Smarter IT Delivery

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FY2014 Quarter 3

Overview

Goal Statement

o Eliminate barriers and create new incentives to enable the Federal Government to procure, build, and provide world-class, cost-effective IT delivery for its citizens, and hold agencies accountable to modern IT development and customer service standards.

Problem

o The Federal Government's annual $80 billion spend on information technology 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

o 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

The Smarter IT Delivery Initiative has already made great progress by targeting high priority projects in an effort to deliver better and continually improving results for users. This spring and early summer, the U.S. Digital Service conducted three pilot programs that brought leading private-sector technologists into the VA and DHS USCIS. These engagements helped those agencies assess systems that support veteran disability claims processing, verification of employment eligibility, and immigration application and adjudication processes. All three engagements resulted in key lessons learned and actionable recommendations. In fact, VA has already developed an action plan to execute key recommendations. OMB has also provided ongoing support to DOD and VA on health records interoperability, including aiding the VA in hiring top digital talent.

Bringing in the Best Talent

OPM granted VA, OMB and GSA a limited number of Schedule A authority to staff certain Digital Services Expert positions to support the Smarter IT Delivery Initiative. All three agencies are in the process of bringing in top digital talent under this hiring authority and have already identified several qualified candidates.

Working with the Best Partners and Companies

To reduce reporting burdens on contractors, the President directed GSA, in consultation with other relevant agencies, to develop a single website for Federal contractors to use for all Federal contract reporting requirements. During Q4, OMB plans to announce additional steps to help businesses compete in the federal marketplace.

Processes and Practices

OSTP and OMB worked to develop the Digital Services Playbook and the TechFAR Handbook- documents that will help agencies build effective digital services. The Digital Services Playbook documents best practices from the private sector and government and the TechFAR Handbook highlights flexibilities in the Federal Acquisition Regulation (FAR) that can help agencies implement those best practices. During this quarter, OMB and OSTP solicited feedback from key stakeholders and both documents will be open for public feedback early next quarter (Q4).

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.	• 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 • US 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 • Digital Service Expert (DSE) classification fully operationalized (permanent classification at OPM; reported in standard 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	• % 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
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.	• Tools to streamline access to Federal business opportunities for new partners, including simplifying the ability to find, understand, and bid on opportunities. • 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.	• 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 • # government-wide and agency-wide compliance requirements (e.g. reporting, record-keeping, representations, certifications) associated with IT contracts
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.	• Explore options for streamlining PRA requirements under certain terms for DS 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	• % 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**
Publish TechFAR on GitHub for comment	4/14	Delayed	OMB OFPP	Open for public comment on August 11th with the Digital Services Playbook
Federal Register Notice issuance and launch of Open Dialogue on Improving How to do Business with the Federal Government	4/14	Complete	OMB OFPP	
Implement design guide in software system for development	4/14	Complete	GSA 18F	
Document flexible hiring authorities	4/14	Complete	CIOC	
Start Digital Services Pilot USCIS E-Verify engagement	4/14	Complete	OMB/OSTP	
High impact list (HIL) investments identified	4/14	Complete	OMB	
Digital Services Playbook made public	5/14	Delayed	OMB/OSTP	Open for public comment on August 11th
Work with OPM on Digital Service Experts excepted service hiring pilot with GSA and VA	7/14	Complete	OMB/OSTP	OPM gave GSA, VA and OMB excepted hiring authority for Digital Services Experts on June 20, 2014

Work plan (cont.)

Milestone Summary				
Key Milestones	**Milestone Due Date**	**Milestone status**	**Owner**	**Anticipated Barriers or other Issues Related to Milestone Completion**
List of impactful changes to FAR	May and ongoing	On track	OMB OFPP	
Start Digital Services Pilot USCIS Transformation engagement	6/14	Complete	OMB/OSTP	
PortfolioStat FY2014 sessions	8/14	On track	OMB	
Incubate Digital Service Pilot at OMB	8/14	On track	OMB	
Mythbusters campaign on flexible hiring authorities	Summer 2014	On track	CIOC/OMB/ OPM	
Create new IT workforce training opportunities	Fall 2014	Not started	CIOC	
Begin development on a Innovation Marketplace for target marketing to innovative Small Businesses.	4/15	On track	GSA 18F	
Launch a pilot for agile contracting	4/15	On track	GSA 18F	
PortfolioStat FY2015 sessions	7/15	Not started	OMB	
PortfolioStat FY 2016 sessions	7/16	Not started	OMB	
Scale excepted service hiring authority for digital services experts across government	10/17	Not started	CIOC/OMB/ OPM	

Key indicators

Sub-Goal	Key Implementation Data						
	Indicator	**Source**	**Baseline**	**Target?**	**Frequency**	**Latest data**	**Trend**
People	% of digital projects in production that DSE's have contributed to	Agencies	Q1 FY15	N/A	Yearly		
	# agencies with at least one DSE hire	Agencies	Q1 FY15	24 (all CFO act)	Quarterly		
Partners	Average time (in days) to register to do business (contract with) Federal government in SAM.gov	SAM.gov	Q1 FY15	N/A	Quarterly		
	% new IT award dollars going to small businesses	USASpending	Q1 FY15	N/A	Yearly		
	# of government-wide and agency-wide compliance requirements associated with IT contracting in which the reporting process has been streamlined (e.g., through centralized reporting).	OMB	Q1 FY15	N/A	Yearly		
Processes and Outcomes	% of IT projects within 10% of their budgeted cost	ITDB	Feb 2014: 82%	100%	Quarterly	81%	↓
	% of IT projects within 10% of their delivery schedule	ITDB	Feb 2014: 78%	100%	Quarterly	79%	↑
	Number of days between user-facing functionality deployments	Agencies	Q1 FY15	N/A	Quarterly		

Key indicators – processes and outcomes

Deliver on Budget

Deliver on Schedule

81%

79%
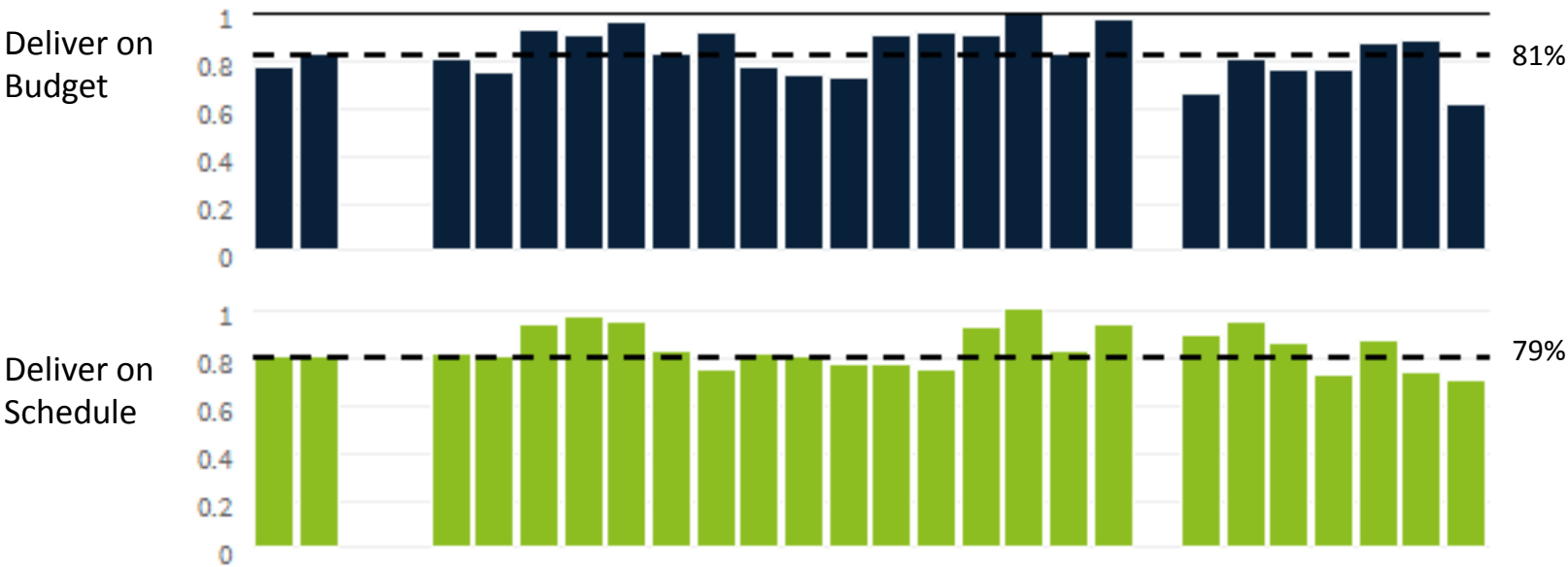
Deliver on Budget: % of IT projects within 10% of their budgeted cost
Deliver on Schedule: % of IT projects within 10% of their delivery schedule
The dotted line represents the government average.
Source: Federal IT Dashboard, Projects Data Feed

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