Smarter IT Delivery

Goal leaders: Steven VanRoekel, Federal Chief Information Officer, OMB;
Todd Park, Chief Technology Officer, OSTP;
Sloan Gibson, Deputy Secretary, Department of Veterans Affairs

FY2014 Quarter 2

Overview

Goal Statement

- 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

- 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

- 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

The Smarter IT Delivery Agenda has already made great progress by targeting high–priority projects in an effort to deliver better and continually improving results for users. This spring, the OMB Digital Service conducted two pilot programs that brought leading private-sector technologists into VA and USCIS. These engagements helped those agencies assess systems that support veteran disability claims processing and verification of employment eligibility and resulted in key lessons learned and actionable recommendations. In fact, VA has already developed an action plan to execute key recommendations. This effort will be scaled as the OMB Digital Service partners with GSA's 18F to help agencies achieve successful service outcomes by bringing in world-class digital service delivery experts.

Additionally, key initiatives have begun in order to improve the ease of doing business with government. On April 22, 2014, the Open Dialogue on Improving How to do Business with the Federal Government was launched. This dialogue used an online tool to gather ideas and comments from almost 500 participants on how government can reduce barriers and burdens in Federal procurement and increase the ability for innovative and non-traditional companies to work with the Government. Ideas submitted and under review included ways to centralize and reduce burden associated with reporting requirements, simplify the vendor registration process, and take greater advantage of proven commercial practices. In addition, FBOpen was announced on March 27, 2014. This tool, currently in pilot, aims to help small businesses search for opportunities to contract with the US government.

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 r**ight 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**	**Mileston e status**	**Last quarter**	**Owner**	**Anticipated Barriers or other Issues Related to Milestone Completion**
Publish TechFAR on GitHub for comment	4/14	Delayed	N/A	OMB OFPP	Delayed- releasing in June
Federal Register Notice issuance and launch of Open Dialogue on Reducing Barriers and Burdens in Federal Procurement	4/14	Complete	N/A	OMB OFPP	None-
Implement design guide in software system for development	4/14	Complete	N/A	GSA 18F	None
Document flexible hiring authorities	4/14	Complete	N/A	CIOC	None
Start Digital Services Pilot USCIS E-Verify engagement	4/14	Complete	N/A	OMB/OS TP	None
High impact list (HIL) investments identified	4/14	Complete	N/A	OMB	None
Digital service playbook made public	5/14	Delayed	N/A	OMB/OS TP	Will be published in June
Work with OPM on Digital Service Experts excepted service hiring pilot with GSA and VA	7/14	On track	N/A	OMB/OS TP	Waiting for finalized authority

Work plan

Milestone Summary					
Key Milestones	**Milestone Due Date**	**Milestone status**	**Last quarter**	**Owner**	**Anticipated Barriers or other Issues Related to Milestone Completion**
List of impactful changes to FAR	May and ongoing	On track	N/A	OMB OFPP	None
Start Digital Services Pilot USCIS Transformation engagement	6/14	Delayed	N/A	OMB/OS TP	Need to finalize staffing plan- will be in July
PortfolioStat FY2014 sessions	7/14	On track	N/A	OMB	None
Incubate Digital Service Pilot at OMB	8/14	On track	N/A	OMB	Started initial engagements, need to onboard more staff
Mythbusters campaign on flexible hiring authorities	Summer 2014	On track	N/A	CIOC/OMB/OPM	None
Create new IT workforce training opportunities	Fall 2014	Not started	N/A	CIOC	None
Begin development on a Innovation Marketplace for target marketing to innovative Small Businesses.	4/15	Not started	N/A	GSA 18F	None
Launch a pilot for agile contracting	4/15	Not started	N/A	GSA 18F	None
PortfolioStat FY2015 sessions	7/15	Not started	N/A	OMB	None
PortfolioStat FY 2016 sessions	7/16	Not started	N/A	OMB	None
Scale excepted service hiring authority for digital services experts across government	10/17	Not started	N/A	CIOC/OMB/OPM	None

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 through decentralized reporting).	OMB	Q1 Fy15	N/A	Yearly		
Processes and Outcomes	% of IT projects within 10% of their budgeted cost	ITDB	May	100%	Quarterly	81%	
	% of IT projects within 10% of their delivery schedule	ITDB	May	100%	Quarterly	79%	
	Number of days between user-facing functionality deployments	Agencies	Q1 Fy15	N/A	Quarterly		

Contributing Programs

General Services Administration
- Government-wide Policy Program
- Citizen Services and Innovative Technologies Program
  - 18F and xGov
- 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