

Technology Modernization Board

Meeting Minutes

Monday, June 18, 2018

Attendance

PRESENT

- | | |
|---------------------------|------------------------|
| 1. Suzette Kent | Chair |
| 2. Alan Thomas | Permanent Member |
| 3. Mark Kneidinger | Permanent Member |
| 4. Maria Roat | Term Board Member |
| 5. Rajive Mathur | Term Board Member |
| 6. Charles Worthington | Term Board Member |
| 7. Matt Cutts | Term Board Member |
| 8. Grant Schneider | Alternate Board Member |
| 9. Dr. Erwin Gianchandani | Alternate Board Member |

OTHER ATTENDEES

- | | |
|----------------------|---|
| 1. Elizabeth Cain | GSA PMO |
| 2. Emma Perron | GSA PMO |
| 3. Jenn Hanna | GSA PMO |
| 4. Jay Johnson | GSA PMO |
| 5. Lane Becker | GSA PMO |
| 6. Alison Brigati | General Services Administration |
| 7. Ben Skidmore | White House Office of Management and Budget |
| 8. Kathy Kraninger | White House Office of Management and Budget |
| 9. Matthew Cornelius | Office of the Federal Chief Information Officer |
| 10. Somer Smith | Office of the Federal Chief Information Officer |
| 11. Max Tassano | Office of the Federal Chief Information Officer, Contractor |
| 12. Claudine Roxas | Office of the Federal Chief Information Officer, Contractor |

Meeting Minutes

1. The Board reviewed and voted on one Initial Project Proposal.
2. The Board heard a presentation from GSA's Office of Customer Experience on TMF process improvements.
3. The Board reviewed and approved meeting minutes from June 4, 2018 and June 11, 2018.
4. The Board adjourned.

The following information is deliberative and shall remain confidential.

Action Items

1. The TMF PMO will be hosting a kick off meeting for the three projects that have been accepted for funding to discuss their written agreements.

Voting Decisions

PROJECT DETERMINATIONS

Order	Project Title	Agency	Project Stage	Determination
1	Service Delivery Analytics – CXO Dashboard	USDA	Initial Project Proposal [Resubmission]	Reject

Voting Record

1. Service Delivery Analytics – CXO Dashboards

Matt Cutts	Reject
Mark Kneidinger	Reject
Rajive Mathur	Reject
Maria Roat	Reject
Alan Thomas	Reject
Charles Worthington	Reject
Suzette Kent	Reject

For Future Consideration

1. Discuss a normal meeting cadence for project teams awarded in the first round of funding.
2. Discuss what should be expected as a project turnaround period for proposals moving on to phase II.

Meeting Deliberations

1. **Welcome and Opening Remarks** – Suzette Kent, Chair (5 minutes)
 - Good press is still coming in
 - Looking at the “secret sauce,” of what makes proposals successful
 - Emphasizing that other groups should submit, and outlining the positive parts of the process
 - Since we have had 3 groups awarded, we need to have some discussion of what the cadence will be moving forward – and how the Board wants to get information back (adding a calendar to the deliverables.)

LC: Meeting set up for next Tuesday with all 3 awarded teams to go over the written agreement and the transfer process – cover it all in one meeting. 1 hour going over the written agreement and transfer process, hour 2 will be actually filling out the transfer process

The following information is deliberative and shall remain confidential.

- Next Board meeting: Cadence on awarded projects, and what makes sense moving forward
- 2. **Initial Project Proposal Review – Board (15 Minutes)**
 - a. USDA Service Delivery Analytics (CXO Dashboards) → Resubmission of Reverted IPP
 - Initial Thumbs Vote: 7-0 Thumbs Down
 - SK: Sad when she saw this because the directions had been good, expected to see more in terms of benefit and impact – this is very much an internal team and there was not much articulation of citizen impact or big changes operationally
 - MK: lacking in stakeholder impact, the other thing that came to mind was that there are a number of activities going on in the COE → surprised it is not already supported or funded by USDA since they are already putting forward a number of activities for the COE itself
 - MR: Is there a data strategy around this? If you are talking about a data lake – where is the data?
 - SK: There was MORE on data than the last time, but it was certainly not a strategy or the foundation of a strategy
 - LC: Final official vote
 - Revert process – should we continue with this strategy, or give a hard no vs. the soft no we have tended to do with “revert” letters.
 - SK: There were things on this one that could have been successful, we asked the right questions, and the answers did not provide any additional insights or outcomes that would lend itself to being funded by TMF
 - USDA may not be a great candidate for the revert process, but it may be more applicable for an agency supporting their first proposal
 - MC: Likes the OPTION of revert, but as the board becomes more confident it is also ok to just flat out reject the proposal and save everybody the hassle
 - AT: Concur. If we are uncovering information not in the initial project, that’s great but if they are whipping up some strategy in the two weeks – they obviously won’t be supported
 - LC: The only two revert proposals we have coming back are the NSF ones.
 - SK: One more thing, as a person who cares a lot about the CIO community, the questions the Board asks are very good, and if submitters can’t answer them, it should be a healthy thing for them to talk through with their team – for this one, someone is going to have to talk through the data strategy at some point, if we provide that to the agency that could be helpful; more information from the Board’s comments to the CIO outside the normal notification letter
- 3. **Presentation of TMF PMO Process Improvement Project: Improving Agency Notification Letters to Include More Plain Language and Customer-centric Language – GSA PMO and GSA Office of Customer Experience (5 Minutes)**
 - Partnering across GSA to leverage solutions internal to the agency

The following information is deliberative and shall remain confidential.

- Highlighting a new project we have been working on
4. **June 4, 2018 and June 11, 2018 Meeting Minutes Review and Approval** – GSA PMO (2 Minutes)
 - Meeting minutes approved as presented.
 5. **Next Steps and Confirmation of Action Items** – Board (3 Minutes)
 6. **Adjourn**