

FRTIB

Office of Technology Services

Annual Office Update

Presented By
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Thrift Savings Plan

FEDERAL RETIREMENT THRIFT INVESTMENT BOARD
tsp.gov

Agenda

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The Strategy Behind OTS

Commitments

GOAL

Be a trusted strategic partner, ensuring innovative, value-driven and secure technology that elevates the customer experience and advances the FRTIB mission.



Safeguard FRTIB's information technology & data



Deliver exceptional, responsive, and efficient IT services



Govern and guide smart decisions for the IT portfolio

STRATEGIC PILLARS



Value-Driven
Continuous IT
Evolution



Intelligent Process
Automation and
AI



Cyber Maturity
and Risk
Resilience

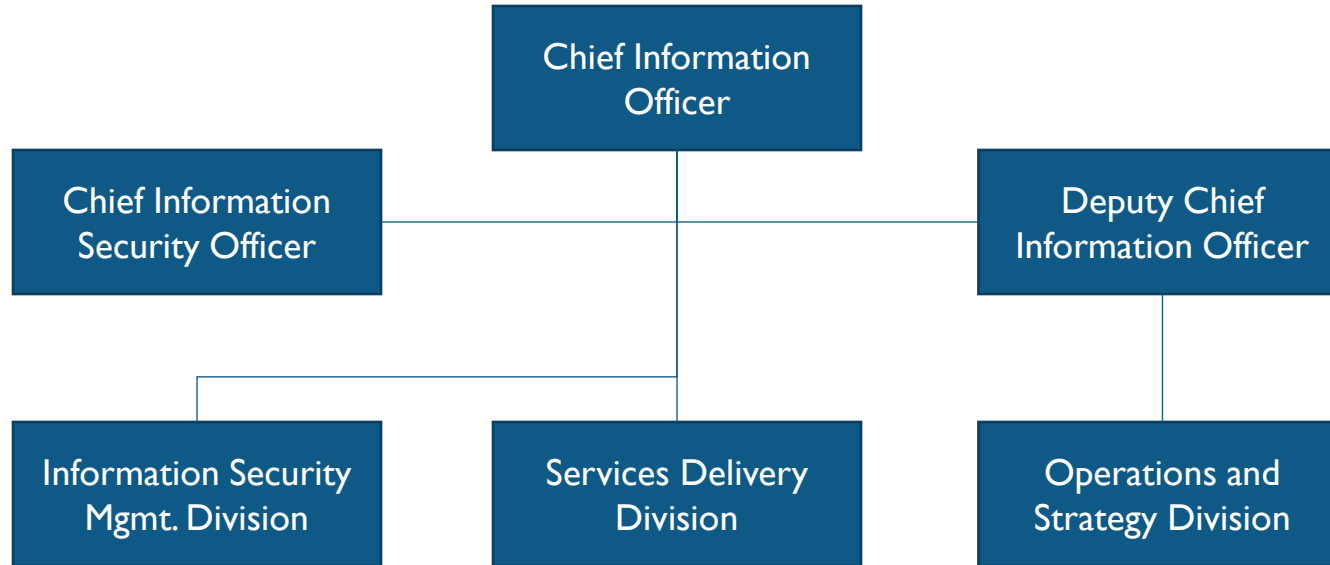


Exceptional OTS
Customer
Experience



Future-Ready OTS
Workforce

OTS Organization



OTS Organizational Functions

WHAT WE DO

Information Security Management

- ✓ Cyber strategy & governance
- ✓ FISMA compliance & audits
- ✓ Zero Trust Architecture
- ✓ Continuous monitoring & testing
- ✓ Cyber incident response
- ✓ Cyber risk management

5/5

FISMA Audit Score

Operations & Strategy

- ✓ Budget development & management
- ✓ Technology acquisitions
- ✓ Workforce planning & training
- ✓ Performance metrics & reporting
- ✓ Audit management

52

OTS Staff

Services Delivery

- ✓ Productivity IT (Microsoft 365)
- ✓ End-user support & service desk
- ✓ Enterprise applications and Infrastructure
- ✓ IT governance
- ✓ AI tools & automation

84.95% (+8.4%)

2025 Customer Satisfaction Score



OTS BY THE NUMBERS

FY
25



OTS Impact, Quantified



150

artifacts reviewed for the FISMA Audit



70

cyber policies, procedures, plan, and strategy docs maintained



19

security impact assessments



90

laptops refreshed



19

windows 365 pilot environments deployed



15

technology governance requirements/ requests



4,400

service desk tickets submitted

Incident Response

987

suspicious e-mails received & analyzed



146

threat intelligence reports analyzed

Risk Management Framework

150

poa&ms managed



8

authorizations

Cyber Training

4,059

phishing simulation emails sent

733

cybersecurity trainings validated

Security Control Assessments



4,004

security controls assessed

Cyber Risk and Compliance

25

cyber registry risks reviewed

14

CISA data call responses

Strategic Communications and Training Agency-wide

12

did you know (tech tips)

50

tech pulse surveys

117

strategic agency-wide communications

Successes & Accomplishments FY25 through Today



Cybersecurity Maturity

FISMA maturity level 5
MS assessment

Implemented SCuBA
(BOD 25-01) – “secure cloud”



Supporting Agency Operations

W365 for Board and ELC

Piloted solutions –
Secure Printing, W365,
MS CoPilot

Cyber and tech literacy
initiatives

Automations to
streamline agency
operations



Improving Agency IT

Began network
modernization

Zscaler changes for
better UX

Refreshed end user
devices



Providing Quality IT Service

IT user satisfaction
increased 8.4% from
FY24-25

Surveys, engagement,
and HappyOrNot



Running the OTS Business

Identified cost savings
opportunities (77k
network infrastructure)

Closed 9 of 10 Open
Audit Findings



What's in Motion and on Deck for OTS?



Improve Agency Tools and Infrastructure

M365 & W365
Continue Modernizing networking
Optimize HQ systems & platforms



Lean into AI & Automation

Experiment
Fluency & literacy
Increase digitization & automation



Support Data Analytics

Automations and pipelines
AI ready data



Maintain Cybersecurity Maturity and Resiliency

Leverage AI for cyber
Implementation of Ongoing Authorizations
Managed service provider threat assessments
Reauthorize systems (Just Completed!)



Evolve and Adapt the Workforce

Product mindset
Customer and user centric
Partnership
Continue cyber & tech literacy



Questions

