

Operational Information Technology Plan



International Trade Administration

Office of the Chief Information Officer

December 2001

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Executive Summary

This document is the International Trade Administration's (ITA) Operational Information Technology (IT) Plan. It describes plans for our major IT investments during FY 2002, and identifies IT investment proposals that are contained as increase requests in ITA's FY 2003 budget submission.

ITA will spend \$23.4 million on information technology systems and services during FY 2002. Our portfolio of IT investments breaks out into three broad categories:

IT Infrastructure - networks, computers, software, general-purpose systems and IT support services that enable ITA employees to perform their routine activities.

IT Systems - application systems used to facilitate various ITA business processes, both programmatic and administrative.

IT Architecture and Planning - activities associated with strategic management of IT resources, involving enterprise-level planning, process engineering, policy development, and architectural activities.

The largest share of spending goes to IT infrastructure and office automation activities, which accounts for 62% (\$15M) of our total annual IT investments. Another 33% (\$7.8M) funds costs associated with systems developed and maintained by ITA, as well Commerce and other federal systems used by ITA. The remaining 5% (\$1M), of our IT budget is allocated toward IT architecture and planning support.

No major changes in the overall structure of our IT portfolio is anticipated for FY 2002. The total value is \$10.6 million lower than our FY 2001 total of \$34.1 million. This is caused by forward funding of several initiatives, primarily the accounting system (\$3M). Although several new initiatives were proposed as part of the FY 2003 budget process, only one was funded (\$300K for AD/CVD). FY 2003, will therefore primarily be a "steady-state" year in terms of maintaining our existing IT systems and activities.

The plan is organized into three sections which present organizational background on ITA, our financial summary, and our management and major system initiatives. Two appendices are included that summarize our IT spending for FY 2001 through 2003.

Introduction

This document is the International Trade Administration's (ITA) Operational Information Technology (IT) Plan. It describes plans for our major IT investments during FY 2002, and identifies IT investment proposals that are contained as increase requests in ITA's FY 2003 budget submission.

The plan is organized into three sections:

Section 1: Description of IT Organization and Management Processes

This section explains ITA's IT management organization, IT restructuring, investment management process, and overview of the IT architecture. A description of how ITA plans to improve its IT processes and systems, and an update on IT security is also included in this section.

Section 2: Financial Summary

This section includes the financial summary of ITA's expenditures in the format of OMB Circular A-11, Exhibit 53. It covers FY 2001 - FY 2003.

Section 3: Management and Major System Initiatives

Included in this section are the IT management and system initiatives.

Two appendices are included that summarize ITA's IT spending for FY 2001 through FY 2003. The first lays out the three-year costs for each IT investment, as they are presented in the plan. The second appendix contains the same data, but categorized and aggregated based on Departmental and OMB reporting requirements.

Section 1: Organizational Background

The information technology resources of ITA are an important component contributing to organizational performance. In order to understand the role that technology plays in accomplishing ITA objectives, it is important to understand ITA as an organization, and its role in carrying out the strategic agenda of the U.S. government in regard to international trade.

ITA MISSION

ITA's mission is to create economic opportunity for U.S. workers and firms by promoting international trade, opening foreign markets, and supporting U.S. commercial interests at home and abroad.

VISION

ITA's vision for the future addresses both where the organization will stand in five years and how it will operate.

ITA Vision

ITA Strategic Vision	ITA Operational Vision
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<p style="text-align: center;">Customer</p> <ul style="list-style-type: none"> ' U.S. businesses are aware of what ITA can offer them ' Customers are very satisfied with ITA's services and their needs are met ' ITA is seen as performing a valuable role and has a reputation for leadership in providing: <ul style="list-style-type: none"> ! high-value-added export assistance ! e-commerce enabled trade support <p style="text-align: center;">Policy</p> <ul style="list-style-type: none"> ' ITA's efforts achieve results: <ul style="list-style-type: none"> ! desired foreign markets are available to U.S. exporters ! U.S. firms and workers are receiving all benefits available under trade agreements ! trade laws are being vigorously enforced ! U.S. foreign economic interests are advanced ' ITA is recognized as: <ul style="list-style-type: none"> ! a government-wide leader of U.S. trade promotion ! an innovative and essential contributor to U.S. trade policy 	<p style="text-align: center;">Customer Service</p> <ul style="list-style-type: none"> ' Customer interaction occurs through a clear and coordinated interface and point of contact ' Customer needs drive ITA products and services ' Customer data is shared within ITA and among other agencies ' Customer relationship management is integrated within ITA and between ITA and other agencies <p style="text-align: center;">Organization</p> <ul style="list-style-type: none"> ' ITA is a nimble, proactive, and flexible organization, with resources that are: <ul style="list-style-type: none"> ! adequate to accomplish its mission ! leveraged and deployed where most needed ' ITA efforts are tightly coordinated with other trade-related agencies <p style="text-align: center;">Process</p> <ul style="list-style-type: none"> ' Technology and e-commerce are used to enable processes ' Administrative processes are streamlined and effective
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GOALS AND OBJECTIVES

To accomplish its mission, ITA has four mission-focused goals and two management-focused goals, with several supporting objectives under each goal.

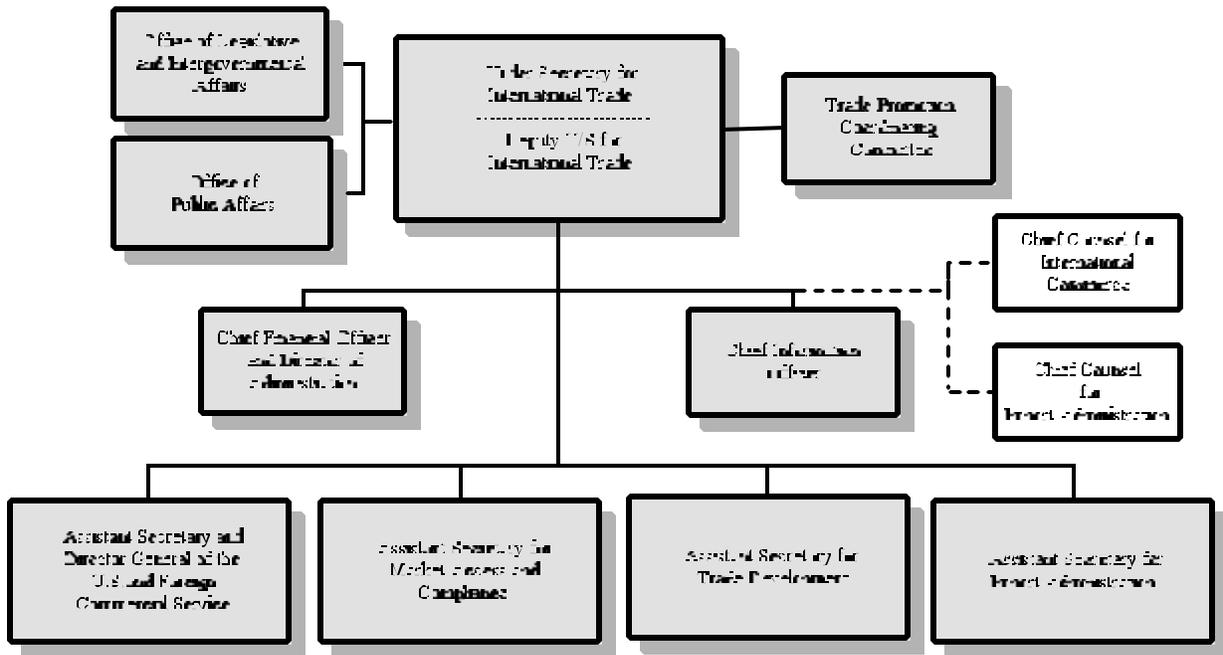
ITA Goals and Objectives

Mission	Management
<p style="text-align: center;">Increase Trade Opportunities</p> <ul style="list-style-type: none"> ' Open markets ' Provide leadership in promoting trade <p style="text-align: center;">Broaden and Deepen Participation</p> <ul style="list-style-type: none"> ' Increase awareness among U.S. companies ' Increase the number of small and medium-size enterprise (SME) exporters and their exports ' Facilitate deal-making <p style="text-align: center;">Ensure Fair Competition</p> <ul style="list-style-type: none"> ' Combat dumping and subsidy of imports ' Ensure compliance with trade agreements <p style="text-align: center;">Advance U.S. International Commercial and Strategic Interest</p> <ul style="list-style-type: none"> ' Support the Administration's broader policy objectives through trade ' Increase U.S. competitiveness through global e-commerce 	<p style="text-align: center;">Improve Customer Satisfaction</p> <ul style="list-style-type: none"> ' Provide excellent customer service ' Ensure ease and accessibility <p style="text-align: center;">Ensure Excellent Management of Resources</p> <ul style="list-style-type: none"> ' Manage financial and human resources effectively ' Leverage information technology (IT) as a strategic asset ' Build organizational capabilities and flexibility ' Increase employee satisfaction by "putting people first"

ORGANIZATIONAL STRUCTURE

ITA consists of seven major units: U.S. & Foreign Commercial Service; Trade Development; Market Access and Compliance; Import Administration; Office of the Under Secretary; Chief Financial Officer/Director of Administration; and the Chief Information Officer.

ITA Organization



The main functions of the units are:

- ***U.S. & Foreign Commercial Service (US&FCS)*** provides export counseling and export promotion services to U.S. businesses, through a network of offices in 47 states, Puerto Rico and 85 foreign countries. The US&FCS develops and distributes information products and conducts trade shows and trade fairs overseas.
- ***Trade Development (TD)*** negotiates and enforces industry sector trade agreements such as those on automobiles, textiles and aircraft. TD's industry analysts counsel American businesses and promote trade in numerous industry sectors. TD is the home of: the Trade Information Center, the first stop for U.S. companies for information on all U.S. government export programs and for regional business counseling for Africa, Asia, Latin America, NAFTA, the Near East and Western Europe; the Advocacy Center, which works on behalf of U.S. industry to increase U.S. competitiveness on major overseas contracts; and the Office of Trade and Economic Analysis (OTEA) which conducts a comprehensive program of data development, information dissemination, and research/analysis involving trade and investment issues.
- ***Market Access and Compliance (MAC)*** identifies market access barriers and the means to overcome them, assists in the formulation of U.S. bilateral and multilateral trade policies to achieve greater market access, and provides counseling and assistance to U.S. businesses seeking access to the markets of specific countries or regions. Through the Trade Compliance Center, MAC systematically monitors, investigates and evaluates foreign compliance with multilateral, and bilateral international trade agreements. MAC also operates two information centers that focus on portions of the former Soviet Union and central and eastern Europe: the Business Information Center for the Newly Independent States (BISNIS), and the Central and Eastern Europe Business Information Center (CEEIBIC).
- ***Import Administration (IA)*** administers the U.S. antidumping and countervailing duty laws to provide a remedy to domestic industries injured by unfairly traded imports. IA participates with the United States Trade Representative (USTR) in negotiations related to international rules for antidumping and countervailing duty investigations and trade in specific sectors, such as steel, aircraft and shipbuilding. IA also has responsibility for implementing U.S. laws concerning Foreign Trade Zones (FTZs).
- ***Office of the Under Secretary (OUS)*** supports the Under Secretary (U/S) who, as the head of the International Trade Administration, determines the organization's policy, directs its programs, and is responsible for all of ITA's activities. Specifically, the U/S is the principal officer of the Department for carrying out the nation's policies and programs that promote world trade, and for strengthening the international trade and investment position of the United States.

- ***Chief Financial Officer/Director of Administration (Admin)*** serves as the principal adviser to the Under Secretary and Deputy Under Secretary on financial and management policy for the ITA. Admin also operates ITA-wide management processes for financial and human resources; coordinates ITA's strategic planning and performance measurement efforts; performs program evaluations; and provides a variety of general administrative services.
- ***Chief Information Officer (CIO)*** is a newly created office. ITA is following the restructuring plan designated by the Department. The CIO is the principal advisor to the Under Secretary and Deputy Under Secretary on information resources management and policy. The office of the CIO coordinates and supports digital delivery of ITA products and services; reviews and approves IT systems development and acquisitions; plans and operates local area networks (LAN) and the wide area networks (WAN) for ITA; supports Internet and World Wide Web activities; establishes and administers IT policies, procedures, and standards; plans and manages ITA IT plans, architecture, and security; and operates the Telecommunications Center which provides telephone operator services and distribution of State Department cable traffic for the Department.

BUSINESS PROCESSES

The table below identifies ITA business processes grouped into four broad functional areas: trade promotion; trade compliance and enforcement; trade policy support; and administration.

Function/Process	Purpose
Trade Promotion	Open markets and promote export activity
Advocacy	< Intervene on behalf of U.S. firms encountering difficulty winning major projects abroad
Business Counseling	< Provide specialized advice to individual companies seeking to enter or expand their exporting activities
Trade Information Development and Dissemination	< Ensure up-to-date general and specific trade information is available to customers
Trade Events	< Help U.S. exporters showcase their products and services to potential overseas buyers
Trade Compliance and Enforcement	Promote free and fair trade practices
Agreements Compliance	< Ensure that foreign countries abide by agreements executed with the U.S.
Antidumping/Countervailing Duties	< Remedy unfair trading practices injurious to U.S. industries
Trade Policy Support	Support policy development and implementation
Policy Formulation	< Participate in the interagency policy development process
Trade Negotiations Support	< Support negotiation and implementation of trade agreements
Policy/Issue Analysis	< Conduct research and analysis related to policy initiatives
Management	Manage organizational resources in support of mission performance
Strategic Planning	< Define long-range direction that guides near-term activities
Performance Measurement	< Manage organizational performance based on results
Resource Management	< Steward human, financial, information technology and data resources.

ITA operates as a matrix organization in performing many of its business processes. Multiple business units sharing responsibility for key processes is the rule, rather than the exception. The table below shows the scope and participants in each of our core processes. A black circle (**M**) indicates primary support to the business process. An open circle (**F**) indicates support for the business process, but in a secondary way.

Organizational Scope of ITA Business Processes

Function/Process	Business Unit							Process Owner
	US&FCS	TD	MAC	IA	OUS	Admin	OCIO	
Trade Promotion								
Advocacy	F	M						Advocacy Center (TD)
Business Counseling	M	F						Multiple
Trade Information Development and Dissemination	M	M	F	F				Multiple
Trade Events	M	F						Multiple
Trade Compliance and Enforcement								
Agreements Compliance	F	F	M	F				Trade Compliance Center (MAC)
Antidumping/Countervailing Duties				M				Import Administration
Trade Policy Support								
Policy Formulation		F	M	F	M			U/S
Trade Negotiations Support		F	M	F	M			U/S
Policy/Issue Analysis		F	M	F	M			U/S
Management								
Strategic Planning	F	F	F	F	M	M	F	U/S and CFO/Admin
Performance Measurement	F	F	F	F	M	M	F	U/S and CFO/Admin
Resource Management	F	F	F	F	M	M	F	U/S and CFO/Admin

M = Primary Support, **F** = Secondary Support

A description of each of the four functional areas follows. More detailed information on the individual business processes is contained in ITA's Information Technology Architecture.

Trade Promotion

In an increasingly global economy, the role of exports in sustaining a robust economic infrastructure continues to grow. In recent years, export-related jobs have grown about six times faster than total employment, paying wages fifteen percent higher than the average U.S. wage. ITA, responding to the challenges presented by the competitive global marketplace, places primary emphasis on leveling the playing field for U. S. businesses abroad, assisting U.S. companies to break into new and under served international markets, and expanding the support of small-and-medium-sized businesses. Accordingly, ITA trade promotion activities encompass: (1) negotiating open markets through multi-lateral and bilateral/regional participation; (2) providing information, counseling and export assistance/trade events services; (3) developing foreign markets for U.S. goods and services through the Market Development Cooperator Program; and (4) providing for government-to-government advocacy.

Trade Compliance and Enforcement

Trade compliance and enforcement is at the core of ITA's mandate to enforce U.S. trade laws and agreements to promote free and fair trade. This function encompasses several significant activities including: (1) securing feedback from U.S. industry on foreign compliance with international trade agreements; (2) monitoring U.S. bilateral and multilateral trade agreements; (3) educating the business community on their rights under existing trade laws; and (4) administering the U.S. antidumping/countervailing duty laws as well as those agreements negotiated to address sector-specific trade distorting practices.

Trade Policy Support

The overall objective of ITA's trade policy support function is to create a favorable business environment that will help U.S. firms build their exports and investments abroad. ITA is a key player in the interagency trade policy process, and supports Administration initiatives and the interagency community activities such as: (1) developing and implementing new trade agreements; (2) providing analytical support for trade negotiations; and (3) preparing policy/issue-oriented briefing papers and analysis for Administration officials. There is a high degree of cross-organizational cooperation on trade policy support efforts. A prime example of this collaborative effort is the work done to support formal trade negotiations on emerging trade issues. Trade negotiations are information-intensive. They require specialized knowledge and expertise. Here the regular gathering, analyzing, and reporting on large quantities of quantitative and qualitative data, and the constant interacting with industry, other agencies, and foreign governments are crucial to developing the information base needed to further the priorities and objectives of American exporters and investors.

Management

Management involves numerous activities that support ITA mission-related business processes. Strategic planning, performance measure, and resource management are performed across ITA under the direction of the Under Secretary, and facilitated by the CFO/Admin organization and the OCIO.

IT Restructuring

ITA recently added the Chief Information Officer to its organization and established the Office of the Chief Information Officer (OCIO). ITA is currently implementing the IT Restructuring as directed by the Department and will complete the restructuring early in FY 2002. The restructuring will consolidate most IT resources into the newly established OCIO.

Investment Management Process

Enterprise-wide IT investment management continues to be the responsibility of ITA's CIO. The primary vehicle for planning, coordinating, and decision-making regarding investment management activities will be the E-Governance Board, which will consist of senior program and technical representatives from each of ITA's business units. This new governance structure will replace the Information Technology Management Council (ITMC), which has been providing oversight to ITA's IT resources.

The E-Governance Board provides the framework for collaboration to ensure all units within ITA's centralized IT organization form an integrated and technologically sound environment. Moreover, the E-Governance Board serves as ITA's Information Technology Review Board, and, as such, participates in evaluating IT-related budget initiatives each year.

Additionally, ITA conducted an assessment and rated itself on the IT maturity models for IT Planning and Investment Review, Architecture, and Security in August of this year. During the assessment, it was found that ITA is on target for each of the areas. These assessments are explained more fully below.

IT Planning and Investment Review

The IT Planning and Investment Review Program maturity was rated at a level 2 on a 5-point scale, which means it is "Under Development". ITA has developed a Strategic IT Plan and an Operational IT Plan and has informal IT investment review processes and ad hoc selection criteria. Senior management is involved in selected planning activities. IT goals are developed, but are incomplete and not fully aligned with organization goals. Performance measurements are established for some IT systems, but not necessarily used for management and reporting. Linkage is established between IT

and budget; there is some linkage to Government Paperwork Reduction Act, Government Paperwork Elimination Act, IT architecture, IT security, and other Federal IT mandates. IT investment portfolios are established but incomplete. The target for IT Planning and Investment Review Program maturity for FY 2002 is set at a level 3 which means it is “Defined”.

IT Architecture

IT Architecture maturity was also rated at a level 2, (Under Development). IT Architecture is relatively new, and ITA prepared its first draft architecture document in 2000. By June, 2001 the first full revision, complete with a Technical Reference Model and Standards Profile, was developed and presented to the Department. This document will be updated as needed. IT planning and investment reviews are conducted with IT architecture in mind, but the IT architecture process is incomplete. The target for IT Architecture maturity for FY 2002 is set at a level 3, (Defined).

Security

Finally, the maturity of the ITA’s Security was rated at a level 1, which means “Initial”. IT security considerations are addressed, but are not fully integrated in the planning and investment review processes. The target for Security maturity for FY 2002 is set at a level 2, (Under Development).

Overview of IT Architecture

Enterprise-wide IT architecture is the responsibility of the Office of Chief Information Officer, with the Office of Information Resources Management (OIRM) and Information Resources Policy and Planning Division (IRPPD) providing staff support.

Architecture efforts have been coordinated with ITA business units through the Information Technology Management Council (ITMC), but will migrate to the new E-Governance Board. The E-Governance Board will be chaired by the Chief Information Officers and consist of senior and technical program representatives from each of ITA’s business units. Meetings will be held periodically to address IT management and operational issues. The E-Governance Board will also serve as ITA’s Information Technology Review Board (ITRB) and will participate in evaluating IT-related budget initiatives each year.

History

ITA has published formal strategic and operational IT plans for a number of years. The newest effort has been producing ITA’s first full-scale IT Architecture, which was published for the first time in October 2000. An updated version of the IT Architecture was submitted to the Department in June, 2001, which included a Technical Reference Model and Standards Profile.

Planned Changes

With the addition of the newly created CIO's office, ITA plans to add the governance process for oversight of the Architecture. ITA will give the E-Governance Board responsibility not only for IT Architecture, but also oversight of the IT strategic and investment processes. This will enhance the effectiveness of IT architecture and ensure agreement and adherence to the architecture's principles.

Improving IT

In addition to on-going activities involving IT planning, special initiatives are planned or in progress to create a governance board, address current E-mail system problems, and improve IT security. These are described below:

! Creating E-Governance Board

ITA will create a new E-Governance Board, with oversight responsibility for IT planning and operations. The Board will consist of senior managers from the business units, supported by IT staff. The Board will ensure comprehensive business unit involvement in IT Architecture and IT Strategic Planning.

! E-mail Study

Under Secretary Aldonas has directed the CIO to facilitate a move to a common e-mail system. The current environment includes heavy use of GroupWise in headquarters and the almost exclusive use of Lotus Notes in the field (and US&FCS in headquarters). In order for ITA to effectively interact with their field staff, a common e-mail system is needed. Therefore, ITA will fund an assessment and migration study to determine the requirements of a common e-mail system and identify which systems best meets those requirements. Contractor support will be used to conduct the study and help with any migration to a new system.

! IT Security Initiative

IT Security Plans and their Contingency and Disaster Recovery Plans need to be revised, reviewed, approved for the LAN and IT systems. This will pave the way for the accreditation of the systems as required by Departmental and legislative mandates. ITA is currently developing a procurement to enhance its IT Security.

Compliance with DOC IT Security Program Management Structure

ITA-wide IT security is the responsibility of ITA's Chief Information Officer. Within the CIO's organization is a full-time IT Security Officer (ITSO) who manages the day-to-day operations of the ITA IT Security Program. The ITSO reports through management to the CIO and works with ITA System Security Officers (SSOs) who are assigned IT security responsibilities for ITA's systems. The ITSO also coordinates with counterparts in the Department's Office of the Chief Information Officer (OCIO), Office of Security (OSY) and the Office of the Inspector General (OIG). The IT Restructuring which is underway now in ITA will strengthen the IT security program by (a) increasing the visibility and stature of the IT security program through the CIO's participation as a member of the senior ITA management team, and (b) consolidating responsibility for operational enterprise-wide IT infrastructure security under the CIO.

Policies

ITA is in the process of developing IT security policies and expects to have a basic set of policies in place by June 2002. Individual policies will be published as they are completed beginning in January 2002. The Department's OCIO's project to revise the current DOC IT Security Manual will be an important input to ITA's policy development effort.

Incident Management

Incident Reporting

Policies and procedures for handling incidents (including what and when to report to whom) will be published in January 2002. The result will be improved consistency in reporting incidents, a concern raised by GAO in their recent IT security review of Commerce.

Incident Detection

Because of the global scale of ITA's infrastructure, implementing a cost-effective intrusion detection system (IDS) is a significant undertaking. However, resources have been earmarked addressing this issue. We expect to have an intrusion detection capability in place by December 2002 as an in-house system, an outsourced service, or a combination of the two. One option that may be available is the Computer Incident Response Team (CIRT) that is being implemented for Herbert C. Hoover Building (HCHB) organizations.

Awareness Training

Strategies for awareness and refresher training are now being evaluated. Current plans include resuming the IT security segment of Entry-on-Duty (EOD) briefings that are conducted for new employees and evaluating the feasibility of computer-based training (CBT) approaches to annual refresher training. ITA expects to have training solutions in place by March 2002.

System Certification and Accreditation

Three of our four classified systems have been accredited by OSY. Accreditation of the fourth (a small collection of stand-alone PCs) is expected in early 2002.

Work towards accreditation is partially complete on our three significant unclassified systems. The complete documentation (security plans, risk assessments and disaster recovery/contingency plans) and testing should be finished by December 2002.

Compliance and Testing

Although ITA expects to develop some in-house capability for evaluate ITA programs and systems for compliance with IT security requirements, we will depend primarily on contractors for conducting independent reviews and penetration testing of ITA IT assets. Resources have been identified for this activity and an overall compliance program will be in place by September 2002.

FY 2001 Accomplishments

The following is a summary of FY 2001 accomplishments:

- **Appointment of CIO and creation of the CIO organization.** ITA's CIO is now in place, the restructuring is nearing completion and, the addition of this new position has added to the effective management of information technology. Although the position has only been filled a few months, ITA anticipates improved utilization of IT resources through IT investment management, enhanced distribution of information products and services to ITA customers, and increased satisfaction with ITA's information collection and dissemination activities. ITA expects the restructuring to be complete early in FY 2002.
- **Web site standardization.** During FY 2001 ITA created the template for web site standardization to be used for all web sites with external customers. This provides a consistent feel to customers when entering the ITA Export Portal.

Section 2: Financial Summary

ITA will spend \$23.4 million on information technology systems and services during FY2002. Our IT investments break out into three broad categories:

IT Infrastructure - networks, computers, software, general-purpose systems and IT support services that enable ITA employees to perform their routine activities.

IT Systems - application systems used to facilitate various ITA business processes, both programmatic and administrative.

IT Architecture and Planning - activities associated with strategic management of IT resources, involving enterprise-level planning, process engineering, policy development, and architectural activities.

The following table summarizes our FY 2002 IT investment portfolio, and is followed by investment plans for each line item.

**ITA IT Investment Portfolio
FY 2002**

IT Investment Category	(\$K)	Percent
IT Infrastructure	14,641	62%
IT Systems		
Significant Systems		
ITA Accounting System ¹	1,666	
ITA Web Presence	717	
Message Processing System (MPS)	860	
Trade Policy Information System (TPIS)	500	
Subtotal	3,743	
Other Systems & Services		
DOC/Federal Systems & Services	1,850	
Small ITA Systems	2,173	
Subtotal	4,023	
Total - IT Systems	7,766	33%
IT Architecture and Planning	1,030	5%
Grand Total	23,437	100%

¹ Reflects 1.6M forward-funded in FY2001

IT INFRASTRUCTURE

ITA's IT infrastructure consists of the networks (voice and data), computers, software, general-purpose systems and IT-related support services that enable ITA employees to perform their daily work.

Management Approach

The primary vehicle for planning, coordination, and decision-making regarding infrastructure activities has been the Information Technology Management Council (ITMC). The ITMC is being replaced by the new E-Governance Board. The Board will include senior management representatives from each business unit, and will provide the framework for collaboration to ensure that ITA's global infrastructure forms an integrated and technologically sound environment.

Formerly, each of the four major ITA business units funded and operated its own IT infrastructure. With the addition of the Office of the CIO and the restructuring currently taking place, all network support will be operated centrally. The separate headquarters networks are being merged to form the single, integrated Headquarters Network. The Office of Organization and Management Support (OOMS) provides administrative support for ITA's use of government-wide telecommunications contracts, and oversees centrally-funded voice telecommunications services.

Scope

ITA's infrastructure is global in scope, supporting the ITA workforce that is located throughout the U.S. and in 80 countries abroad. Roughly half of the organization is headquartered in the Herbert C. Hoover and Ronald Reagan Buildings in Washington, D.C., with the remainder distributed among 267 field locations. The number of ITA employees at any given domestic office or foreign post can range from a single individual up to 30 people. In addition to supporting the office-based needs of ITA staff, the infrastructure must also accommodate the highly mobile segments of the workforce. These include: (1) domestic trade specialists who spend much of their time on the road visiting clients, (2) industry and country specialists traveling abroad to trade shows and trade negotiations, and (3) compliance specialists involved in import investigations at overseas sites. The table below illustrates the geographic distribution of the IT infrastructure assets and users of each ITA business unit.

Geographic Distribution of ITA IT Infrastructure Assets and Users

	Business Unit	Location	No. Sites	No. LANs ¹	Desktops/Laptops ²			Users
					ITA	Other ³	Total	
ITA Headquarters Network	Office of the Under Secretary, Admin, CIO	Washington, D.C. <i>Herbert C. Hoover and Ronald Reagan Buildings</i>	1	1	161	0	161	155
	Import Administration				621	37	658	425
	Market Access and Compliance				225	0	225	225
	Trade Development				505	2	507	455
	US&FCS				286	0	286	248
	ITA Headquarters Network Subtotal		1	1	1,798	39	1,837	1,508
ITA Field Network	US&FCS Domestic Operations	50 States	104	50	348	39	387	348
	US&FCS International Operations	80 Countries	163	103	1,329	71	1,400	1,329
	ITA Field Network Subtotal		267	153	1,677	110	1,787	1,677
	Total		268	154	3,475	149	3,624	3,185
Notes: (1) Does not include stand-alone LANs (not connected to ITA-wide networks) (2) The total number of desktop PCs (networked and standalone) and laptops that are available for use. (3) The total number of desktop/laptop PCs dedicated for use by staff of partner organizations (PC or laptop equipment being used by contractors and temporary employees working for ITA are included in the "ITA" column)								

Office Automation resources, capabilities and services typically provided to end-users of ITA's IT infrastructure include :

- Desktop and/or laptop computers
- Office suite software (e.g., word processing, spreadsheet, graphics)
- Email/Groupware capability (email, calendaring, shared files and databases)
- Internet access (for web browsing)
- Access to special-purpose application systems (e.g., ITA administrative systems and systems designed to support the needs of particular ITA business units)
- Access to shared data, resident on ITA networks in the form of (1) workgroup, office, program unit and ITA-wide file directories, (2) websites, and (3) Lotus Notes/Domino databases
- Information dissemination services (web publishing, broadcast fax, broadcast email)
- Help desk support (end-user assistance for all of the above)
- Telephone equipment and services (regular voice equipment and services as well as specialized services such as videoconferencing)

History

ITA's IT infrastructure has evolved over the past decade from a closed minicomputer-based system with a limited number of shared terminals to an open server-based network connecting the entire organization with our partners and customers via the Internet. In migrating from a minicomputer to a server-based network architecture, ITA's infrastructure has developed into two distinct, but interconnected environments, based on the differing needs of our headquarters and field organizations. The headquarters network is currently two separate networks, but is being consolidated into one under the CIO restructuring. It hasn't been determined yet what software the new network will be based on, but currently the two are Novell-based and Microsoft NT-based.

System Architecture

Each of the two ITA network environments has its own architecture, although many of the components are similar. At 1,508 and 1,677 users, the ITA Headquarters and the ITA Field network are roughly similar in scale. Where they vary dramatically is in dispersion. The headquarters is a single location, currently running two LANs (but merging), whereas the field network is a global network connecting a large number of relatively small LANs. The table below provides a comparison of the two environments.

ITA IT Infrastructure Architectural Components

Component	ITA Headquarters	ITA Field
Local Area Networks	# Enterprise Novell NetWare network supporting 1508 users in two buildings # Microsoft NT network	# 153 Microsoft NT networks supporting 1,677 users at 267 sites world-wide (Sites with fewer than five users dial-in to central servers)
Wide Area Networks	# Frame-relay via MCI/Worldcom	# Frame-relay and dial-up via State Dept. and commercial providers
E-mail/Groupware	# Novell GroupWise # Lotus Notes/Domino	# Lotus Notes/Domino
Office Automation Software	# Corel Suite # Lotus Suite # Microsoft Office Suite	# Microsoft Office Suite
Application System Platforms	# Lotus Notes/Domino # Oracle # Microsoft SQL # IBM DB2	# Lotus Notes/Domino
Web Server Platforms	# Lotus Domino # Microsoft IIS # Novell Enterprise Web Server # Apache # Lotus Domino # Microsoft IIS	# None
Videoconferencing	# Picture-Tel/ISDN	# Picture-Tel/ISDN
Voice	# Local provider and MCI/Worldcom	# Domestic - Local provider and MCI/Worldcom # International -State Department

Concept of Operations

ITA networks are available 24 hours a day, 7 days a week. End user support is provided through two help desks, each servicing one of the two major network environments. Help desk services are available during the following times (based on Washington, D.C. time):

Help Desk Hours

Network	Mon-Fri	Weekends
ITA LAN	8:00 am - 6:00 pm	None
US&FCS	6:30 am - 11:30 pm	Sunday only 3:00 pm - 11:30 pm

Operational support for the networks in the headquarters facilities (Hoover and Reagan Buildings) is provided by on-site network engineers (primarily contractors). Operational support for remote networks (domestic and overseas sites that have servers) is provided by an on-site system administrator. System administrator responsibilities for remote sites are assigned as collateral duties to US&FCS staff. These administrators may be international trade specialists, commercial officers, commercial specialists, or support personnel. When problems cannot be resolved by the local administrator, support is escalated as follows:

International Sites

Headquarters support staff

Domestic Sites

Regional support staff (contractors located at four regional hub sites).
If not resolved at the regional level, problems are referred to the headquarters support staff

IT Infrastructure - Planned Activities

Current Year (FY 2002)	Out years (FY 2003 and after)
<ul style="list-style-type: none"> # Bring Internet access to the desktop of all field offices # Extend video conferencing capability to all field offices. # Increase bandwidth for Internet access at HQ # Replace outdated equipment # Enhance security: <ul style="list-style-type: none"> - conduct assessments, - update plans, - implement measures # Access new wiring taking place in HCHB # Implement Voice Over IP 	<ul style="list-style-type: none"> # Upgrade network bandwidth to accommodate anticipated growth (increased multimedia, videoconferencing, and voice over IP requirements) # Implement enterprise-wide Directory Services # Implement a PKI infrastructure # Implement Voice Over IP

IT Infrastructure - Financial Summary

(\$000)

FY 2001	FY 2002	FY 2003
19,897	14,641	14,785

Notes:

- S** Does not include overseas voice telecommunications costs that are incorporated in State Department's ICASS charges to ITA.

IT SYSTEMS

This fiscal year, ITA will spend \$7.8M on support for application systems. Of that figure, 45% will be allocated to four significant systems:

ITA Accounting System - which is the principal system ITA uses to perform accounting and financial management activities. (\$1.7M)¹

ITA Web Presence - which consists of ITA's collective activity in the form of web sites available for public and internal use. (\$.7M)

Message Processing System (MPS) - which furnishes Commerce organizations with the ability to send and receive international cables through the Department of State's network. (\$0.9M)

Trade Policy Information System (TPIS) - which provides the federal trade community with time-series trade and economic data necessary to conduct trade policy research and analysis. (\$0.5M)

Investment plans for each of these systems are presented next, followed by a plan entitled ***Other Systems and Services***, which includes a variety of activities that constitute the remaining 52% (\$4.0M) of our systems budget.

¹ This amount does not reflect the 1.6M forwarded-funded in FY2001.

ITA Accounting System

ITA relies upon its accounting system, the Federal Financial System (FFS), as the principal support for conducting accounting activities. FFS is a central accounting and reporting system which integrates internal accounting and budgetary data with data provided from external sources, and produces fiduciary and management reports. While the system is cost based, it also includes commitment, obligation and disbursement reporting.

Scope

The FFS is run by the Department of the Interior's (DOI) National Business Center (NBC) in Denver, Colorado. FFS contains financial and accounting data used by ITA offices to keep track of expenditures, accounts receivable, and to reconcile reports with program offices. Currently, the system is being accessed by approximately 200 ITA users in headquarters and the domestic field, as well as 25 NBC users in Denver. Reports constitute the system's principal output. They consist of typical accounting information, including obligations, receivables and expenditures. In addition to ITA officials, reports are sent to the Government Accounting Office (GAO), Office of Management and Budget (OMB) and the Treasury Department.

History

In June, 1999, ITA converted from its previous accounting system, which was developed and maintained by the National Transportation Safety Board, to the FFS, a product of American Management Systems. As have several other Federal agencies, ITA contracted with DOI, through a reimbursable agreement, to provide accounting services.

Data Architecture

The FFS derives its financial and accounting data from various sources and media. ITA offices submit paper documents (such as travel forms and invoices) for input into the system by DOI employees in Denver. Electronic submissions include: National Finance Center (NFC) for payroll information; Department of State for overseas transactions; and ITA for credit card collection information. Additionally, property information is entered by ITA Property Officers in order to track property and equipment. From this data, FFS generates approximately 50 reports, any or all of which can be produced overnight, and are then available for online access.

System Architecture

FFS operates in a main frame, batch processing environment, supported by COBOL programs. FFS maintains approximately 25 files, containing more than 300,000 records. All paper documents are

input into the COBOL programs, and some of the data is extracted into Oracle tables for ad-hoc reporting. Live records are kept for seven years and then archived.

Concept of Operations

FFS is operational 24 hours a day, seven days a week, and is accessible to ITA users via a frame relay dedicated circuit.

ITA Accounting System - Planned Activities

Current Year (FY 2002)	Out years (FY 2003 and after)
# None.	# Plan for migration from FFS to Commerce Administrative Management System(CAMS) # Migration will occur by FY 2004, after CAMS has been successfully installed by other DOC operating units.

ITA Accounting System - Financial Summary

(\$000)

FY 2001 ¹	FY 2002	FY 2003
5,499	1,666	3,116

¹Reflects 1.6M forward-funded in FY2001.

ITA Web Presence

ITA's "web presence" refers to the collective web activity of ITA in the form of web sites accessible for public and internal use.

Scope

All ITA organizations and programs are accessible in some form via the web. Although web sites vary in breadth, depth and particular features offered to the customer, all of ITA's core mission-oriented business activities use the web in some degree to interact with external customers. ITA's administrative organizations also have active web sites.

History

ITA began working in the Internet/web environment over five years ago with websites supporting the activity of some ITA information centers and others focused on special events and publications. Over time, ITA's web activity has grown to encompass the whole organization. There have been some significant developments during the past year affecting both the future direction of the ITA web presence and ITA's involvement in the interagency trade community's web activities.

During early FY 2000, Andersen Consulting (now Accenture) was brought on board to facilitate the development of ITA's FY 2001 Strategic Plan. One of the recommendations that developed from the project was an effort to redesign the ITA web presence - moving it from an organizational focus to a customer-oriented ("customer-intention") design. An ITA-wide team (the Portal Task Group), led by an ITA Deputy Assistant Secretary was chartered to guide this effort.

During this same period, as part of the Digital Department initiative, a Commerce-wide team was developing a Department-wide web portal targeted at new exporters. When the team became aware of the ITA effort, and the similarity of the two efforts was recognized, the Department decided to broaden the focus of the "new exporter" portal to "all exporters" and to adopt the ITA design approach. As a result, a Commerce-level portal (www.exports.gov), was launched using the intentions-based ITA design and primarily ITA content. Efforts are now underway, to further develop the ITA web presence and extend the portal concept to the Trade Promotion Coordinating Committee (TPCC) agencies.

Data Architecture

The data used in various ITA websites is stored and managed primarily as independent data collections. The data supporting each site may consist of static HTML pages and/or documents/data contained in databases. At last count, ITA websites contained over 250,000 documents.

System Architecture

Most ITA web sites are hosted on in-house web servers located in the Herbert C. Hoover Building. Some limited outsourcing is done, e.g. for sites that are in development or have some special requirements that are difficult to support in-house.

Concept of Operations

ITA web sites are available 24 hours a day, 7 days a week. Operational support for web server hardware and telecommunications is provided by contract staff. Site development and maintenance (which includes software development and content maintenance) varies on a site-by-site basis. Simple sites that are static HTML pages are managed primarily by Government staff. Sophisticated sites that require advanced programming support are often developed and maintained by contractors. Sites that are somewhere in the middle are often mixed, with either Government staff or contractors involved in development, and Government staff usually manage ongoing maintenance and content.

Planned Activities (Near-term)

A wide range of activities are planned for this year, addressing both internal and external use of the web. Some of the most significant activities are listed below.

- ! Acquire Content Management Tool to standardize web publishing and to eliminate redundant data.

- ! Make strategic functional improvements to ITA web sites, as described in the table on the next page.

Strategic Functional Improvements

Functionality	Definition	Example Capabilities
Search	On-site tool to query and retrieve documents from attached databases and other sites	# Full text search # Multiple source search
Online Help	On-site guide to assist users with navigation of the site, and in carrying out desired transactions	# Help index # Site map # Interactive site guide
Web Content Management	Means of managing web content and production and maintenance processes	# Workflow for new content creation # Integration of pre-existing content from databases # Transformation of content
Personalization	The use of technology and customer information to tailor web interactions between a business and each individual customer	# Customizable front page # "Favorites" list and shopping carts from past transactions
Proactive Notification	Delivery of information to users, based on their indicated preferences and prior transactions, in anticipation of their future needs	# "Push" information to registered users # Recognize and respond to changing customer interests

- ! Implement the governance process, which was created during FY 2001 for the ITA web presence.
- ! Significantly enhance a new interactive trade data mapping system, enabling customers to generate U.S. and global maps displaying trading patterns by state, region and country.
- ! Modify sites to address information policy requirements:
 - " improve accessibility in compliance with Section 508 requirements.
- ! Address design/performance/operational issues:

- " develop a more consistent look-and-feel to ITA web sites.
- " develop and implement meta-tagging standards to improve website search-ability via standard commercial web search tools, and FirstGov.

! Address internal use of the web:

- " migrate to full-use of Departmental web-based administrative process tools:
 - S Web-based Time & Attendance System
 - S Commerce Opportunities On-Line (COOL)

Long-Range Objectives

Beyond the immediate activities planned for FY 2002, ITA has a number of web improvement objectives that guide out year efforts:

- ! Improve standardization and integration of ITA web content.
- ! Enhance the interactivity of ITA web sites; offer customers more transactional capability.
- ! Develop an information architecture to support cross-organizational sharing of web content.
- ! Meet GPEA requirements for use of the web (2003).
- ! Significantly improve the technical infrastructure for ITA's web presence by establishing a broader resource base (potentially through public/private partnerships).
- ! Reduce the diversity of web server/software platforms.
- ! Increase information sharing to produce a fully integrated web publishing operation and presence.

**ITA Web Presence - Financial Summary
(\$000)**

FY 2001	FY 2002	FY 2003
1,979	717	715

Message Processing System

The DOC Telecommunications Center (TCC), operated by ITA's Office of the CIO, provides, for the Office of the Secretary and all Commerce operating units, access to the Department of State's (DOS) world wide telecommunications system. The TCC is located in the Herbert C. Hoover Building (HCHB) in Washington, D.C.

Central to the operation of the TCC is the Message Processing System (MPS), which distributes cable traffic from the DOS system to Commerce recipients, and enables Commerce units to send cable traffic overseas via the DOS network. The MPS is connected to the DOS network via a switching station located in Beltsville, MD.

Scope

The TCC receives approximately 520 messages each day or 190,000 per year. On average, the MPS distributes approximately 10 copies of each message or 1,850,000 copies per year. Around 96% of the traffic is incoming, the remaining 4% being outgoing. Currently, there are 260 TCC customers spread throughout the Office of the Secretary and eight of the major Commerce operating units. ITA accounts for almost 70% of the distributed copies.

History

The MPS has been operated by ITA on behalf of the Department for over two decades. Previously, the system was run by the Office of the Secretary. The current MPS, installed about seven years ago, replaced a system that was over 15 years old had become very difficult to maintain.

Data Architecture

The data contained in the Message Processing System consists of cables of interest to Department of Commerce bureaus. These messages can be distributed within DOC via e-mail, modem, hard copy, or diskette. Classified messages may not be distributed via e-mail. Outgoing messages are also processed through the MPS. Other data contained within the MPS consist of profiles which incorporate the preferences of DOC customers as to the messages they wish to receive (other than those directly addressed to them).

System Architecture

The MPS is a proprietary system developed by the Xerox Corporation. Although ITA operates the MPS, Xerox provides all system maintenance and enhancements. MPS performs the same function for Commerce as do similar systems operated by the DOS and other foreign affairs agencies.

Concept of Operations

The MPS is operational 16 hours a day, Monday through Friday, and 8 hours a day on weekends and holidays. A duty officer is on-call at all other times. Cables are sent with a priority assignment, with a guaranteed one-hour delivery for all urgent messages received during normal operating hours. Cable traffic from the MPS is distributed to DOC customers in either hard copy or electronic format, based on customer preference and the security level of the traffic. Slightly less than half of the cables are delivered in hard copy format. Based on customer preference, unclassified cables can be distributed via e-mail. An “air gap” is used to separate the MPS (which is a secure system) from the unclassified ITA e-mail network.

Each DOC organization that is a TCC customer has a unique code assigned to it and an associated “profile” which defines the type of cable traffic they are interested in receiving. In addition to delivering traffic to the addressee, the MPS profiling system employs a very sophisticated text searching and analysis capability that enables customers to request traffic based on message content.

Future Plans

The current Xerox contract for the turn-key MPS will expire in 2005. There are no plans to upgrade or change MPS until that time. However, system requirements will need to be re-examined to determine whether to renew the maintenance for the MPS contract or to replace the system. Minor enhancements will continue to be made as needed.

Message Processing System - Financial Summary

(\$000)

FY 2001	FY 2002	FY 2003
825	860	900

Trade Policy Information System (TPIS)

TPIS, operated by Trade Development's Office of Trade and Economic Analysis, provides government analysts with a single consistent source of trade information that is powerful and flexible enough to meet the diverse needs of the Federal Government trade community. TPIS supports: (1) trade policy analysis and the legal and investigative activities related to import protection, export licensing, national security issues, and trade negotiations; (2) export promotion activities/business counseling services; and (3) other investigative or analytical activities of the U.S. Government (USG) that are related to international trade statistics.

Scope

The TPIS processes approximately 8,000 to 10,000 user requests per year. Request take approximately 30 minutes to process. There are currently over 500 TPIS customers from a number of State governments, the Department of Commerce, and the following Federal organizations:

- Department of Agriculture
- Central Intelligence Agency
- Congressional Research Service
- Department of Health and Human Services
- Department of Interior
- General Accounting Office
- International Trade Commission
- Federal Reserve Board
- Department of Labor
- Department of Treasury
- Small Business Administration
- U. S. Information Agency
- U. S. Trade Representative

History

For many years, ITA has provided certain automated data services to the U.S. Government trade community through TPIS. As a result of the various modifications and enhancements it has undergone, the system, with its detailed historical U.S. and foreign merchandise trade statistics structured in a time-series format, is generally recognized as an important and comprehensive source of world trade information. TPIS is used by analysts and policy makers to assess the potential effect of proposed trade policies, formulate strategies for addressing international trade practices that are injurious to U.S. interests, and study the long-term effectiveness of U.S. trade agreements and policy.

Data Architecture

TPIS data comes from several sources: U.S. Census Bureau (monthly, quarterly, and annual foreign trade statistics), United Nations (quarterly statistics on merchandise for all U.N. countries by year per commodity), International Monetary Fund (monthly monetary data such as exchange rates, Gross National Product, and prices for merchandise, production information, and bilateral trade details), and the International Trade Commission (trade statistics). Data files are uploaded to an Oracle database and made available to the customer through the Internet. The customer can request trade data by country or commodity. The U.N. data is copyrighted, and is accessible only to Federal employees. The system currently contains 30-40 gigabytes of foreign trade data since 1962, and 40-50 gigabytes of U.S. trade data since 1978.

System Architecture

TPIS architecture is a client/server system. Clients run Microsoft Windows and access the system using TCP/IP through the ITA LAN or remotely, using the public telephone network and a communications server. Network traffic is limited to queries and query results. The communications server supports dial-up clients and is connected to the TPIS application server through a dedicated LAN interface. Dial-up clients have identical functionality to LAN clients, but are required to pass an additional security check to access the system when using the public telephone network. Additionally, access to only the TPIS server is permitted through the communications server. All requests to reach the internal ITA network are blocked.

The TPIS application server is a DEC Alpha server running DEC UNIX. It hosts an Oracle database containing all of the detailed TPIS data, an Express database used for analysis, and several other server-based processes.

Concept of Operations

The TPIS is operational 24 hours a day, 7 days a week. All hardware resides in the Herbert C. Hoover Building (HCHB) in Washington, DC, and is accessible via the Internet through TCP/IP. Incoming files are loaded onto the NT server and then are processed via a C program and loaded to the Oracle database. The customer can request trade data at any time by accessing a C program using a Visual Basic form. The customer does not directly access any data residing on the Oracle database. An Oracle table and Visual Basic spreadsheet are generated for each customer. The tables are maintained for one week and then purged. The data in the Oracle database is retained on-line permanently.

Trade Policy Information System - Planned Activities

Current Year (FY 2002)	Out years (FY 2003 and after)
<ul style="list-style-type: none"> # Improve access to the International Monetary Fund (IMF) data set. # Add U.S. metropolitan export data and update U.S. exports by state. # Aggressively train analysts on use of system. # Improve automated update procedures and redistribute TPIS workload among the staff members. # Create chat room or forum for TPIS users to discuss problems, request data definitions or help from other users. # Provide direct database links for the Windows clients. # Implement auto-update feature that will allow the Windows client software to be updated without excessive user intervention. # Improve security for remote/mobile users (outside of known sites) who need access to the TPIS databases. # Add context-sensitive help to the Windows client. 	<ul style="list-style-type: none"> # Make the system more robust and easier to use by adding more user-accessible documents, as well as allowing users to create their own documents. # Move toward a library of standard definitions that can be used for ITA/government-wide analysis of trade issues. # Provide more analytical capability. # Improve the flexibility of the report writing/download capabilities to make the data easier to use/easier to publish. # Expand database coverage to include more U.S. and foreign production data and prices.

Trade Policy Information System - Financial Summary

(\$000)

FY 2001	FY 2002	FY 2003
520	500	530

Other Systems and Services

In addition to expenditures for major application systems, ITA's IT budget for systems work includes (1) fees paid to outside organizations for use of a variety of systems, mostly administrative in nature, and (2) funding for "small" ITA systems - whose development cost is usually less than \$100K and where ongoing maintenance expenses are minimal.

Other Systems and Services Costs			
(\$000)			
	FY 2001	FY 2002	FY 2003
DOC/Federal Systems & Services			
DOC Systems			
Administrative Systems ⁽¹⁾	404	392	392
Budget Formulation & Tracking System ⁽¹⁾⁽²⁾	20	20	20
Internet Services	53	53	53
CAMS Development and Maintenance	1,067	1,067	1,067
Timesharing (Office of Computer Services)	64	60	58
Subtotal - Commerce	1,608	1,592	1,590
Other Federal Systems			
National Finance Center (NFC) ⁽¹⁾	230	230	230
Timesharing (NIH)	23	20	19
Timesharing (USTR)	8	8	8
Subtotal - Other Federal	261	258	257
Total - DOC/Federal	1,869	1,850	1,847
Small ITA Systems	1,829	2,173	2,479
Grand Total	3,698	4,023	4,326

(1) Costs are billed through the Working Capital Fund (WCF)

(2) ITA pays for these systems, but does not use them.

DOC Systems

ITA uses Departmental resources to support a number of our administrative activities. ITA's cost for these systems and services is fixed by the Department and billed primarily through the Working Capital Fund (WCF). FY 2002 costs are estimated to remain at FY 2001 levels. ITA is also contributing to the development and support of the Commerce Administrative Management System (CAMS), and the Budget Tracking and Formulation System (BFTS) even though ITA is not currently using either system.

Other Federal Systems

ITA uses Agriculture's National Finance Center (NFC) system for payroll and personnel processing. A number of offices throughout ITA use the National Institute of Health (NIH) mainframe center for processing trade statistics, and several offices access the U.S. Trade Representative's (USTR) system as part of their trade policy and negotiations work.

Small ITA Systems

There are a variety of systems supporting various aspects of ITA program and administrative work. These include databases and application systems that support correspondence management, Import Administration's case processing activities, analysis and dissemination of textiles and tourism trade data, and information/call center activities (e.g. the Trade Information Center, Advocacy Center).

IT ARCHITECTURE AND PLANNING

ITA investments in this category support strategic IT management functions associated with ITA-wide: (1) IT architecture development and management; (2) formulation and implementation of IT policy and guidance; (3) strategic and operational IT planning; (4) IT capital planning and investment management; and (5) IT security program management.

Management Approach

Enterprise-wide IT architecture and planning is the responsibility of the Office of the CIO, with the Information Resources Policy and Planning Division (IRPPD) providing staff support for these responsibilities.

Architecture and planning efforts will be coordinated with ITA business units through the E-Governance Board. The E-Governance Board will be chaired by the Chief Information Officer and consists of senior management from each of the ITA business units. Meetings will be held periodically to address IT management and operational issues. The E-Governance Board will also serve as ITA's Information Technology Review Board (ITRB) and participate in evaluating IT-related budget initiatives each year.

OCIO also collaborates with ITA's Office of Organization and Management Support (OOMS) on issues involving business process improvement and information management. OOMS performs management studies and has primary responsibility for ITA-wide information policy involving privacy, records management, forms, information collection, and Freedom of Information Act (FOIA) requests.

History

ITA has published formal strategic and operational IT plans for a number of years. The newest effort has been producing ITA's first full-scale IT Architecture, which was published for the first time in October 2000. An updated version of the IT Architecture was submitted to the Department in June, 2001, which included a Technical Reference Model and Standards Profile.

Planned Activities

In addition to on-going activities involving IT planning, special initiatives are planned or in progress to address governance of the IT Architecture. During FY 2002, a governance board will be created, which has been described earlier in this plan.

IT Architecture and Planning - Financial Summary

(\$000)

FY 2001	FY 2002	FY 2003
1,693	1,030	1,030

Section 3: Management System Initiatives

List of Significant and Major System Initiatives

ITA has no *major* systems as defined by OMB criteria, its *significant* systems are as follows:

Message Processing System (MPS)

Trade Policy System (TPIS)

Management IT Initiatives

ITA has several IT Initiatives planned for FY 2002, which were funded late in FY2001, as summarized below.

E-Mail Study

Under Secretary Aldonas has directed the CIO to facilitate a move to a common e-mail system. ITA is in the process of procuring services to conduct an email study and help with a pilot migration to the new e-mail platform. The current environment includes heavy use of GroupWise in headquarters and the almost exclusive use of Lotus Notes in the field (and US&FCS in headquarters). In order for ITA to effectively interact with its field staff, a common e-mail system is needed. Therefore, ITA will fund an assessment and migration study to determine the requirements of a common e-mail system and identify which systems best meets those requirements.

Security

ITA is currently developing a procurement to enhance its IT Security. IT Security Plans and their Contingency and Disaster Recovery Plans need to be revised, reviewed, and approved for the HQ LAN and IT systems. This will pave the way for the accreditation of the systems as required by Departmental and legislative mandates.

As part of the FY 2003 budget process, ITA submitted five IT-related budget initiatives, totaling \$5.7 million. Only one initiative was approved (Automation of AD/CVD Information Management and Document Storage) for \$300,000.

Automation of AD/CVD Information Management and Document Storage (\$300K)

Automates the handling and storage of extensive document holdings associated with the administration of Anti-dumping and Countervailing Duty investigations and reviews.

Performance Measures

ITA has begun a performance measurement project with Accenture leading ITA in its first attempt to measure ITA-wide business performance. The effort is underway, and the tool (PBViews) to facilitate the performance measurement has been procured.

Systems Behind Schedule

There are no systems significantly behind schedule, over budget, and/or not delivering expected benefits.