

Operational Support

		2004	2005	Uncontrollable	Program	2006	Change
Operational Support		Actual	Enacted with CAM Reprog.	& Related Changes (+/-)	Changes (+/-)	Budget Request	from 2005 (+/-)
Operational Support	\$(000) FTE	73,033 0	28,564 0	+4,371	+842	33,777 0	+5,213
Funded from CAM*	\$(000)	-16,034	-2,939*	(+102)		-3,041*	(+102)
Operational Support	\$(000) FTE	56,999 0	25,625 0	+4,269	+842	30,736 0	+5,111

* A total of \$520,793 in CAM will be assessed in 2005 to all Resource Management accounts to fund the Department of the Interior's Document Tracking System and management initiatives. CAM will continue to be assessed as in prior years for non-Resource Management accounts.

Program Overview

Operational Support provides a means to centrally budget and pay for nationwide, cross-program operational support expenses associated with Servicewide appropriations. The budget requirement for Operational Support was \$73,033,000 in 2004, of which \$56,999,000 was included in Resource Management direct appropriations and \$16,034,000 was funded under the Cost Allocation Methodology. For 2005, the Service revised the CAM process to include only a minimal amount (\$520,793 across all Resource Management accounts) for the Document Tracking System and management initiatives of the Department. A reprogramming was approved to implement a user pay methodology for space costs and the funding of space costs via CAM was abolished.

The total funding requested for Operational Support reflected in this budget for FY 2006 is \$30,736,000. This request builds on a 2005 enacted level, after CAM user pay space reprogramming, of \$25,625,000 and reflects central office specific funding changes proposed in the 2006 budget.

Operational expenses include:

- **Servicewide Fixed Costs** - Payments to other Federal organizations for General Services Administration (GSA) space rental costs, worker's compensation, unemployment compensation, and printing.
- **National Telecommunications** - Payments and support costs for the GSA FTS network, ISP implementation, commercial telephone, radio systems, telephone installations/upgrades, and related communications expenses.
- **Department of the Interior** - Working Capital Fund, reimbursable activities, Office of the Solicitor, Consumer Information Center, GPRA support, OIG support, Bank of America operations, as established by Reimbursable Support Agreements.
- **Assistant Secretary For Fish, and Wildlife and Parks** - Payments supporting costs for travel, and salary and benefits of personnel for activities directly related to Service issues, and other activities as established by Reimbursable Support Agreements.

- **Postage** - Intra-Agency and Departmental courier and postal contract charges. As a result of FY 2002 directives by the GSA, postal fees have been charged at the organizational level (Regions and field stations). Starting in January 2005, all Service postal meters and permits will be converted to commercial payment meters and no longer centrally billed by the US Postal Service throughout the Federal government.
- **IDEAS** - Payments supporting the Interior Department Electronic Acquisition System include the system's administration throughout the Regions, purchasing of hardware, technical support for its implementation, contract support, and database management.

Justification of 2006 program changes

Subactivity		2006 Budget Request	Program Changes (+/-)
Operational Support	\$(000) FTE	30,736 0	+842 0

The FY 2006 budget request for Operational Support is \$30,736,000 and 0 FTE, a net program increase of +\$842,000 and 0 FTE from the 2005 enacted level.

Space Reduction (-\$901,000)

The 2006 budget proposes a reduction of \$901,000 across all Resource Management programs to recognize expected savings to be achieved through improved fleet management within the Service and across the Department of Interior.

Annually Interior spends \$300,000,000 to lease space from the General Services Administration and others. Because of the long-term commitment contained in most leases, savings from this initiative will accrue to a large degree in future years. The 2006 budget assumes initial savings of \$6,310,000.

Recognizing the potential for improved effectiveness and efficiency in the management of space in the long-term, Interior and its bureaus are undertaking reforms in space management. These reforms, which are part of its Asset Management Plan under E.O. 13327, include a more centrally controlled process to manage space, multi-year planning to consolidate dispersed space and co-location to promote interagency collaboration, and adoption of more equitable allocations of space that adhere to security and safety and health standards. Long-term benefits are expected to result from Interior's space management reform, which will utilize best practices now in place. Multi-year plans will be used to focus on improved effectiveness and efficiency in supporting bureau missions and guide future lease arrangements and the use of owned space in order to maximize consolidation and co-location. By strategically analyzing and planning space management needs and opportunities, the Department will also be able to consider workforce changes such as telecommuting, information technology solutions, and other factors in making future arrangements for facilities.

Until the Service has a full year of experience with user pay, it cannot be determined which Resource Management subactivities should receive either the uncontrollable increase or the program decrease for space. This reduction will be spread among resource management programs once full data is available.

Operational Support (+\$817,000)

The fiscal year 2005 Omnibus Appropriations Act (P.L. 108-447) included two across the board rescissions, netting a 1.3 percent reduction to all Service programs. An increase of \$817,000 will restore funding to the 2004 enacted level and will allow the Service to maintain performance and base program capability. This funding will enable the Service to more efficiently respond to the requirements of the President's Management Agenda and new financial management practices including the introduction of Activity Based Costing and FBMS. Consistent with the CAM reprogramming of FY 2005, this increase will support fixed cost increases through appropriated funds rather than relying on the CAM assessment of resource management accounts.

Enterprise IT Investments (+\$926,000)

The 2006 budget includes a net program change of \$926,000 for enterprise information technology investments for IT certification and accreditation of legacy systems; investments in e-government; and implementation of the enterprise services network.

IT Certification and Accreditation of Legacy Systems

In 2006, the Department will continue to focus on improving IT security. The 2006 budget includes \$12.8 million DOI-wide for coordinated certification and accreditation (C&A) activities, including \$2.9 million collected through the Department's working capital fund. The FWS share of this funding in 2006 includes a total of \$1,096,000, of which \$253,000 will be collected through the DOI working capital fund to support centralized activities to enhance efficiencies; reduce overall costs; enhance the quality, consistency, and documentation supporting accreditations; and prioritize remediation activities.

In 2004, Interior strengthened its IT security program by accelerating the timeframes for completing C&A using government-wide standard processes. As of November 15, 2005, Interior had significantly improved its security posture, having certified and accredited 161 of its 165 production systems, or 98 percent. Now that a preponderance of systems are formally managed with regard to security, challenges remain to schedule and remediate weaknesses discovered through C&A, Inspector General, or annual reviews. Furthermore, once established, accreditation status must be maintained through system functional releases and infrastructure modernization. During 2005 and 2006, the Department and its bureaus are completing third party reviews of completed certification and accreditations; remediating identified risks; and establishing the necessary security program infrastructure to allow ongoing maintenance of accreditation status in an efficient and effective manner. These activities include:

- Establish or update C&A package contents including risk assessments, planned controls, and testing of controls.
- Where controls are deficient, institute new or upgraded management, operational, or technical controls
- With adequate rigor, test controls for effectiveness
- Establish prioritized inventory of items to resolve (plan of action & milestones - POA&M) and resolve in a prioritized manner such that residual risk is acceptable for Authority To Operate.
- Establish standards, procedures, tools, and training to enable the cost effective maintenance of accreditation packages
- Improve security activities involving contracted/outsourced IT operations.

FWS – Specific Progress:

- All Service major applications and general support systems achieved Certification and Accreditation.
- The Service reached 100% compliance for mandatory IT Security Awareness Training.
- The Service achieved an “A” on the Congressional IT Security Scorecard process and was among the first Interior organizations to do so.
- The Service coordinated with the Department to implement its Federal Information Security Management Act (FISMA) action plan.

E-Government and Lines of Business

Interior is an active participant in many e-government initiatives, providing leadership, funding, and in-kind technical and staffing support. These initiatives strive to eliminate redundant systems and significantly improve the government’s quality of customer service for citizens and businesses. The Department is the managing partner for two e-government projects – Recreation One-Stop and Geospatial One-Stop. Interior is serving as one of the government-wide service providers for the e-Payroll initiative and is a leader in the E-Authentication project.

Department-wide spending for E-Government activities that will benefit FWS (excluding fee for service payments) reflected in the 2006 President’s budget follow. In addition, the Department is also implementing e-Travel in an integrated fashion with the Financial and Business Management System. Funds to support e-Travel are included in the FBMS budget under Departmental Management. The 2006 FWS budget includes \$1,056,000 to support these e-Government initiatives.

	Billing Method	2006 Estimate
Geospatial One Stop (excludes in-kind)	Mixed – USGS Direct / C-WCF	510
Integrated Acquisition	C-WCF	397
Grants.gov	C-WCF	453
E-Authentication	C-WCF	450
E-Rulemaking	C-WCF	825
E-Training	C-WCF	185
Business Gateway	C-WCF	322
LOB: Financial Management	C-WCF	83
LOB: Human Resources Management	C-WCF	91
LOB: Grants Management	C-WCF	14

Billing Method Notes. The billing and payment methods of the e-gov projects vary as follows:

C-WCF. (Centrally Billed Working Capital Fund) The Department has established a centralized Working Capital Fund account for purposes of billing bureaus and paying managing partners for certain e-gov payments. The Departmental management budget justification includes a description of this account.

D-WCF. (Direct Billed Working Capital Fund) Indicates a dedicated Working Capital Fund account has been established for a single E-Gov project. The only current project that falls in this category is Recreation One-Stop.

TBD. (To Be Determined) The billing methodology for two e-government projects, SAFECOM and Disaster has yet to be determined. Funding to support SAFECOM and Disaster are included in bureau budgets as noted below.

Direct. Direct means that a bureau makes direct payments to managing partners. In 2006, both recreation one stop and geospatial one stop have a direct component.

The Departmental Management budget justification includes justifications of the programs funded through the working capital fund.

The FWS budget includes \$231,000 for SAFECOM in 2006. SAFECOM funding is included in the National Wildlife Refuge System maintenance section of the budget.

Enterprise Services Network

Interior is deploying the Enterprise Services Network to provide secure, state-of-the-art internet and intranet connections and a fully functional operational center for data communications that will be used by the entire Department. In addition to providing better services for many Interior offices, the system will provide a uniformly secure environment, standardized and efficient 24 hour/7 day operations, and improved technical support. The FWS Budget includes \$2,597,000 for ESN of which \$2,186,000 is an estimated amount that will be redirected from legacy network systems to the ESN project. The Department is working with its bureaus to finalize the amounts that will be redirected, and will provide the subcommittees updates to the amounts in the Spring.

In 2004, Interior began to implement Phase I of ESN, which will be completed in December 2005, with deployment of a modern, integrated network backbone that supports telecommunications within the Department. This includes access to the internet, a Department-wide intranet, and a fully operational technical support center. Phase I also transitions management of the FWS's wide area network to managed services and thereby simplifies and modernizes a geographically dispersed and outdated architecture.

The return on investment for this system is high. Up-front investments, including the redirection of bureau telecommunication savings, will, in the long-term, result in reduced costs with elimination of duplicative networks, improved performance of data services with less "down time" for many offices, skilled and knowledgeable staff trained to operate standardized and centralized operations, and better support for e-government initiatives.

Phase I of ESN reduces the Department's current 13 Wide Area Networks to one and 33 internet access points to five. For NPS, Lotus Notes maintenance sites were reduced from 253 to seven.

During 2005, the Department will also plan Phase II to expand secure connections to approximately 150 sites located primarily in large cities and approximately 1,500 hubs at other Interior locations.

ESN will also facilitate efforts to consolidate directory services, web hosting, messaging, data warehousing and other applications and systems.

The Service is at the initial planning stages of the project and is working with Department staff to plan the Service's migration to the Enterprise Services Network in coordination with the migration to other Department infrastructure projects (Active Directory, E-Authentication, Messaging).

Management Efficiencies (-\$2,025,000)

The Service is proposing a reduction of \$2,025,000 to General Operations for savings based on increased administrative efficiencies. In FY 2004, the Service began a comprehensive review of the CAM that identified specific opportunities to improve the efficiency and accountability of administrative support functions. This effort and the ongoing implementation of its recommendations will more closely align administrative costs with budgets and management decisions of benefiting programs and make the true cost of operations more transparent. In addition, the Service is currently evaluating Activity Based Cost Management (ABC/M) and performance information in order to identify other areas of savings. This information will be used by the Director to allocate the savings.