

	Salaries & Expenses	OT	Other Objects	Total
Direct Service	\$ 5,447,736,621	\$ 370,999,351	\$ 1,660,845,411	\$ 7,479,581,383
Support or Other Components	\$ 331,724,441	\$ 1,328,118	\$ 554,229,033	\$ 887,281,592
Total IT Spending ^{1/}	\$ 488,427,715	\$ 5,187,731	\$ 1,610,367,178	\$ 2,103,982,624
DDS				\$ 2,090,132,401
Total ^{2/}	\$ 6,267,888,777	\$ 377,515,200	\$ 3,825,441,622	\$ 12,560,978,000

^{1/} Figures shown in Salaries & Expenses and OT columns are part of the LAE funding, but are broken out per OMB's request.

^{2/} Figures shown exclude Program Integrity funding of \$2,397,000,000.

Investment	Description/Purpose	Total Cost (in millions)			ITS Cost (AITPS)			Labor Cost (AITPS)		
		Actual	Estimated		Actual	Estimated		Actual	Estimated	
		2025	2026	Outyears	2025	2026	Outyears	2025	2026	Outyears
Improved Exhibiting and Prep Work	Updates to several adjudication processing systems to increase the efficiency of prep work by reviewing and exhibiting evidence and eliminating duplicates. Adjudication preparation is often a manual, repetitive, and cumbersome process. Outcomes: Improve processes required to review case documentation and perform duplicating functions.	\$0.0	\$0.4	\$0.4	\$0.0	\$0.0	\$0.0	\$0.0	\$0.4	\$0.4
Enhanced Medical Acquisition and Processing	Updates to our Disability Case Processing System used by our State disability determination services to enhance and centralize forms and medical evidence requests and expand case processing functions. Outcomes: Obtain medical evidence earlier in the disability adjudication process and use AI to support identification of determination ready claims once evidence is in file, reduce evidence	\$1.8	\$2.8	\$2.9	\$1.8	\$1.8	\$1.9	\$0.1	\$1.0	\$1.0
Health Information Technology (HIT)	Seamless and interoperable networks to enhance interactions with electronic medical records, maximize our opportunities to reduce paper processes, and facilitate electronic payments for MER through a standardized Federal payment process. Outcomes: Reduce the time and costs associated with obtaining medical evidence by increasing the number of providers we exchange with and develop data format standards that ensure data can be ingested without manual review.	\$3.0	\$10.7	\$11.2	\$1.7	\$9.1	\$9.6	\$1.3	\$1.6	\$1.6
Increase IMAGEN Adoption and Expansion	Increase IMAGEN adoption and expansion to accelerate the realization of benefit of investment in IMAGEN. Capabilities will increase usability, adoption, and efficiency and allow quicker adjudication and high priority user enhancements. Outcomes: Introduce integrations with other systems and improve user interface quality and features to drive system adoption.	\$1.3	\$2.4	\$2.5	\$1.0	\$1.0	\$1.0	\$0.3	\$1.5	\$1.5
Medical Summary (IMAGEN)	Building an ability to support adjudicators with AI that reads and summarizes the facts and evidence of a case to identify the most important details and link to the pertinent Medical Evidence of Record (MER) to expedite adjudication. Outcomes: Increase the types of medical information that can be summarized by IMAGEN and increase adoption to drive faster determinations.	\$1.6	\$2.2	\$2.2	\$1.5	\$1.6	\$1.6	\$0.1	\$0.6	\$0.6
NCPS - HACPS MI	Consolidates case processing systems for robust management information across all levels of disability adjudication with improved case processing efficiency. Disparate legacy case processing applications perpetuate technical debt and inefficiencies, and manual processes are slow and error prone. Outcomes: Optimize workload allocation to decrease task time and improve processing time at the appeals level to drive case closure.	\$1.0	\$1.9	\$2.0	\$0.7	\$0.8	\$0.8	\$0.3	\$1.2	\$1.2
NCPS - OAO	Consolidates case processing systems for robust management information across all levels of disability adjudication with improved case processing efficiency. Disparate legacy case processing applications perpetuate technical debt and inefficiencies, and manual processes are slow and error prone. Outcomes: Optimize workload allocation to decrease task time and improve processing time at the appeals level to drive case closure.	\$5.0	\$7.5	\$7.8	\$4.8	\$4.9	\$5.1	\$0.2	\$2.7	\$2.7
Streamline Hearing Scheduling Product	A seamless, comprehensive solution integrated with the National Case Processing System that provides availability for representatives and administrative law judges and facilitates hearing scheduling. Outcomes: Reduce manual components of hearing scheduling to save technicians time and get hearings scheduled more quickly for our customers.	\$7.7	\$11.4	\$11.7	\$7.2	\$7.4	\$7.6	\$0.5	\$4.1	\$4.1
Other Priority Development	This investment provides resources for projects that address emerging priorities as they arise.	\$2.1	\$2.7	\$2.7	\$2.1	\$2.2	\$2.2	\$0.0	\$0.5	\$0.5
Enterprise Contact Center	The agency's cloud-based contact center solution provides a modernized telephone experience that facilitates self-service and agent-based support supplemented by Artificial Intelligence (AI). Reduce wait times and ensure that phone customers receive timely access to the information and support services they need. Outcomes: Increase call routing to automated systems and integrate claim status and appointment scheduling into self-service functionality.	\$75.3	\$112.3	\$127.0	\$73.7	\$111.6	\$126.3	\$1.6	\$0.7	\$0.7
Enterprise Customer Relationship Manager (CRM) System	Our CRM system will provide our technicians with a 360-degree view of customer data and closely integrate with service delivery applications. Frontline staff interact with dozens of systems to accomplish tasks and access policy and procedure guidance. Data sharing between systems is inefficient. Outcomes: Integrate with additional solutions including Enterprise Contact Center, Workload Management, and Claims Status to provide holistic customer support.	\$35.8	\$45.9	\$46.8	\$33.8	\$38.1	\$39.0	\$2.0	\$7.8	\$7.8
Enterprise Document Management Product	Establish an enterprise document management system that collects and shares documents across SSA systems, consolidating existing solutions into one platform. Outcomes: Let customers upload more document types online and simplify integration with downstream systems for faster and more accurate services.	\$21.4	\$26.6	\$27.4	\$18.8	\$19.1	\$19.9	\$2.6	\$7.5	\$7.5
Mobile App	Modernize my Social Security to make it more accessible with expanded self-service options, enhanced mobile experience, and real time customer communication. Outcomes: Increase self-service options and digital communication methods that reduce the need for customers to make phone calls or visit a field office.	\$0.7	\$0.7	\$0.7	\$0.7	\$0.7	\$0.7	\$0.0	\$0.0	\$0.0
my Social Security Modernization	Modernize my Social Security to make it more accessible with expanded self-service options, enhanced mobile experience, and real time customer communication. Outcomes: Increase self-service options and digital communication methods that reduce the need for customers to make phone calls or visit a field office.	\$13.8	\$14.5	\$14.8	\$7.8	\$8.0	\$8.3	\$6.0	\$6.5	\$6.5
National Appointment Scheduling Center (NASC)	The national Appointment Scheduling Calendar will simplify and consolidate appointment scheduling for claims nationwide. Balance demand for appointments against staff capacity nationwide and let customers schedule timely appointments regardless of their physical location. Outcomes: Add new appointment types and increase the number of customers who can self-schedule appointments to reduce phone calls and shorten wait times at field offices.	\$10.2	\$13.0	\$13.5	\$10.0	\$10.2	\$10.6	\$0.2	\$2.9	\$2.9
National Workload Management (NWLM)	Centralizes cases and tasks, allowing work to be distributed nationally based on staff skills and availability. This improves service hours and balances workloads across SSA. Lack of a centralized system to consolidate and manage workloads across SSA lines of business limits visibility into customer needs and restricts efficient work distribution. Outcomes: Provide the ability for national SSA Staff to service initial claims phone appointments regardless of jurisdiction and integrate with enterprise dashboards.	\$12.4	\$16.6	\$17.1	\$12.3	\$12.5	\$13.0	\$0.1	\$4.1	\$4.1
Notices and all communication on my Social Security	All written communication and notices generated by the agency should be accessible online through my Social Security. Regulations and policies should support electronic delivery and only rely on paper when necessary. Outcomes: Expand types of agency communications online and facilitate opt-in for digital communications to reduce reliance on paper mail and provide information to our	\$7.3	\$17.3	\$17.5	\$6.8	\$7.0	\$7.2	\$0.5	\$10.3	\$10.3
PC Process Improvement (PCPI)	Refine and expand existing processes to reduce the number of work items that require manual review and end up in PC backlogs. Process exceptions restrict case processing efficiency. These cases are sent to PCs for manual handling. Outcomes: Address the root causes of fallouts to prevent cases from going to the PCs, reduce backlog case volume, and speed up claims processing for the public.	\$1.6	\$6.3	\$6.3	\$0.7	\$0.7	\$0.7	\$0.9	\$5.6	\$5.6
SSN Card Services Modernization - Digital SSN	Streamlined online enumeration processes that includes a digital solution to let customers view their SSN on mobile and reduce the volume of replacement requests. Outcomes: Allow customers on-demand access to their SSN to reduce phone and field office traffic and increase cost efficiency.	\$0.8	\$2.3	\$2.3	\$0.8	\$0.8	\$0.8	\$0.0	\$1.5	\$1.5
SSN Card Services Modernization - Enumeration Streamlining	Streamlined online enumeration processes that includes a digital solution to let customers view their SSN on mobile and reduce the volume of replacement requests. Outcomes: Allow customers on-demand access to their SSN to reduce phone and field office traffic and increase cost efficiency.	\$11.3	\$16.6	\$17.0	\$11.3	\$11.5	\$11.9	\$0.0	\$5.1	\$5.1
Technology Assisted Adjudication for Simple Retirement and Medicare	This tool helps process simple Retirement Insurance Benefit and Medicare claims to improve technician efficiency. For more complex claims, it highlights specific issues for technicians to review to deliver benefits faster. Outcomes: Reduce the growing backlog of retirement and Medicare claims and speed up the delivery of benefits.	\$1.6	\$3.4	\$3.4	\$1.4	\$1.4	\$1.4	\$0.2	\$2.0	\$2.0
Consolidated Claims Experience	CCE uses a holistic, integrated approach to assist employees in processing initial Title II Title XVIII claims. Outcomes: Intuitive pathing will provide technicians with a single-entry point to determine eligibility, initial claims intake and processing, and maintaining post-entitlement/post-eligibility activities in one experience.	\$47.9	\$61.2	\$63.3	\$45.0	\$45.9	\$47.7	\$2.9	\$15.3	\$15.6
Work CDR Product (eWork)	This product lets technicians intake work reports, process paystubs, complete work reviews, send notices/forms, and manage workloads to verify customers' disability benefit eligibility. Outcomes: Migrate to a modernized Work CDR application, integrate with downstream systems, and enhance management information reporting.	\$7.3	\$8.7	\$8.8	\$3.2	\$3.3	\$3.4	\$4.1	\$5.4	\$5.4
Business Resilience	This investment will improve the reliability and availability of SSA's online and digital services by increasing system uptime and enhancing fault tolerance. These enhancements will help ensure continuous access to critical public facing services.	\$74.6	\$188.0	\$75.0	\$74.6	\$188.0	\$75.0	\$0.0	\$0.0	\$0.0
Modern Data Layer	The modern data layer is a centralized foundation that standardizes SSA's data and business services, making consistent, accurate information and shared capabilities available across all systems. This approach eliminates silos and duplication, streamlines operations, and supports better integration, analytics, and service delivery.	\$0.0	\$30.0	\$30.0	\$0.0	\$30.0	\$30.0	\$0.0	\$0.0	\$0.0
Other Tech Priorities	This investment supports additional technology initiatives, pilot projects, and system enhancements that address emerging needs and help SSA respond to evolving requirements and opportunities.	\$0.0	\$0.0	\$57.9	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$57.9
Other Product Development	This investment category funds non-priority product enhancements and updates, allowing SSA to support ongoing operations and explore new opportunities as needs arise.	\$116.4	\$133.2	\$189.2	\$28.8	\$81.0	\$149.2	\$87.6	\$52.2	\$40.0
Production Support & Maintenance	Program specific maintenance and cyclical activities required for mission delivery and support operations.	\$195.4	\$184.2	\$176.7	\$93.3	\$97.8	\$106.7	\$102.1	\$86.4	\$70.0
Enterprise Services	Fundamental activities including enterprise architecture, strategic alignment, and integration of new technologies. Includes tools and common technology services that can be shared across applications.	\$88.7	\$102.2	\$103.6	\$34.4	\$35.0	\$37.6	\$54.3	\$67.2	\$66.0
Compliance, Mandates, & Regulatory	Investments related to mandatory laws, regulations, and program compliance standards.	\$9.3	\$6.1	\$6.6	\$0.6	\$0.6	\$1.1	\$8.8	\$5.5	\$5.5
Cybersecurity	A standard investment category to capture all costs associated with IT Security resources setting policy, establishing process and means, and measuring compliance and responding to security incidents.	\$195.9	\$306.3	\$304.8	\$130.3	\$257.8	\$218.8	\$65.6	\$48.5	\$86.0
Application	The Application standard investment builds enterprise wide software to support the Agency's IT operations. This includes the analysis, design, development, code, test and release services associated with application development projects.	\$38.5	\$52.6	\$53.0	\$37.3	\$51.9	\$52.5	\$1.2	\$0.7	\$0.5
Data Center and Cloud	The Data Center and Cloud Standard Investment secures and maintains demographic, wage, and benefit information for all American citizens. The core objective of the Data Center is to ensure the availability, changeability, stability, and security of SSA's Information Technology (IT) architecture for the entire agency. Provided within the Data Center are technical support services, technology refreshes, and maintenance of the agency's data centers, IT hardware, and software. The Data Center is equipped to maintain data availability and essential services local availability for SSA's missions to	\$396.2	\$384.0	\$357.7	\$308.5	\$330.2	\$313.7	\$87.6	\$53.8	\$44.0
End User	The End User standard investment provides the agency with productivity software and desktop, laptop and other computing equipment required to meet our growing workload demands. As service demand increases, End User improves access to SSA's infrastructure and provides the desktop capability and capacity to increase the performance of internal systems.	\$144.1	\$266.5	\$207.5	\$103.5	\$234.5	\$182.7	\$40.6	\$32.0	\$24.8
Network	The Network standard investment provides secure, easy-to-use and fast electronic services through telephone services, wide area network and video teleconferencing systems. This investment allows SSA to maintain current systems, enhance and refresh telecommunications equipment and provides ongoing improvement of connectivity and bandwidth for data, voice and video communications. It benefits the American public as an effective, efficient, economical and secure method of providing	\$246.6	\$306.0	\$306.0	\$216.9	\$238.3	\$244.0	\$29.7	\$67.7	\$62.0
Output	Standard investment to capture central print services; often provided to support customer billing or customer documentation support processes. Costs previously captured under SSA's Data Center and Cloud Standard investment.	\$6.4	\$7.1	\$6.1	\$3.9	\$5.1	\$4.1	\$2.5	\$2.0	\$2.0
Platform	Enterprise-wide platform capability including database, middleware, mainframe database, and mainframe middleware.	\$7.0	\$4.2	\$3.8	\$6.1	\$4.2	\$3.8	\$0.9	\$0.0	\$0.0
Digital Identity Transactions	Digital Identity provides identity proofing capabilities that strengthen the integrity of our programs, protect the public's PII and preserve the trust fund from fraud waste and misuse, and supports secure online services via the mySocialSecurity, business services online and government services online Standard Investment category for IT Management, Strategic Planning, Enterprise Architecture,	\$47.4	\$124.8	\$120.0	\$47.4	\$124.8	\$120.0	\$0.0	\$0.0	\$0.0
IT Governance & Other Support	Capital Planning, Project Management Offices, IT Budget/Finance, IT Vendor Management, 508 Compliance, General IT policy/reorg/turn, and IT Governance.	\$140.6	\$98.9	\$95.7	\$36.7	\$21.5	\$17.3	\$103.9	\$77.4	\$78.4