

Mission Support Office of the Chief Information Officer (OCIO) Overview and FEMA IT Strategic Direction



FEMA

OCIO Organization

Purpose

- The Office of the Chief Information Officer (OCIO) **provides enterprise information technology (IT) services** that are vital to carrying out FEMA's mission both for employees and disaster survivors.

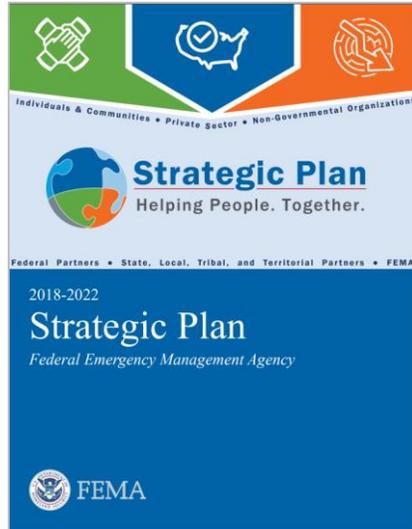
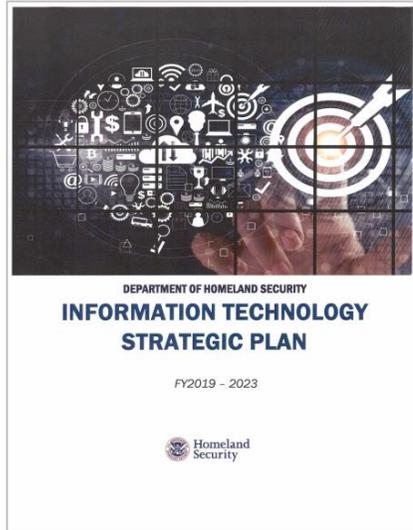
Mission and Vision

- The mission and vision of OCIO is to **empower FEMA's workforce through IT and build IT Excellence** by operating as One FEMA IT.
- This vision includes developing a culture of inclusion, stewardship, and ownership and ensuring FEMA IT is "always ready" to support our stakeholders and workforce when needed most.

Organizational Maturity

- In 2020, OCIO reorganized to improve its ability to provide cost-effective, efficient, and secure IT services and innovative solutions to the FEMA enterprise for the successful delivery of FEMA's mission.
- Organizational maturity efforts are ongoing and strengthened through improvements in IT policy, resource allocation, and collaborative planning.

IT Strategic Alignment

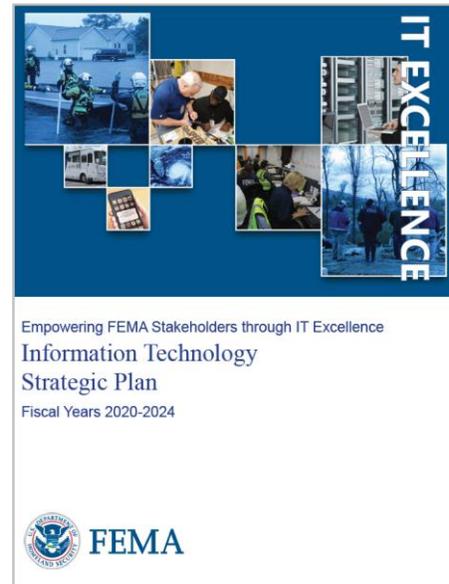


FEMA OCIO carefully aligned the *FEMA IT Strategic Plan* to both the *DHS CIO Information Technology Strategic Plan* and the *FEMA Strategic Plan*.

The *FEMA IT Strategic Plan for Fiscal Years (FYs) 2020-2024* provides a blueprint to build IT Excellence by operating as One FEMA IT.

Goals

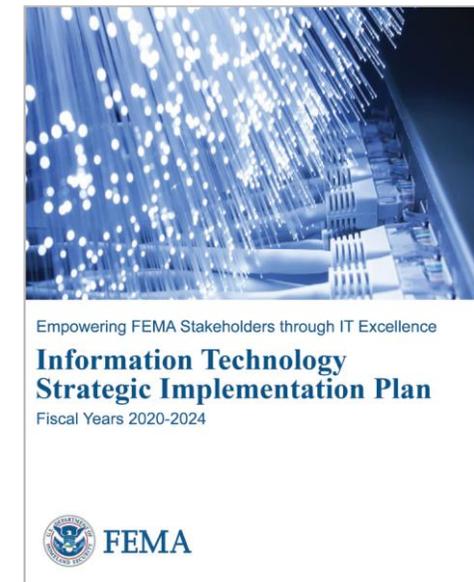
1. Protect FEMA Data and Systems
2. Enhance IT Workforce Capabilities and Stakeholder IT Experiences
3. Simplify Processes and Improve Transparency across the Enterprise



The *FEMA IT Strategic Implementation Plan for Fiscal Years (FYs) 2020-2024* outlines actionable strategic initiatives that map to the FEMA IT Strategic Plan's goals and strategic objectives.

Strategic Initiatives

32 strategic initiatives map to the 3 goals and 9 strategic objectives of the IT Strategic Plan



FEMA IT Strategic Plan Fiscal Years 2020-2024

The Strategic Plan was published in April 2020 and includes three goals and nine supporting objectives:

Goal 1: Protect FEMA Data and Systems

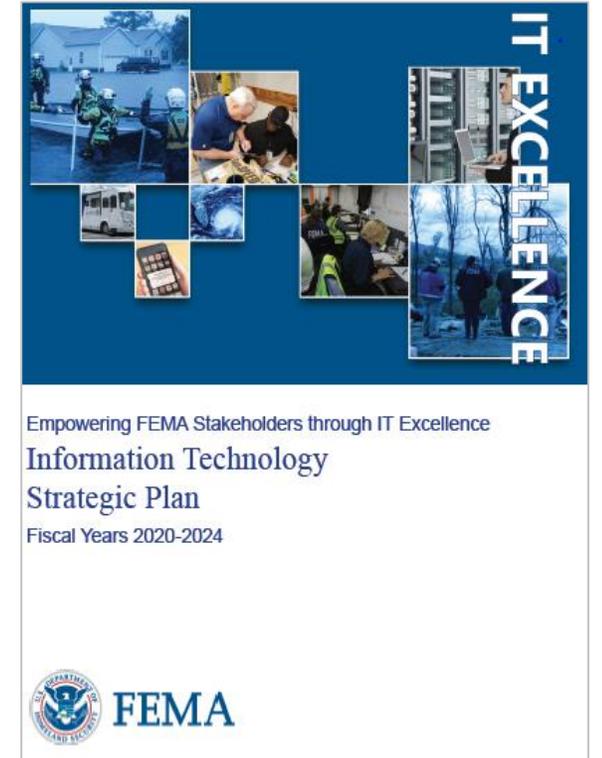
- Strengthen the Agency's Cybersecurity Program
- Foster a Strong Cybersecurity Culture
- Provide High-Quality Cybersecurity Solutions

Goal 2: Enhance IT Workforce Capabilities and Stakeholder IT Experiences

- Become the Partner of Choice
- Strengthen the Workforce
- Enable Collaboration Across the Agency and with Outside Partners

Goal 3: Simplify Processes and Improve Transparency Across the Enterprise

- Manage IT Resources Effectively and Transparently
- Build the Future IT Enterprise
- Catalyze Innovation and Emerging Technologies



Core Tenets

- One FEMA IT
- IT Excellence
- Risk Management
- Technological Innovation

Goal 1: Protect FEMA Data and Systems

Strategic Initiatives

Strategic Objectives



Highlighted Contract Opportunities

- FISMA Scorecard Enterprise Compliance
- FISMA Scorecard Programs Compliance
- Cyber Risk Management
- Federal Emergency Response Official Just-In-Time Accountability and Tracking
- ICAM Access Control



Security and Cloud Management – Disaster Response Team maintenance and Licensing on Plum Cases for security and cloud management. (FY22)

- Cybersecurity Plans and Policies
- Cybersecurity Workforce Professional Development
- Cybersecurity Communications, Training, and Awareness

- DHS Continuous Diagnostics and Mitigation Visibility
- SOC Cloud Stack Security
- SOC Operations



Database Security – Database Security Scanning Software Renewal DBProtect / AppDetective. (late FY21 or early FY22)

1.1 Strengthen the Agency's Cybersecurity Program

1.2 Foster a Strong Cybersecurity Culture

1.3 Provide High-Quality Cybersecurity Solutions

Goal 2: Enhance IT Workforce Capabilities and Stakeholder IT Experiences

Strategic Objectives

2.1 Become the Partner of Choice



Highlighted Contract Opportunities

- Product and Services Catalog
- Mature IT Decision Making
- Analytics, Process Maturation, and Change Management



IT Finance Tool – IT support tool to support the management of the IT Products and Services Catalog. (FY21)

2.2 Strengthen the Workforce



Audit Software – FEMA Enterprise Auditing Solution License Renewal. (FY21)

- Cyber Pay
- Workforce Plan and Strategy
- Business Excellence Organizational Maturity Model

2.3 Enable Collaboration across the Agency and with Outside Partners



ESW/SharePoint – Operations & Maintenance (O&M) for FEMA Intranet SharePoint. End User. (late FY21 or early FY22)

- Improve Accessibility
- Compendium of Collaboration Tools and Technology
- FEMA IT Communications Plan
- OCIO Enterprise Risk Management Program

Goal 3: Simplify Processes and Improve Transparency across the Enterprise

Strategic Objectives

3.1

Manage IT Resources Effectively and Transparently

3.2

Build the Future IT Enterprise

3.3

Catalyze Innovation and Emerging Technologies

Strategic Initiatives



Highlighted Contract Opportunities

- Cloud Services Brokerage
- Technology Business Management Framework
- Agile Framework
- Implement Systems Engineering Lifecycle
- Capital Planning and Investment Control Program



Service Delivery – Contractor support provides operations and maintenance support for OCIO systems. (late FY21 or early FY22)

- FEMA Enterprise Network (FEN) Modernization
- Enterprise Voice Network (EVN) Modernization
- Enterprise Infrastructure Analysis



National Warning System – NAWAS is a 24-hour continuous special purpose private line telephone system that provides a voice communications capability used to convey warning to federal, state, local, tribal, and territorial government and public safety officials. (FY21)

- FEMA Lab
- Strategic Foresight Examination of Technologies
- Major Initiative Technical Support



Contact Center Capability Modernization Program (C3MP) – This will procure technology and services to satisfy the needs of FEMA Recovery's National Processing Service Centers. (FY21)



Back-Up Slides

Functions by OCIO Portfolio/Division

Portfolio	Major Functions
CIO [Front Office]	Provide leadership for the FEMA IT Program and direction to the IT workforce for successful delivery of FEMA's mission.
IT Management	<p>Oversee and manage coordination and integration of policies, directives, procedures, and activities to ensure effective and efficient planning, finance and acquisitions, and enterprise risk management in support of FEMA IT needs and OCIO business operations.</p> <p>Division Structure: Administration; IT Human Resources; IT Financial Management; IT Acquisitions; IT Policy and Governance; Customer Care (Enterprise Service Desk); and IT Cadre Management</p>
Operations	<p>Oversee the management, operations, and maintenance of FEMA information systems, networks, and IT services and provide critical IT and communications infrastructure for both steady-state and disaster operations.</p> <p>Division Structure: Operations Program Support; Data Network Services; Network Monitoring Tools; Network Operations Center (NOC); Hosting; Enterprise Business Systems; Service Center; End User Computing (EUC) – Headquarters (HQ); EUC – NPSC; and IT Disaster Operations</p>
Technology Innovation and Strategy – Office of the Chief Technology Officer (OCTO)	<p>Oversee and manage the assessment of new technologies and the identification and analysis of emerging IT requirements to ensure support of stakeholder needs and compliance with policies, directives, and standards.</p> <p>Division Structure: IT Strategic Planning and Program Support; Architecture; Engineering; Assurance; and IT Project Management</p>
Cybersecurity – Office of the Chief Information Security Officer (OCISO)	<p>Oversee and manage the FEMA cybersecurity program and the protection of FEMA networks, systems, and assets in compliance with federal laws and regulations and departmental policy.</p> <p>Division Structure: Cyber Policy, Planning, and Training, including the Cyber Program Support Team; Cyber Assessment; Risk Management; Compliance; Security Operations Center (SOC); Cyber Engineering; and Identity, Credential, and Access Management (ICAM)</p>

OCIO Disaster Response & Recovery Support

~700 Major Disaster Declarations supported by FEMA OCIO's IT Cadre since Calendar Year 2008

OCIO staff deploy to provide on-the-ground support through:

- Spectrum Management and Survivable Communications Interoperability
- Joint Field Office (JFO) Setup
- Branch Office, Area Field Office (AFO) Setup
- Disaster Recovery Center (DRC) Setup
- Reception, Staging, Onward-Movement, and Integration (RSOI)

OCIO staff support disasters off-site through:

- End User Support, to include survivor applications intake
- “Yellow Jacket” National Response Coordination Center – 24x7 support
- “Keeping the Lights On” (e.g., monitoring operations and cyber threats for disaster and continuity systems and applications)
- Equipping personnel supporting all disaster operations
- Requesting and installing field facility network infrastructure



FEMA OCIO support for disaster operations includes the delivery of network and data processing, telecommunications, and spectrum management capabilities to federal, state, local, territorial, and tribal field personnel and facilities.



Strategic Plan

Helping People. Together.

FEMA Mission: **Helping people before, during, and after disasters.**

STRATEGIC GOALS

I. BUILD A CULTURE OF PREPAREDNESS



1.1 Incentivize investments that reduce risk, including pre-disaster mitigation, and reduce disaster costs at all levels



1.2 Close the insurance gap



1.3 Help people prepare for disasters



1.4 Better learn from past disasters, improve continuously, and innovate

OBJECTIVES

II. READY THE NATION FOR CATASTROPHIC DISASTERS



2.1 Organize the “BEST” (Build, Empower, Sustain, and Train) scalable and capable incident workforce



2.2 Enhance intergovernmental coordination through FEMA Integration Teams



2.3 Posture FEMA and the whole community to provide life-saving and life-sustaining commodities, equipment, and personnel from all available sources



2.4 Improve continuity and resilient communications capabilities

III. REDUCE THE COMPLEXITY OF FEMA



3.1 Streamline the disaster survivor and grantee experience



3.2 Mature the National Disaster Recovery Framework



3.3 Develop innovative systems and business processes that enable FEMA's employees to rapidly and effectively deliver the agency's mission



3.4 Strengthen grants management, increase transparency, and improve data analytics

FEMA Vision:
A prepared and resilient Nation.



FEMA



FEMA