

A VIEW OF SSA SYSTEMS FROM EARLY DAYS TO PRESENT



Dr. Renny DiPentima
Former Deputy Commissioner of Systems
Social Security Administration

- **Initial Programs Were All Paper Processes**
- **Information by Life Cycles Set a Stage for Future Automation**
- **Independent Files by Lifecycle**
 - **Account Numbers**
 - **Earnings**
 - **Master Beneficiary**



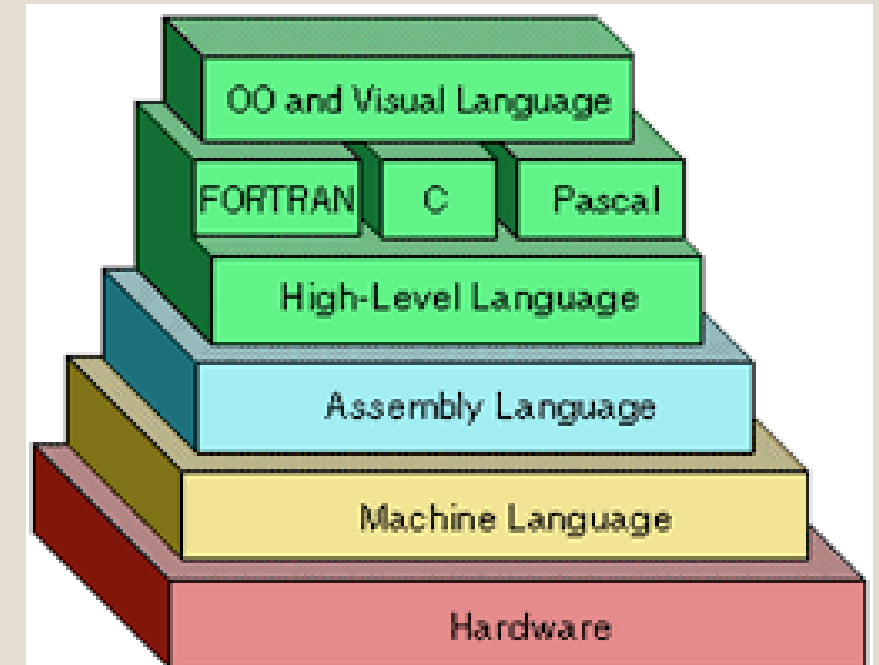
- **Early Automation - IBM**
Produced First Automated
Machines
- **1937-1950s IBM 007 Collator**
Sorting Machines
- **Hollerith Cards, Paper Printout**



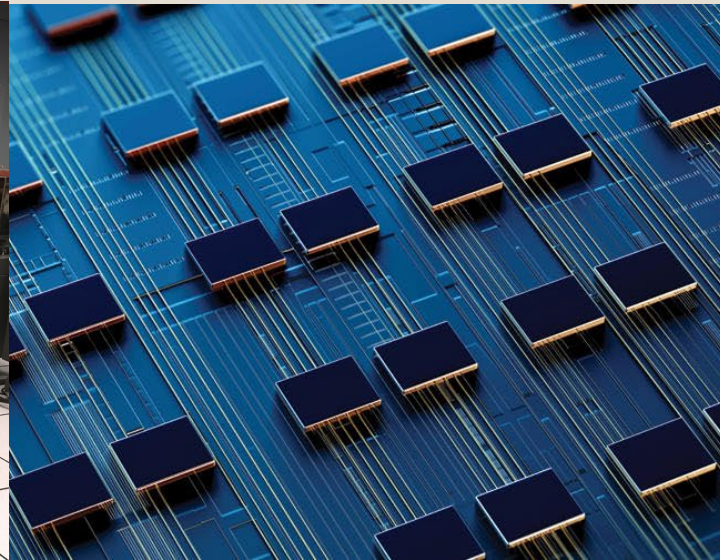
- **In 1950, First Electronic Computing Device, IBM 604 Electronic Calculator to do Benefit Calculations**
- **By 1955/1956, IBM 705, General Purpose Computer for Accounting Functions**
- **Followed by Various IBM Larger Computers Throughout 1960s and 1970s**



- **Software was Assembler Language, Fortran**
- **No Thought of Integration**
- **Many Different Data Definitions**



- **Breakthrough of Tape Drive, Eventually 2 Football Fields**
- **Bureau of Automated Data Processing**



- **SSI Crisis in 1974-75 Revealed Weaknesses in SSA Systems**
- **Immediate Need, Not 90-day Lead Time**
- **District Offices & Payment Centers - All Paper**



- **Receptionist**
- **Claims Representative**
- **Clerical Assistant**
- **Data Input Specialist**
- **Teletypist**



- **First Modernization in 1980s**



- **Congressman Brooks Confrontation, Old Machines, System Workloads Backlog**

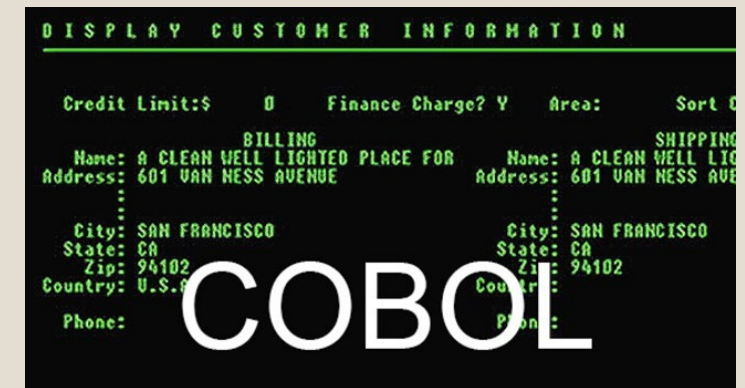
- **Secured \$454 M Budget and Freed from Freeze**



- **In 1982, SSA IT Modernization Plan**
- **3 Phases- Survival, Transition, State of the Art**
 - **Survival-** brings earnings up to date and stabilize systems
 - **Transition-** data on disc and daily processing for many internal and external systems
 - **State of the Art**
- **Customer Survey - Prefers Telephone Contact**



- **Programs for Modernization**
- **Online Data to Replace Tapes**
- **Network to Replace Teletype**
- **New Computer for Processing Power**
- **Modern Data Processing Management, New Data Center**
- **New Software systems for Modernizes Claims Processing**



- **Model District Office**
- **Two Pilot District Offices-**

Baltimore & York, PA

- **Two Pilot District Offices in Each Region**
- **Phased Implementation of All Offices**



- **New Process Flows, Front-end Oriented, Connect to Back-end Systems**
- **Basic Underpinning of Current Systems**
- **Followed with Local Area Networks & Wide Area Networks (LAN/WAN), PC on Every Desk**
- **Online Access to Small Programs like Benefit Estimates and Employer Checks**
- **Software with On-line, Interactive**



- **Follow-on Modernization has been Basic Upgrades to Hardware and Attempts at DIB Modernization**

What is Future Modernization Panel Recommending?

- **SSA Business Driven**
- **More Customer Oriented**
- **More Intra-agency Integration**



Useful Resources



- **SSA's 2017 IT Modernization Plan**

- ❑ Found here: <https://www.ssa.gov/agency/materials/IT-Mod-Plan.pdf>

- **SSA's IT Modernization Progress (via OMB's IT Dashboard)**

- ❑ Found here: <https://itdashboard.gov/drupal/summary/016>

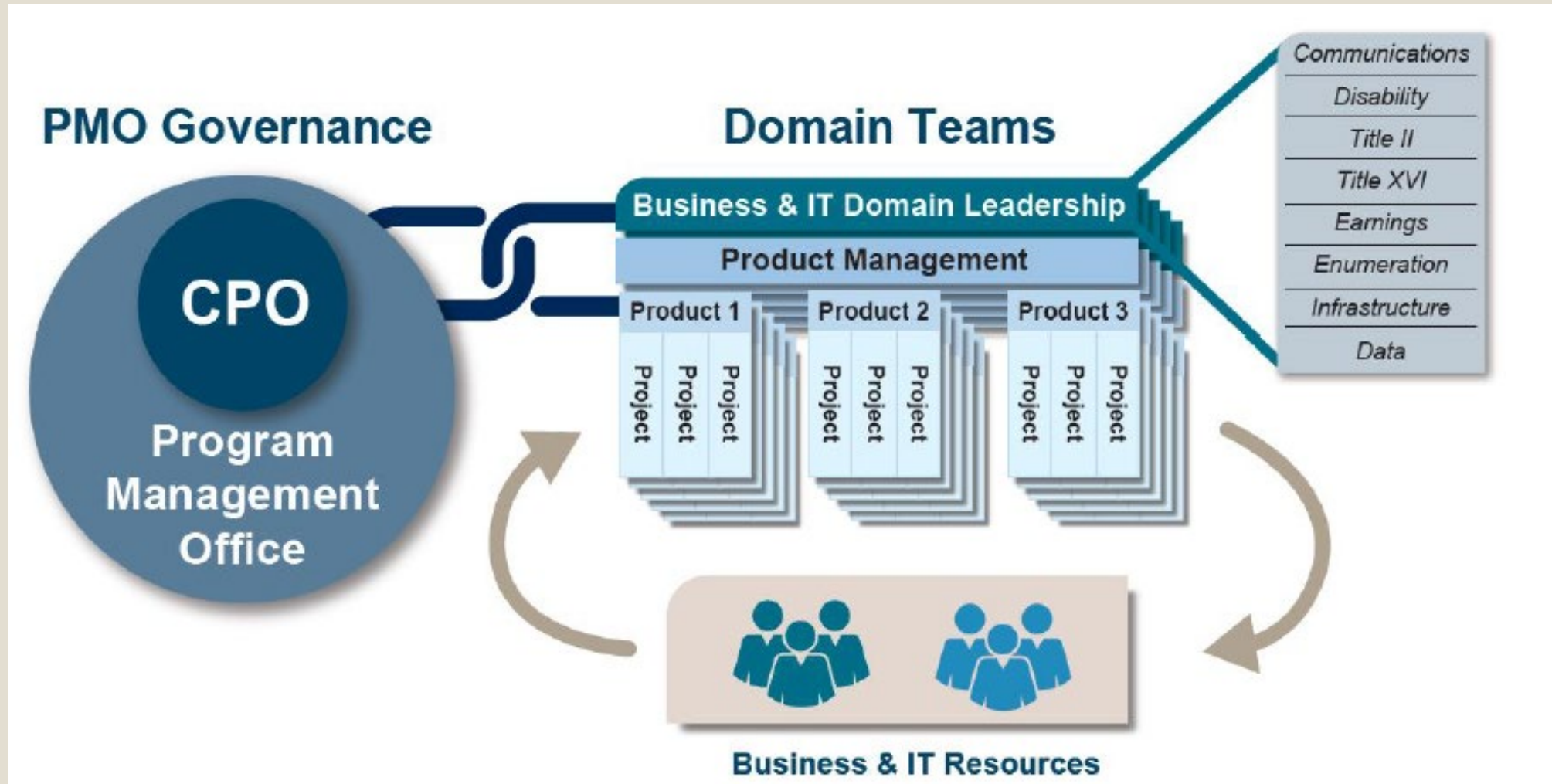
- **SSA's 2020 IT Modernization Plan Update**

- ❑ Found here: <https://www.ssa.gov/open/materials/IT-Modernization-Plan-2020-Update.pdf>



PMO Operating Model

(SSA's IT Mod Plan, 2017, p. 61)



SSA's Transformation of Clients, Code & Data

(SSA's IT Mod Plan, 2017, p. 46)

