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:

1. **SECURING INFORMATION & PLATFORMS** to increase the resilience, availability, and value of IT solutions
2. **USING DATA AS A STRATEGIC ASSET** to inform decision-making
3. **STRENGTHENING IT MANAGEMENT** to create agile governance and tech architectures
4. **MODERNIZING IT** to enhance user and mission effectiveness
5. **DEVELOPING A DIVERSE and TALENTED IT WORKFORCE** to facilitate digital diplomacy
IRM by the Numbers

IRM By the Numbers | 2020 An Unprecedented Year

Below are IRM’s 2020 achievements 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.

- 100K+ customers
- 275 posts
- 191 countries
- 149 domestic locations
- 39 bureaus

Telework Readiness

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

IRM & Our Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>490+</td>
<td>IRM Civ Service</td>
</tr>
<tr>
<td>120+</td>
<td>IRM Foreign Service</td>
</tr>
<tr>
<td>25K</td>
<td>IRM Contractors</td>
</tr>
<tr>
<td>2K</td>
<td>IRM Contractors</td>
</tr>
<tr>
<td>13K+</td>
<td>Active User Licenses</td>
</tr>
<tr>
<td>602 M+</td>
<td>Total blocked incoming emails</td>
</tr>
<tr>
<td>305 M+</td>
<td>Total successfully received emails</td>
</tr>
<tr>
<td>910 Million</td>
<td>IRM Budget</td>
</tr>
<tr>
<td>2.56 Billion</td>
<td>Dept IT Budget</td>
</tr>
</tbody>
</table>

Teamwork Through Telework

In just two weeks, the percentage of Department employees who teleworked skyrocketed from 3% 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 Department’s 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-QSIO.

Our IRMCA teams in the field were especially busy this year, and despite the COVID-19 travel challenges, they found ways to show up and tackle our poit’s IT challenges ranging from eleveling embassy radio programs, ClassNet Regionalization migrations, and securing telecom systems from cyber threats.

The collaboration between MSP and MRA, OCS, IT 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 webinars 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

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Chief Technology Officer
IRM/CTO

Strategic Communications Management Unit
IRM/SCM

Foreign Operations
IRM/FO

- IT Infrastructure
  IRM/FO/ITI

- Regional Information Management Centers
  IRM/RIMC

- FO Overseas Support
  IRM/FO/FOOS

Cyber Operations
IRM/CO

- ISSO Oversight
  IRM/CO/ISSO

- Cybersecurity Integrity Center
  IRM/CO/CIC

- Authorization & Assessment
  IRM/CO/A&A

Operations
IRM/OPS

- Enterprise Network Management
  IRM/OPS/ENM

- Messaging Systems Office
  IRM/OPS/MSO

- Systems Integration Office
  IRM/OPS/SIO

- Consolidated Customer Support
  IRM/OPS/CCS

- Cloud Program Management Office
  IRM/CPMO

Business Management & Planning
IRM/BMP

- Strategic Workforce Planning
  IRM/BMP/SPW

- eDiplomacy
  IRM/BMP/eDIP

- Strategic Planning Office
  IRM/BMP/SPO

- Governance, Resource and Performance Management
  IRM/BMP/GRP

Enterprise Chief Information Security Officer
IRM/CISO

Office of the Chief Architect
IRM/OCA

External Affairs
IRM/EA
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:

- **127** full-time IRM Foreign Service employees**
- **423** full-time IRM Civil Service employees

### Workforce Composition

**Demographics**

<table>
<thead>
<tr>
<th>Generation</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gen X</td>
<td>52%</td>
</tr>
<tr>
<td>Boomer</td>
<td>38%</td>
</tr>
<tr>
<td>Millennial</td>
<td>9%</td>
</tr>
<tr>
<td>Traditional &amp; Gen Z</td>
<td>1%</td>
</tr>
</tbody>
</table>

**IRM Bureau Staffing vs. Positions Trends**

- **IRM Employees**
- **IRM Positions**

As of 9/30/2020. **Not inclusive of overseas Information Management staff. Fiscal Year refers to status as of the last day of the fiscal year (9/30).**
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