Technology Modernization Board
Meeting Minutes
September 10, 2018

Attendance

PRESENT

1.	Suzette Kent	Chair
2.	Mark Kneidinger	Permanent Member
3.	Maria Roat	Term Board Member
4.	Rajive Mathur	Term Board Member
5.	Charles Worthington	Term Board Member
6.	Matt Cutts	Term Board Member
7.	Margie Graves	Alternate Board Member
8.	Grant Schneider	Alternate Board Member

OTHER ATTENDEES

1.	Allison Brigati	General Services Administration
2.	Elizabeth Cain	General Services Administration, TMF PMO
3.	Emma Perron	General Services Administration, TMF PMO
4.	Jennifer Hanna	General Services Administration, TMF PMO
5.	Matthew Cornelius	Office of the Federal CIO, OMB
6.	Ben Skidmore	Office of Management and Budget
7.	Somer Smith	Office of the Federal CIO, OMB

Meeting Minutes

1. The Board heard opening remarks from Suzette Kent.
2. The Board reviewed and voted on one Full Project Proposal.
3. The board reviewed and approved meeting minutes from August 27, 2018.
4. The Board adjourned.

Action Items

1. The TMF PMO will create a decision memo for the receiving agency (DOL).

Voting Decisions

PROJECT DETERMINATIONS

Order	Project Title	Agency	Project Stage	Determination
1	**OFLC H Visa**	DOL	Full Project Proposal	Accept for Funding

Voting Record

1. **OFLC H Visa - DOL**

Matt Cutts	Accept
Mark Kneidinger	Accept
Rajive Mathur	Accept
Maria Roat	Accept
Margie Graves	Accept
Charles Worthington	Accept
Suzette Kent	Accept

Meeting Deliberations

1. **Welcome and Opening Remarks** – Suzette Kent, Chair
   - Uninterrupted pitch before questions
   - Jen will keep time

2. **Break for DOL OFHC Visa Team Setup** – All

3. **DOL OFHC Visa Pitch** – DOL OFHC Team
   - Partner agencies have signed off.
   - 1 year timeline (one month gaps between phases for funding transfers)

4. **Board Q+A with OFHC Visa Team** – Board
   - SK: Great Job
   - MR: As they are building this out, they hope the other agencies will come along. What do they hope they will come along with?
     - Ultimate data sharing of the end project
     - Already have collaboration with everyone, but the end goal would be that everyone would be able to share and access the portal.
     - Gundeep: They do have full alignment with DHS and State. Another larger need came out of the Cabinet and that will take a bit more collaboration and money.
     - SK: The USCIS group has shared their plan that collaborates with this.
       - Gundeep: This is a building block.
   - GS: The data hub; where does that sit?
     - First phase of sprint 0 → already have cloud service available through amazon and Microsoft, implementation BPA already in place with Booz Allen
   - CW: Could they talk through the current state with blue paper; in the future how would that work?
     - People will be able to receive e-Certifications on their mobile device, one page printout will be needed for labor certification (vs. full 20 pages) transferred directly to CIS on behalf of the customer.
     - CW: So the system will push data to CIS whenever its needed or will CIS ping the DOL service?
       - DOL will have a web service that is fully able to push and pull data.
     - This one example is about certifications, but they do intend to give CIS access to the whole system to make it work more efficiently.
     - Would allow things to be in CIS' hands immediately
   - MK: This is citizen facing, but also a cap issue..
     - There are really large implications for the things covered in this project; right now interaction is inefficient and for them to be able to access data it will speed up the entire process
     - Data hub will have a front end dashboard, this will provide a visualization of where the volume is coming in and it would provide more access to where things are coming in from. There is an existing point to point system with DOL and USCIS – but it is just a backend web service.

- o The paper; stored in a vault – the two day scenario is a FAST schedule. This proposal removes the blue security paper from the equation. (Predominantly a fraud prevention measure.)
- MC: Can they talk about the tech stack?
  - o Past experience through Amazon web services; the ETL tool and AWS have been used in the past. For the actual visualization they have used Tableau in the past
  - o CW: Will ETL continue when they go live?
  - o Yes. There are a lot of moving pieces, but the infrastructure is all prepping for a real time interface
- CW: Why did they choose Appian?
  - o 39 disparate case management systems within DOL – there is a lot of redundancy. They knew they wanted to start streamlining case management systems. They looked at Gartner, and have a successful POC done within the agency. This coupled with the top quadrant of Gartner made it their choice. There are also some unique features like a case management framework. They can take your business process and make it run end to end (which has been seen in the POC already). Both horizontal and vertical movement within specific functions.
  - o Low cost of ownership, speed to market, low code.
    - Low code is one of the key driving features
    - Appian is a tool at the end of the day
  - o Each one of these projects is paired with a Lean Six Sigma. Not in the business of putting a new lipstick on a bad business process. They will ask the what ifs (ex. Do we REALLY have to do it right now.) This process was completed for this project (efficiencies, reasons efficiencies are generated, address validation, etc.)
    - This analysis has been done, and it helped form the business process
- SK: 400 sent back each year, when they hit a CAP can they move it into the next queue?
  - o If there is a typo on blue security paper, it must be sent back and reprinted. For the most part, customers are filing and returning at the same time.
  - o SK: From an overall improvement perspective, will this decrease the back and forth?
    - This is a regulatory issue, but from a processing standpoint for the new solution, they would simply have to refile versus waiting on the mail to return blue paper. This is one of the biggest gains for the project.
- CW: For this to work, does CIS have to update their system? What is the current ISA with CIS or will they need a new one?
  - o A new one will be required.
  - o CW: On the CIS side, are they committed to the same timeline to be able to use this?
    - Fully on board with this plan, but has already been piloted with the end to end. It is in the proposal and they have signed off on the proposal.
    - SK: CIS has committed to the timeline for this.
    - By the time the actual web service is designed, it will be a very light lift on their part.
- MC: $3.5 M for DM&E, have they thought about ways to continue doing development to keep up to date?

- o They have asked for some flexibility in the FY19 budget, they have also asked for fees around this. That creates a lot of urgency to make things happen in a timely fashion as has happened at USDA.
- RM: When they roll out the FY19 project – is it to the full set of users?
  - o USCIS will be trained on the new system after the pilot is completed – the dashboard will be accessible to any authorized agency.
  - o All applicant data will be available to USCIS for use.
- RM: Change management – how will this be rolled out broadly to the other agencies:
  - o A little bit of a TBD, but will be coming to the table with many items to increase clarity to link up with API. A lot of this is helping with the excitement and then going from there.
  - o DOL coming in telling USCIS what to do .. might not work as well as working collaboratively.

5. **Review and Discussion of Phase II Pitch** – Board
   - SK: They clearly did a lot of prep work for the presentation.
   - Preliminary Thumbs: 7 Up – 0 Down
   - MG: We have done a lot of prework on this, it seems like they are ready to roll.
   - SK: The only outstanding question as a part of the bigger process – where does this actually belong long term and who owns it? There are different points of view on this, and with that ownership comes some data regulatory stuff (who is the collector/owner/notifier.) The first effort can be done with everything they laid out here. This is also something USCIS is looking at and it is undecided where the long term home will be. SBA is a huge generator of some of the need that will eventually use this, USDA and Commerce have quite a bit of interest as well.
   - MG: Likes that they are making it available from a visualization standpoint, and will make people want to join the fold.
   - MR: Starting small is great.
   - MC: The dashboard can help, but at HHS having an API sandbox with test data can generate a lot of test data.
   - RM: Using something low code like apian is a good idea – but many vendors also come with
   - LC: Current DOL proposals, some of them are NOT considering a low code approach – it would be great to show this as the model and not make every agency a "special "case management system.
   - SK: Is there anything we want to ask for as an output from this to make it easier for another agency to participate? How do we get this hooked up as fast as possible?
     - o MR: Get all the data in the same place
     - o MR: Have had these conversations internally and with USDA, there will be a downstream benefit moving forward. Its all about the data.
   - CW: Struggling with the idea of a bigger process improvement which will present an opportunity.
     - o SK: This doesn't have to be THE platform. It could just be a data construct or a path moving forward. This is a step forward.
     - o CW: The concept of a certification... if you need to know if it is a WOSB, or something that needs a stamp from State, or someone receiving disability benefits – need to know if the certification status has been checked by another

agency. Could that be included in the application? How do we make the whole process of getting a VISA better?

- SK: Electronification and a shared data model is what is different about this. USCIS is interested in using this downstream (did the person show up when they were supposed to and did they leave when they were supposed to), right now everything is in its own siloed system. The first thing that needs to happen is an agreement to SHARE. Consolidating and making the process faster is the goal here.
    - There needs to be something linking people to the Visa process (300,000 on authorization size vs. 2,000,000 on certification side.)
    - LC: We could talk about including a payback requirement to help with cross government needs.
    - RM: If we are looking to promote robust data hubs – the metrics should reflect that.
- SK: Cross agency sharing, employer and citizen benefit and process improvement, a pilot in defining a data sharing approach that eliminates paper and allows for further downstream federal projects.
- RM: One way we can make what Charles said is real.. seems like we are interested in knitting together deployment pieces (less so then making other certifications) but that is less so than on the platform.
- MC: This is a web service with an API which is close to CWs conception, this is a useful model for how to do some of these workflow processes. The data hub aspect where you can push everything together will work well long term.
- SK: The data hub long term will be the heavy lift, thats why its long term home will be an important discussion. Secretary Acosta said it was important enough for them to get it up and going that he would pay to get the system up and running and that there would be enough support to get it a long term home. When we started the discussion, USCIS was NOT at the table – but have since restructured and have been involved in milestones.

6. **Vote of DOL OFHC Project** – Board
   - The Board votes to accept.
   - Discussion of how to notify the Hill: From an award perspective – it will be in October and we will tell them in a bundle.
       - Begin on written agreement so we don't lose any time.
       - Formal announcement will be in October.
       - We will pre stage some of the information for the other teams presenting.
   - We do want to celebrate this, we will likely do another ceremony (TRY FOR A MONDAY)
       - Some of the people in Congress may like to attend.

7. **Next Steps and Confirmation of Action** Items – Board

8. **August 27, 2018 Meeting Minutes Review and Approval** – Suzette Kent
   - Meeting minutes approved as written.

9. **Adjourn**