



FRTIB

Office of Technology Services Overview

January 28, 2025

Agenda

- OTS Vision and Functional Statement
- Organizational Overview
- What We Do
- Technology Highlights: FY24
- Looking Forward: FY25 and Beyond
- Closing Summary

OTS Vision and Functional Statement

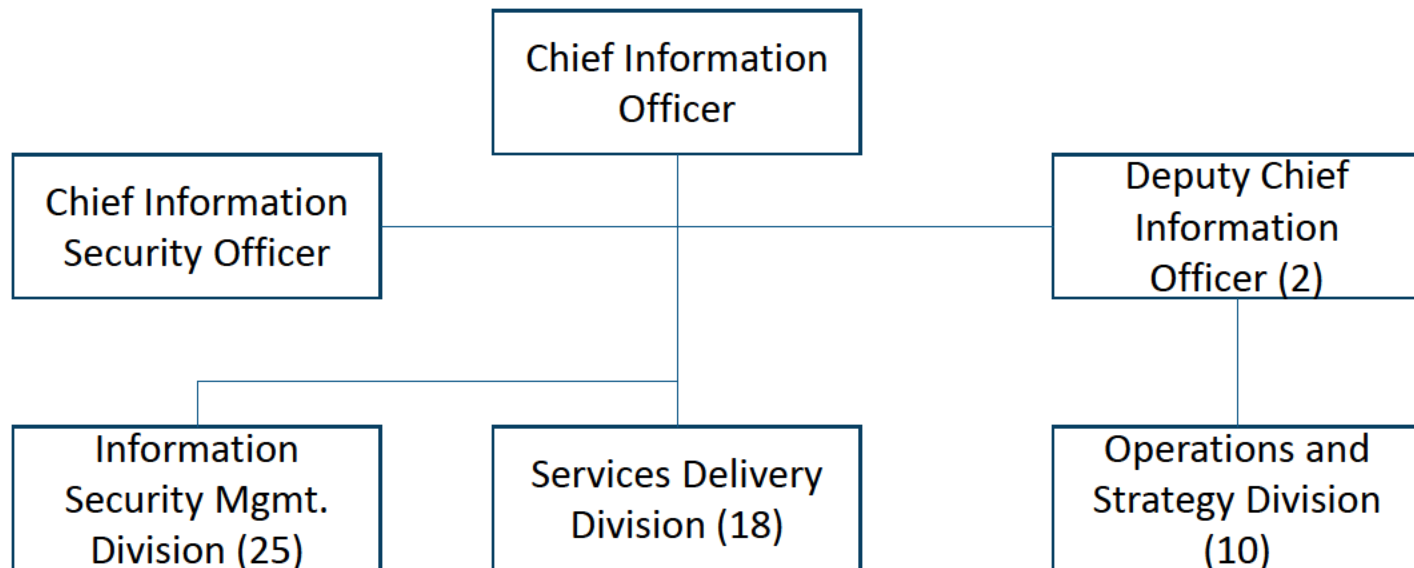
VISION

To set the standard of excellence for information technology services that enables FRTIB to deliver on its mission.

FUNCTIONAL STATEMENT

We enable efficient business operations across FRTIB by providing a secure and collaborative technology environment and integrating multiple managed service providers.

OTS Organization



OTS: What We Do

Provide Quality Technology Services



- End user support/mgmt.
- Customer relationships
- Cloud management
- Disaster Recovery/Business Continuity
- Tech innovation

Secure the Technology Environment



- Threat detection / monitoring
- System authorizations
- Cyber testing/assessments
- Cyber architecture/engineering
- Risk, training, compliance

Resource Optimally, and Monitor Performance



- Budget development/mgmt.
- Operational metrics
- Procurement mgmt.
- Tech governance
- Recruitment/training

FY24 Technology Accomplishments



Optimized Technology Investments

- Used Inter Agency Agreement (IAA) for new IT services provider
- Onboarded new cybersecurity contractors
- Continued to review and revise SLAs/KPIs to monitor performance
- Launched Agency-wide training to maximize use of in-house technologies



Significantly Enhanced Cybersecurity

- Achieved level 5 ("optimized") scores across all 9 FISMA domains
- Enhanced Agency-wide penetration testing program
- Completed/delivered OMB mandated Zero Trust plan
- Hosted successful Cybersecurity Awareness Month 2024 (events, speakers, innovative activities)



Improved Internal Operations

- Modernized all end user devices (laptops, phones)
- Matured Zero Trust Architecture
- Streamlined Agency technology governance processes (including AI)
- Implemented M365 review recommendations (including planning for AI)

Significant FY25 (and beyond) Technology Initiatives



**Collaborate
across offices to
improve supply
chain risk
management**



**Address emerging
technologies/
risks, including AI
and Post
Quantum
Cryptography**



**Evolve and mature
Agency's approach
to security
assessments and
authorizations**



**Continue to
improve the full
lifecycle end
user experience**



**Enhance /
broaden internal
technical
expertise**

Summary

