Technology Modernization Board

Meeting Minutes

November 19, 2018

Attendance

PRESENT

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

OTHER ATTENDEES

1. Elizabeth Cain   General Services Administration
2. Allison Brigati   General Services Administration
3. Beth Angerman   General Services Administration
4. Kim Tuyen Tran   General Services Administration
5. James Johnson   General Services Administration
6. Jackie Borman   General Services Administration
7. Matthew Cornelius   Office of Management and Budget
8. Ben Skidmore   Office of Management and Budget
9. Chad Sheridan   Department of Agriculture
10. Max Everett   Department of Energy
11. Bryan Long   Department of Energy

Meeting Minutes

1. The Board heard opening remarks from the Chair.
2. The USDA and DOE project teams each presented their quarterly updates to the Board.
3. The Board heard a presentation on CAP Priority Goal # 5 / Quality Shared Services Initiative Overview.
4. The Board approved meeting minutes from November 5, 2018.
5. The Board adjourned.

Meeting Deliberations

1. **Welcome and Opening Remarks –** Suzette Kent, Chair (5 minutes)
   - Suzette and LC: Welcome to new team members
2. **Awarded Project Quarterly Update, USDA Farmers.gov** —USDA Project Team (30 minutes)

   - Chad: we are now a single IT org in our mission area under Darren, Chad owns service delivery, dev and opps, so getting org started off and TMF work, some changes to schedule-more prudent use of funds, still would ask for funds in third quarter
   - Milestones: kicking off teams, schedule and so on, not trying to shove everything into a single platform-learned from last system
   - Chad: Everything is daisy-chained so want to stick to schedule, still focused on goal of common conversation across agencies, don't want to bog the effort down by adding scope (since they have extra funds right now)
   - Customers don't want more self-service features without high-quality tools. Signature piece for fall-is improving payment/loan process so customers time can spend on more high-value work, also mapping work as well
   - Working in 10 week increments, famers is a 10th of our portfolio-what else do we do?- need to find a better way to handle FSA data/work
   - Not everything in business partners may fit in farmers, can only do self-service across farmers if a single entity-not if a partnership like instance so working on entity management (more mature customers so more likely to use farmers
   - Margie: will geospatial parts fit into acreage/crop reporting?- Chad: relates to precision ag, piloting in Nebraska, the entity is absorbing the info and sharing it between FSA and risk management companies, connecting systems is harder since acreage crop reporting system is legacy but as complement to farmers' work, working on this
   - Charles: when is the first milestone when something is delivered to a customer? Chad: already happened for farmers, other part-latter part of Q3, start to see within 3-6 months from when we make the award deployable features in the field
   - Rajive: six months not until Q2 right?-Chad: yes
   - Matt H: what are you doing to ensure agency consensus is achieved?, Chad: presenting in front of leadership soon, expectations of making sure everyone understands what we are going to do-mainly scoop creep, forcing the function of having to talk to the board helps make sure leadership are all on same page
   - Chad: we have several user-centered design teams asking both employees and customers about what they really need
   - Suzette: like that you are following private-sector practice of having internal user and customer put together-Chad: they see much of the same things on the website with user getting to see all the data to get 360 view of customer, helping to connect customer interactions
   - Charles: the soon you can start developing the better, Chad: creating roadmap, the difficulty is trying to explain our modernization portfolio to our normal process of budget and accounting considering we don't know how it will impact our customers yet
   - Rajive: feeling good about workflow process documentation?- Chad: yes

- Chad: coordination is difficult, point well-taken about when to request money and what we should do with it

3. **Awarded Project Quarterly Update DOE Cloud Migration**— DOE Project Team (30 minutes)

- Max: Waiting on acquisitions, at junction with our current prime so going different route for something more flexible to get us what we need, with head of procurement this morning-expect to get it out in January
- Alan: new requirement going out?-Max: yes, on NASA Soup
- Max: Expect some good responses, seeing cultural changes already-looking to move pilot forward to help remote sites, 5,000 new mailboxes already moved to 365-sites are already moving over, sites have asked for collateral material to move forward
- Finishing DOE cloud policy (recognizing uniqueness of being so contractor-heavy), subset of larger federal effort
- Bonneville Power Administration (6,000 mailboxes)- meeting with them, they came to us (unique since Bonneville has own procurement authority) want to be part of our 365 agreement-this is a big deal for them to come to us
- Get acquisition in and get more formal scoping in(already starting on that with data calls and such), many sites are ready to go
- Optimistic that we will beat our timelines in moving people over
- Alan: questions of timelines?- Max: award now projected for Jan. 10
- Suzette: culture change, what are you learning from those transition early? Max: the good news is a lot of them have been ready- TMF did help pull some of them forward, go from keep doing pilots to actually doing it, started to get more support from CFO shop- email is not that unique even among the labs, should have it on a common platform, people get Microsoft services from 6 different vehicles right now, pricing is all over the place, going under one contract will lead to cost savings, not trying to take over individual procurement shops, looking at costs across the board from email
- Suzette: this price variance issue is government-wide, ranges from 5 to 22 in cost for email, tiger team working on it
- Matt C: 5,000 moved, seeing any trends? Max: a number of sites have moved including Hanford, Idaho labs, cleanup/change involved in this, when the move goes well, customer experience is good makes others more likely to do it, ones already migrated did it under contracts already in place, no problem with labs working with other contract vehicles. They can come to ours but we can't come to them, labs have direct/indirect costs so incentive to do it as cheaply as possible to save indirect for others things, they do have incentives when it comes to commodity areas to do it as cheaply as possible, Max is here to save them money
- Matt H: labs migrating under TMF funding? –Max: no, they used their own money to move onto 365 mailboxes
- Maria: just email?- Max: focus on email but also working on SharePoint as well, a few of the labs are ahead of us using SharePoint online and so on, our focus is on email since it is discrete and value is obvious to leadership, not at a maturity level for G5 so right now focused on G3, want people to use all the tools that we are paying for, first goal is to do it in cloud, expect down the road will not need the administrator/save money

4. **Cross-Agency Priority Goal # 5 / Quality Shared Services Initiative Overview** — Beth Angerman, Principal Deputy Associate Administrator, Office of Government-wide Policy, GSA (30 minutes)

- Suzette: after last week, wanted to step back and see the bigger picture of what is going on in shared services and agencies 'different roles in it from customer, current provider to future term shared services provider which mean different needs for money and when that will occur
- Beth: this deck has changed due to emerging administration priorities (wanted to have sustainable CAP goal) and lessons learned to sustain it regardless of administration change, want to consolidate it systems like 4 payroll systems with different interpretations of payroll policy, 108 time and attendance systems, want standard process so can shift government work to higher-value, get government-wide data and so on
- Create standards-80/20 rule for government-wide then it could it be a shared services (Strategy 1), is there an agency that could host it? (Strategy 2)- can you create a quality service office?, Strategy 3-use it
- Alan: is it a monopoly?- Beth: an agency is not a monopoly-managing solutions in one place, lessons learned: don't have agencies compete with agencies –in 2013, creation of 4 fiscal management homes with 3 of them having nothing to do with that is their mission
- Two big key tenets: agency engagement and ownership of solutions
- Suzette: there is a mature, defined process on how standards are set
- Business Standards Council has been very helpful, before this, never brought lines of business together when decision-making, standards flip it from business-lines related to process-related
- Slide 12 is the money slide – how does your agency become a QSMO?
- Matt H: examples of 5 year plans for agencies? –Beth: no, there is criteria of what should be in it, working with them over the next 6 months, sometime in December, QSMO will get going and plans will be 6 months after that, Treasury is actively engaged, NARA creating federal layer to manage vendors on schedule 36, HHS focused on grants, DHS- security services and so on
- Matt H: will need to work closely with GSA as the main contracting shop
- Rajive: customer experience one?, would be helpful to have public-facing agencies involved Beth: CAP goal team is working on standards right now
- Beth: Part of being a QSMO is giving your customers choices, a shift from before have to offer true marketplace of options, enforces standards but doesn't create standard, also creates unique micro-services like travel-related ones
- Slide 23-what is out there already, elevating them, shows agencies that are consumers what is the business value is before moving bigger shared services
- Suzette: the takeaway is for the board to have the biiegr context of when something comes to the board, payback on bigger shared services takes longer, will lead to better service, lower prices
- Matt H: Funding in perpetuity or agencies paying for it?- Unsure

5. **November 5 Meeting Minutes Review and Approval**— Chair (2 minutes)

- Meeting minutes approved as presented with Rajive's technical correction included.

6. **Next Steps and Confirmation of Action Items**—Board (3 minutes)

- TMF PMO will send over materials including HUD's quarterly update before next meeting.

7. **Adjourn**