



The FCC IT Mission:

Our mission is to facilitate and enable the FCC to securely conduct it's business by delivering flexible, stable, reliable, cost-efficient leading edge IT capabilities to the Commission anytime, anywhere, while taking care of our people.

FCC Strategic Goals	GOAL 1 CLOSING THE DIGITAL DIVIDE	GOAL 2 PROMOTING INNOVATION	GOAL 3 PROTECTING CONSUMERS & PUBLIC SAFETY	GOAL 4 REFORMING THE FCC'S PROCESSES
FCC Performance Goals with IT Implications	<p>1.2.1: Efficiently support broadband deployment where it is most needed by implementing USF reverse auctions that use market-based funding mechanisms that are grounded in sound economics.</p> <p>1.4.2: Continue post-incentive auction repacking and reimbursement efforts for broadcasters.</p> <p>1.4.3: Conduct effective and timely spectrum licensing and equipment authorization activities.</p> <p>1.4.4: Facilitate broadband deployment and access by employing effective and efficient means, such as reverse auctions.</p>	<p>2.1.3: Allow new services and devices to come to market by expediting processes.</p> <p>2.2.1: Promote a flexible approach to oversight and foster investment in 5G networks by considering actions that address real problems in the marketplace. Decisions will be fact-based relying on economic analysis, ongoing fact-gathering initiatives and data analysis.</p> <p>2.2.2: Promote investment in infrastructure and 5G networks by eliminating unnecessary administrative burdens.</p>	<p>3.3.2: Collect and analyze outage information for communications networks and 911/NG911 networks by working with stakeholders to understand and address problems.</p> <p>3.3.4: Fulfill the FCC's responsibilities to the National Preparedness System, including support to Emergency Support Function #2 (ESF#2) – Communications. Provide situational awareness of communications systems; coordinate with industry and other Federal partners to facilitate communications network preparedness, response, and restoration by working closely with local, state, Tribal, territorial and Federal partners during a crisis.</p>	<p>4.1.1: Provide information about the status of matters pending before the FCC by developing and posting information online and communicating with stakeholders.</p> <p>4.1.3: Ensure the Commission's ability to meet its Mission Essential Functions and other critical activities</p> <p>4.3.1: Make information readily available to agency management for decision-making by improving Commission systems.</p> <p>4.3.2: Carry out the agency's mission by upgrading and enhancing technology and tools used by Commission staff.</p> <p>4.3.3: Maintain a high level of cybersecurity readiness and presence by providing FCC staff with a secure digital infrastructure.</p>

IT Projects, Change Initiatives, & Performance Measures	FY21			
	<p>AREA 1: Results that Support Commission Initiatives</p> <ul style="list-style-type: none"> <input type="checkbox"/> Enhance B/O leadership engagement <ul style="list-style-type: none"> • Hold quarterly IT/BO leadership meetings to determine BO priorities and to provide status updates on initiatives • Coordinate with the B/O's on the FY 2023 budget request to align with BO IT needs <input type="checkbox"/> Publish a FCC data inventory on FCC.gov by end of Q4-21 <ul style="list-style-type: none"> • Prepare Enterprise Level Data Architecture <input type="checkbox"/> Implement a solution for National Security Review of Foreign Owners applying for FCC 214 Authorization <input type="checkbox"/> Continue 508 Program enhancements <input type="checkbox"/> Complete Auctions Data Warehouse <input type="checkbox"/> Create a Tip sheet and decision-matrix as FCC self-publication tools 	<p>AREA 2: Customer Experience and Technology</p> <ul style="list-style-type: none"> <input type="checkbox"/> Maintain first call resolution >80% <input type="checkbox"/> Reclaim and dispose of end-of-life laptops by Q3 <input type="checkbox"/> Publish a FCC data inventory on FCC.gov by end of Q4-21 <ul style="list-style-type: none"> • Implement the Enterprise Data Management Program <input type="checkbox"/> Ensure Universal Service Goals are supported by geospatial analysis capabilities <input type="checkbox"/> Provide training solutions for self-service tools including Teams, Power-BI, and Socrata <input type="checkbox"/> Modernize OS Templates, ECFS, DIRS Video Program Distributors (VPD), COALS, OFACS, and ELS <input type="checkbox"/> Implement Electronic Records Management Plan <input type="checkbox"/> Modernize FCC.gov and re-brand in coordination with the HQ Move <input type="checkbox"/> Fully deploy Teams for conferencing calls and WebEX Cloud-based VoIP <input type="checkbox"/> Implement Adaptive Multi-factor and Risk-Based Authentication 	<p>AREA 3: Cybersecurity and Defense of the Enterprise</p> <ul style="list-style-type: none"> <input type="checkbox"/> 100% of FCC Business Applications monitored by new End-to-End Monitoring <input type="checkbox"/> Ensure no more than 10% of all unremediated vulnerabilities each quarter have a risk rating of critical or high <input type="checkbox"/> Resolve, reduce in impact, or accept with executive awareness 20% of total ERM risks <input type="checkbox"/> Achieve a 75% on-time successful POAM closure each quarter <input type="checkbox"/> Improve one FISMA Maturity Level in 2 of the 5 functional areas <ul style="list-style-type: none"> • Fully implement FCC safe traveler program (joint effort between IB and OMD); security monitoring for assets abroad, oversight and governance, investigative capabilities (i.e. mobile forensics) • Execute HSPD-12 technical PIV solution for enterprise usage • Continue ATO achievement goals by reaching 80% ATO approval for FCC FISMA boundaries • Continue to streamline the ATO process <input type="checkbox"/> Implement the Wireless Emergency Alert System 	<p>AREA 4: Organizational Agility and Performance</p> <ul style="list-style-type: none"> <input type="checkbox"/> Ensure 25% of code development projects are delivered via automated DEVOPS pipeline <input type="checkbox"/> Identify requirements for the ULS data warehouse and begin implementation <input type="checkbox"/> Work with IT/BO's for a seamless transition to new HQ <input type="checkbox"/> 100% of essential documents and deliverables are captured in new contracts <ul style="list-style-type: none"> • Revise governance and incorporate into contracting actions <input type="checkbox"/> Publish a FCC data inventory on FCC.gov by end of Q4-21 <input type="checkbox"/> Deliver Licensing Data Warehouse <input type="checkbox"/> Publish 1 FCC dataset to data.gov each quarter Identify requirements for the ULS data warehouse and begin implementation <ul style="list-style-type: none"> • Define additional datasets to support Universal Service Goals <input type="checkbox"/> Publish 2021-24 IT Strategic Plan <input type="checkbox"/> Implement On-Line Market Surveillance Tool for noncompliant radio frequency devices <input type="checkbox"/> All Networkx contracts have been transitioned to EISECFS, ULS, COALS, DIRS, and Intranet have been modernized <input type="checkbox"/> CDM services have been evaluated, established, and implementation is underway

Strengths, Weaknesses, Opportunities, & Threats	Strengths:		Weaknesses:	
	<ul style="list-style-type: none"> • Committed and capable Federal & contractor workforce • New HQ Facility provides new tools, technologies, and workspaces • Unwavering support from Managing Director and OMD staff • 25% of compute environment in the cloud, remainder in managed provider space • Well established 508 Accessibility Program with permanently assigned staff 		<p>Opportunities:</p> <ul style="list-style-type: none"> • Continue to maximize current cloud architecture with full array of flexible capabilities • Modernization path includes 3-5 years of increasing success stories • Increase transparency across IT efforts to improve coordination and joint successes 	<p>Threats:</p> <ul style="list-style-type: none"> • Pandemic poses additional challenges and accelerated timelines for collaboration enhancements • Unsupported technology and outdated equipment used by production systems • 20%+ of workforce retirement eligible within 5 years • Challenges in retaining a highly skilled IT workforce

IT Focus Areas	Auctions Support & Improving FCC Capabilities	VDI & User Experience	Make the Move Successful	Prioritize IT Security & HSPD-12	Leverage Investments to Deliver Cost Savings and Better Results	Take care of our people
	<p>Support FCC goals with new auction and licensing capabilities to support multiple quick succession auctions and a high operational tempo.</p>	<p>Improve the user experience with work from anywhere solutions that integrate collaboration and information sharing across the Commission and community.</p>	<p>Deliver top-tier capabilities and services on time in the new building with a world-class, user friendly IT environment.</p>	<p>Make security an operational enabler via awareness, engineering, testing, remediation, and risk management. Meet 100% of HSPD-12 goals.</p>	<p>Standardize on cloud platforms to lower costs, reduce complexity, and improve availability of data and advanced tools.</p>	<p>Ensure opportunities for training, advancement, and work-life balance. Provide meaningful ways to build personal satisfaction and results in a team environment</p>