

Cross Agency Priority Goal

Quarterly Progress Update

Smarter IT Delivery

Goal Leaders:

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FY2015 Quarter 1

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 Q1 FY15, the U.S. Digital Service team inside of the Office of Management and Budget (OMB) helped support several high priority projects across the agencies, assisting the Centers for Medicaid and Medicare Services (CMS) with the successful launch of the Healthcare.gov open enrollment period, the successful “soft launch” of the modernized immigration application and adjudication software, and the support of the Department of Veterans Affairs (VA) in building its own Digital Service team to focus on a range of initiatives from scheduling to health records to the disability claims backlog. In addition, the team of digital service experts and Presidential Innovation Fellows helped the Ebola response in West Africa by coordinating data and technology requests between governments, international aid organizations, the private sector, and volunteers.

Bringing in the Best Talent

The Digital Service has succeeded in attracting some of our country’s best technical talent to work on public service projects. The team includes one of the first engineers hired at Amazon, America’s foremost expert on usability and design of ballots and voting systems, and a health data expert with experience at Google and IBM. The General Services Administration’s (GSA) digital service team known as 18F continued to expand as well, and now includes nearly 100 digital service experts working on projects across the government.

Processes and Practices

The Digital Service team spent much of Q1 FY15 helping agencies implement aspects of the Digital Services Playbook and the TechFAR. For example, a digital service procurement and product design expert helped the Forest Service re-tool the draft Request for Proposals (RFP) for the future Recreation.gov site to bring the project in line with the standards laid out in the Playbook. Similarly, a team of engineering leads from the Digital Service worked with the tech team at National Highway Traffic Safety Administration (NHTSA) to help troubleshoot and resolve problems with the VIN Lookup app, in part by implementing application performance monitoring and tooling as described in the Playbook.

Action Plan Summary

Sub-goal	Major Actions to Achieve Impact	Key Indicators
<p>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.</p>	<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 Small Business Administration (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

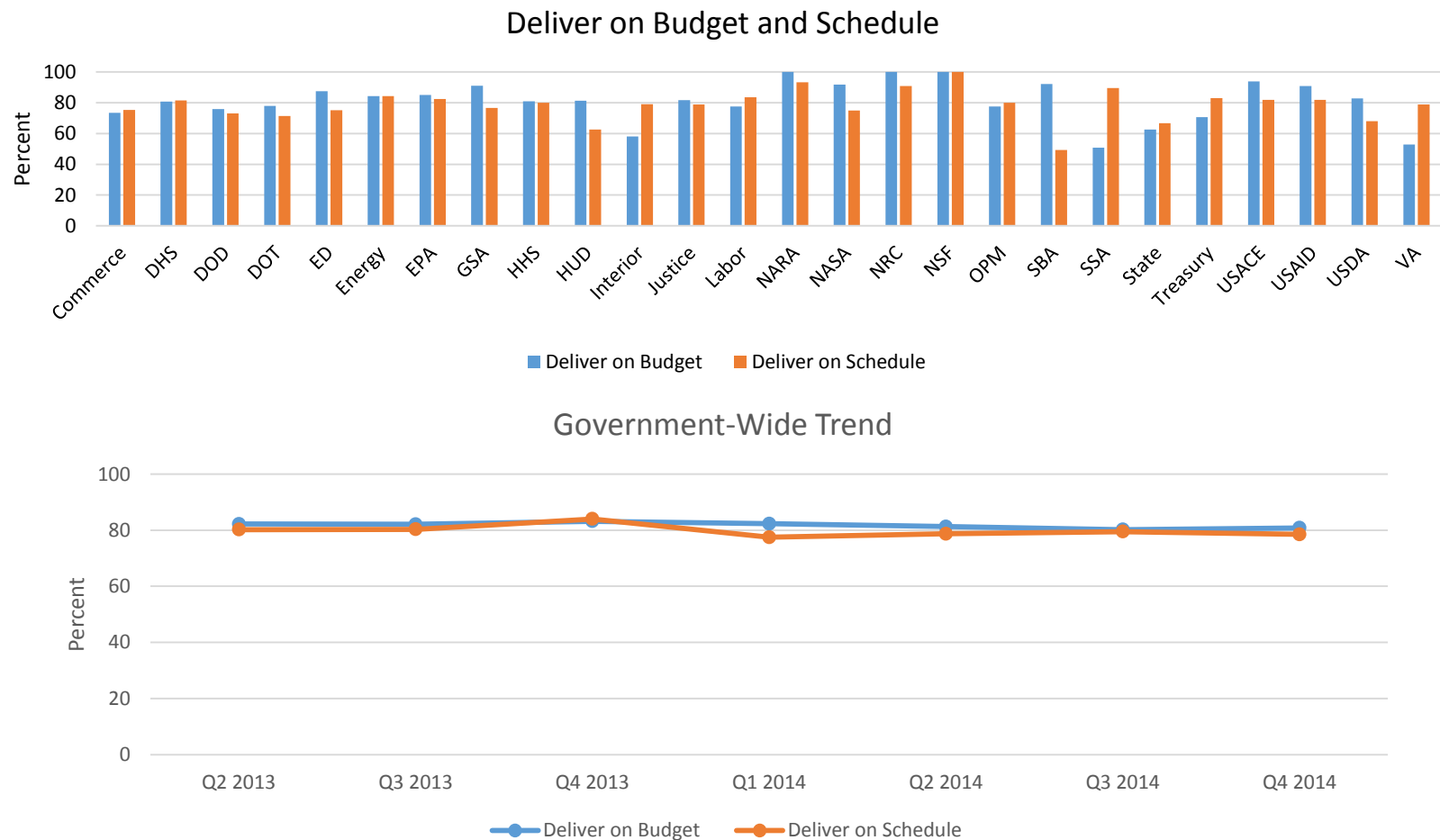
Milestone Summary				
Key Milestones	Milestone Due Date	Milestone status	Owner	Anticipated Barriers or other Issues Related to Milestone Completion
Assemble an SME panel for agencies to use when hiring new IT talent	10/14	Complete	OMB USDS	
Collect key business metrics for transaction-based services	12/14	Complete	OMB USDS	
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	On track	OMB	
PortfolioStat FY 2016 sessions	7/16	Not started	OMB	
Removing barriers so agencies can “pay for consumption”	11/14	On track	OMB	Initial best practice sharing completed in 11/14 as planned. Policy or guidance changes expected as a part of capital planning guidance by June 2015.
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	6 projects (as of Dec 31, 2014)	(Baseline)
	# agencies with at least one digital services expert hire	Agencies	Q1 FY15: 2 agencies	24 (all CFO act)	Quarterly	2 agencies (VA and GSA)	(Baseline)
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 (Q1 FY15)	(Baseline)
	% 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	76% (Dec 2014)	▼
	% of IT projects within 10% of their delivery schedule	ITDB	Feb 2014: 78%	100%	Quarterly	78% (Dec 2014)	=

* This baseline figure was revised in Q1 FY15 due to correction of an earlier calculation error. It was previously 82%.

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 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