

FF

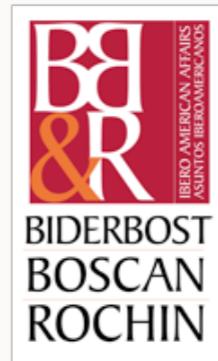
e-StratégiaPública®

Estratégia de transformação em governo.



IDB

Inter-American Development Bank



“Support for the Preparation of a National Program to Strengthen Planning and Public Management of the Brazilian States”

(InterAmerican Development Bank: ATN/FG-12612-BR; BR-T1193)

Ministério do
Planejamento

GOVERNO FEDERAL
BRASIL
PAÍS RICO É PAÍS SEM POBREZA



A New Day for the Civil Service



A New Day for the Civil Service

Merit System Principles and OPM's Oversight Role

A vertical decorative strip on the left side of the slide featuring a portion of the American flag, including stars in the upper left and stripes at the bottom.

Today's Objectives

- Understand the history and purpose of the Federal Government's merit system principles
- Understand OPM's role in safeguarding these principles

A vertical strip of the American flag's stars and stripes serves as the background for the slide. The stars are white on a dark blue field, and the stripes are red and white.

The “Spoils System”

- A modern merit-based system of the Federal Government evolved in response to the “spoils system” of the 19th century
- A job applicant’s party affiliation was the key qualification for a Federal Government job
- Employees could be fired if they were not members of the President’s party



A Civil Service Grounded in Law

- President Garfield was killed in 1881 by an angry Federal job seeker
- This led to the Pendleton Act, the nation's first civil service law
- This also led to the establishment of the Civil Service Commission, the 19th century predecessor to the U.S. Office of Personnel Management

A vertical strip on the left side of the slide features a close-up, slightly blurred image of the stars and stripes of the United States flag.

A Civil Service Grounded in Law (Cont'd)

- The next major overhaul came in 1978 with the Civil Service Reform Act (CSRA)
- The CSRA established the merit system principles, which serve as the backbone of the U.S. civil service system

A vertical strip of the American flag's stars and stripes serves as the background for the left side of the slide.

The Merit System Principles

- Recruit and hire qualified people from all segments of society on the basis of merit after fair and open competition
- Treat employees and job applicants fairly without regard to political affiliation, race, color, religion, national origin, sex, marital status, age or handicap
- Provide equal pay for equal work, and recognize and reward excellent performance



The Merit System Principles (Cont'd)

- Maintain high standards of integrity and ethics
- Manage the workforce efficiently and effectively
- Correct poor performance and separate employees who cannot or will not improve their performance

A vertical strip of the American flag is visible on the left side of the slide, showing stars and stripes.

The Merit System Principles (Cont'd)

- Educate and train employees
- Protect employees from arbitrary action, favoritism or coercion for political reasons
- Protect employees against reprisal for whistleblowing

A vertical strip of the American flag's stars and stripes serves as the background for the slide. The stars are white on a dark blue field, and the stripes are white on a red field.

The Significance of the Merit System Principles

They express the nation's commitment to a Federal Government that is

- ✓ efficient and effective
- ✓ fair and open to all
- ✓ free from political interference
- ✓ staffed by honest, competent and dedicated employees

A vertical strip of the American flag's stars and stripes serves as the background for the slide. The stars are white on a dark blue field, and the stripes are red and white.

The Significance of the Merit System Principles (Cont'd)

- They establish core values for how the Federal Government hires people and manages the workforce
- They serve as a foundation for management and employee accountability

A vertical decorative element on the left side of the slide features a portion of the American flag. It includes white stars on a dark blue background in the upper left corner, and red and white horizontal stripes below.

OPM's Oversight Responsibility

**OPM is responsible for ensuring that
Federal Government agencies**

- ✓ follow merit system principles and other civil service laws
- ✓ operate effective human resources programs that help the Federal Government achieve its goals



OPM's Oversight Responsibility (Cont'd)

- OPM evaluates agencies to determine if they comply with civil service requirements and are managing employees effectively and efficiently
- If OPM finds problems, it makes sure agencies fix them



A New Day for the Civil Service

Strategic Human Capital Management

Making Workforce Planning a Reality

Shanaz Porter
System Manager
Workforce Planning

A vertical strip of the American flag's stars and stripes serves as the background for the slide. The top half shows white stars on a dark blue field, while the bottom half shows red and white horizontal stripes.

Agenda

Making Workforce Planning a Reality

- Policy Framework for Workforce Planning
- The Human Capital Assessment Accountability Framework (HCAAF)
- The Workforce Planning System
- The Workforce Planning Process

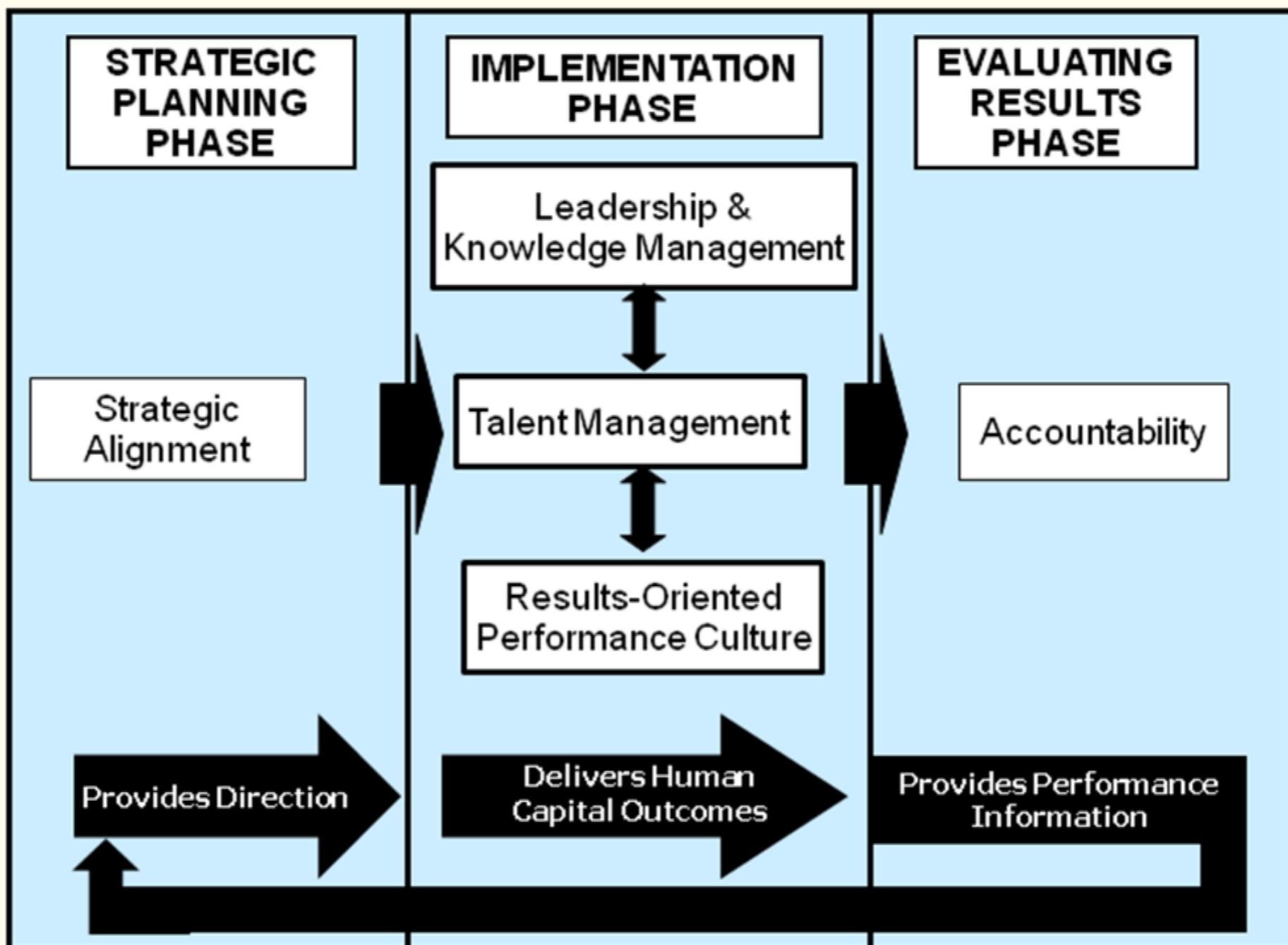


Policy Framework for Workforce Planning

- Government Performance and Results Act (GPRA) of 1993 and Government Performance Results and Modernization Act (GPRAMA) established requirement that:
 - *Human Capital will be aligned to agency performance goals*
- Statute: Chief Human Capital Officers' (CHCO) Act
 - *Establishes requirements for workforce planning and organizational ownership.*
- Regulations: 5 CFR Part 250
 - Introduced a set of systems (*to include workforce planning*) within an established framework for assessing the management of human capital by Federal agencies... the Human Capital Assessment and Accountability Framework (HCAAF).



The HCAAF Framework



A vertical strip of the American flag is visible on the left side of the slide, showing the stars and stripes.

Human Capital Assessment and Accountability Framework (HCAAF)

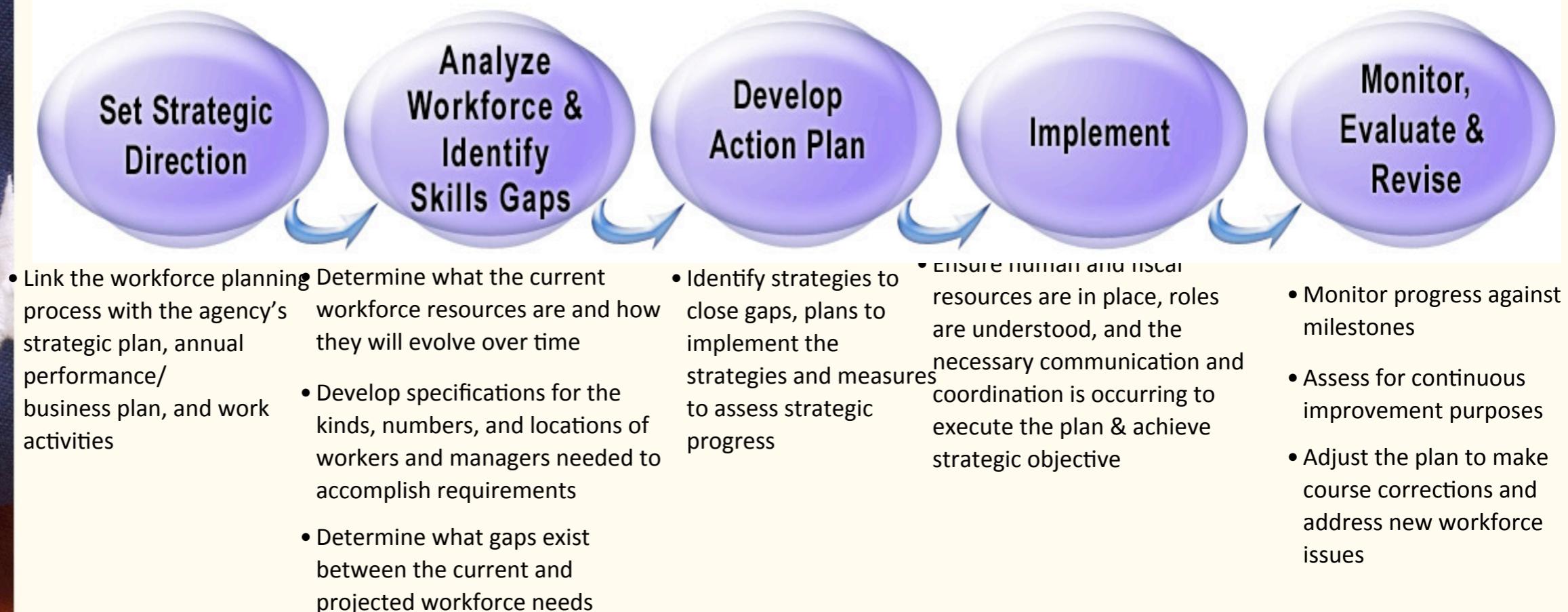


Workforce Planning System

Governance	Infrastructure	Policy	Budget	Metrics		
People	Internal Talent Capacity		External Talent Capacity			
Process	Set Strategic Direction	Analyze Workforce Data/ID Skills Gaps	Develop Talent Management (TM) Action Plan	Implement TM Plan	Monitor Progress	Evaluate and Adjust Plan
Technology	Data Systems		Analysis Tools	Forecasting Tools		



Workforce Planning Process



Talent Management: An Ongoing Process

A vertical strip of the American flag's stars and stripes serves as the background for the left side of the slide.

Questions

Shanaz Porter
HCAAF System Manager
Strategic Workforce Planning and Alignment
(202) 606-1005
shanaz.porter@opm.gov



A New Day for the Civil Service

Pay Under the General Schedule

January 2013

A vertical strip of the American flag's stars and stripes serves as the background for the left side of the slide.

Levels of Government in the United States

- Levels of Government
 - Federal
 - State
 - Local
 - County
 - City
- The Federal Government does not control pay and benefits systems of lower-level governments
- Some national laws impose minimum standards or common benefits
 - Overtime pay for certain employees under the Fair Labor Standards Act
 - Minimum hourly wage (\$7.25 per hour since July, 24, 2009)
 - Social Security



BASIC STRUCTURE OF THE U.S. SALARY SYSTEM

Three Branches of the Federal Government:

- Executive, Legislative, Judicial

Executive Branch

President - \$400,000

Vice President - \$230,700

Executive Schedule (450 positions)

- 5 levels (Presidential appointments with Senate confirmation)
- 450 positions; \$145,700 - \$199,700

Senior Executive Service (8,000 positions)

- Performance-based; rank in person
- \$119,554 - \$165,300 without a certified performance system
- \$119,554 - \$179,700 with a certified performance appraisal system

Senior Level, Scientific and Professional (1,100 positions)

- \$119,554 - \$165,300 without certification
- \$119-554 - \$179,700 with a certified performance appraisal system



General Schedule (GS) Pay System

- Covers about 1.5 million employees in professional, administrative, technical, clerical, and other white-collar jobs (PATCO)—71 percent of 2.1 million Executive Branch employees
- 15 grade base schedule (plus geographically-based locality pay)
- 10 steps in each grade, each worth approximately 3 percent of salary
 - Step increases based on longevity and acceptable performance
 - Employees may also be given quality step increases (maximum of one per year) for outstanding performance—few awarded—averages about 0.14 percent of payroll
- Employees are eligible for lump-sum cash and non-monetary awards for performance and other contributions—cash awards at 1.3 percent of payroll are small compared to the private sector



General Schedule Pay Adjustments

- GS employees receive a two-part pay increase each year, an across-the-board increase and a locality pay increase
- The across-the-board increase is based on the annual change in the Employment Cost Index (ECI) minus 0.5 percentage points (September to September 15 months prior to the effective date)
- Increase in 2013 was to be 1.2 percent (1.7 percent change in the ECI less 0.5 points) but has been reduced to 0.5 percent and delayed until after March 27, 2013
- ECI published quarterly by BLS and measures changes in wages and salaries of private industry workers
- Locality pay is set by a direct comparison of Federal and nonFederal (private industry and state/local governments) pay for the same levels of work in each locality pay area—one overall percentage rate per location



The Federal Salary Council

- Authorized by 5 U.S.C. 5304 and Executive Order 12764
- Composed of nine members appointed by the President: three experts in labor relations or pay policy and six representatives of Federal employee organizations
- Provides recommendations to the President's Pay Agent on the locality pay program for General Schedule employees including:
 - the establishment or modification of locality pay areas,
 - the coverage of salary surveys conducted by the Bureau of Labor Statistics (BLS),
 - the process of comparing Federal and nonFederal rates of pay, and
 - the level of comparability payments that should be paid
- The Secretary of Labor and the Directors of the Office of Management and Budget (OMB) and the Office of Personnel Management (OPM) serve as the President's Pay Agent



The Federal Salary Council

- Three experts in labor relations/pay policy
 - Chair: Dr. Stephen Condrey—American Society for Public Administration
 - Vice Chair Vacant
 - Expert: Dr. Rex Facer II—Brigham Young University
- Six representatives of Federal employee organizations
 - J. David Cox, American Federation of Government Employees
 - Jacque Simon, American Federation of Government Employees
 - Colleen Kelley, National Treasury Employees Union
 - Chief Louis Cannon, Fraternal Order of Police
 - William Fenaughty, National Federation of Federal Employees
 - Vacant



The Federal Salary Council

- Covered by the Federal Advisory Committee Act
- Meetings are held at OPM and are open to the public (notice of meetings must be published in the Federal Register)
- Also holds working group meetings that are not open to the public
 - the working group conducts preparatory work reviewing data, requesting information from BLS, OPM, or other sources, and preparing a report for review by the full Council covering any issues the Council should address at its public meetings
 - the working group reports directly to the Council, it does not report to any Federal official or agency
 - the Council hears the working group report, debates any issues, and votes on matters as needed
- The Council's charter is renewed every two years and was last renewed in 2012
- Council members do not receive pay but OPM can reimburse the three expert members for standard Government travel and per diem expenses
- Under Executive Order 12764, OPM provides administrative support for the Council



Locality Pay

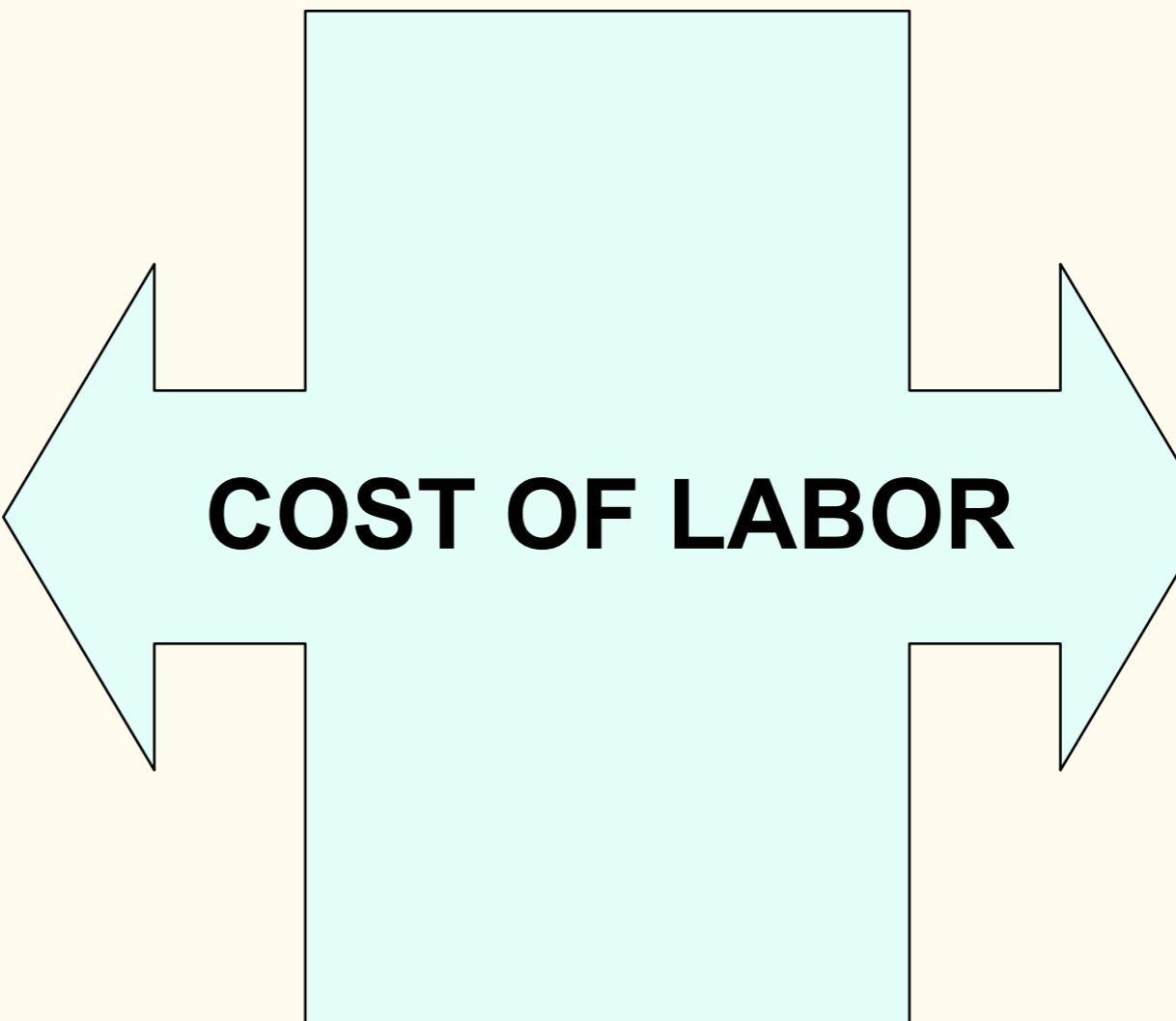
- Based on BLS surveys of 33 Metropolitan/Combined Statistical Areas and the Rest of U.S. (RUS) locality pay area which covers all other locations in the United States and its territories and possessions not included in a separate metropolitan locality pay area—FSC recently recommended 12 new areas
- Adjustments for each area are based on individual pay comparisons (pay gaps)
- Locality pay was first implemented in 1994
- Single percentage applied to the base General Schedule for each locality pay area
- Current rates range from 14.16 percent in RUS to 35.15 percent in the San Jose-San Francisco locality pay area
- GS employees in foreign countries do not receive locality pay
- Locality pay percentages will not be increased in 2013
- **LOCALITY PAY IS NOT BASED ON LIVING COSTS**



Locality Pay

Locality pay is added to base GS rates to address different geographic labor markets

Rates paid in the labor market by non-Federal employers to secure employees



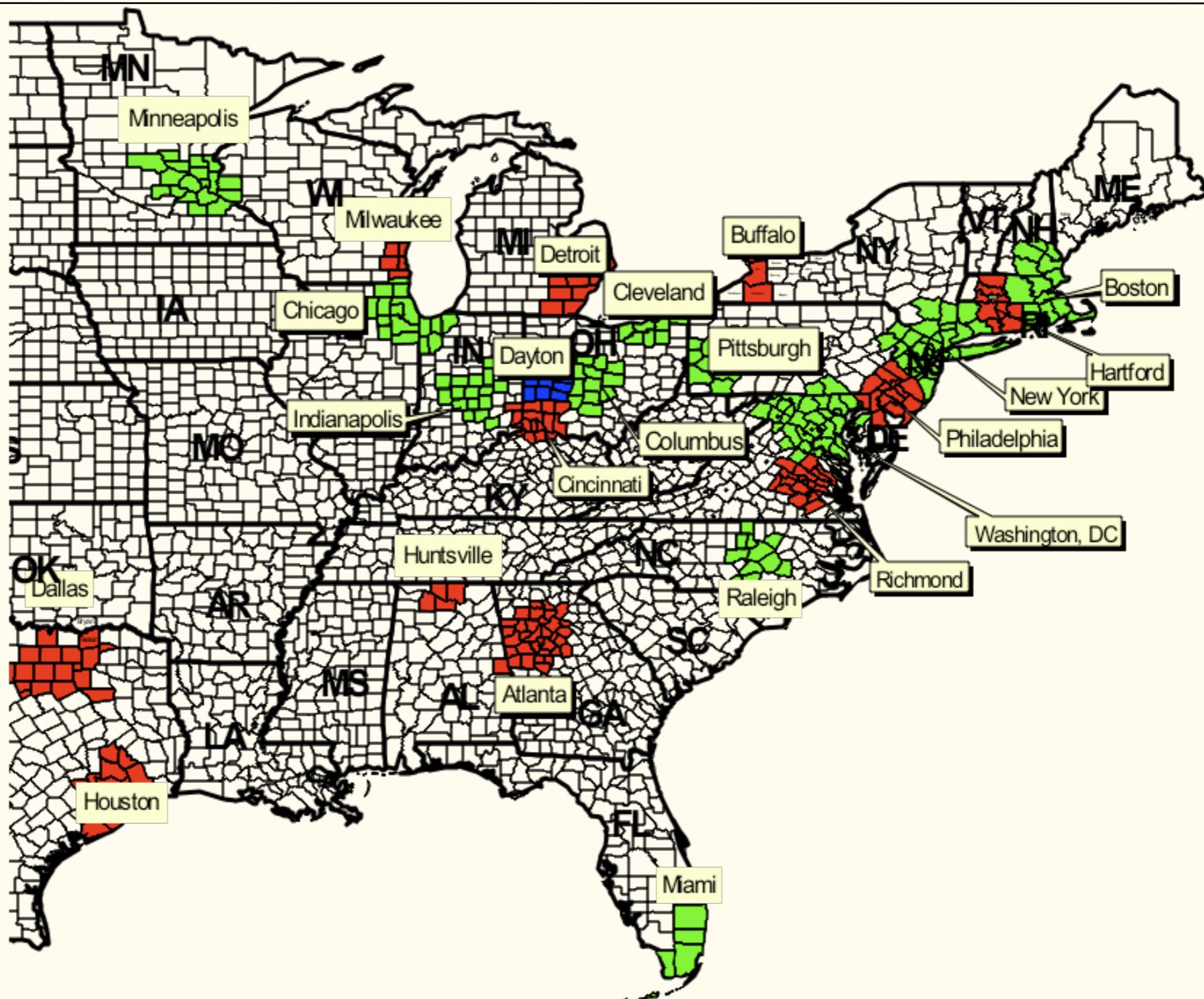


GS Locality Pay Areas

- Currently 34 locality pay areas
 - 31 separate Metropolitan Statistical Areas (MSAs)/ Combined Statistical Areas (CSAs), 2 whole State areas—Alaska and Hawaii, and
 - A catch-all “Rest of U.S.” area
- Boundaries based on MSA/CSA definitions set by the Office of Management and Budget (OMB)
 - Population size
 - Commuting patterns
- Special criteria for adding adjoining locations (areas of application)
- OMB plans to update MSA/CSA definitions in 2013

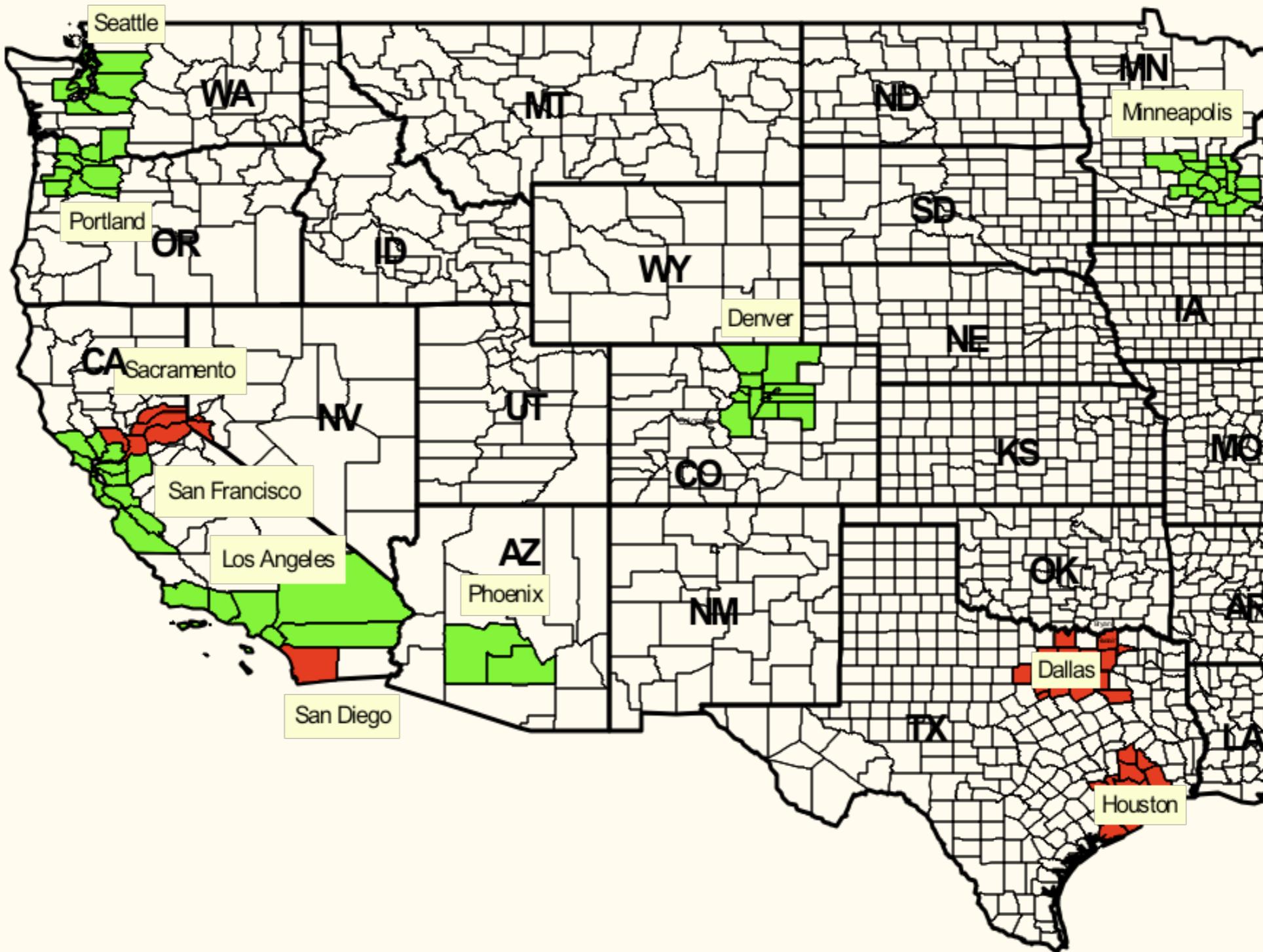


GS Locality Pay Areas – Eastern U.S.

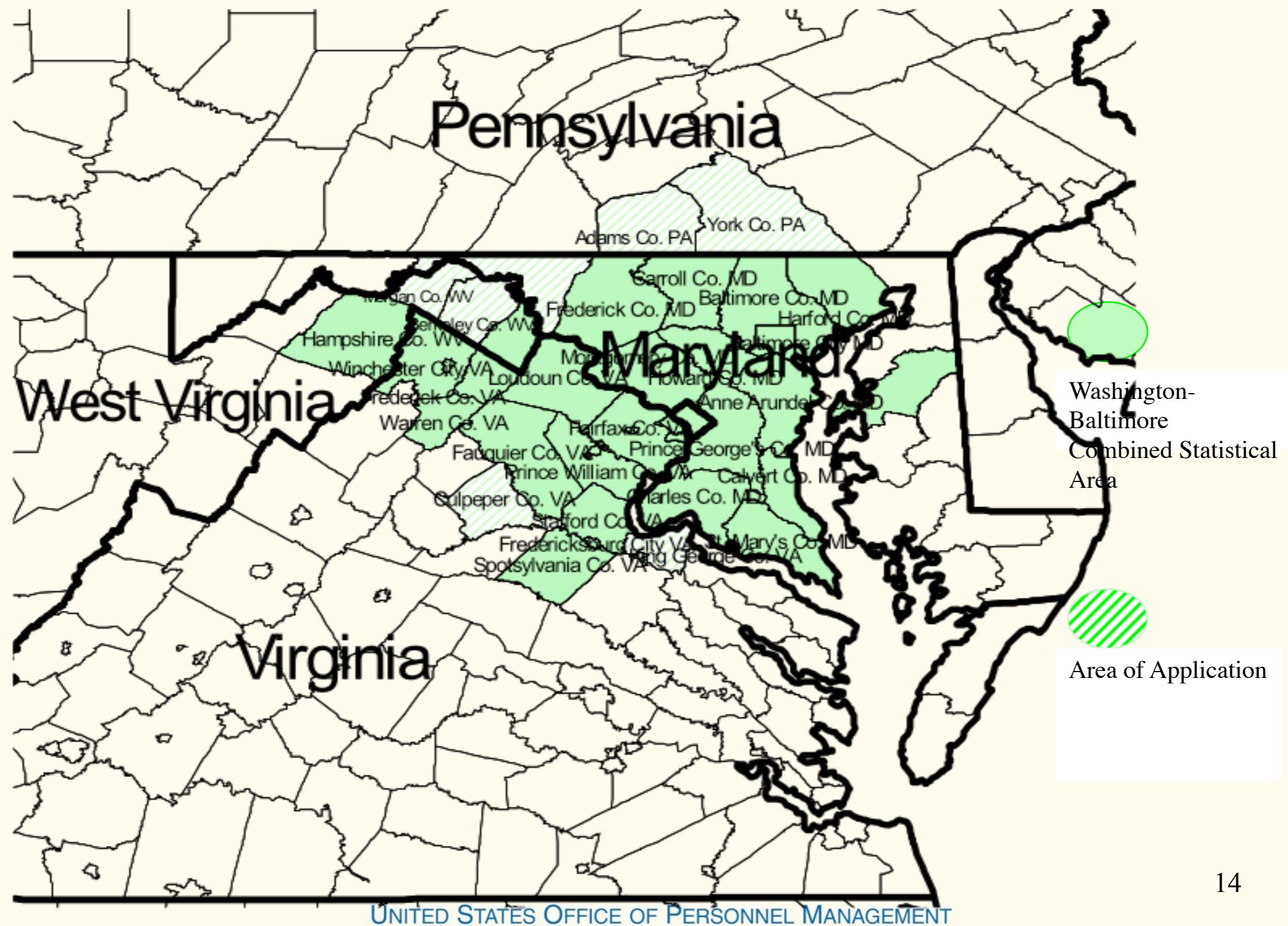




GS Locality Pay Areas – Western U.S.



Washington, DC GS Locality Pay Area





Locality Pay Areas

- MSAs/CSAs are based on population size, population density, and commuting patterns—factors important in defining labor markets
- MSAs/CSAs cover very large areas, which reduces controversy about boundaries
- BLS is already required to publish data for MSAs
- MSAs/CSAs already exist, no need to reinvent
- First locality pay areas selected in rank order of GS employment
- Later, additional areas were added if there were more than 2,500 GS employees and a nonfarm workforce of at least 350,000, and evidence that nonFederal pay levels were relatively high
- We still have many large cities in the RUS locality pay area: Albany, Charlotte, Las Vegas, Nashville, Reno, Salt Lake City, Tampa, Virginia Beach, etc.
- Recently, the FSC recommended adding 12 new areas in 2014



Areas of Application

- We include some areas adjacent to an MSA/CSA in the locality pay area
- *For adjacent MSAs and CSAs:* To be included in an adjacent locality pay area, an adjacent Metropolitan Statistical Area (MSA) or Combined Statistical Area (CSA) currently in the Rest of U.S. (RUS) locality pay area must have at least 1,500 General Schedule (GS) employees and an employment interchange measure of at least 7.5 percent: Hagerstown, MD; Springfield, MA; etc.
- *For adjacent counties that are not part of a multi-county MSA or CSA:* To be included in an adjacent locality pay area, an adjacent county that is currently in the RUS locality pay area must have at least 400 GS employees and an employment interchange measure of at least 7.5 percent: Barnstable, MA; Grant, IN; Carson City, NV, etc.



Areas of Application

- *For Federal facilities that cross locality pay area boundaries:* To be included in an adjacent locality pay area, the whole facility must have at least 500 GS employees, with the majority of those employees in the higher-paying locality pay area, or that portion of a Federal facility outside of a higher-paying locality pay area must have at least 750 GS employees, the duty stations of the majority of those employees must be within 10 miles of the separate locality pay area, and a significant number of those employees must commute to work from the higher-paying locality pay area.
- Edwards Air Force Base, Federal Prison in Butner, NC, Joint Base McGuire-Dix-Lakehurst (added to the New York locality pay area in 2009)



GS Locality Pay Adjustment Process

Bureau of Labor Statistics

- Conducts 33 local area surveys and a survey for “Rest of U.S.”
- Collects salary data on workers in the following industries:
 - Mining
 - Construction
 - Manufacturing
 - Transportation
 - Communications
 - Public utilities
 - Wholesale trade
 - Retail trade
 - Finance, insurance, and real estate
 - Services industries
 - State and local governments



GS Locality Pay Adjustment Process

Office of Personnel Management

- Compares Federal pay rates to non-Federal pay rates for the same levels of work in the same area, based on BLS surveys
- Calculates local pay gaps and amount of locality payments
- Submits data to the Federal Salary Council and the President's Pay Agent for review and consideration

Federal Salary Council

- Six employee representatives, three labor relations/pay experts
- Makes recommendations to the President's Pay Agent on pay localities, coverage of BLS surveys, the process of comparing rates of pay and the level of comparability payments



GS Locality Pay Adjustment Process

President's Pay Agent

- Secretary of Labor and the Directors of the Office of Management and Budget and the Office of Personnel Management
- Thoroughly considers the recommendations of the Federal Salary Council
- Defines pay areas
- Submits a report to the President on the level of comparability payments required by law

President

- Considers annual Pay Agent's report
- Has authority to issue alternative plans for ECI-based increase and locality pay adjustments
- Issues Executive order announcing the amount of the pay adjustments

Congress

- Can set the amount of the pay adjustments through legislation



Current Issues

- NCS/OES merger—BLS developed a model to estimate the effect of level of work on pay so that Occupational Employment Statistics (OES) data could be used for locality pay—a much larger data set than available in the National Compensation Survey (NCS) covering many more areas but BLS does not collect level of work information in OES—FY 2011 budget approved saving \$9 million by using the OES model
- New pay areas—we are approached each year by employee groups requesting separate locality pay areas—Albany, Las Vegas, New Orleans, Reno, Wilmington, NC, etc.—OES model can be used to cover additional areas—FSC recommends 12 new areas for 2014
- Expanding existing pay areas—each year employee groups request expansion of existing locality pay areas—Bakersfield, Beaumont, Charlottesville, Harrisburg, Pittsfield, Portland, ME, etc.—OES model could be used to evaluate adjacent MSAs or possibly counties



Current Issues

- Since OES covers many more areas, decisions need to be made about which areas to evaluate, how many should be made separate areas, and when to implement new areas
- OES method relies on modeling—not traditional matched-job/work level salary surveys
- Performance based pay—several failed attempts
- Job evaluation and grade leveling—difficult and subjective but critical to comparing “like” jobs
- Some believe survey results are not accurate and Feds are overpaid—CATO, Heritage Foundation, American Enterprise Institute



Many Federal Pay Systems

- The General Schedule is not the only Federal pay system
- Federal Wage System—blue-collar jobs
- Executive Schedule—senior appointees
- Senior Executive Service—senior agency leaders
- Administrative judges
- Air Traffic Controllers
- Transportation Security Administration
- Banking Agencies
- VA medical—doctors and nurses
- Others—over 180 pay plan codes



Internet Sites

- Pay administration: <http://www.opm.gov/policy-data-oversight/pay-leave/pay-administration/>
- Salary tables: <http://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/>
- Classification: <http://www.opm.gov/policy-data-oversight/classification-qualifications/>
- Fedscope: <http://www.fedscope.opm.gov/index.asp>
- Bureau of Labor Statistics: <http://www.bls.gov/home.htm>
- Federal Salary Council: <https://www.opm.gov/policy-data-oversight/pay-leave/pay-systems/general-schedule/#url=Federal-Salary-Council>
- President's Pay Agent: <https://www.opm.gov/policy-data-oversight/pay-leave/pay-systems/general-schedule/#url=Pay-Agent-Reports>
- Email OPM staff: pay-leave-policy@opm.gov
- OPM telephone: Pay Staff (202) 606-2838



A New Day for the Civil Service

Training and Development in the U.S. Government

February 11th 2013



Legislative and Regulatory Process

- Congress established laws that govern training for Federal employees (e.g., Federal Workforce Flexibility Act of 2004)
- Office of Personnel Management (OPM) interprets the laws and writes regulations
- Training is delegated to the agencies; OPM provides overarching framework and guidance

A vertical strip of the American flag is visible on the left side of the slide, showing stars and stripes.

Laws and Regulations

- 5 United States Code (U.S.C.) Chapter 41-
Training
- 5 Code of Federal Regulations (CFR) Part
410 – Training



Training in the U.S. Government

- A training needs assessment linked to strategic and mission-critical competencies is conducted, annually. Based on assessment results, employees are trained in specific, job-related skills and knowledge
- Training programs are designed and implemented which build employee competencies. Employees with the right competencies achieve strategic goals, objectives and excel in executing the agency's performance plan
- Competency-based career development programs, including various development activities and learning opportunities, are implemented and documented

A vertical strip of the American flag's stars and stripes serves as the background for the left side of the slide.

Training in the U.S. Government

- Competency models are established which document standards for competency levels (e.g., entry, journey, expert).
- Individual Development Plans are established for employees.
- Performance evaluations reflect consideration of employee developmental training and developmental needs. Review indicates action is usually taken to follow through on meeting these needs.



A New Day for the Civil Service

HR University

A vertical strip of the American flag's stars and stripes serves as the background for the left side of the slide.

HR University

Federal Government's "one-stop" shop Human Resource Career Development Center

HR University:

- Professionalizes the HR career field
- Addresses competency and skills
- Identifies and offers the best HR training
- Achieves Governmentwide savings



HR University

www.HRU.gov

A vertical strip of the American flag is visible on the left side of the slide, showing stars and stripes.

HR University Today

- Over 120 courses have been vetted and are offered through HRU
- Over 18,000 registered users as of February 1st, 2013
- Manager's Corner provides critical training for first time supervisors and managers
- College level courses are approved and offered
- Online Individual Development Plan

A vertical strip of an American flag is visible on the left side of the slide, showing stars and stripes.

HRU and Beyond

- Expansion of course offerings to meet the needs of the HR community and Federal managers
- Expand social engagement and learning
- Additional partnerships with colleges and universities
- Flash mentoring programs



A New Day for the Civil Service

Mentoring

A vertical strip of the American flag's stars and stripes forms the left side of the slide.

Mentoring

Mentoring is a formal or informal relationship between two people - senior mentor and junior mentee (usually outside of chain of command).



Benefits from Mentoring

Helps onboard new employees

Helps retain the next generation of leaders

Improves leadership and managerial skills

Enhances career development

Puts high potential individuals on a fast career track

Promotes diversity

Improves retention

Helps manage knowledge within the organization



Mentoring Programs

Many agencies run formal, stand-alone mentoring programs to enhance employee career development. Formal programs have structure, oversight, and specific goals tied to an organization's mission.

Formal programs may include the following elements:

- Formal matching process
- Mentor/mentee training
- Formal mentoring agreement
- Developmental activities for mentees
- Formal evaluation process (e.g. mid-point through the program and end of program evaluation)
- Graduation/recognition ceremony



Informal Mentoring

Informal mentoring is another option for employees to enter into a mentoring partnership.

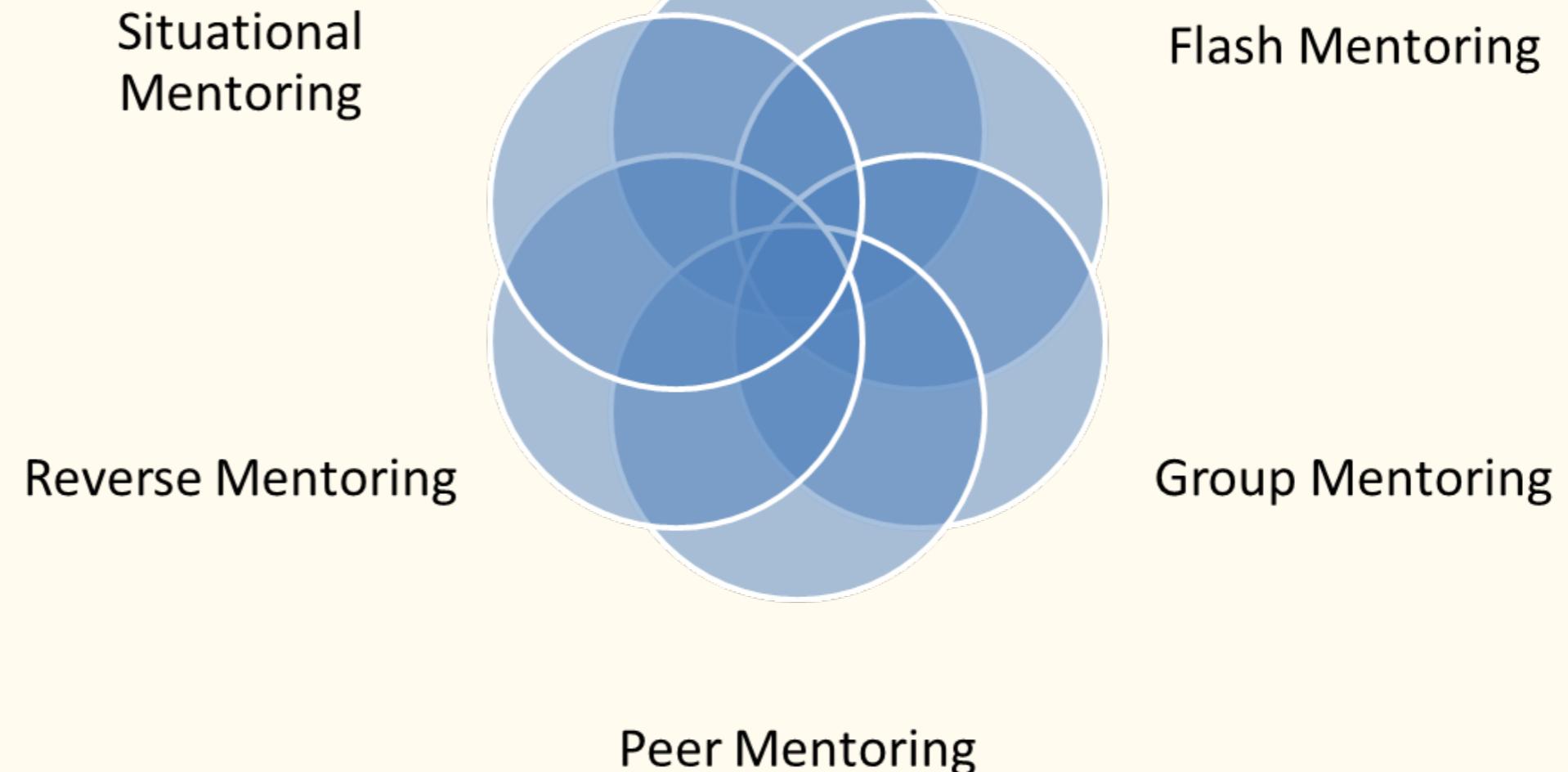
Informal mentoring:

- has less structure
- a mentor/mentee partnership is not matched through a formal matching process
- usually initiated by the mentee
- may occur at any time in one's career



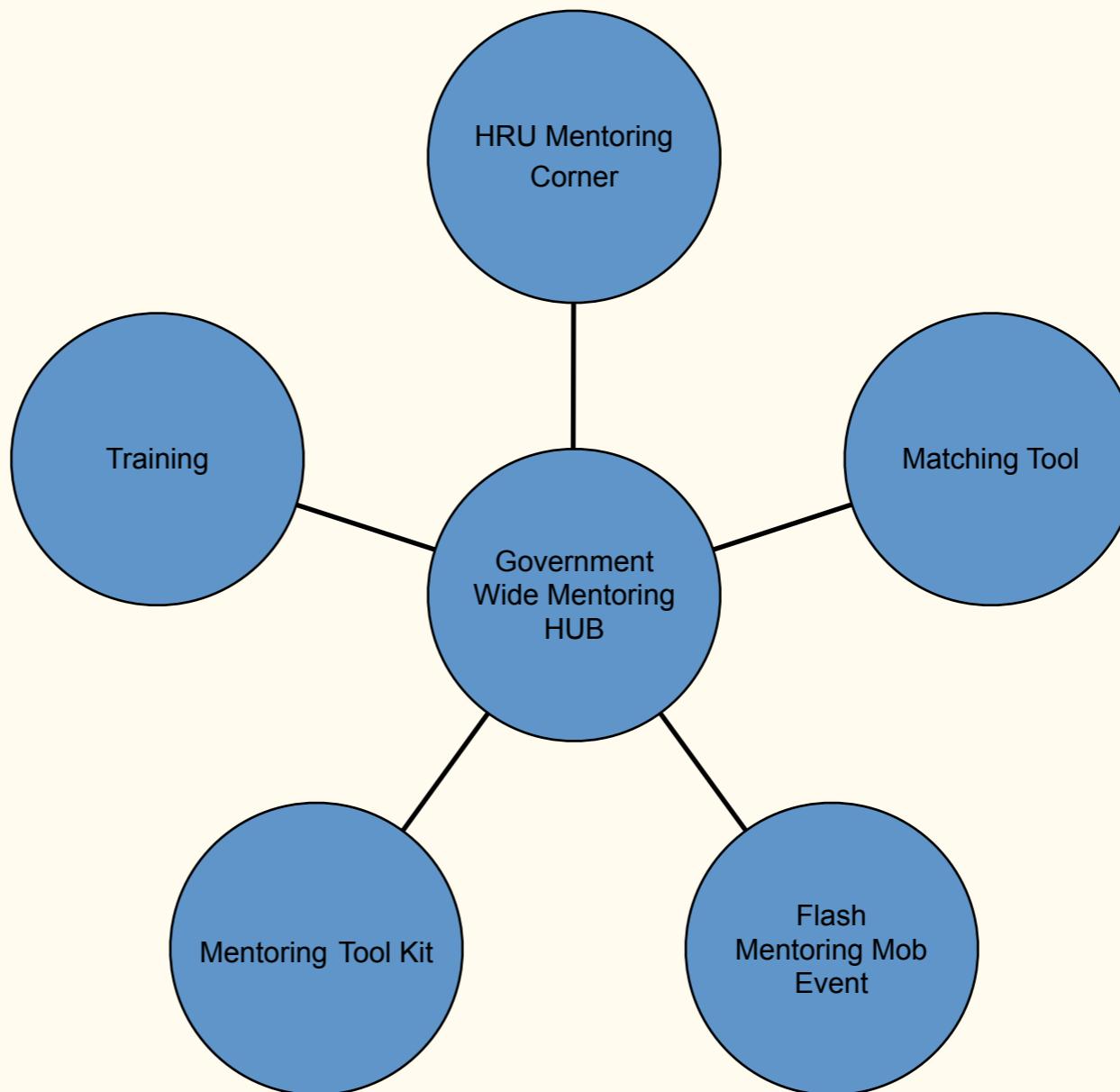
Mentoring

There are several ways to engage employees in a mentoring process





Government-wide Mentoring HUB





A New Day for the Civil Service

College and University Partnerships

A vertical strip of the American flag is visible on the left side of the slide, showing stars and stripes.

College and University Partnerships

The Federal Government has identified 5 mission critical occupations:

- Human Resources
- Information Technology
- Acquisition
- Auditor
- Economist

Science, Technology, Engineering, and Math (STEM) fields are considered a mission critical occupation

A vertical strip of the American flag's stars and stripes serves as the background for the left side of the slide.

Colleges and University Partnerships

- To support closing skill gaps, OPM is looking to partner with colleges and universities
- OPM is starting with the Human Resource occupation
- Partnerships with colleges and universities will also allow the Federal Government to:
 - Attract new talent
 - Establish a network to recruit new talent
 - Expand educational experience of current Federal employees

A vertical strip of the American flag's stars and stripes serves as the background for the left side of the slide.

Questions

Thank You
Contact Information
Linda Datcher
Linda.Datcher@opm.gov



**US General Services Administration
Office of Citizen Services and
Innovative Technologies**

February 13, 2013



The Speakers

- **Bajinder Paul**

Deputy Associate Administrator, Innovative Technologies
GSA Office of Citizen Services and Innovative Technologies

- **Martha Dorris**

Deputy Associate Administrator, Citizen Services
GSA Office of Citizen Services and Innovative Technologies

- **Darlene Meskell**

Director, Global Government Innovation Networks
GSA Office of Citizen Services and Innovative Technologies



OCSIT Helps Lead Federal IT Reform

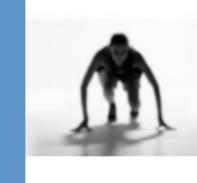
- **Deliver government-wide information and services to the public**
- **Provide practical tools, models and proven practices for innovation**
 - Facilitating new and digital technologies
 - Enhancing customer experiences across government
- **Champion of Cloud Computing**
 - Providing tools for data center consolidation
 - Developing contract vehicles for cloud-based and commodity services
 - Managing FedRAMP authorization to speed up adoption of secure cloud solutions
- **Implement the *Digital Government Strategy***
 - Helping agencies improve web services and mobile applications
 - Developing new ways for the public to interact with government
 - Creating platforms for innovation (via Challenge.gov and Data.gov)



Federal Cloud Computing Initiative



Cheaper



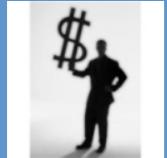
Faster



Greener



Federal Cloud Computing Initiative



Cheaper



Faster



Greener

✓ **Drive Innovation:**

Work with private industry encouraging innovation and furthering competition among providers to drive best value solutions for the Government

✓ **Use Only What's Needed:**

Eliminate high upfront costs by aligning costs with actual use or consumption of IT resources

✓ **Put the Power in the Hands of the End Users:**

Move operating complexities to the Cloud, allowing Agencies to focus on core mission objectives





Federal Cloud Computing Initiative



Cheaper

✓ Drive Innovation:

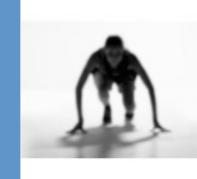
Work with private industry encouraging innovation and furthering competition among providers to drive best value solutions for the Government

✓ Use Only What's Needed:

Eliminate high upfront costs by aligning costs with actual use or consumption of IT resources

✓ Put the Power in the Hands of the End Users:

Move operating complexities to the Cloud, allowing Agencies to focus on core mission objectives



Faster

✓ Provide One-Stop Shop:

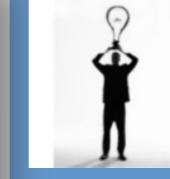
Simplify acquisition of IT services by making it as simple as buying a book, booking an airline ticket, or making a dinner reservation online

✓ Turn Up of IT Quickly:

Services can be provisioned in hours or days versus traditional IT methods which may take months to deploy

✓ Scale Rapidly:

Deliver elastic computing, allowing Agencies to rapidly expand or contract IT resources to support unplanned events or spikes in usage



Greener



Federal Cloud Computing Initiative



Cheaper



Faster



Greener

✓ Drive Innovation:

Work with private industry encouraging innovation and furthering competition among providers to drive best value solutions for the Government

✓ Use Only What's Needed:

Eliminate high upfront costs by aligning costs with actual use or consumption of IT resources

✓ Put the Power in the Hands of the End Users:

Move operating complexities to the Cloud, allowing Agencies to focus on core mission objectives

✓ Provide One-Stop Shop:

Simplify acquisition of IT services by making it as simple as buying a book, booking an airline ticket, or making a dinner reservation online

✓ Turn Up of IT Quickly:

Services can be provisioned in hours or days versus traditional IT methods which may take months to deploy

✓ Scale Rapidly:

Deliver elastic computing, allowing Agencies to rapidly expand or contract IT resources to support unplanned events or spikes in usage

✓ Energy Efficiency:

Create virtualized hardware and software services so Government uses only what's needed, avoiding overbuilding data center and server capacity

✓ Reuse Across Agencies:

Provide shared, resource pooling, for greater reuse and ability to leverage underutilized IT resources across Government Agencies

FedRAMP: Federal Risk and Authorization Management Program

- Creates a standard approach for conducting security assessments
- Accelerates adoption of secure cloud solutions
- Uses a “do once, use many times” framework that saves cost, time, staff. Saves money by reducing duplication in systems authorization
- Increases confidence in security of cloud solutions.

The screenshot shows the official FedRAMP website homepage. At the top, there's a navigation bar with links to Home, Newsroom, Regions, Staff Directory, Careers, Forms, e-Tools, and QuickLinks. Below the navigation is a search bar. The main header features the GSA logo and the text "U.S. General Services Administration". A secondary navigation bar includes links to "WHAT GSA OFFERS", "DOING BUSINESS WITH GSA", "LEARN MORE", and "BLOG". A breadcrumb trail indicates the current page is "Home > How We Help > Areas of Interest > FedRAMP >". On the left, a sidebar titled "FedRAMP" contains links to Overview, About FedRAMP, FedRAMP Processes, Agencies, Cloud Service Providers (CSPs), Third Party Assessment Organizations (3PAOs), News and Events, and FAQs. The central content area features a large banner with the FedRAMP logo and the text "Ensuring secure cloud computing for the Federal Government". Below the banner, a paragraph describes the program as a government-wide initiative for security assessment, authorization, and continuous monitoring. To the right, there are sections for "CONTACTS" (General Inquiries, Press Inquiries), "KEY LINKS" (FedRAMP Initiation Request, Accredited 3PAOs, Authorized CSPs), and "KEY DOCUMENTS" (FedRAMP Branding Guidance, FedRAMP Concept of Operations (CONOPS), FedRAMP Security Controls, FedRAMP Templates, FedRAMP Continuous Monitoring Strategy Guide, FedRAMP Standard Contract Clauses, FedRAMP Control-Specific Contract Clauses, Guide to Understanding FedRAMP, FedRAMP Policy Memo (OMB), 3PAO Program Description, FedRAMP JAB Charter). At the bottom, there are three boxes: "Federal Agency" (What can FedRAMP do for your agency?), "CSP Cloud Service Provider" (Get a FedRAMP security authorization.), and "3PAO Third Party Assessors" (Become a FedRAMP accredited assessor.). A footer at the very bottom encourages users to receive key FedRAMP updates by entering their information.

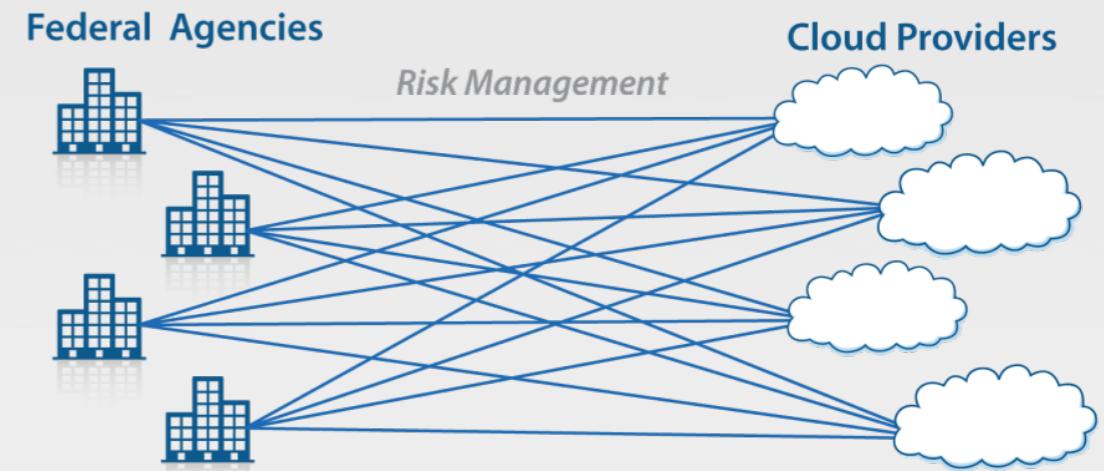




Why FedRAMP?

Problem:

- A duplicative, inconsistent, time consuming, costly, and inefficient cloud security risk management approach with little incentive to leverage existing Authorizations to Operate (ATOs) among agencies.



Solution: FedRAMP

- Uniform risk management approach
- Standard set of approved, minimum security controls (FISMA Low and Moderate Impact)
- Consistent assessment process
- Provisional ATO



Data.gov

The screenshot shows the Data.gov homepage. At the top, there's a banner for the 'Education Community' featuring an apple and books. Below this, the 'Latest Datasets' section lists items such as 'Office of Secretary of Defense Joint...', '2001 Hydrologic Survey of Lake States', and 'Areas of Critical Environmental Concern...'. The main content area is divided into several sections: 'DATA AND APPS' (with a map and stats), 'COMMUNITIES' (with a network diagram), 'OPEN GOVERNMENT' (with an American flag), 'LEARN' (with a photo of children at a laptop), 'SEMANTIC WEB' (with a molecular model icon), and 'DEVELOPERS CORNER' (with icons for apps, mashups, ideas, APIs, mobile, and data visualizations). Each section has descriptive text and links.

- Flagship program to achieve open and transparent government
- 400,000 government datasets
- Digital Strategy requires data to be open and machine-readable
- 1,500 apps (319 citizen-developed)
- Interagency collaboration
- Developer communities & resources
- Spur entrepreneurial start-ups



Open Government Platform (OGPL)

- Sharing Data.gov functionality with other countries
- Developed jointly by India and the US
- Open-source software based on Drupal, released 2012
- Countries that have begun to adopt it:
 - India
 - Ghana
 - Canada
 - Rwanda
- Community-based technology enhancements, solutions, support

Opengovernmentplatform.org



Service to Citizens



[Government Information for Children](#)



[U.S. Government Search Engine](#)



[Mobile Apps Gallery](#)



[Spanish-language website](#)

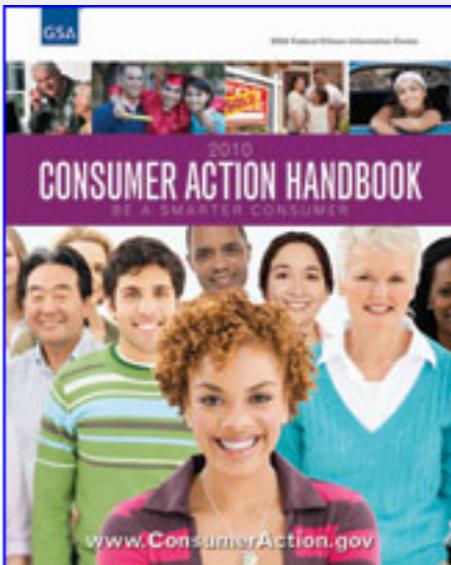


[U.S. Government's Official Website](#)

BusinessUSA

Discover. Connect. Grow.

[Government Information for Business](#)



Consumer Action Handbook



Social Media



National Call Center
1-800-FEDINFO



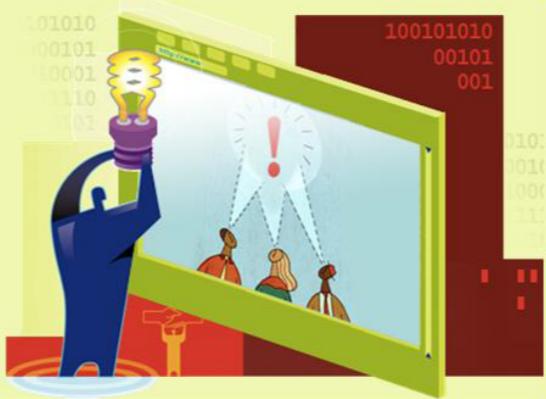
DIGITAL SERVICES INNOVATION CENTER

Brought to you by: **GSA**

Home Join In Get it Done Strategy & Milestones Blog About

Agencies working together, improving government services, one byte at a time.

Calling all fed #digitalgov entrepreneurs! We know you're pushing and pulling your agencies to open up government information and provide better services to the public. We know that you're not only looking for solutions, but have already found some. [Join the movement](#) to make 21st Century digital government.



Introducing assets.cms.gov

Accessing Government any time, any place, on any device...

Government-Wide Digital Services Common Measurement Framework

Common Performance Measures

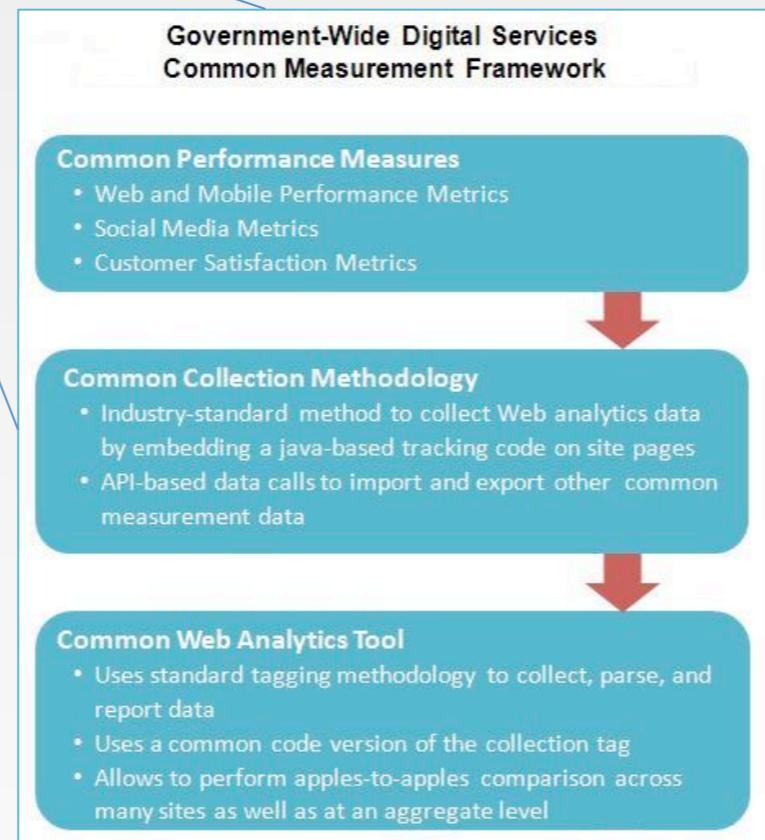
- Web and Mobile Performance Metrics
- Social Media Metrics
- Customer Satisfaction Metrics

Common Collection Methodology

- Industry-standard method to collect Web analytics data by embedding a java-based tracking code on site pages
- API-based data calls to import and export other common measurement data

Common Web Analytics Tool

- Uses standard tagging methodology to collect, parse, and report data
- Uses a common code version of the collection tag
- Allows to perform apples-to-apples comparison across many sites as well as at an aggregate level



Digital Services Innovation Center

Digital Analytics Program

- Web analytics tools, training, guidance and support
- Customer satisfaction measurement tools

Mobile Gov Wikithons

- Generate product ideas
- Identify improvements

Future plans

- Shared and open content management system (CMS) solutions and support
- Support for web API development to unlock data and services and content



Mobile Government PMO

★ Mobile Government

Mobile technology is changing the way people find and use information and services. How does government interact with the public in this anytime, anywhere world?

This **Making Mobile Gov Project** is helping agencies work together to make a more open, innovative government to meet 21st century citizen expectations.

- We are starting by helping you **discover** information and make the case for mobile in your agency.
- Next, we want you to join in and **discuss** the challenges to mobile gov.
- Third, we will have a dialogue with people in government, industry, nonprofits, and the general public on how to **design** this mobile future.

Based on your input, we'll launch a community-generated wiki with tools to help you build and implement a mobile strategy for your agency and to share resources among agencies.

The screenshot shows a landing page for the Making Mobile Gov Project. It features three main sections: "I DISCOVER" (with a video thumbnail of a man speaking), "II DISCUSS" (with thumbnails for Day 1: Strategy, Day 2: Budget, Day 3: Platforms, and Day 4: Compliance), and "III DESIGN" (with a thumbnail of a person speaking into a megaphone). A large orange button at the bottom right says "Help Make Mobile Gov Here". Below the sections, there is a quote: "Mobile has been called transformative for healthcare, commerce, development and...".



OCSIT Manages :

- MobileGov Community of Practice
- Making MobileGov Project
- MobileGov Wiki
- MobileGov Blog

Also:



OCSIT hosts more than 200 free government apps in a **Mobile Apps Gallery** on the US government's official web portal, USA.gov

The screenshot shows the USA.gov mobile apps gallery. At the top, there is a search bar and a link to "SEARCH APPS". Below that, a section titled "Mobile Apps (Accessible Format)" with a "LEARN MORE ABOUT APPS" button. The main area is titled "All Apps" and shows a grid of app cards. The cards include:

- USAJOBS
- Product Recalls
- My TSA
- Alternative Fuel Locator

Below the cards, there are four small app icons: USAJOBS, RECALLS.GOV, My TSA, and Alternative Fuel Locator. At the bottom, there is a "Connect with Government" bar with links to Facebook, Twitter, RSS Feeds, Mobile, YouTube, Our Blog, and Share.





Creating New Ways to Engage Citizens: Challenge.gov

- Crowdsourcing platform for challenges and prizes for solutions to gov problems offers monetary or other incentives
- 51 agencies post 239 challenges
- Cost-effective – pay only for successful entry/solutions
- Broad engagement – innovative ideas and expertise outside traditional sources
- Partner with private sector to fund or expand prizes

The screenshot shows the Challenge.gov homepage with a search bar and navigation links for Home, Find Challenges, and About. The main content area displays a list of challenges, each with a thumbnail, title, agency, submission deadline, follower count, and a 'LEARN MORE' link. On the right, there are filters for narrowing results by category and organization.

Challenges (234) Organizations (51)

Sort by: Newest Time Left Prize Popular

1–5 of 234 challenges

Challenge	Agency	Submission Deadline	Followers	Action
Aims for MHS Innovations	Military Health System Innovation	26 days to submit	6 followers	LEARN MORE
Non-invasive Measurement of Intra-cranial Pressure	National Aeronautics and Space Administration	60 days to submit	\$15,000 in prizes	LEARN MORE
SBIR Hall of Fame 2013	U.S. Small Business Administration	43 days to submit	2 followers	LEARN MORE
Tibbets Awards 2013 - The Best in the SBIR Program	U.S. Small Business Administration	43 days to submit	4 followers	LEARN MORE
VA Medical Appointment Scheduling Contest	U.S. Department of Veterans Affairs	About 6 months to submit	\$9,000,000 in prizes	LEARN MORE

Narrow your results

CATEGORIES

- Any category
- Defense (24)
- Economy (26)
- Education (51)
- Energy & Environment (47)
- Government and Public Policy (1)
- Health (85)
- International Affairs (7)
- Jobs (18)
- Personal and Public Safety (25)
- Science & Technology (110)
- Technology (4)

ORGANIZATIONS

- Any organization
- Corporation for National and Community Service (5)
- Federal Communications Commission (3)
- Federal Trade Commission (1)
- General Services Administration (4)
- Let's Move Faith and Communities (1)
- National Aeronautics and Space Administration (27)
- National Archives and Records Administration (2)
- National Endowment for the Humanities (1)



HowTo.gov Helps Agencies Improve Customer Experience

- Authoritative source of requirements and best practices for managing federal digital services and customer service channels
- Provides guidance, training, best practices, shared tools to thousands of federal, state, local government professionals
- Supports the Digital Government Strategy.

The screenshot shows the homepage of HowTo.gov. At the top, there's a navigation bar with links for 'Get Email Updates', 'Change Text Size', 'A - Z Index', 'Contact Us', 'About Us', 'Site Policies', 'Suggest Content', and a Twitter icon. Below the navigation is the HowTo.gov logo with the tagline 'Helping agencies deliver a great customer experience'. A search bar with a magnifying glass icon and a 'Search' button are also present. The main content area has a dark blue header titled 'APIs for Open Government'. Below it, a sub-section titled 'Digital Strategy' offers guidance and tools for implementing the strategy at an agency. The page features several cards for different topics: 'Web Content', 'Social Media', 'Training', 'Customer Experience', 'Challenges & Contests', 'Mobile', 'Contact Centers', and 'Communities'. To the right, there's a sidebar for 'Upcoming Events' (Dec 19 and Dec 20) and 'What's New' (with links to various articles). The bottom right corner contains GSA social media mentions.

Get Email Updates | Change Text Size | A - Z Index | Contact Us | About Us | Site Policies | Suggest Content |

HowTo.gov
Helping agencies deliver a great customer experience

WEB CONTENT | SOCIAL MEDIA | MOBILE | CHALLENGES & CONTESTS | CONTACT CENTERS | CUSTOMER EXPERIENCE

Digital Strategy | Training | Communities | DigitalGov Blog | Services & Tools

APIs for Open Government

Well-designed APIs make data freely available for use within agencies, between agencies, in the private sector, or by citizens. Learn how you can [get started building APIs »](#)

Digital Strategy
Find guidance and tools for implementing the Strategy at your agency

Web Content
Find requirements and guidance for managing government websites

Social Media
Use social tools to connect with citizens

Training
Learn about Web and new technologies with DigitalGov University

Customer Experience
Learn how to "wow" customers with great service, every time

Challenges & Contests
Crowd source solutions for better government

Mobile
Deliver government info and services via mobile websites and apps

Contact Centers
Improve in-person customer service via phone, email, chat, etc.

Communities
Connect with colleagues from across government

Upcoming Events

DEC 19 [Making Social Media More Accessible: What You Can Do Today](#)

DEC 20 [Web Content Managers Forum Call](#)

[More Training »](#)

What's New

- [Implementing the Digital Strategy](#)
- [Creating a Content Strategy](#)
- [Creating Open, Structured Content](#)
- [Using Gamification in Federal Projects](#)

GSA [GovNewMedia](#) {new post}: Read new "Best Practices for Better Digital Services: Tools & Technology" [t.co/ZP804fWn](#) #DigitalStrategy #gov20

GSA [GovNewMedia](#) Last chance to register for #DigitalGovU Accessible #SocialGov webinar.

Upcoming Events

What's New

Conversations



International Collaboration

5 Nations CIO Summits

5-Nations Quarterly Videoconferences



INTERNATIONAL OPEN GOVERNMENT DATA CONFERENCE
Sponsored by the United States General Services Administration (U.S. Government)
Hosted by the United States Department of Commerce
NOVEMBER 15-17, 2010 ~ WASHINGTON, D.C.

International Open Government Data Conference



North American Day

OCSIT facilitates adoption of collaborative technologies to enhance citizen engagement, increase operational efficiencies, and deliver quality services.

We foster sharing of best practices and proven solutions across state, local and international governments.



U.S.-Canada Bilateral Meetings



International Council for IT in Government Administration

