

DEPARTMENT OF STATE CHIEF INFORMATION OFFICER

A Conversation with Industry



May 2021



Mission

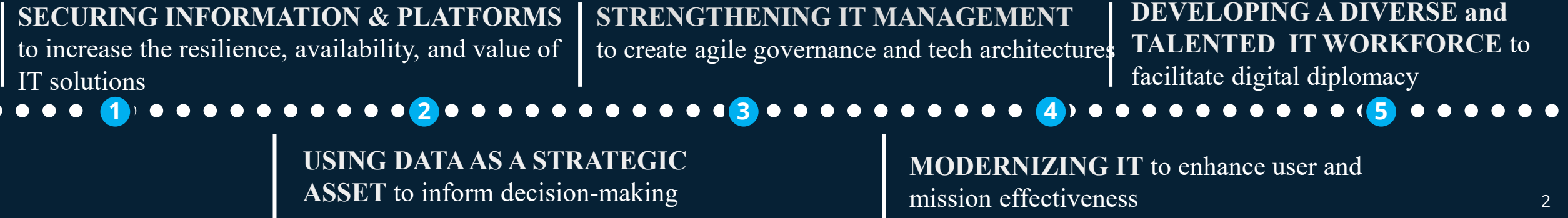
Our *mission* is to create an interconnected, secure, and informed Department through innovative, high-performing technology.

We enable the real-world, anywhere anytime business of diplomacy by identifying and implementing emerging technologies and solutions that advance U.S. foreign policy goals.



STRATEGIES

IRM leads technology efforts for the Department and tech service delivery across the globe by:



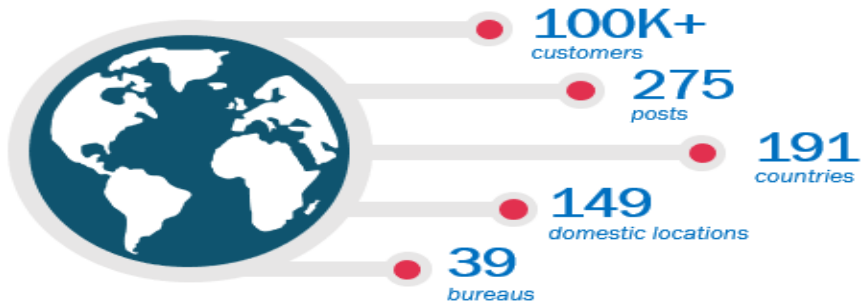


IRM by the Numbers

IRM By the Numbers | 2020 An Unprecedented Year

Below are IRM's 2020 achievement through facts and figures:

IRM's impact reaches far and wide. More than **50 Federal agencies, Non-Governmental Organization, and other outside partners** received IT services from the Information Resource Management Bureau.

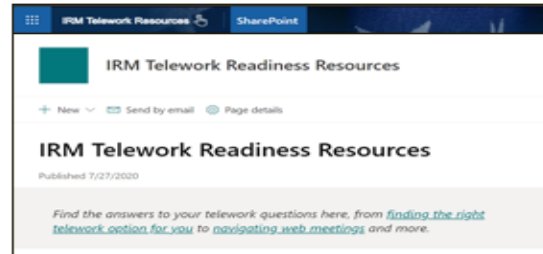


Citizen Engagement

The Virtual Student Federal Service (VSFS) is the largest virtual internship in the federal government.

| |
|-----------------------|
| 227 in IRM |
| 10,000+ in the Dept |
| VSFS Applicants |
| 8 in IRM |
| 397 in the Dept |
| VSFS Projects |
| 25 in IRM |
| 734 in the Dept |
| VSFS Accepted Interns |

Telework Readiness



177K+ Total Site Visits
39K+ Unique Visitors
15+ Member Tiger Team

IRM & Our Services

| | | | |
|----------------------------------|-----------------------------|---------------------------------|---|
| 76K Dept Full Time Employees | 490+ IRM Civil Service | 908 M+ Total incoming emails | 602 M+ Total blocked incoming emails |
| 25K Dept Contractors | 120+ IRM Foreign Service | 103K+ Active Okta Licenses | 305M+ Total successfully received emails |
| \$2.55 Billion Dept IT Budget | 2K IRM Contractors | | 11,000 Enterprise Users |
| | \$910 Million IRM Budget | | 2,400 Non-Enterprise Users |

Teamwork Through Telework

Below are a few examples of how IRM offices collaborated remotely and delivered high-impact accomplishments to enable our mission.



In just two weeks, the percentage of Department employees who teleworked skyrocketed from six to 96%. It is because of this bureau that the Department transitioned to telework so smoothly with the **development of the IRM Telework Readiness Portal**.



The successful execution of the **2020 IRM Worldwide Virtual Workshop** was due to the collaboration across all IRM's offices and the field. Everyone had a role in planning, facilitation, technical preparation and execution (thank you VPO), and the collection and visualization of attendee feedback.



Multiple IRM SMEs across IRM came together to champion the Departments FITARA compliance efforts. Their efforts directly resulted in the **improvement of the Department's FITARA grade of one letter grade** and are expected to continue with the introduction of a new E-CISO.



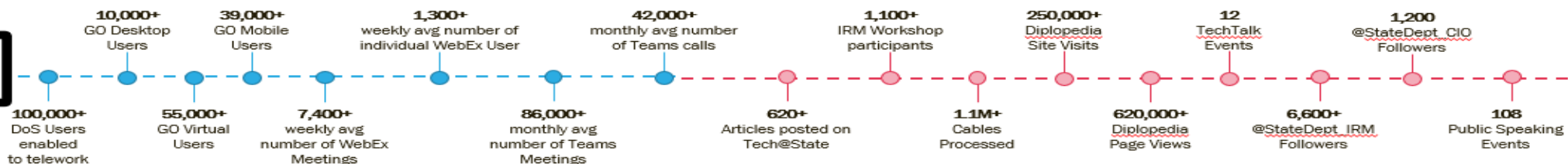
SWP's strong partnership with FSI/SAIT over the past year has resulted in an **impactful training development strategy** that will continue to strengthen and **provide our workforce with professional development opportunities** that will address identified skill gaps.



Our **RIMC technicians** in the field were especially busy this year, and despite the COVID-19 travel challenges, they found ways to show up and tackle our post's IT challenges ranging from rehabbing embassy radio programs, ClassNet Regionalization migrations, and securing telephone systems from cyber threats.



The collaboration between eDiplomacy and MRA, CCS, ITI has provided the bureau (and soon the Department) with **use cases of how Human-Centered Design can be applied in IT**, the DEEP DIVE IT webinar sessions were a hit!





Organization

Chief Information Officer / Assistant Secretary
Bureau of Information Resource Management
Keith A. Jones
Responsible for enterprise IT leadership, capital planning, performance, cybersecurity, operations, and service delivery



Principal Deputy CIO
Oversees IRM operations and IRM's DCIOs



DCIO BMP
Manages the \$2.5B global IT portfolio and establishing IRM IT strategy



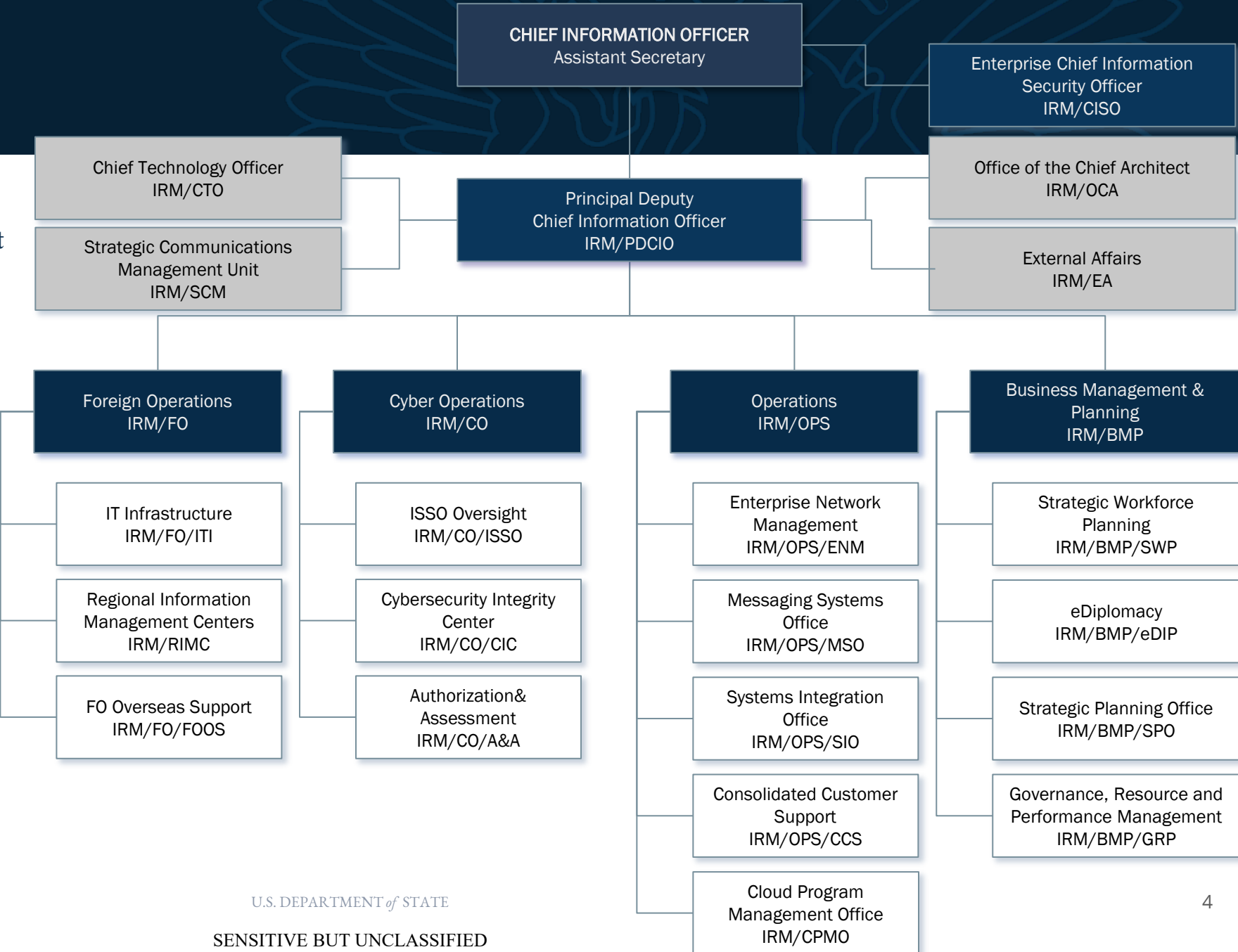
DCIO OPS Modernizes and manages the Department's tech infrastructure



DCIO CO
Executing against the enterprise cyber strategy



DCIO FO
Providing operational, maintenance, and technical IT support to overseas diplomatic missions

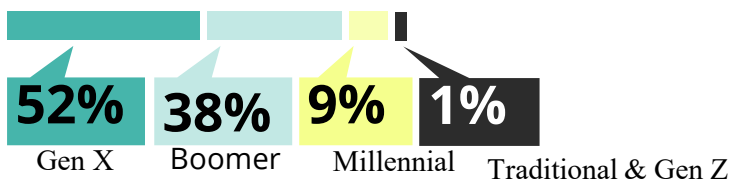




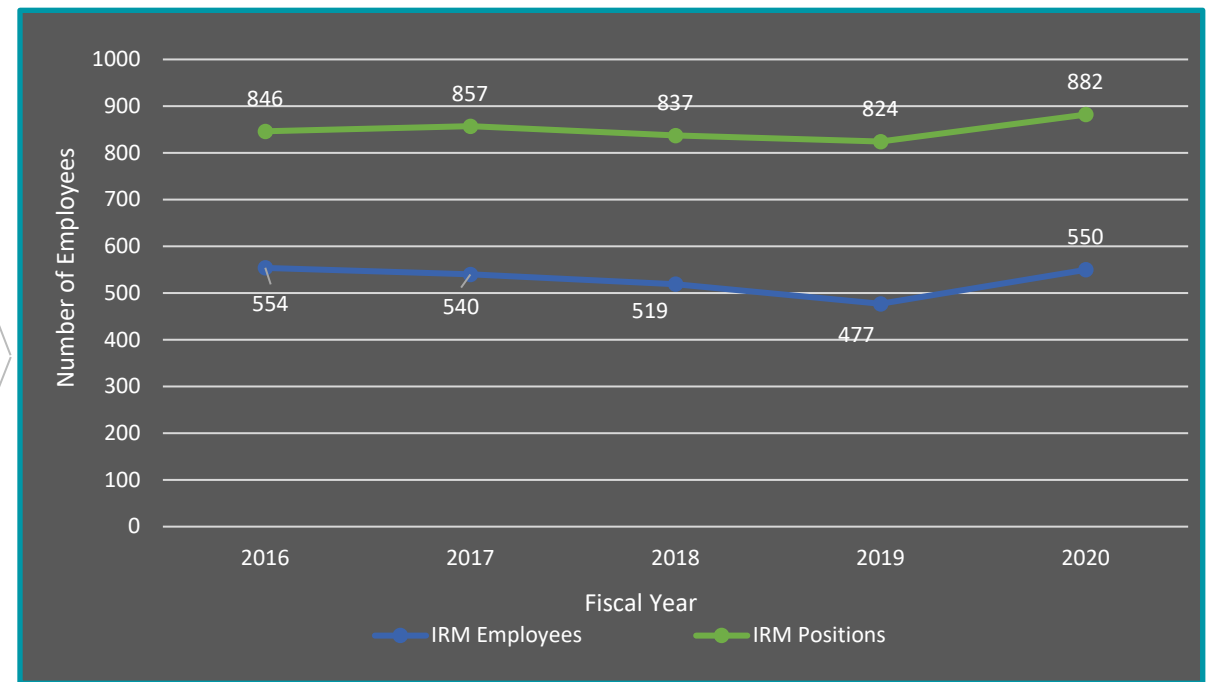
Workforce Composition

By identifying trends in IRM's workforce and evaluating the current state of the Department's staffing levels, IRM is proactively developing data-centric human capital strategies to address short- and long-term workforce needs in alignment with existing enterprise-wide goals and objectives.

Domestically, IRM leverages a workforce consisting of full-time Civil and Foreign Service staff:



IRM Bureau Staffing vs. Positions Trends



U.S. DEPARTMENT of STATE



FY'21 Goals

As head of the IRM Bureau, the CIO directly supports S, D, M, Under Secretary, and Assistant Secretary tech requirements and leads the technology efforts of all regional and functional bureaus '24/7/365' at domestic offices and 275 overseas posts.

Senior leadership strategic intent and guidance used to:

- Strengthen Risk Management Approach and Cybersecurity Posture
- Implement and Enforce Department-wide IT Governance
- Standardize and Modernize Enterprise IT Services
- Enhance Workforce Recruitment, Diversity, Training, and Retention across the IRM bureau
- Increase Stakeholder Engagement and Bureau Support of Mission Delivery