

Cross Agency Priority Goal

Quarterly Progress Update

Smarter IT Delivery

Goal Leaders:

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FY2015 Quarter 2

Goal Statement

- Eliminate barriers and create new incentives to enable the federal government to procure, build, and provide world-class, cost-effective information technology (IT) delivery for its citizens, and hold agencies accountable to modern IT development and customer service standards.

Problem

- The Federal Government's annual \$80 billion spend on IT does not produce \$80 billion in value for the public. Too many federal IT projects do not meet citizen expectations, arrive late and over budget, and/or are outright abandoned. Further, the chasm between what citizens expect and government's capacity to deliver continues to widen as the private sector regularly produces simpler, more convenient, and more readily-available offerings.

Vision

- The Federal Government will deliver world-class IT services allowing customers to easily access and complete digital transactions. We will accomplish this by attracting, hiring, and retaining the best talent inside government; partnering with the best companies; and putting processes and practices in place to drive outcomes and accountability and to allow people and companies to do their best work while responsibly investing taxpayer dollars.

Progress Update

Targeting High Priority Projects

In FY15Q2, the U.S. Digital Service (USDS) team inside of the Office of Management and Budget (OMB) helped support several high priority projects across the agencies. The USDS assisted CMS with successful completion of the Healthcare.gov Open Enrollment period, including the launch of a replacement identity management service for Healthcare.gov. As a direct result of this change, the projected cost of operating this system will decrease from \$70 million per year to \$4 million per year. In addition to these savings, the new system is more stable and efficient than the system it replaced. Additionally, on March 30, 2015, the U.S. Citizenship and Immigration Service (USCIS) Transformation program began using its new Electronic Information System to accept and process one of the agency's highest-volume applications, the I-90 form, which is an application to renew or replace a Permanent Resident card. A U.S. Digital Service team from OMB worked hand-in-hand with USCIS Transformation program staff to prepare for this release. Digitizing America's immigration application process will allow the agency to provide a better customer experience, combat fraud, improve accuracy, and reduce the costs associated with paper-based application forms and processes.

Bringing in the Best Talent

The U.S. Digital Service has made strong progress in recruiting and hiring more of the country's best digital talent to work on some of the nation's most important technology projects. Key accomplishments include the creation of the Digital Service at the VA with a founding team of eight engineers, designers and product managers with deep experience building and managing successful digital products in the private sector. Additionally, in January we launched an online application for technical experts across the country to apply to join a U.S. Digital Service team. Throughout FY15 Q2, over 1,000 technical experts submitted an application expressing their interest in serving in the U.S. Digital Service.

Process

In January, 2015 we released version 1.0 of the Digital Services Playbook on GitHub, incorporating feedback and edits submitted from dozens of members of the public, including one professional copy editor who contributed over 100 edits to improve the document's clarity and readability. The Digital Service team continues to assist agencies to implement the best practices described in the Playbook and the TechFAR. In March, Digital Service teams from OMB and the General Services Administration (GSA) released the Analytics Dashboard, a tool that shows how people interact with government websites. An OMB Digital Service team also partnered with the Small Business Administration (SBA) to provide recommendations related to modernizing the agency's Small Business government contracting certification tools, using the practices described in the Playbook.

Action Plan Summary

Sub-goal	Major Actions to Achieve Impact	Key Indicators
I. Attract, recognize, hire and retain more of the best talent working inside government in order to increase the government’s internal technical capacity and bring federal IT culture in line with private sector best practices.	<ul style="list-style-type: none">• Digital Service Expert (DSE) hiring evaluation board in place• Centralized digital presence to attract new talent and allow them to indicate interest/apply to positions• Direct Hire Authority in place for initial digital service teams• U.S. Digital Service at OMB fully-staffed and operational• 18F at GSA fully-staffed and operational• Veteran Digital Service at VA fully-staffed and operational• Hiring “MythBusters” group available for agency troubleshooting• DSE classification fully operationalized (permanent classification at the Office of Personnel Management (OPM); reported in standard human resources (HR) metrics; surveyed for satisfaction)• Ability to hire DSEs available to all agencies• DSE hiring collateral (e.g. sample position descriptions) available to all agencies	<ul style="list-style-type: none">• % of DSE hires with contributions to digital services in production by agencies• # agencies with at least one DSE hire

Action Plan Summary

Sub-goal	Major Actions to Achieve Impact	Key Indicators
<p>II. Get more of the best companies and partners working with government to rapidly deliver innovative solutions and systems that meet or exceed customer and agency expectations in terms of cost, time, experience, and capabilities.</p>	<ul style="list-style-type: none"> • Stand up “buyers clubs” in agencies to promote innovative and more efficient IT contracting practices, through testing, documenting and sharing results, and scaling • Streamlining the process to register to do business with the federal government. • Tools to meaningfully collate and present past performance metrics to allow agencies to “shop” (similar to private sector applications like Yelp) and select the best provider for their needs. • Transform existing vendor performance measurements to 21st century standards, including increased transparency regarding deliverables (such as vendors developing new applications in the open) and comparables. • Increase access to and promote use of commercially-proven strategies to shorten the time to value for IT investments. • Procurement “MythBusters” group available for agency troubleshooting. 	<ul style="list-style-type: none"> • Average time in days to register as a new business with the federal government (SAM.gov), as a small business with SBA, as a service-disabled Veteran-owned business with VA, and to obtain special classification (e.g. woman-owned) • % new IT award dollars going to small businesses • # of agencies that have stood up “buyers clubs” to promote innovative and more efficient IT contracting practices
<p>III. Put the right processes and practices in place to drive outcomes and accountability through High Impact List (HIL) engagements, PortfolioStat and Digital Services pilot engagements.</p>	<ul style="list-style-type: none"> • Explore options for streamlining the Paperwork Reduction Act (PRA) requirements under certain terms for Digital Services projects • PortfolioStat FY2014 sessions and analysis • High Impact List scorecards and action plans • Get every agency to publish a workflow/checklist for putting an application into production • Conduct “Mythbusters” tour regarding IT/security requirement adherence 	<ul style="list-style-type: none"> • % of IT projects within 10% of their budgeted cost • % of IT projects within 10% of their delivery schedule • Number of days between user facing functionality deployments

Work Plan

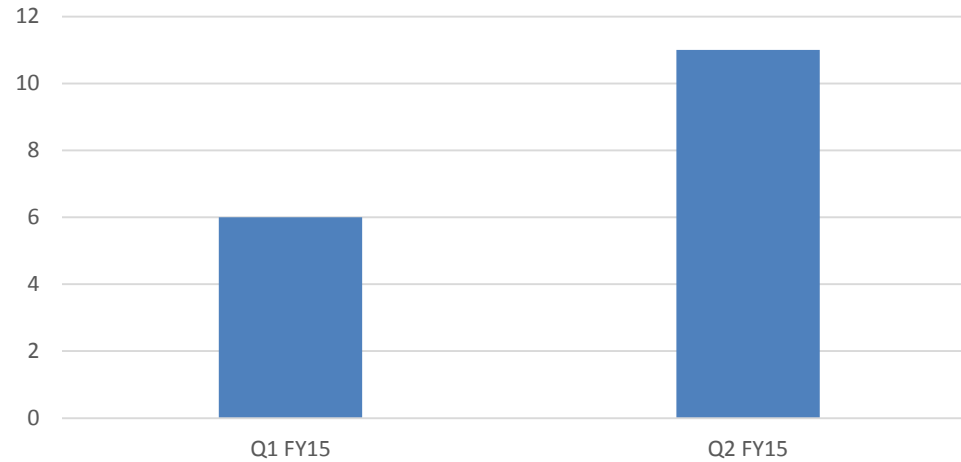
Milestone Summary				
Key Milestones	Milestone Due Date	Milestone status	Owner	Anticipated Barriers or other Issues Related to Milestone Completion
Assemble an SME panel for agencies to use when hiring new IT talent	10/14	Complete	OMB USDS	
Collect key business metrics for transaction-based services	12/14	Complete	OMB USDS	
Removing barriers so agencies can “pay for consumption”	11/14	On track	OMB	Initial best practice sharing completed in 11/14 as planned.
Begin development of an Innovation Marketplace for target marketing to innovative Small Businesses.	4/15	Complete	GSA 18F	
Launch a pilot for agile contracting	4/15	On track	GSA 18F	
PortfolioStat FY2015 sessions	7/15	On track	OMB	
PortfolioStat FY2016 sessions	7/16	Not started	OMB	
Scale excepted service hiring authority for digital services experts across government	10/17	On track	CIOC/OMB/OPM	

Key indicators

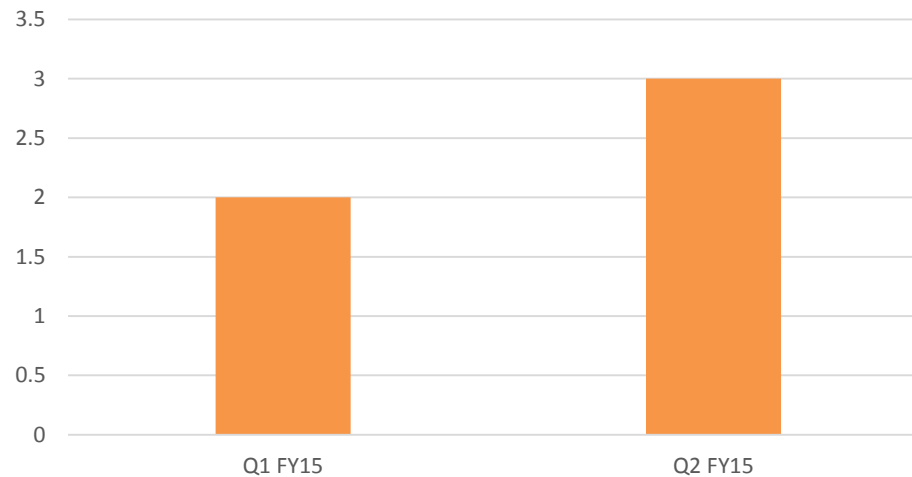
	Key Implementation Data						
Sub-Goal	Indicator	Source	Baseline	Target?	Frequency	Latest data	Trend (since baseline)
People	# of digital projects in production that a digital services expert has been involved with	Agencies	Q1 FY15: 6 projects	N/A	Yearly	11 projects (Mar 2015)	↑
	# agencies with at least one digital services expert hire	Agencies	Q1 FY15: 2 agencies	24 (all CFO act)	Quarterly	3 agencies (VA, GSA, and SSA)	↑
Partners	Average time (in days) to register to do business (contract with) federal government in SAM.gov	SAM.gov	Q1 FY15: 3 days	N/A	Quarterly	3 days (Q2 FY15)	=
	% new IT award dollars going to small businesses	USASpending	FY14: 36%	N/A	Yearly	36% (FY14)	(Baseline)
	# of agencies that have stood up “buyers clubs” to promote innovative and more efficient IT contracting practices	OMB	Q1 FY15	N/A	Yearly	1 (End of FY14)	(Baseline)
Processes and Outcomes	% of IT projects within 10% of their budgeted cost	ITDB	Feb 2014: 77%*	100%	Quarterly	78% (Feb 2015)	↑
	% of IT projects within 10% of their delivery schedule	ITDB	Feb 2014: 78%	100%	Quarterly	79% (Feb 2015)	↑

Key indicators – People

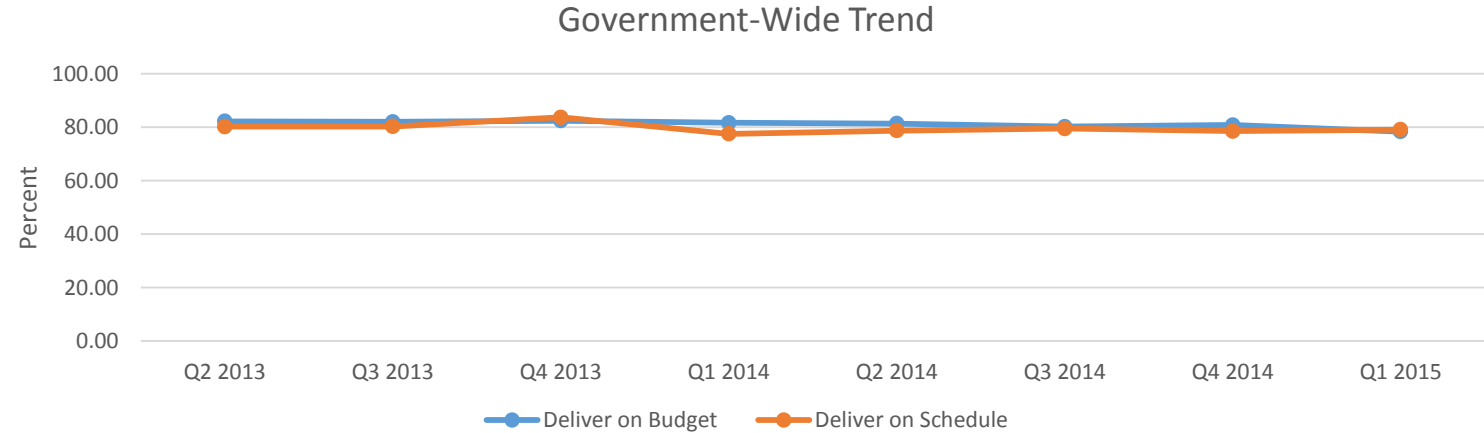
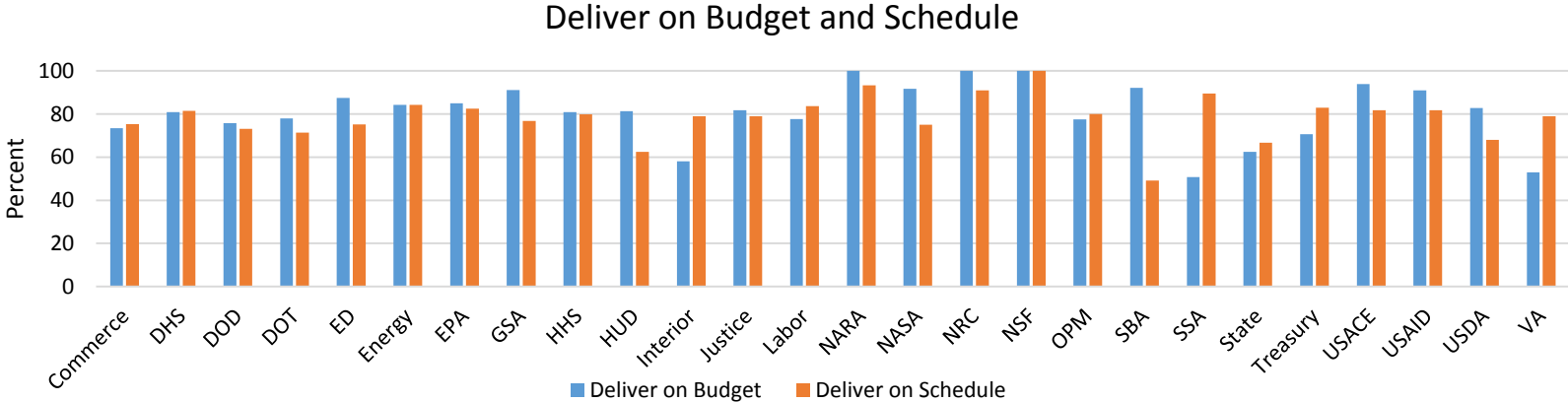
Digital Projects in Production that Digital Services Experts have contributed to



of Agencies with Digital Services Expert Hires



Key indicators – processes and outcomes



Deliver on Budget: % of IT projects within 10% of their budgeted cost
Deliver on Schedule: % of IT projects within 10% of their delivery schedule
The line graph illustrates the government average.
Source: Federal IT Dashboard, Projects Data Feed

Contributing Programs

General Services Administration

- Government-wide Policy Program
- Citizen Services and Innovative Technologies Program
 - 18F
- Integrated Award Environment Program
 - Systems for Award Management

Department of Homeland Security

- US Citizen and Immigration Services (USCIS)

Department of Veterans Affairs

- Veteran Digital Services team

Acronyms

- CIOC – Chief Information Officer Council
- CMS Centers for Medicare and Medicaid Services
- DHS – Department of Homeland Security
- DOD – Department of Defense
- DOT – Department of Transportation
- DSE – Digital Service Expert
- ED – Department of Education
- EPA – Environmental Protection Agency
- GSA – General Services Administration
- HIL – High Impact List
- HR – Human Resources
- HUD – Department of Housing and Urban Development
- IT – Information Technology
- NARA – National Archives and Records Administration
- NRC – Nuclear Regulatory Commission
- NSF – National Science Foundation
- OMB – Office of Management and Budget
- OPM – Office of Personnel Management
- PRA – Paperwork Reduction Act
- SBA – Small Business Administration
- SME – Subject Matter Expert
- SSA – Social Security Administration
- USACE – United States Army Corps of Engineers
- USAID – U.S. Agency for International Development
- USCIS – U.S. Citizen and Immigration Service
- USDA – Department of Agriculture
- USDS – U.S. Digital Services
- VA – Department of Veterans Affairs