



# Updates from the President's Management Agenda

*The journey to deliver a smarter, leaner, and more effective government*



## Better Customer Service

From small businesses seeking loans, to families receiving disaster support, to someone passing through an airport security line - every interaction between the Federal Government and the public is an opportunity to demonstrate that the government understands and is working to meet their needs.

The [President's Management Agenda](#) (PMA) pushes federal programs to view their work from the perspective and experience of the customer and align talent and resources accordingly. In the long run, better customer service will improve trust in government, improve outcomes for citizens, and better support our economy.

*“Federal customers deserve an experience that compares to -- or exceeds -- that of leading private sector organizations.”*  
-- President's Management Agenda

**High Impact Service Providers Take Action:** For the first time, federal agencies are sharing their plans to improve the way they serve their customers. The new High Impact Service Providers' (HISP) [Customer Experience \(CX\) dashboards](#) connect the public to CX feedback data, operational data, and digital analytics program data to increase the transparency and accountability of 25 of the government's largest and most impactful public-facing services.



**\$1.7 trillion+** provided in benefits and financial assistance for farmers, students, veterans, small businesses, and more



**376,382 trademarks & 340,000 patents** issued to inventors and entrepreneurs



**55.5 million** Americans enrolled in healthcare through HISP programs



**40.5 million** acres of land enrolled in conservation programs



## DATA IN ACTION

Data from **in-person** and **digital customer interactions**, married with **customer journey maps** and **interviews**, provide concrete, actionable insights to **improve service**.



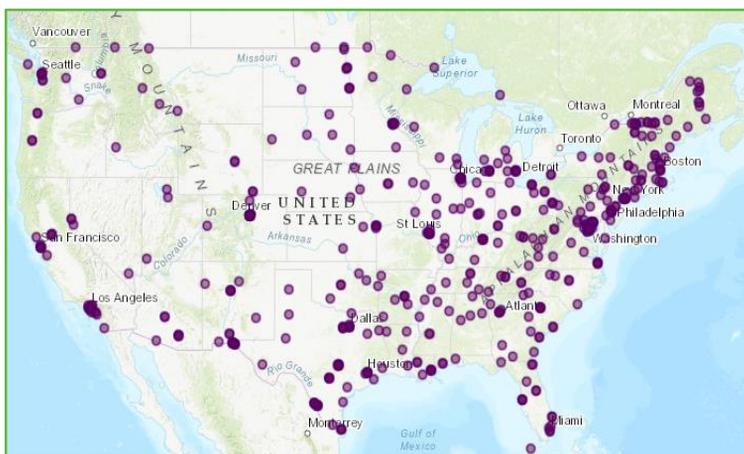
## Streamline Environmental Review and Permit Process for Major Infrastructure

**Projects:** Major infrastructure projects, such as surface transportation, aviation, renewable and conventional energy, ports and waterways, and pipelines are vital to American competitiveness and long-term economic growth. The environmental review and permitting process for these projects is critical to environmental stewardship, public health and safety, and smart development. For too long this process has been opaque, overly complex, and unpredictable for businesses, communities, and state and local partners. Agencies have been taking a new integrated, cross-agency approach to increase transparency, accountability, and efficiency for all stakeholders. This streamlined approach, viewable on the [Permitting Dashboard](#), is making a difference. For example, the environmental review and authorization decision process for the [Gulf LNG Liquefaction Project](#) was recently completed 78 days ahead of schedule.



### DATA IN ACTION

Nationwide **broadband deployment** will spur **long-term economic growth** and advances in health care, public safety, and more. This ArcGIS map contains several layers of data useful for deployment such as the location of **national parks**, **protected wilderness areas**, and **lands of tribal significance**. During the planning phase, this data may inform site selection, implementation, and scheduling decisions.



This ArcGIS map contains several layers of data useful for broadband deployment. **Image:** [Permitting Dashboard Broadband Map](#)



## Leaner and More Efficient Government

Modern technology and digitization have opened up new ways to make the business of government more efficient. The PMA has focused agency efforts on cutting red tape and streamlining operations.

Since the start of the Administration, the major 24 federal agencies have implemented more than 100 initiatives to reduce administrative burden and put more resources towards agency missions, driving billions of dollars in realized and anticipated savings and shifting hundreds of thousands of Full-Time Employee hours to higher-value work. [Read the full update](#)





### Sharing Quality Administrative Services Saves Agencies Time and Taxpayers Money:

The U.S. General Services Administration (GSA) and the Office of Management and Budget (OMB) collaborated with stakeholders across the federal enterprise to create a framework for implementing quality government-wide shared services. This framework, institutionalized through [OMB Memo 19-16 “Centralized Mission Support Capabilities for the Federal Government,”](#) helps eliminate duplicative efforts, leverage the government's buying power, and replace antiquated technology in order to deliver more value to American taxpayers. Learn more at [ussm.gsa.gov](http://ussm.gsa.gov).

*“The memo establishes the new model for identifying, planning, and operating government-wide shared services,” said **Suzette Kent, Federal CIO.** “The memo and supporting website identify functions targeted for standardization, provide structural directives for managing delivery of mission-support services, and outline how the Federal Government will plan for and deliver improved business support services, maintain modern solutions, and make services more affordable for agencies.”*



**Buy Smart and Save Money with Category Management:** The Federal Government spends over \$330 billion on common goods and services every year, including items such as medical supplies and services for veterans, working dogs for law enforcement, and essential equipment for federal emergency assistance. The [Category Management Cross-Agency Priority \(CAP\) Goal](#) team is keeping the government on track to achieve \$36 billion in savings by the end of FY 2020 by helping agencies reduce duplicative contracts and leverage the government’s huge buying power. The team recently released several tools, trainings, and dashboards to help agencies implement category management strategies. Find them at <https://hallways.cap.gsa.gov/>.



### DATA IN ACTION

The Category Management **dashboards track monthly agency progress** towards government-wide targets, allowing for **near-real-time assessment and decision-making.**

This graph displays the number of individuals trained in Government-Wide Category Management. **Image:** [Category Management CAP Goal KPI](#)



## Investment in Modern Talent and Capabilities

The Federal Government must attract, motivate, and retain top IT talent to modernize federal IT systems and deliver the most secure and effective services to the American people. Government must also find new solutions and ways of doing business to meet the challenges of the future.

*“The mission **demand**s a federal workforce that’s **flexible and resilient** enough to accommodate the **ever-changing nature of work**. And it must bring out the best in civil servants.”*

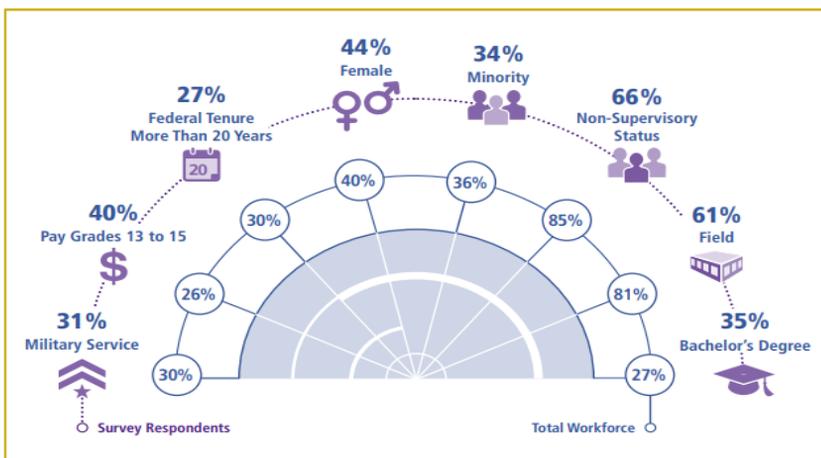
**-- Peter Warren, Goal Leader**



**Technology Modernization Fund Awards:** The Technology Modernization Fund (TMF) Board announced two new modernization projects that have been approved for funding. The Equal Employment Opportunity Commission received \$4 million to accelerate the modernization of its core Charge and Case Management System and the U.S. Department of Agriculture received an award to overhaul its antiquated, mostly paper-based Specialty Crops inspection system. These two proposals both have key elements in common: they are each systems with thousands of customer touchpoints throughout the country, and both agencies are leveraging innovative commercial capabilities to enable their respective digital transformations. In addition, both projects are using TMF funds to enhance the speed at which improved citizen services are delivered.



**Federal Cybersecurity Reskilling Academy:** This pilot offered federal employees the opportunity for hands-on training in cybersecurity, one of the fastest growing fields in the country. The initiative included two cohorts this year and work is underway to scale the program at cabinet agencies. The curriculum consisted of a mixture of direct instruction, hands-on learning and labs, and periodic assessments to track participants’ learning progress.



## DATA IN ACTION

**Workforce analytics** from the Office of Personnel Management (OPM) Federal Employee Viewpoint Survey and other information collected by the [Workforce of the 21st Century CAP Goal](#) team provide a robust picture of the **critical skill gaps** and **future talent needs** facing the Federal Government.

*This data dashboard is an example of how responses from the OPM Federal Employee Viewpoint Survey can paint a picture of the makeup of a particular work environment and dynamic. **Image:** [2018 OPM Government-Wide Management Report](#)*



**GEAR Center Challenge Winners:** In September 2019, GSA and OMB awarded almost \$1 million to three cross-sector, multi-disciplinary teams through the Government Effectiveness Advanced Research (GEAR) Center Challenge. The GEAR Center is intended to bring together experts in disciplines from economics to computer science and design thinking, in order to take a creative, data-driven, and interdisciplinary approach to new possibilities in how citizens and government interact. The GEAR Center can help government catch up to private-sector services and capabilities and lay the groundwork for where operations and services need to be in 5, 10, or 20 years.

*“The uniquely American research and development system that brings together universities, federal labs, private companies, and nonprofits has made us a global leader in most fields,” said **GSA Administrator Emily Murphy**. “The GEAR Center provides a common ground to bring those same partnerships together to help solve the biggest challenges facing our government and improve how we serve citizens.”*



**Security Clearance, Suitability, and Credentialing Reform on the Move:** The Administration issued a sweeping reform and reorganization plan in June 2018 to build productive, bipartisan dialogue around realigning the Federal Government mission delivery model to better meet the needs of the 21st Century.

One initiative moves background investigations from OPM to the Department of Defense. That effort is well underway, and improvements to business processes and expanded capacity have already cut the case backlog in half from 725,000 in April 2018 to 324,000 in September 2019. Read the full [One Year Update on Reform and Reorganization](#).



### **Leverage Data as a Strategic Asset**

The world is creating data faster than ever before, with 90% of the data on the internet created since 2016. The “data in action” examples in this document emphasize how we can use data to make decisions that increase the effectiveness of the Federal Government. Data from federal programs should also be used as a strategic asset to grow the economy, facilitate oversight, and promote transparency.

After a year and a half of work and input from hundreds of stakeholders, this winter OMB will release the Federal Data Strategy FY 2020 Action Plan on <https://strategy.data.gov/>, a major milestone in the effort to create a coordinated approach to federal data use and management that serves the public.

*“Using **data** in a new and collaborative manner will drive ideas, spur innovation, and solve important problems.”*

**-- Pradeep Belur,  
Small Business  
Administration**



**Share your management and transformation stories by emailing**  
[pgovsupport@gsa.gov](mailto:pgovsupport@gsa.gov)



## ***How to Connect***

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[Linkedin.com/company/performance-gov](https://www.linkedin.com/company/performance-gov)

