

NOTICE

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

N 1100.345

National Policy

Effective Date:
06/18/13

Cancellation Date:
06/18/14

SUBJ: Establishment of the Office of Information and Technology

1. Purpose of this Notice. This order describes the new structure, functions, and responsibilities of the Office of Information and Technology (AIT) in the Office of Finance and Management (AFN).

2. Audience. This order affects all Federal Aviation Administration (FAA) employees and all external parties who receive services from the Office of Information and Technology.

3. Where Can I Find This Notice? This notice is available on the MyFAA employee Web site at https://employees.faa.gov/tools_resources/orders_notices/ and on the public Web site at http://www.faa.gov/publications_polices/orders_notices/.

4. Background. The FAA has decided to realign IT resources from the current lines of business/staff offices to AIT based on the following internal and external drivers:

a. 25-Point Implementation Plan to Reform Federal IT Management: In 2010, the Office of Management and Budget (OMB) identified the need for a shared services strategy. The primary objective: achieve operational efficiency.

b. Foundation for Success: Also in 2010, the FAA Administrator initiated a comprehensive study, titled Foundation for Success, which recommended introducing shared services to the FAA. The primary objective: improve the delivery of corporate services through a shared services organization.

c. Federal Information Technology Shared Services Strategy: In 2010, OMB released the *Federal IT Shared Services Strategy*, which further emphasizes the need for agencies to use a “Shared-First” approach to IT service delivery. The primary objectives: increase return on investment, eliminate waste and duplication, and improve the effectiveness of IT solutions.

5. Mission. Deliver IT products and services with quality and speed to enhance the FAA and seize opportunities to provide value and business solutions in support of the FAA mission.

6. Functions of the Office of Information and Technology.

This organization, currently known as the Office of Information Services (AIO), will become the Office of Information and Technology (AIT) and will be headed by the Deputy Assistant Administrator for Information and Technology/Chief Information Officer (CIO) (AIT-1), formerly known as the Deputy Assistant Administrator for Information Services/Chief Information Officer (CIO) (AIO-1).

This office provides leadership and management for secure enterprise-wide information technology services to support the FAA mission. The AIT Organization is managed by the Deputy Assistant Administrator for Information Services/Chief Information Officer (CIO) and the Deputy Director of the Office of Information and Technology/Deputy CIO and is organized into seven service offices.

a. IT Management and Performance Services (AMS).

- (1) Provides day-to-day management of the IT organization.
- (2) Delivers human capital, vendor and acquisition management and communications support to FAA IT.
- (3) Provides management and oversight of the IT portfolio and investments.
- (4) Defines and measures enterprise effectiveness against the IT strategy.
- (5) Develops policy, maintains reference documents and ensures compliance.

b. IT Strategy and Innovation Services (AIV).

- (1) Leads the FAA IT strategic planning process.
- (2) Provides management and oversight of strategic initiatives to ensure organizational alignment.
- (3) Develops the IT Innovation Roadmap, evaluates emerging technologies and leads pilot efforts.

c. Enterprise Program Management Services (AEM).

- (1) Provides the oversight and management of programs and projects within the organization.
- (2) Defines and maintains the Solution Delivery Life Cycle (SDLC).
- (3) Represents IT programs and projects to external governance boards.
- (4) Provides the management of the IT risk program for the organization.
- (5) Manages risk across FAA IT to provide executive level decision makers the ability to control enterprise risk.
- (6) Develops an effective Enterprise Architecture and maintains technical standards.

d. Business Partnership Services (APS).

(1) Acts as the liaison between IT and its customers; Coordinates and oversees activities provided by IT to its customers.

(2) Provides the primary interface with IT customers to understand their needs, foster collaborative solutions and build credibility as a trusted partner.

(3) Manages Service Level Agreements (SLAs) and/or Memorandum of Agreements (MOAs) requirements. Works with other IT offices to meet or exceed requirements.

e. Solution Delivery Services (ADE).

(1) Provides application development and information delivery services, with an emphasis on the design, development and support of technical solutions, to meet and exceed the needs of IT customers.

(2) Provides collaboration, business intelligence and reporting services that support decision-making and performance tracking.

f. Infrastructure & Operations Services (AIF).

(1) Manages and maintains all IT operational environments, protects them from harm and re-establishes operations when a detrimental event occurs.

(2) Manages and maintains the backbone of all FAA non-NAS IT networks, IT infrastructure, and IT data centers.

(3) Delivers production management services.

g. Information Security and Privacy Services (ASP).

(1) Performs the operational day-to-day activities intended to mitigate information security and privacy risks at the technical level.

(2) Develops and delivers IT security policy, architecture, standards, best practices, and privacy management for the FAA.

(3) Ensures the security of the IT environment is compliant with FAA and Federal requirements.

7. Documentation. The next revision of Order 1100.2, Organization-Federal Aviation Administration will document this new organizational structure.

8. Authority to Change this Order. The Deputy Assistant Administrator for Information Services/(CIO) is authorized to make changes as appropriate to this order through the directives management process.

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9. Distribution. This order is distributed to the division level in Washington headquarters, regions and centers with distribution to each field office and facility. Attached as Appendix A is the Office of Information and Technology Organizational Chart.

A handwritten signature in black ink, appearing to read 'M. Huerta', with a circled number '1' to the right.

Michael P. Huerta
Administrator

Appendix A. Office of Information and Technology (AIT)

