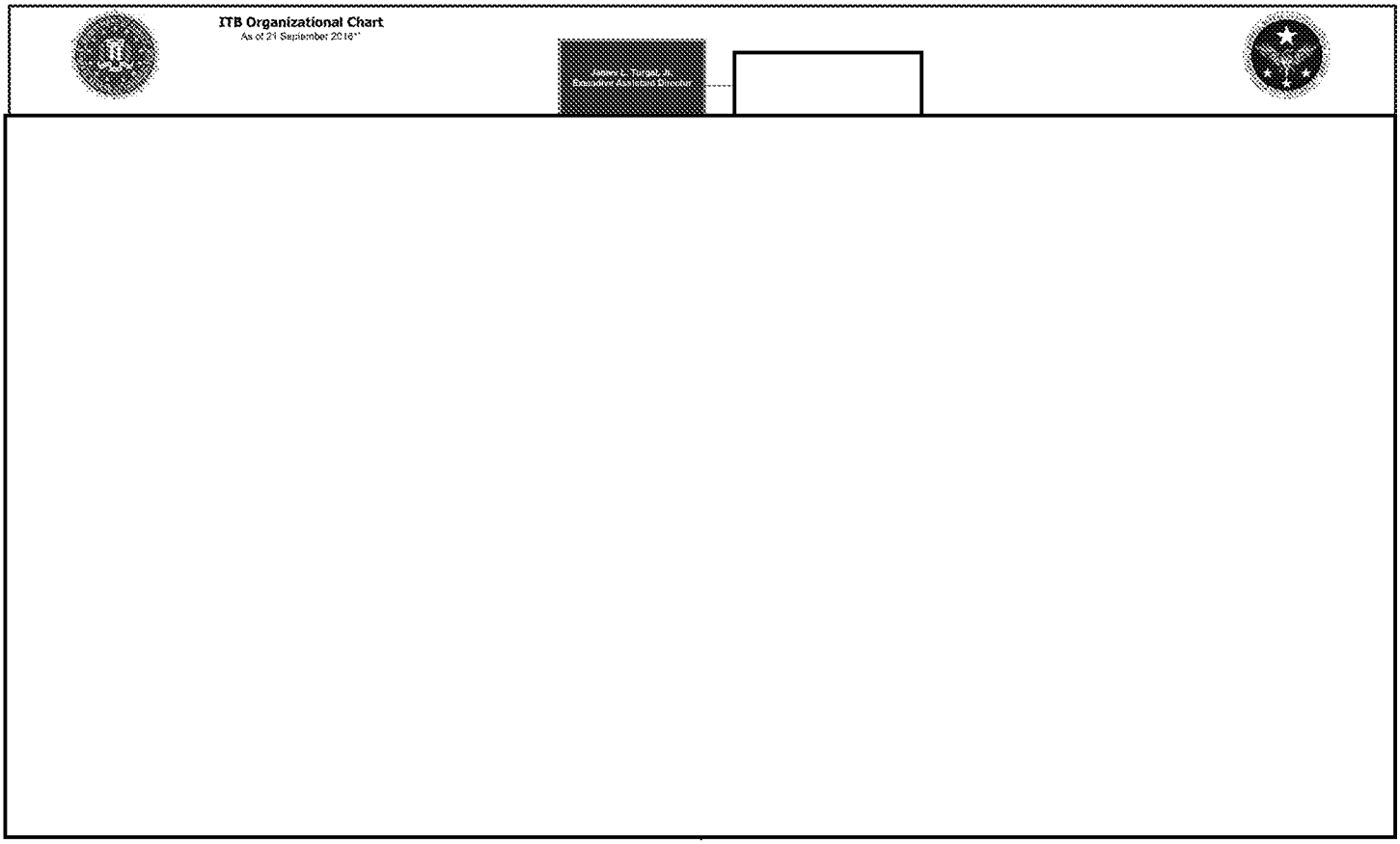
Provide effective information technology (IT) to the entire FBI in an environment that is consistent with intelligence and law enforcement (LE) capabilities, as well as ensure reliability and accessibility by members at every location at any moment in time.



ITB's Three Pillars of Success

Director James B. Comey, Jr. refers to IT as the central nervous system of the FBI. The central nervous system processes and integrates information it receives and sends information to the rest of the nervous system, controlling the body's thought processes, guiding movement, and registering sensations throughout the body. As the FBI's central nervous system, ITB employees must be aware of--and accurately process--the information received (customer's needs, the mission, the threats) and ensure what it designs, builds, operates, and maintains keeps the body operating at optimum strength so it can succeed as an organization.

Without IT, the FBI's employees would struggle to complete their everyday workload, and it would be difficult to achieve the mission. The ITB's products and services are critical to the FBI's mission, and the ITB cannot be successful in providing and maintaining the FBI's IT resources without dedicated, motivated, and well-trained employees who are leaning forward, operationally focused, and customer-service based.



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Director Comey's strategic vision is to be "ahead of the threat through leadership, agility, and integration." As such, ITB personnel are responsible for ensuring the FBI's employees have the best possible IT tools to be ahead of the threats to the nation and to protect the American public.

Organization

The ITB is comprised of three divisions: [redacted]

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[redacted]--all working in tandem to accomplish the mission.

ITCRMD

Mission Statement

The ITCRMD delivers reliable and effective technology solutions to help the FBI meet its strategic goals and objectives. Our high-performing resources lead the strategic direction for the FBI's IT through Project Management (PM) and User IT Incident Management and Resolution.

Support to the Field

The ITCRMD provides direct support to the emerging operational mission needs of FBI agents, analysts, and Task Force members through a number of key programs and initiatives. The division manages the Enterprise Operations Center (EOC), which processes all IT service requests from employees within the FBI and select consumers within the Intelligence Community (IC). The ITCRMD's Customer Liaison Unit serves as the central gateway for FBI customers in need of IT products and services through "find IT." The unit's overarching goal is to increase the visibility and transparency of IT products and services while providing direct consulting services to FBI consumers.

ITADD

Mission Statement

The ITADD decreases time to data awareness, increases awareness of available information, and makes software tools available to the workforce when and where they need it.

Support to the Field

ITADD continues to support the emerging operational mission needs of FBI agents, analysts, professional staff, and Task Force members by designing, building and maintaining "industry best" enterprise software applications connecting cases to intelligence, threats, sources and evidence; collaborating with domestic and international partners by sharing internally developed analytical tools and technologies; and delivering cutting edge analytical tools, including visualization, cloud, human technology and geospatial technologies.

Current major ITADD initiatives include:

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ITID

Mission Statement

Deliver agile, scalable and operationally focused networking, storage and mobility solutions to enable mission success.

Support to the Field

The ITID supports operational and administrative needs through the following:

- Delivering improved mobile capabilities to enhance the field's ability to operate away from the office (e.g., Enterprise Remote Access Service (ERAS), Smartphones);
- Coordinating Field Information Technology Specialist (ITS) support to deliver a consistent experience for FBI IT;
- Analyzing IT issues that affect the performance at Field Offices (FOs)/Resident Agencies (RAs) and identifying/implementing improvements;
- Implementing agile planning approaches to increase the speed that ITID delivers new technology and product improvements/features to the field;
- Completed Multi-Factor Authentication enablement on both FBINet and UNet for all FBIHQ divisions, 56 field offices, and RAs; and
- Researching and implementing new technologies that will provide increased capabilities for the FBI's Unclassified Network (UNet), including user storage and collaboration tools like Lync.

Executive Staff Changes

Arrivals

James L. Turgal, Jr., Executive Assistant Director (EAD)

EAD James L. Turgal, Jr., joined ITB on February 22, 2016, after serving as the AD of the Human Resources Division since August 2013.

Mr. Turgal entered on duty in March 1996 as a Special Agent (SA) and was assigned to the Houston Division working Organized Crime and Drug Investigations. Since then he has served in a variety of leadership positions both at Headquarters and in the field, including overseeing the high-profile case of the shooting of U.S. Congresswoman Gabrielle Giffords when he served as the Special Agent in Charge of the Phoenix Division. He is also a Bureau-certified pilot.

Tracey A. North, Assistant Director (AD), ITADD

Tracey A. North was selected as the AD of the ITADD on July 24, 2016, having served as Acting AD since January 2016. She served as ITADD's Deputy Assistant Director (DAD) from August 2014 to January 2016.

Ms. North entered on duty as an SA in 1986 and reported to the Atlanta Division where she investigated violent crimes, organized crime, and domestic terrorism. Over the years she worked many high-profile cases including those while assigned to the Southeast Bomb Task Force. In August 2001, Ms. North was promoted to Chief of the Executive Staff, Counterterrorism Division (CTD) at FBI Headquarters, supporting the AD and the CTD Front Office in the overall executive management of the Counterterrorism Program.

From March 2005 to May 2006, she served as the Assistant SA in Charge (ASAC), Albany Division. She then returned to FBI Headquarters, to serve as the Special Assistant to the Deputy Director (DD), followed by service as the Director's Special Assistant. In August 2008, she reported as the DAD of CTD. Ms. North served as the DAD for the Intelligence Services Branch, Directorate of Intelligence (DI) from May 2010 to August 2014.

W. L. Scott Bean, III, AD, ITID

W.L. Scott Bean, III was named AD of ITID July 24, 2016. He previously served as the Administrative SAC at the Washington Field Office (WFO).

Before reporting as SAC at WFO, Mr. Bean led the Technical Surveillance Section of the FBI's Operational Technology Division (OTD). He also served as ASAC of the White Collar Crime Branch of the WFO and led Washington Field's Economic Crime squad, investigating matters of corporate fraud, insider trading, market manipulation and traditional mail and wire frauds.

During his 19-year tenure with the FBI, Mr. Bean has investigated white collar crime, drug trafficking, and domestic and international terrorism. He was the Joint Terrorism Task Force Coordinator and Olympic Coordinator for the 2002 Olympic Winter Games in Salt Lake City, Utah. Following the Olympics, he was assigned to FBI Headquarters, where he led the White Supremacy Program for the Domestic Terrorism Operations Unit. During his initial assignment to WFO, Mr. Bean served as the Personnel Security Supervisor and Acting Chief Security Officer, with oversight of the Director's Protective Detail, the Attorney General's Protective Detail, and two security squads.

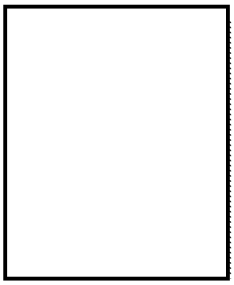
Jeremy M. Wiltz, AD, ITCRMD

Jeremy M. Wiltz was named AD of ITCRMD September 4, 2016.

Since January 2013, he served as DAD of the Information Services Branch, Criminal Justice Information Services Division (CJIS). He was responsible for the Biometric Services Section, the IT Management Section, the National Instant Criminal Background Check System Section, and the Major IT Programs Section. He also provided oversight for the National Crime Information Center, the Law Enforcement (LE) Enterprise Portal, the National Data Exchange, the Uniform Crime Reporting Redevelopment Project, the FBI Biometric Center of Excellence, and biometric interoperability programs.

Mr. Wiltz brings to the FBI more than 19 years of professional and technical leadership experience engineering and deploying IT systems for the U.S. government. His previous positions with the FBI include DAD, IT Services Division (ITSD), and Section Chief (SC), IT Project Management Section, IT Management Division (ITMD).

Departures



Brian A. Truchon

After more than 29 years of service with the FBI and almost four years with the ITB in executive leadership positions, AD Brian Truchon retired from the FBI on April 30, 2016. Brian was an integral member of the ITB team, serving with the Branch in five executive-level positions. He served as multiple DADs: first in IT Engineering Division (ITED), followed by the ITSD from 2012-2014. He served as the AD for the ITID from 2014-2015. With the departure of the ITB's EAD/FBI Chief Information Officer (CIO) in August 2015, Brian was asked to serve as the Acting EAD/CIO. He served in that capacity until February 2016, then served as the Acting CIO until April 2016.

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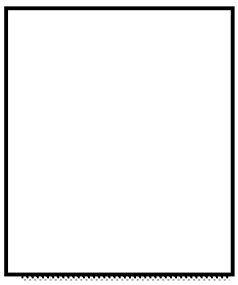
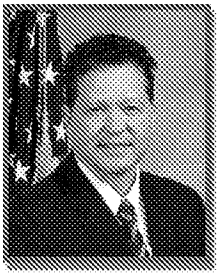


Jennifer R. Sanchez

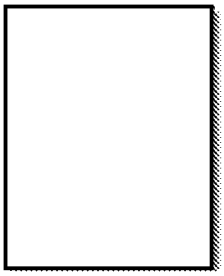
Jennifer Sanchez retired from the FBI on April 30, 2016, after more than 37 years of dedicated FBI service. She served almost 36 years in a variety of positions of increasing leadership within the IT field. An integral member of the ITB team, Jennifer held four key senior management positions. She served as SC of the Systems Support Section, ITSD from 2008-2010; as ITSD's DAD from 2010 to 2012; as ITSD's AD from 2012-2014; and as AD of the ITCRMD from 2014 until 2016.



Jon "Kevin" Reid

Jon "Kevin" Reid retired from the FBI on June 30, 2016, after more than 33 years of dedicated federal service. In December 2013, Kevin joined the ITB to serve as the DAD of the former Information Technology Management Division. He transferred from the CJIS Division, where he served as the Executive Program Manager for the Next Generation Identification Program, the largest IT program in the DOJ. In May 2015, Kevin was reassigned to the ITADD to serve as that division's Acting AD, then assumed responsibility as the ITID's Acting AD in January 2016.

Kevin's federal service extends far beyond his years of providing oversight and executive management in a variety of key assignments within the FBI. He served 12 years with the Department of the Navy and Navy Air Systems Command, successfully managing and implementing multiple major projects, and ensuring warfighter capabilities in support of the Navy's mission.



William (Bill) Searcy, II

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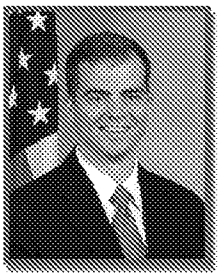
William "Bill" Searcy, II retired on February 28, 2016, from the FBI after more than 20 years of service with the FBI and almost five years with the ITB in executive leadership positions. Bill was an integral member of the ITB team, serving with the Branch in four executive-level positions. He served as SC of the Enterprise Engineering Section, ITED from 2010 to 2012; as DAD for ITED from 2013-2014; as the DAD for the ITID from 2014-2015; and, finally, as the Acting AD of ITID effective August 26.



Jeffrey C. Johnson

After more than six and a half years with the FBI and the ITB, Jeff Johnson accepted a new and challenging opportunity at the United States Postal Service in Washington, D.C. Jeff served as the AD of the ITED from 2009-2012. While serving as ITED's AD, Jeff also took on the Herculean assignment of developing and deploying the Sentinel Case Management System enterprise-wide. In 2012, Jeff was assigned as ITMD's AD; in 2014 he returned to ITED as AD, since realigned as the ITADD. Throughout his tenure, Jeff served as the FBI's Chief Technology Officer. In May 2015, Jeff was asked to assist the DOJ on several high-profile initiatives including the DOJ's Data Center Transformation Initiative. He departed from the FBI on April 15, 2016.

Strategic Guidance

National Program Review

The ITB participated in its first National Program Review (NPR) June 1–10, 2016. The review required preparation of detailed information prior to the review, followed by long hours during the inspection answering questions and providing additional materials.

The NPR was a significant event for the branch. EAD Turgal requested that the Inspection Division (INSD) conduct a thorough review because he wanted them "to assess, identify, and report on those things we are doing right, those areas we need to improve, and those areas that are being affected by a lack of resources (money and/or personnel)."

According to Turgal, "We need a solid idea of the health of our programs and what areas need to be fixed so we can define the vision and set the course for the future. This independent and solid assessment of the critical work you do will help us build the roadmap that will move us from good to great in the products and services we provide our customers.

Another concern is

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The inspection team focused on

The NPR was a thorough one.

During the June 10 out-briefing to ITB's management, INSD's DAD Ron Twersky, commented that this NPR was a "massive undertaking," but one that was "interesting and valuable" to the team. He expressed his appreciation for everyone's assistance.

The team reported that—overall—the ITB is very successful in accomplishing its mission. They found

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The ITB is scheduled to receive the INSD's draft report with recommendations for review and comments during the 1st Quarter (Qtr.) Fiscal Year (FY) 2017.

FBI IT Life Cycle Management (LCM) Framework

The FBI's IT LCM Framework provides:

- A structured approach to the coordination and management of IT solutions from conception through disposal;
- A foundation to align other processes such as IT governance and project management; and
- Standard reference models used by IT practitioners engaged in the acquisition, development, deployment, maintenance and disposal of IT solutions.

For each model – the LCM Framework describes the key activities performed and associated deliverables as an IT solution moves through the course of its life cycle.

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As with the private sector and other federal agencies, significant enhancements have been made to incorporate lean, agile management and development practices into the LCM Framework.

During FY 2016, the Product Assurance Unit staff revised LCM Tailoring Process - Streamlined LCM Tailoring Agreement process in SharePoint. The revised process was designed to capture the IT project's unique application of the framework and evidence that demonstrates effective management of activities performed throughout the life cycle in a flexible, more user friendly manner.

Enhancements deployed in FY 2016 include:

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FBI's Enterprise IT Governance (EITG) Framework

The EITG framework is the primary means for the FBI to ensure it maintains continuous alignment between its IT investments, associated programs and projects, and its mission priorities. The EITG helps the FBI comply with the requirements of the Clinger-Cohen Act, the Office of Management and Budget Circular A-130, and the Government Accountability Office IT Management Framework.

The IT Governance team:

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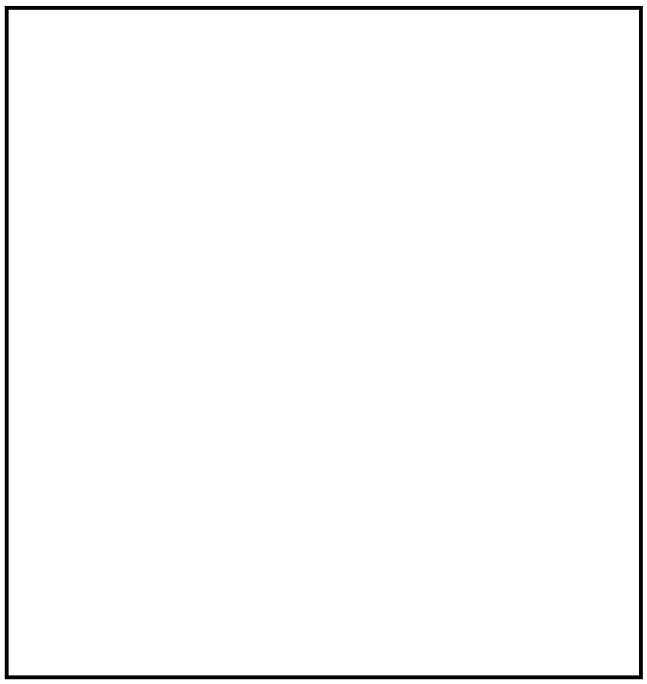

During FY 2016, IT Governance supported nine milestone review decisions for 13 IT initiatives, performed five milestone review assessments, and coordinated the retirement of 22 IT assets.

The IT Governance Team, Product Assurance Unit, was responsible for scheduling, providing logistical support, facilitating discussions, and recording and disseminating minutes for nine Executive Steering Council, Investment Management Board, Project Review Board, and Technology Development and Deployment Review Board meetings.

Other significant accomplishments for FY 2016:

- **Revised IT Retirement and Disposal Review Governance Process –** Streamlined the governance process for approving IT system retirements by incorporating the requirements from various stakeholders (Records Management Division (RMD), Security Division, Office of the General Counsel (OGC), and the Enterprise Data Management Office into a single process and a common set of artifacts.
- **Revised Mission Need Review (MNR) Governance Process –** Introduced the Enterprise Requirements and Capabilities Working Group as the new MNR approval authority, and automated the review and approval process in the Bureau IT Knowledge Repository.

IT Cost Transparency

Increasing IT Cost Transparency was established as an ITB Branch Initiative in FY 2014, and continued in FY 2016 as an ITCRMD initiative. The ITB budget accounts for approximately 40 percent of the IT spending in the FBI.

The CIO/EAD requested ITCRMD support to help him gain visibility into the other 60 percent so that he could provide adequate oversight of all IT spending in the FBI. The FBI has 12 major IT investments, owned by six divisions across the enterprise. The continued implementation of Enterprise IT Cost Transparency has served to achieve the following results throughout FY 2016:

- Increased executive awareness of IT investments and assets within the division;
- Provided visibility (transparency) into IT costs and spending through alignment of IT assets with investments;
- Ensured investment information was timely, correct, and complete; and
- Informed the decision-making process and assisted with prioritization of IT resources.

The ITCRMD Capital Planning Unit (CPU) and Financial Management Unit (FMU) met with Finance Division (FD) Budget Section leadership and proposed a strategy for FMU and CPU to partner with the Budget Section and prepare joint guidance on IT cost transparency and the Federal IT Acquisition Reform Act (FITARA) for the Zero-Based (ZBRA) budget process; incorporate IT specific data elements in the ZBRA budget templates; and develop new IT budget execution reporting to leverage existing IT commodity

codes in the financial management system.

In addition, FD developed new IT cost transparency reporting that provided unprecedented visibility into more than $1B of IT spending in five IT commodity types across multiple fund categories. Recognizing the value of this effort to the enterprise, FD has since modified its templates to include IT data elements into subsequent ZBRA budgets.

The IT Cost Transparency Initiative has been a mutually beneficial effort for the Chief Financial Officer, EAD ITB, and the CIO as the enhanced visibility has provided them with better accountability over the value of agency IT spending, which is their charge in the Clinger-Cohen Act and the FITARA. It has also afforded FBI leadership greater visibility into the performance of IT initiatives, established the first budget linkages between the ZBRA process and the FBI IT investment portfolio, and has provided the foundational data for future IT dashboards.

FBI Accessibility Program

FBI SECTION 508 PROGRAM

Section 508 of the Rehabilitation Act of 1973, as amended by the Workforce Investment Act of 1998 (29 U.S.C. §794d), requires the federal government to ensure the information and communication technology (ICT) it procures, develops, enhances, maintains, or otherwise uses is accessible and usable by individuals with disabilities, unless an exception applies. ICT covers a wide range of IT and communication technology, including any software; websites; mobile devices and applications; electronic documents; video media and webcasts; assistive technology; and any operational IT or scientific equipment, tools, or systems.

Section 508 is intended to eliminate barriers for those individuals with disabilities to access and use federal government ICT, provide new employment opportunities for individuals with disabilities, and encourage technological development to help achieve the program's goals.

The FBI's CIO established the FBI Accessibility Program, formerly known as the FBI Section 508 Program in 2013. The Accessibility Program staff works closely with individuals with disabilities and ICT stakeholders, including system owners and project managers, to ensure the 508 Program's goals are met and that all ICT is compliant with the Section 508 accessibility standards.

This past year, the Accessibility Program completed six of 17 action items from the Office of Integrity and Compliance Section 508 Red Team's Risk Mitigation Plan. Specifically, the Accessibility Program:

- Established a SharePoint site to receive and track formal complaints alleging inaccessible ICT.
- Established a mechanism to report periodically to the DOJ and FBI CIOs the status of: approved exceptions to compliance with Section 508; and complaints filed alleging inaccessible ICT.
- Established a new policy directive to replace the October 2015 policy notice (currently pending final executive approval).
- Incorporated accessibility compliance monitoring mechanisms into all phases of the FBI's IT LCM Framework.
- Established an accessibility testing guide and checklist and a new testing training module. This training is advertised and provided weekly.

The Accessibility Program staff also developed a SharePoint-based accessibility compliance survey to assess and determine the scope of inaccessible ICT. It was provided to the owners of a sample population of 35 systems and applications.

The Accessibility Program staff continued to provide Section 508/Accessibility training to stakeholder divisions, including several units within the Training Division, as well as training and presentations on building accessibility compliance programs to external business partners, including the General Services Administration and the Bureau of Alcohol, Tobacco, Firearms, and Explosives.

The staff also executed Office of Management and Budget (OMB) and DOJ-mandated audits that assessed the level of the FBI's compliance under Section 508. The DOJ's biennial Federal Section 508 Compliance Survey assessed FBI's maturity and compliance posture for FY 2015, ending September 30, 2015. The most recent OMB biannual audit conducted in February 2016 assessed FBI compliance for the period between August 1, 2015 and January 31, 2016. The survey results revealed that significant progress has been made since the original surveys were issued in FY 2013.

Programs, Projects, and Initiatives

Deployment of

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e-Discovery

Electronic discovery, or "e-discovery," is the process by which electronically stored information is shared between parties involved in litigation. The FBI has an obligation to comply with discovery requirements, whether in defense of a civil law suit or in pursuit of a criminal conviction. Supporting the FBI's ability to preserve, collect, review, and produce electronically stored information for litigation or other related purposes ultimately supports the FBI's mission to "uphold the Constitution of the United States."

In 2015, e-Discovery was identified as a Deputy Director's Priority Initiative (DDPI) due to an urgent need to modernize and expand the FBI's e-discovery capabilities. The OGC, in conjunction with the ITB, sponsored the new DDPI which consisted of a cross-functional, multi-division team that included the key e-Discovery stakeholders, process reengineering staff from the Resource Planning Office (RPO), IT Program/Project Managers, and Project Management support staff from ITCRMD's Project Management Office Section.

The e-Discovery DDPI team identified two primary goals:

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In FY 2016, ITADD's Enterprise Applications and Data Services Section established the new Discovery Information Technology Program Management Office (DITPMO) and Discovery Information Technology Support Unit (DITSU) to work in partnership with OGC's Discovery Management Section to meet the FBI's e-Discovery legal obligations.

Together DITPMO and DITSU have worked with the OGC to deliver the following benefits to the FBI and e-Discovery stakeholders:

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As we enter FY 2017, maintaining effective and meaningful collaboration among the various divisions working with e-Discovery will allow the FBI to mitigate the legal risks posed by the ever-increasing amount of electronically stored information being created, stored, and distributed by the FBI.

Enterprise Briefing System (EBS)

Since 2013, the Director's Daily Briefing (DDB) application enabled the FBI to efficiently and securely share briefed intelligence, reduce costs to support the briefing process, and utilize advanced technology consistent with other U.S. Intelligence Community partners.

Users access the application via both a Windows tablet app and a web-based desktop application. These applications interact with SharePoint for electronic access to the DDB.

ITADD developed the EBS and successfully deployed the next generation version of the DDB application. It has been operational since August 26, 2016. The EBS will improve users' overall experience, address a number of the DDB's technical issues, simplify the system's architecture, and eliminate many limitations. The system will still draw its content from the sources that have informed the DDB, including:

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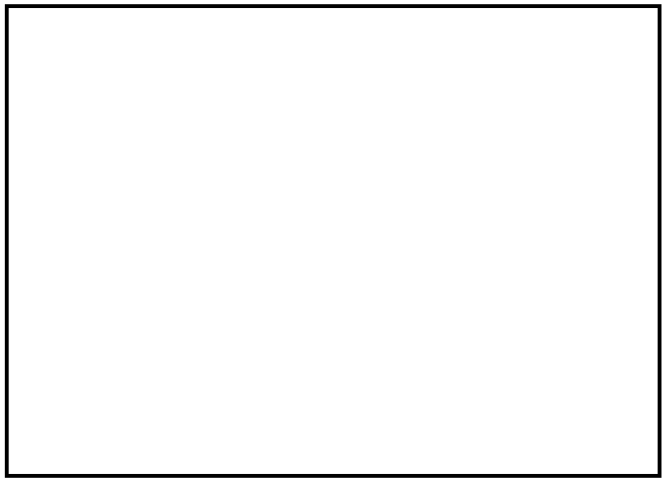

The EBS offers the following enhancements and new features:

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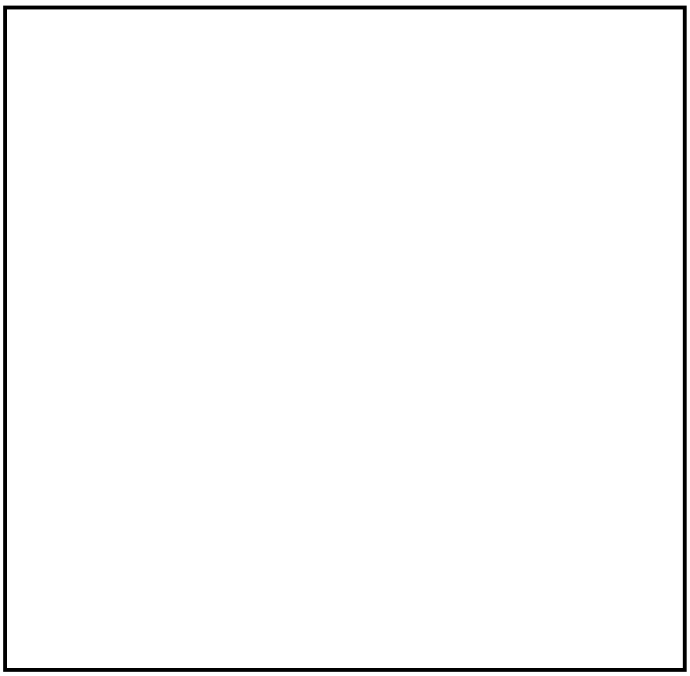

find IT

As the ITB continues to advance its IT products and services to keep pace with the ever-changing needs of FBI field agents and professional support staff, *find IT* (pronounced "find I-T") was created to provide a way for these users to stay informed of IT solutions available to them, along with providing them a way to better communicate their needs to the ITB.

find IT is designed with a friendly and intuitive interface. By taking a customer focused approach; users are no longer required to have pre-existing knowledge of who owns a particular service or product. Instead, users of *find IT* can now locate their desired service by clicking through several easy-to-navigate categories.

This logical search method helps to minimize search times and eliminate confusion. After locating their intended product or service, users will find standardized and useful information as well as quick-links to either order, access, fix, or learn more information about their desired product. These quick-links take them directly to the source and help eliminate the questions of where to go or who to contact.

Since its deployment in early 2015, *find IT* has evolved into an FBI-wide catalogue used by FBI headquarters, FOs, and Legal Attaches' (Legats). The *find IT* team continues to work with ITB service providers to incorporate key products and services. To date, more than 65 products and services are represented in *find IT*, with more than 700 unique users a month and growing.

Innocence Lost Database (ILD)

The FBI's Criminal Investigative Division (CID) has taken a more proactive stance in the fight against criminals and criminal enterprises that profit from child sex trafficking and exploitation. Through the Child Exploitation Task Force, the FBI and its partners have expanded cooperation, collaboration and intelligence sharing with international, federal and state LE, and non-federal governmental agency partners through the ongoing Innocence Lost National Initiative.

Through its leadership position within the LE community, the FBI has developed more collaborative partnerships and intelligence sharing methods, while improving intelligence gathering, dissemination, data tagging, and associations, along with enhanced predictive data analytics to incorporate a proactive LE posture in response to intelligence leads vs. the previous reactive posture.

This capital investment is a demonstration of the FBI's commitment to fellow LE partners and the public. The new ILD enhances the CID's FBI mission-essential function to coordinate, manage, and direct investigative programs focused on violent crimes against children (i.e., child sex trafficking). The system allows for investigative collaboration, coordination, and lead de-confliction to ensure resource efforts can be managed efficiently. The new ILD is the only national database that contains child victims, pimps, and associate information to bridge cross-jurisdictional investigations and create national leads with an interest to expand the LE user community.

To support the CID, the ITCRMD provided project management, contract, and operational management services for the new ILD system, replacing the legacy ILD. The team completed system development using Agile methodologies and deployed the system in April 2016. An enhancement, released in June 2016, provides extensive (data and image) analytics, entity collection, and distribution of ILD intelligence. The new ILD provides an innovative, user-friendly, and reliable database that centralizes LE sensitive intelligence, automates data upload, and provides systematic interfaces.

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[redacted]

Justice Enterprise File Sharing System (JEFS)

On October 1, 2015, the JEFS system, part of the LE Information Sharing Program replaced XT-Files as the application used by the FBI to provide web-based file sharing capabilities to thousands of LE personnel in federal, state, local, and tribal organizations.

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[redacted]

The JEFS provides the following features:

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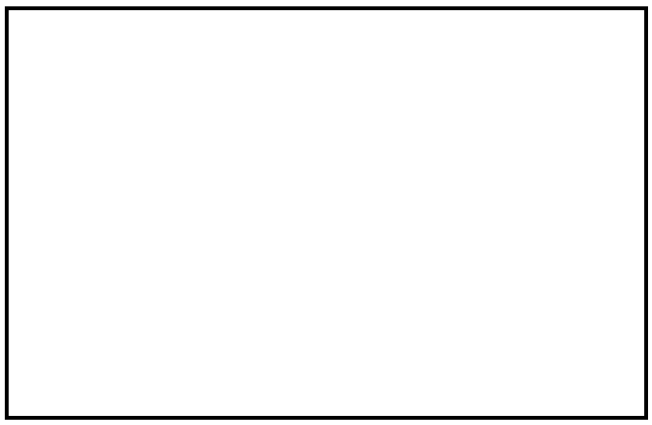

Next Generation Name Check Program (NGNCP)

The National Name Check Program (NNCP) management team completed development of NGNCP in June of 2016, and is currently transitioning customers and internal users to the new system.

Sponsored by the RMD in collaboration with the ITB's IT Project Management Unit 2, NGNCP provides secure portals for external and internal customers to submit name check requests and to receive responses. It also provides a new automated workflow and system interface services, enabling the NNCP to check a large volume of names quickly and accurately; to capture and report on system performance and individual metrics; and to collect billing information. NGNCP was developed using

The new and improved capabilities help resolve challenges with the current NNCP IT process including:

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The NGNCP team deployed Release 3 in November 2015, and Release 4, the final release, in June 2016.

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The program has been in an operation and maintenance phase since June 2016; however, the team continues to develop and deploy enhancements to the system while transitioning internal and external users to the system.

Resident Agency Circuit Enhancement (RACE)

The RACE project, which began in FY 2014, focuses on the network upgrade of 115 RAs whose usage frequently exceeds existing network capacity. Among the sites selected, the average bandwidth utilization experienced during business hours and during the time when the network connection was analyzed was almost 96 percent.

RACE will increase the circuit from a relatively small one that can support data traffic at a slow rate to a significantly larger circuit that will allow a much faster data transfer rate. The increase will improve user experience and work flow.

By the end of FY 2016, 97 of the 115 priority RAs had been upgraded. The remaining 18 sites are in construction pending network upgrades.

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As a result of this effort, the ITB helped eliminate approximately 500 hours of lost productivity per month and vastly improved productivity.

The investment in customer service and transparency throughout the project also built strong relationships between the FBI's deployed agent and support staff. Not only has the technology been labeled "life changing," the appreciation for the staff's improvement in professionalism was recognized by the overseas staff.

On August 31, 2016, more than 90 FBI employees and contractors from ITB, the Science and Technology Branch, the Criminal Cyber Response and Service Branch, and members of the Director's Office were recognized by the Director for their commitment, skill, and efficiency.

For a project of this size and scope to have been completed as quickly and cleanly speaks directly to the dedication of every person involved in meeting the Director's challenge on February 6, 2015.

Sentinel/Guardian Integration

At the beginning of FY 2015, the FBI Deputy Director designated the Sentinel/Guardian Integration effort as a priority initiative. The goal of the Sentinel/Guardian Integration Initiative is to utilize the strengths of the Sentinel and Guardian applications by integrating them into an enterprise-wide threat information management system. This integration effort unites Guardian's iterative assessment processes with Sentinel's core case management features. The end result of this integration effort achieves this goal by:

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The Sentinel and Guardian teams also supported the migration of the headquarter's divisions and 56 FOs to the new organizational structure, which was completed in 3rd Qtr. FY 2016.

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Awards, Recognition, and Training

FBI Director's Awards

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ITADD's winners at this year's Director's Awards.

The Director's Annual Awards for Excellence are the highest honors employees may receive from the FBI and recognize outstanding contributions and exceptional service to the FBI and its mission. This year four ITB employees were recognized for their excellence during an awards ceremony on September 15, 2016, at DAR Constitution Hall.

Sustained Distinguished Service

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Computer Scientist (CS), ITADD

For more than 24 years as an CS distinguished himself as an employee whose remarkable passion was matched only by his remarkable performance.

developed groundbreaking computer analysis and scoring algorithms to

[redacted]

b6 b7C b7E CS [redacted] retired in February 2016 after more than two decades of creating leading-edge technologies to support FBI investigations and operations. He will be remembered for his unparalleled innovation and unwavering dedication to the FBI mission.

Outstanding Service in Diversity and Inclusion

Hispanic Advisory Board Mentoring (HMP) Program, International Operations Division

As the demographics of the United States continue to evolve, it is critical for the FBI to reflect the diverse communities we serve. This allows us to connect and build trusting relationships with all Americans and ensures that our employees are credible stewards of justice within their communities. Actively recruiting diverse employees is essential to achieving this goal. Equally important is fostering a supportive and inclusive culture within the FBI by developing and retaining current employees.

The Hispanic Advisory Board Mentoring Program (HMP) team rose to this challenge. Team members developed this new program to connect employees with diverse backgrounds through formal mentoring sessions, opportunities to learn from senior FBI employees and executives, and discussions about career challenges, diversity and inclusion, and professional development. They created a virtual platform to match employees with mentors and set up a dynamic site to manage the program.

This talented team displayed tremendous dedication to strengthening diversity and inclusion in the FBI. By proactively establishing a reciprocal, mutually rewarding, and career-building initiative—now an FBI best practice that other divisions have replicated— this team has made a lasting contribution to the future of the FBI workforce.

b6 b7C [redacted] ITS, ITADD, is a member of this 14-person team.

Outstanding Information Management

Advanced Geospatial Technologies Project Team, ITADD

From SWAT teams to surveillance planes, keeping track of FBI teams deployed down range is vital for safety and situational awareness. Yet until recently, when a crisis occurred, FBI leaders did not have access to real-time deployment information. They had to rely on manual reporting, tracking, compiling, and mapping of data. This required a high burn of man-hours and led to an unavoidable time lag and a series of "current" reports that were actually several hours old. By the time information reached decision makers, the situation on the ground had already changed.

Recognizing the administrative burden and the operational risk this created, [redacted]

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Government Employee Training Act (GETA)

GETA training provides professional development training opportunities for FBI employees. Training must be related directly to documented duties and/or collateral duties as assigned. Consideration for all training requests is based on supervisory approval, employee work demands, GETA program manager approval, and financial resources available at the time of the request.

For FY 2016, 469 ITB employees were approved to attend GETA-funded training.

Enterprise Data Analytics (EDAS) Field Training

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In FY 2016, the EDAS Training Team provided training at 26 FOs and two RAs on [redacted]

[redacted]

ITB and Employee Awards

The ITB's FBI employee strength averaged 648 employees during FY 2016.

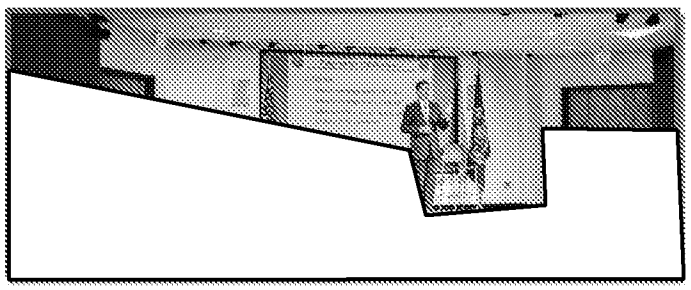
ITB employees received:

- 222 On-the-Spot Awards
- 176 Time-Off Awards
- 71 Incentive Awards

Employees were recognized for their individual performance, service, leadership, and teamwork.

Collaborative Forums and Events

ITB All-Hands Meetings



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Director Comey addresses All-Hands attendees.

The ITB held two All-Hands meetings during FY 2016. The meetings included a variety of speakers and topics of interest to ITB employees.

The first meeting, January 5, 2016, was hosted by Acting EAD/CIO Brian Truchon. Agenda topics included organizational updates, a Diversity and Inclusion Coordinator briefing, an Intelligence Community Information Technology Enterprise (IC ITE) briefing, and a Support Services Transformation Office briefing.

On July 18, 2016, EAD Turgal hosted his first ITB All-Hands Meeting in the Bonaparte Auditorium and via webcast. "I wanted to bring all the employees together so I could share what I learned in my first five months. I wanted the ITB employees to know what I saw, the information I collected, where the ITB has been, and where I see the ITB going," Turgal stated. He spoke about ITB's vision and customer perceptions, his three pillars to success – leaning forward, operationally focused, and a customer-service based operation.

To everyone's surprise, Director Comey arrived and spoke to attendees early in the meeting. He explained that the FBI's mission and vision was recently rewritten to streamline and simplify it so everyone can understand and connect to it – both FBI employees and the American public. Director Comey quoted the FBI's vision and mission as:

- Vision: Ahead of the threat through leadership, agility, and integration
- Mission: The mission of the FBI is to protect the American people and uphold the Constitution of the United States

"It's my mission and it's your mission. We are the same. Our job is to protect the American people and uphold the Constitution of the United States." He stressed that, "the mission of the FBI belongs to all of us," reiterating that ITB has an important role in the FBI's mission. He also thanked ITB employees for their hard work and dedication.

INSD's AD, Nancy McNamara, presented an overview of the June NPR of the ITB. This review was one of the largest performed to date. The NPR's purpose was to identify areas of improvement for the ITB. The NPR identified several high-level findings that will provide areas of focus for ITB to make improvements. These recommendations are: define the strategy better; create measures and matrices; improve customer service; improve training for all employees; establish contract management oversight; focus on preparing and maintaining documentation on key decisions; and practice good communications. The ITB is awaiting the formal report.

In addition, CIO Gordon Bitko presented the vision of the CIO's office and discussed the transition of some of the ITB units that are proposed to move to the CIO. The plan calls for the OCIO to have two sections: the Enterprise IT Management Section and the Technology and Strategy Section. The OCIO will have enterprise-wide responsibility to develop the long-term direction and strategy for information and technology for the FBI. The ultimate goal will be to provide core services that are first rate and deliver solutions quickly to make improvements.

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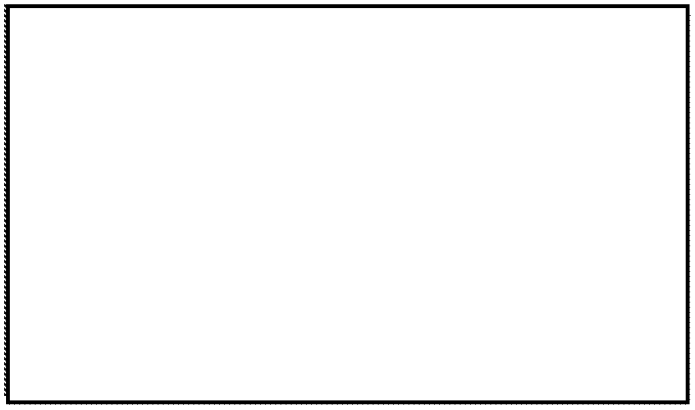

EAD Turgal recognizes the newly-selected ADs for ITB.

EAD Turgal followed the formal portion of the All-Hands with a question and answer period to ensure employees had an opportunity to comment and ask any questions concerning the reorganization or his philosophy as the ITB's new EAD.

Information Technology Operational Training Symposium (ITOTS) 2016

The ITOTS took place Monday, August 22-25 at the National Conference Center in Leesburg, Va. The theme for this year's symposium was, "I.T. -- Operating Ahead of the Threat."

EAD James L. Turgal, Jr. addressed the attendees Monday morning to start the symposium. "ITOTS is bringing together all elements of both the Headquarters IT elements and the field elements that work the daily routines in FBI field offices. This is our ability to bring everybody together for a week to learn, to share, and to collaborate."

Director Comey addressed the ITOTS audience referring to the ITB as, "The Central Nervous System of the FBI." He reminded the audience of the importance of staying ahead of the threat by being agile, receiving feedback, and reacting to it appropriately.

[redacted] Unit Chief of the Field Support & IT Modernization Unit, is the Field ITS Program Manager and was one of the coordinators of this year's event. He said the National Conference Center was chosen specifically to encourage interaction among the attendees. "We're at a location where it's geared toward communicating with one another. More IT Specialists should come. We're here to make our organization better. It's an opportunity to talk, to get to know one another, and learn important information that makes us better as a whole. If you have the opportunity to come, take advantage of it -- give us a shot!"

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The symposium break-out sessions covered topics ranging from Human Resources Questions and /answers (Q&A) to the Samsung Galaxy S7. Sessions included:

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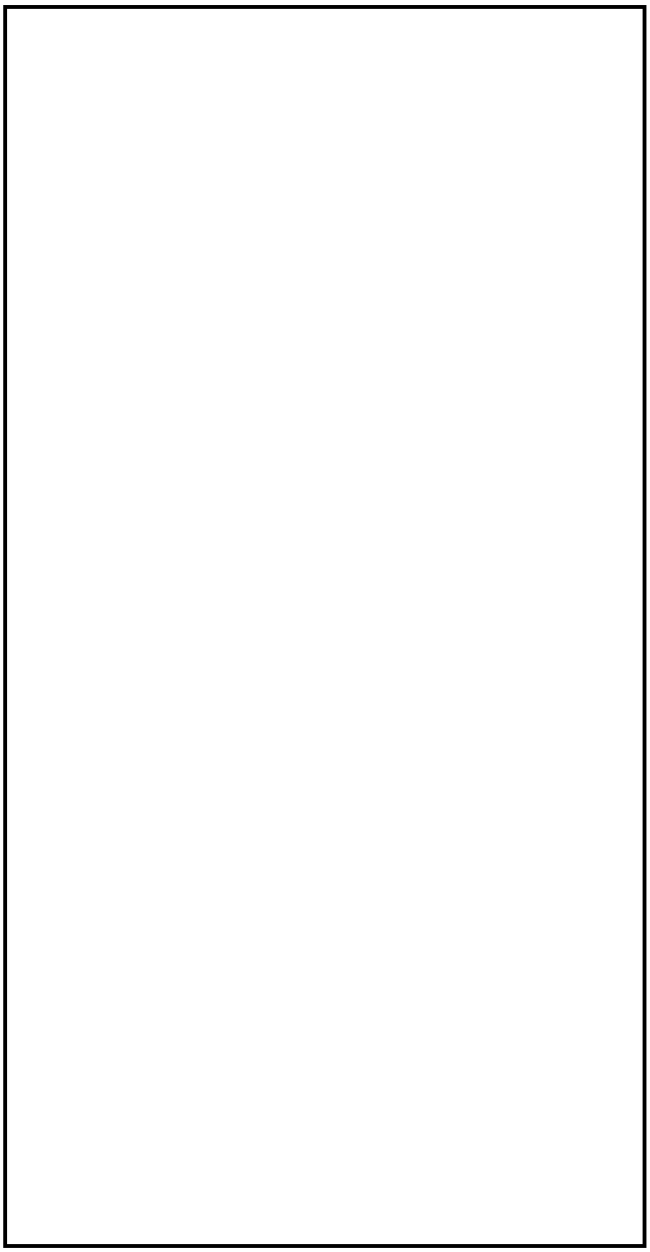

The Supervisory ITS (SITS) Forum—a panel discussion between ITB executives and Supervisory ITS—offered an opportunity for sharing information. While the primary focus of ITOTS was to educate and inform ITSs from around the Bureau, the secondary bonus was one-on-one face time outside the classroom.

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[redacted] an Electronics Engineer with the Science and Technology Branch's Operational Technology Division, enjoyed ITOTS because of the glimpse it offered into the life of an ITS. He said, "I usually work with the Electronics Technicians and Technically Trained Agents, so it was nice to get the IT Specialist perspective on operations and field responsibilities. This helped me to realize some of the gaps in communications between the groups that I hope to close." [redacted] also hopes the networking opportunities everyone experienced will help to solve future problems.

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[redacted] an ITS from the Omaha FO, said, "I had a much better time than I had anticipated. I walked away feeling a bit empowered," about attending his first ITOTS. "I very much enjoyed my time at ITOTS and look forward to seeing all of the challenges set before us come to fruition. It truly is an exciting time in the Bureau to be in IT," [redacted] said.

DOJ – FBI IT Job Shadow Day

On April 14, 2016, the ITB and the DOJ CIO hosted 14 students interested in IT careers from Damascus High School in Montgomery County, Md. The students and their teachers began their tour of FBI Headquarters with "The History of FBI Firearms" at the active shooting range auditorium in the FBI Educational Center. Then, ITCRMD's Acting DAD Michael P. Klopp guided the guests through the FBI's exhibits of its most famous cases, discussing the role IT played in the cases.

DOJ CIO Joe Klimavicz, IT Project Manager [redacted] and Klopp spoke to the audience during lunch. They spoke about the biggest and fastest computers--mostly associated with government initiatives in nuclear energy, space exploration, biometrics, and intelligence gathering. Both [redacted] and Klopp described how their careers began in the military and progressed to their current assignments serving in IT as a support professional and an agent respectively.

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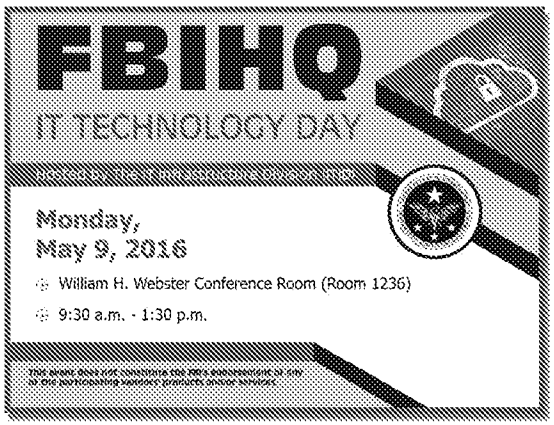
All three luncheon speakers provided insight on how to develop careers in IT, complement IT skills with soft ones, and why they chose public service over private industry. DOJ CIO hosts, Jason Walsh and Management and Program Analyst [redacted] spoke about their careers to give the students a well rounded perspective. The students ended their tour with a visit to the FBI SIOC.

FBIHQ Technology Days

During FY 2016, the ITID hosted three IT Technology Days in the William H. Webster Conference Room on November 3, 2015, February 23, 2016, and May 9, 2016. IT Technology Day showcases new and innovative technology to all interested FBI employees. The events have evolved since they began in 2012 as "Vendor Days." The themes more accurately reflect the purpose of the events—to give employees an opportunity to see what is new in the IT world and what companies are doing to improve it.



More than 50 small business and prime contractors showcased their various security, network, and application technology offerings and answered employees' questions about how their IT products can change and improve the way FBI employees conduct business.

ITB Field Integration Program (IFIP)

In 2016, the Branch Administration Section, ITCRMD, established the IFIP to facilitate the shift for the ITB to become a true field-enabling organization. Derived from the SITS Rotational Shadow Program, IFIP deployed ITB Unit Chiefs (UCs) and senior staff to FOs to see first-hand how ITB's technology is used in day-to-day operations, while raising awareness of IT issues from both the field and HQ perspectives.

At the close of FY 2016, eight UCs and senior staff had participated in a rotation of four FO visits Richmond, Charlotte, Chicago, and Atlanta. Each participating UC engaged in a series of operational activities typical to the realities faced in the field on a daily basis.

Due to the program's initial success, IFIP will be expanded in FY 2017 to include its scope by bringing the SITS to HQ on a rotating basis to engage with HQ staff to provide the HQ perspective through an interactive itinerary.

ITCRMD's Gettysburg Leadership Retreat

On October 15, 2015, 32 ITCRMD leaders and staff traveled to Gettysburg, Pa., to participate in a one-day professional development event on the historic grounds of the battlefield.

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Supervisory SA [redacted] and [redacted] subject matter experts on Gettysburg and leadership, led the group. They regaled the attendees with lesser known facts about the battles and commanders.

Participants walked on the same hallowed ground where Civil War leaders stood and made decisions that would change the course of U.S. history. Participants learned about the difficult circumstances military leaders faced in 1863, and had an opportunity to discuss and explore the decisions these leaders made as well as the consequences of those decisions.

While visiting eight specific locations, they engaged in discussions relevant to leadership on the battlefield and how those leadership examples and lessons learned could be applied to leadership within the FBI. [redacted] and [redacted] continually encouraged the attendees to reflect on their leadership styles to see if modifying that style might benefit their employees and the organization.

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Discussion topics included:

- Not fearing responsibility
- Personal character counts
- How leadership styles can affect subordinates and results
- How and when to disagree with the boss
- If you don't know, ask
- Everyone is a leader
- When to exercise "the third option"
- Strategic thinking

[redacted] and [redacted] conducted a follow-up session during ITCRMD's monthly leadership meeting on November 12, to further discuss the leadership styles and decision-making abilities of the historical leaders and each individual employee's leadership style.

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ITCRMD Launches Mentoring Program

Taking a cue from employee feedback, ITCRMD built and launched a formal Division-wide mentoring program to help employees leverage the knowledge and skill sets of other, more experienced employees. The ITCRMD unveiled the program at their February All-Hands Conference on February 25, 2016, and held three Lunch and Learn sessions

on March 15, May 4, and August 30, to continuously build awareness of the program.

The program currently has five formal mentor/mentee pairings; program growth is expected throughout FY 2017 as ITCRMD becomes the IT Enterprise Services Division. Once the ITCRMD Mentoring Program is fully established, ITCRMD plans to expand the program branch-wide, providing an avenue for people in one ITB division to reach out for mentors in another part of the branch.

New Space for the EOC

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The EOC's new location offers more space which lends itself to a more collaborative environment.

The EOC celebrated the end of construction on its brand-new location in Chantilly, Va., August 3, 2016. The staff hasn't moved in yet; however, the space is ready for final security approval and for equipment to be installed. The facility should be ready for move-in at the beginning of the new FY.

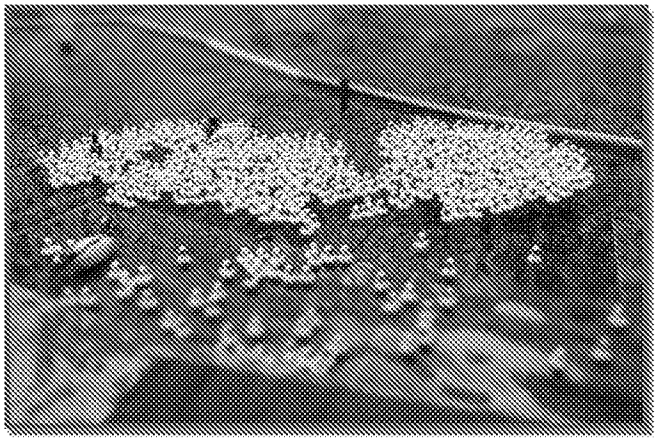
The new office is significantly more spacious and user-friendly, built specifically for the EOC, and designed to have the team function as a Help Desk. The space design provides a more collaborative environment for EOC staff to work together on solving problems.

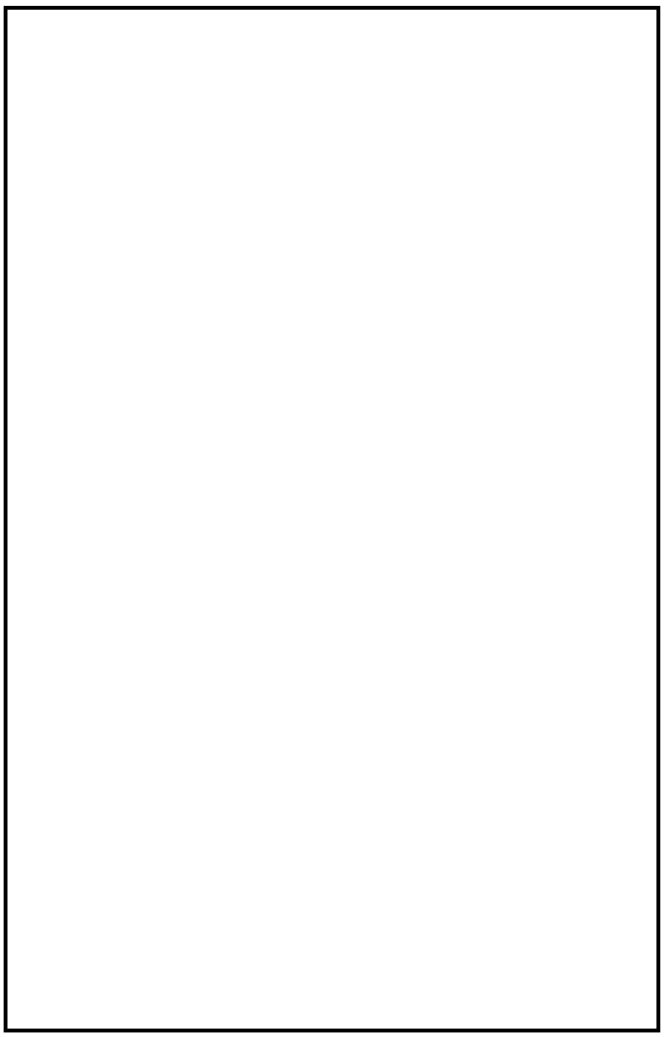
This workspace should ultimately benefit the entire enterprise. The state-of-the-art facility will allow the employees to have a great work environment and to have access to newer technology to ensure that they can answer calls quickly and resolve issues for FBI customers.

Family Day 2016--ITADD Geospatial Duck Pond

ITADD took over the courtyard fountain at the FBI's Family Day, June 2016, with their Geospatial Duck Pond! This might be the start of a new tradition at Family Day.

FBI kids chased after 300 yellow duckies. The ducks were getting ready for their migrations, some nearby (e.g., White House) and some far away (e.g., Grand Canyon). The ducks were 'geo-tagged' with a color. The kids discovered the power of satellites by matching up the color on the duck with an image of the final migration location via Google Maps.





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EDAS participated at FBI Family Day by harnessing current geospatial technology for the "ITADD Geospatial Duck Pond."

Acronyms

AD	Assistant Director
AD	Active Directory
ASAC	Assistant Special Agent in Charge
CHS	Confidential Human Source
CID	Criminal Investigative Division
CIO	Chief Information Officer
CJIS	Criminal Justice Information Services
CPU	Capital Planning Unit
CS	Computer Scientist
CT	Counterterrorism Division
DAD	Deputy AD
DD	Deputy Director
DDB	Director's Daily Briefing
DDPI	Deputy Director Priority Initiative
DI	Directorate of Intelligence
DITMO	Discovery Information Technology Management Office
DITSU	Discovery Information Technology Support Unit
DIVS	Data Integration and Visualization System
DOJ	Department of Justice
EAD	Executive Assistant Director
EBS	Enterprise Briefing System
EITG	Enterprise IT Governance
EOC	Enterprise Operations Center
ERAS	Enterprise Remote Access Service
ET	Extraterritorial
FBI	Federal Bureau of Investigation
FBIHQ	FBI Headquarters
FBINet	FBI Classified Network
FD	Finance Division
FIDS	FBI Intelligence Dissemination System
FITARA	Federal IT Acquisition Reform Act
FMU	Financial Management Unit
FO	Field Office
FY	Fiscal Year
GETA	Government Employee Training Act
[redacted]	b7E
HMP	Hispanic Advisory Board Mentoring Program
HUMINT	Human Intelligence
IC	Intelligence Community
ICT	Information Communication Technology
IFIP	IT Field Integration Program
ILD	Innocence Lost Database
INSD	Inspection Division
INTERPOL	International Criminal Police Organization
IT	Information Technology
ITADD	IT Applications and Data Division
ITED	IT Engineering Division
ITB	Information and Technology Branch
ITCRMD	IT Customer Relationship and Management Division
ITID	IT Infrastructure Division
ITMD	IT Management Division
ITOTS	Information Technology Operational Training Symposium
ITS	IT Specialist
ITSD	IT Services Division
JEFS	Justice Enterprise File Sharing
LCM	Life Cycle Management
Legat	Legal Attache´
MNR	Mission Need Review
NGNCP	Next Generation Name Check Program
NNCP	National Name Check Program
NPR	National Program Review
OCIO	Office of the Chief Information Officer
OGC	Office of General Counsel
OMB	Office of Management and Budget
RA	Resident Agency
RACE	Resident Agency Circuit Enhancement

RMD	Records Management Division
SA	Special Agent
SAC	Special Agent in Charge
SC	Section Chief
SCI	Sensitive Compartmented Information
SITS	Supervisory IT Specialist
TS	Top Secret
UNet	Unclassified Network
ZBRA	Zero-based

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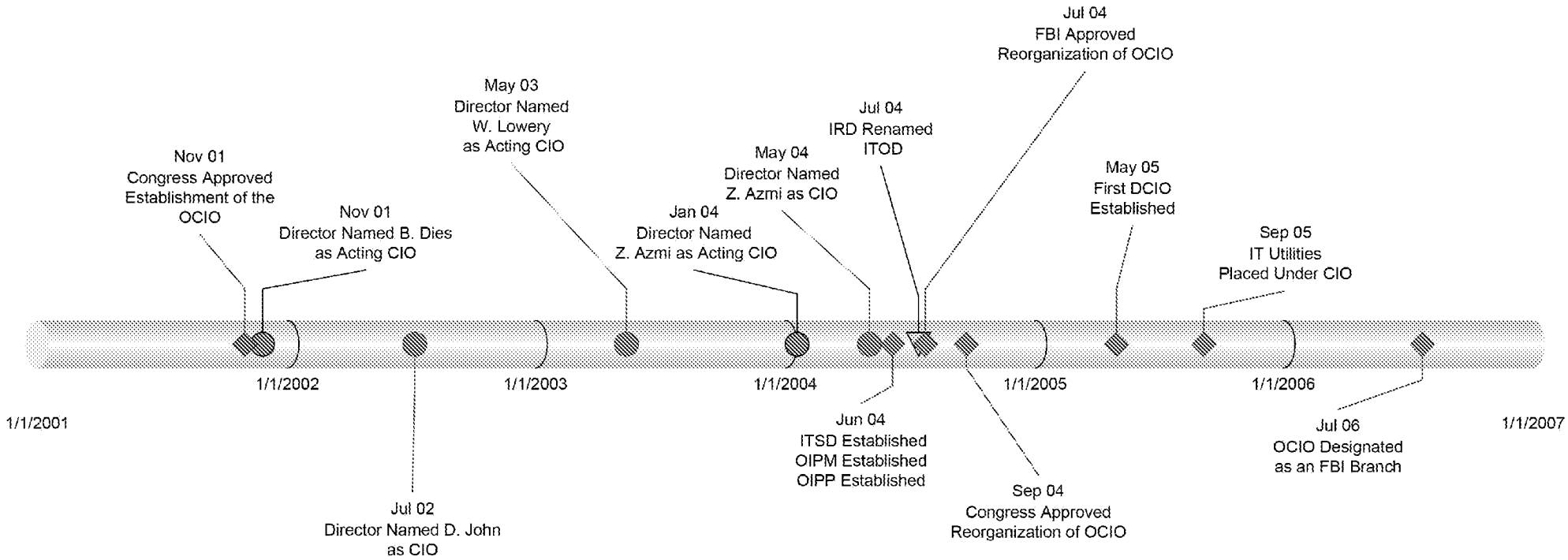
History of Office of the Chief Information Officer/Information and Technology Branch FY2001-FY2006



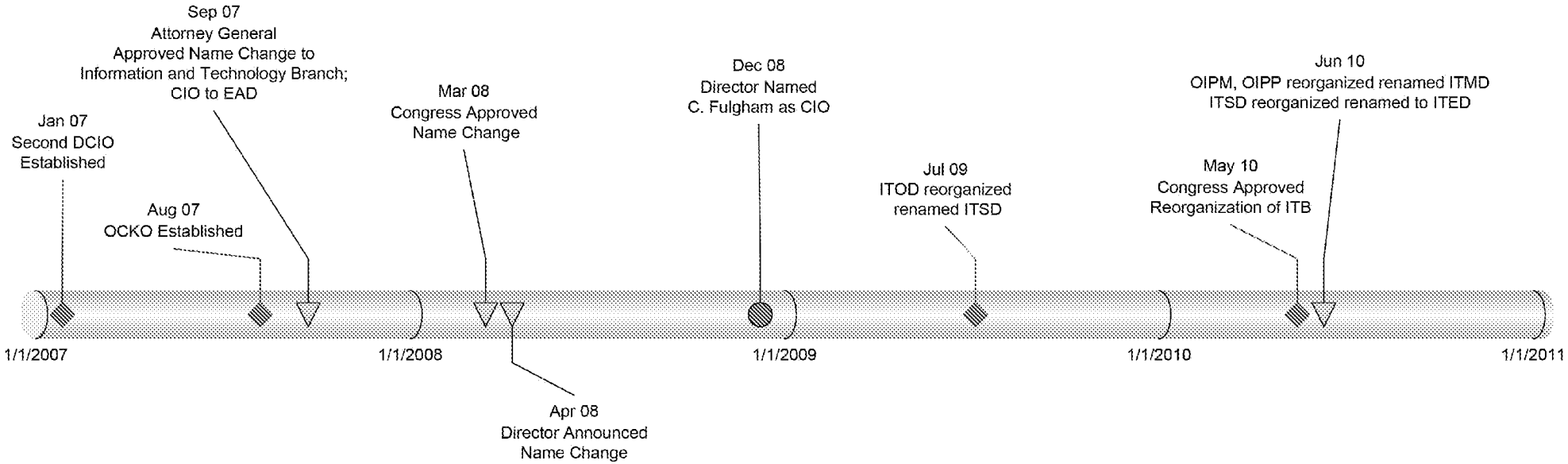
Legend

- Personnel Changes
- Component Name Changes
- Component/Portion Established

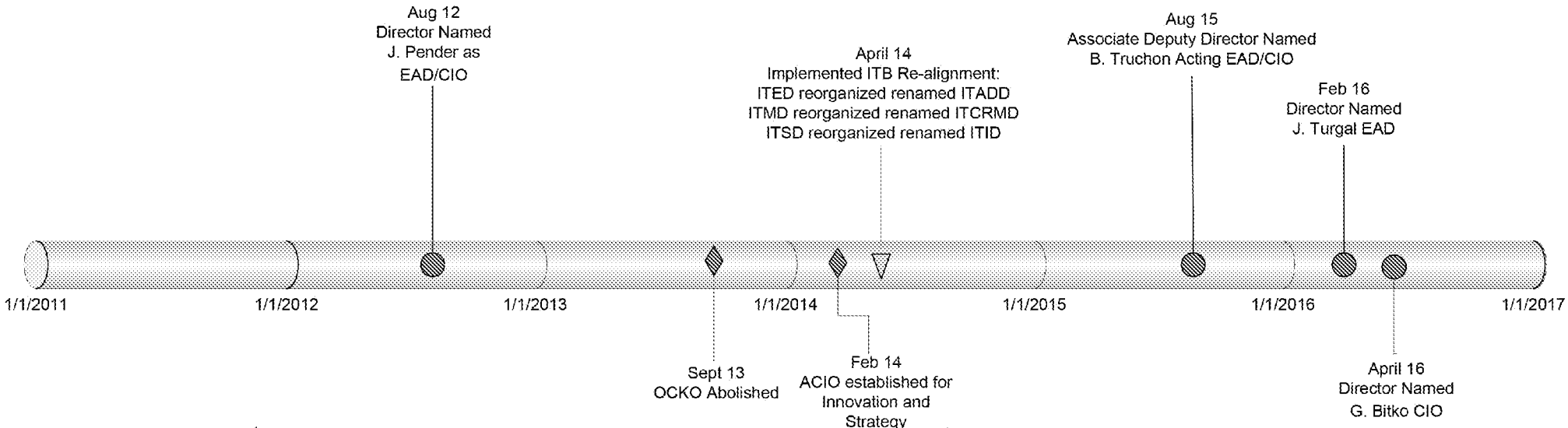
Key

CIO	Chief Information Officer
DCIO	Deputy Chief Information Officer
IRD	Information Resources Division
ITOD	IT Operations Division
ITSD	Office of IT Systems Development
OCIO	Office of the Chief Information Officer
OIPM	Office of IT Program Management
OIPP	Office of IT Policy and Planning

History of Office of the Chief Information Officer/Information and Technology Branch FY2007-FY2011



History of Office of the Chief Information Officer/Information and Technology Branch FY2011-FY2016



Legend

- Personnel Changes
- Component Name Changes
- Component/Position Established/Abolished

Key

EAD/CIO	Executive Assistant Director/Chief Information Officer
OCKO	Office of the Chief Knowledge Officer
ACIO	Associate CIO
ITCRMD	IT Customer Relationship & Management Division
ITADD	IT Applications & Data Division
ITID	IT Infrastructure Division
ITMD	IT Management Division
ITSD	IT Systems Development
ITED	IT Engineering Division

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