ONE YEAR OF PROGRESS

PRESIDENT'S
MANAGEMENT
AGENDA

CELEBRATING ONE YEAR OF PROGRESS

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Celebrating One Year of Progress

The President's Management Agenda (PMA), launched in March of 2018, sets out a long-term vision for modernizing the Federal Government to improve mission outcomes, service to the public, and stewardship of taxpayer dollars for the American people. One year later, agencies have made huge strides in implementing key PMA initiatives, including Cross-Agency Priority (CAP) Goals, to improve performance across the Government. Three drivers - IT, Data, and Workforce - are critical to this change.

IT MODERNIZATION

Modern IT must function as the backbone of how Government serves the public in the digital age. Modern Government means agencies:

- Meet customer expectations,
- Keep data and systems secure, and
- Effectively and efficiently leverage commercial capabilities.

Investing in Modernization

The **Technology Modernization Fund** has approved seven projects in five agencies totaling nearly **$90 million to modernize legacy technology** by adopting commercial solutions and enhancing cybersecurity.

The Department of Agriculture's **Farmers.gov will be a one-stop-shop** for self-service applications, educational materials, and business tools for farmers, ranchers, conservationists, and private foresters.

Agencies have accelerated migration to cloud email and collaboration services. Over 70% of Chief Financial Officers (CFO) Act agency mailboxes have migrated, substantially reducing the Federal Data Center footprint while increasing security through standardization.

Public Engagement on the Federal Data Strategy

47 events
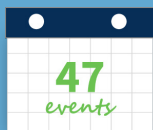
1600+ public comments

80 speakers

DATA, ACCOUNTABILITY, AND TRANSPARENCY

Federal Government data is critically important to the US economy. Moreover, maintaining trust in Federal data is pivotal to our democracy. The Federal Data Strategy team engaged private industry, academia, and the public to gather ideas, examples, comments, and suggestions in their quest to build a robust, integrated approach to using and managing data.

The result is the first leg of a multi-year strategy that will fundamentally transform how data gets used and managed. This strategy will support improving public services, fueling learning and innovation in the community, and building public trust.

WORKFORCE FOR THE 21ST CENTURY

The 21st Century Workforce must enable leaders to align staff skills with mission needs. This requires nimble and agile workforce management, including reskilling and redeploying workers to keep pace with change.

Fill Critical Professions: The Office of Personnel Management (OPM) created new direct hire authorities for Scientific, Technical, Engineering, and Mathematics (STEM) and cybersecurity workers. Hiring top talent in these fields is vital to long-term security and national competitiveness.

September 2018 Symposium on the Federal Workforce of the 21st Century

Make the Cream Rise to the Top: The U.S. Digital Service (USDS) and the Lab at OPM are working to re-imagine USA Jobs to get more top tier candidates to hiring managers more frequently.

Federal Cyber Reskilling Academy: The Chief Information Officers Council and Department of Education (ED) launched the first-ever Cyber Reskilling Academy, selecting a first cadre of 25 high-quality candidates from over 1,500 applicants. Top cyber talent in Government is essential to keeping America safe, secure, and competitive.

Learn to Buy Technology: USDS and the Office of Management and Budget (OMB) trained Contracting Officers to better understand and adopt technology industry language. Previously, the Federal Government bought technology the same way it acquired tanks and helicopters. The demands of tech procurement require new approaches.

Career Compass Challenge: The National Science Foundation launched the Career Compass Challenge, a $100,000 cash prize competition on challenge.gov. Now, researchers, educators, developers, and the private sector can spark the best thinking to develop a reskilling tool to prepare employees for career opportunities.

Engage the Workforce and Drive Accountability for Results

The **U.S. Secret Service** (USSS) unrelentingly executes their integrated mission of protection and investigations. The greatest asset in that battle? Their workforce. To strengthen the workforce and leadership culture, USSS :

- Concentrated on employee engagement, which jumped 6.8% in 2018 based on the Federal Employee Viewpoint Survey (FEVS),

- Improved hiring to address understaffing and grew the workforce by 15%, and

- Improved work-life balance via childcare subsidies, tuition support, and retention bonuses.

The **Department of Energy** (DoE) re-engineered its workforce management approach to drive efficiency, customer engagement, and accountability.

- 600 custom FEVS reports gave agency leaders data to target improvement. The result? A 2% increase in employee engagement in 2018.

- 63,000 education and development courses completed by DoE employees in 2018 via a new learning management system.

- 450 Senior Executive Service positions assessed, categorized, and prioritized to align top talent with mission-critical roles and a culture of excellence.

BETTER SERVICES FOR THOSE WHO SERVED

Over 10 million people visit the **Department of Veteran Affairs** (VA) websites every month. Veterans think of VA as a single entity, but services are delivered in silos, forcing the veteran to figure out which number to call, website to search, or office to visit. After user research with nearly 5,000 veterans, the VA re-launched VA.gov to match how vets want to receive benefits and services. The site now features the top 20 VA services that 80% of veterans seek. Within months, customer satisfaction scores with the web pages jumped more than 20%. VA.gov puts the customer first and makes it easier than ever to apply for benefits and get essential information.

With new technology and streamlined business processes, the **Board of Veterans Appeals issued 85,280 decisions** in FY18, a 62% increase from FY17 and a historic number of answers for veterans.

USDS and **VA** built a tool that helps shelters quickly identify veterans living in homeless conditions and place them in federally-funded rapid rehousing programs.

Image: Department of Defense (DoD)

Progress on these drivers is already making a difference in how agencies deliver **mission** outcomes, provide excellent **service**, and effectively **steward taxpayer dollars** on behalf of the American people.

MISSION

BIG UPGRADES FOR SMALL BUSINESSES

The Small Business Administration (SBA) simplified how small businesses get certified for Federal contracts through new online solutions. SBA replaced legacy systems, eliminated paper and mail-based applications, and created an efficient process to determine small business eligibility.

Now Federal agencies can more easily find certified small businesses, supporting job growth and saving entrepreneurs time so they can focus on their business.

EMPOWER PRIVATE SECTOR INNOVATION TO HELP IMPROVE MEDICARE

USDS and the Department of Health and Human Services (HHS) are empowering 53 million Medicare beneficiaries to authorize third-party apps to access their Medicare claims. The project team created a standard, machine-readable format for health data and convinced six tech giants to pledge to use the same format. With over 3.5% of U.S. GDP flowing through Medicare, this work creates a new marketplace for technology innovation in the healthcare sector that will help better integrate services for seniors.

Image: Federal Emergency Management Administration (FEMA)

Individuals, businesses, nonprofits, and local governments are just a few of the "customers" of the Federal Government. Through the PMA, agencies are working together to document customer journeys navigating Federal programs and services across multiple agencies.

Image: Department of Veterans Affairs (VA)

SMOOTHER PATH FROM THE BATTLEFIELD TO THE BOARDROOM

The PMA is improving the experience of service members who are preparing for and converting to civilian employment after life in the military. Direct feedback from veterans and the groups that serve them have identified critical actions that can improve services during this pivotal life moment.

Image: Consumer Product Safety Commission (CPSC)

LESS BUREAUCRACY, MORE HELP FOR YOUNG CHILDREN

HHS' Head Start Program promotes school readiness of children under five from low-income families. Head Start strives to balance effectively managing taxpayer resources and limiting the burden on the local partners that make Head Start possible. HHS assessed how best to maintain accountability by identifying which aspects of the program are most important to audit and where audits can be streamlined.

The result? Vulnerable areas such as improper payments get appropriate attention while other areas are reviewed on a rotating basis, reducing overhead. That means fewer tax dollars spent on paperwork and more help for the youngest Americans to fulfill their potential.

$9.3 billion awarded to 1,540 grantees in 2018

11 compliance review areas reduced to 6

Head Start is one of the many programs affected by government-wide streamlining of audit requirements for grants.

SERVICE

GETTING PAYMENTS RIGHT

Agencies have identified dozens of recommendations and proposed statutory changes to help prevent monetary loss, improve payment integrity, and reduce red tape. As one example, the **Department of Education reduced improper payments** in the Direct Loan and Pell Grant Programs by **$500 million**.

Image: Department of Education (ED)

BUYING AS ONE GOVERNMENT AND SAVING BIG

Category management increases agencies' access to proven solutions and analytic tools to buy smarter. By using shared contracts that get the best value for taxpayers for over $325 billion in common goods and services, in the past two years the Government has:

- Avoided $17 billion in costs
- Applied category management principles to nearly 45% of common spend
- Exceeded its goal to use top tier government-wide solutions by $9 billion
- Reduced the number of contracts by more than 7%
- Exceeded small business goals
- Designated 38 solutions as Best-in-Class (BIC), reducing the time and effort spent finding acquisition solutions for common goods and services

NEW WAY TO PAY

By moving payroll to modern, secure, private solutions, the NewPay initiative will modernize how the Federal Government pays over 2 million employees.

Common business standards and data are the keys that will drive economies of scale and leverage Government buying power.
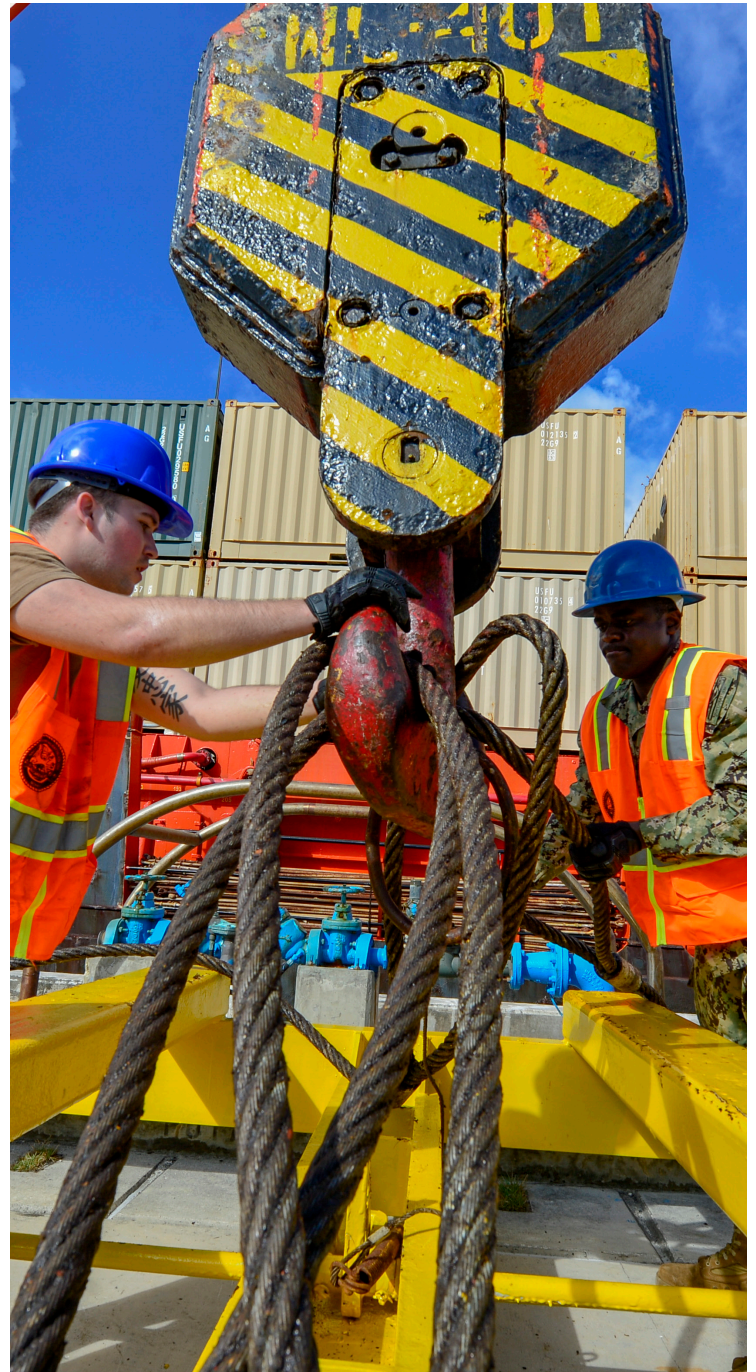
STEWARDSHIP

Image: Department of Defense (DoD)

ROBOTS, ROCKETS, AND REPORTS

The **National Aeronautics and Space Administration** (NASA) Shared Services Center (NSSC) provides mission-support services to save money, improve service quality, and help NASA fulfill its awesome mission. NSSC's Intelligent Automation Services Team is using Robotic Process Automation (RPA) to automate processes like running transactions, manipulating data, and communicating with other digital systems. RPA software, or bots, mimic human interaction with computers, freeing up human employees' time for more complex and higher-value tasks. Four bots are running nine processes that help the agency distribute funds and manage procurements.

The **General Services Administration** (GSA) is using RPA to manage tasks like opening email, moving files, making calculations, and filling in forms. The CFO Office plans to automate tasks that consume 12,000 hours of labor each year – nearly 1,500 working days of manual effort – and shift employees to higher-value work.

Another way agencies are shifting to higher-value work? Over 400 congressionally required plans and reports have been either eliminated or proposed for modification because they are outdated or duplicative.

Image: National Aeronautics and Space Administration (NASA)

BETTER GRANTS ADMINISTRATION

The Federal Government has **1,400+ grant programs** and 28+ grant-making agencies that support the schools and universities that educate our nation, the infrastructure that moves our economy, and a host of other purposes.

By centralizing the collection of grants data, the PMA will **save grantees over 150,000 work hours** annually. That means less time on red tape and more time turning grant dollars into results for the American public.

Agencies are standardizing data used to manage grants across the Government. OMB released 426 draft data elements for public review and received 1,100+ comments, setting the stage for future grants management shared solutions that reduce administrative burden, increase transparency, and increase return on taxpayer investment.

Image: Department of Education (ED)

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EXECUTIVE OFFICE OF THE PRESIDENT OF THE UNITED STATES
OFFICE OF MANAGEMENT AND BUDGET

Front Cover Photos (Clockwise): U.S. Department of Agriculture (USDA), National Aeronautics and Space Administration (NASA), Department of Defense (DoD), Department of Transportation (DoT), U.S. Department of Agriculture (USDA), U.S. Department of Housing and Urban Development (HUD)