

# Modernizing Government for the 21st Century



MARCH 20, 2018

## SUPPORTED by

- Modern Information Technology
- Data, Accountability, Transparency
- Effective and Strong Workforce

## PMA Outcomes

- Delivering Mission Outcomes
- Providing Excellent Service
- Stewarding Taxpayer Dollars

## ENABLED by

- Executive Orders, Policy Legislation
- Flexible Funding Vehicles
- Innovative Acquisition
- Implementation Support
- OMB Memorandum 17-22
- Regulatory Reform
- Agency Strategy and Performance Plans

## CROSS-AGENCY GOALS

1. Modernizing IT to Increase Productivity and Security
2. Leveraging Data as a Strategic Asset
3. Developing a Workforce for the 21st Century
4. Improving Customer Experiences with Federal Services
5. Sharing Quality Services
6. Shifting from Low-Value to High-Value Work
7. Category Management – Leveraging Common Contracts and Best Practices to Drive Savings and Efficiencies
8. Results-Oriented Accountability for Grants
9. Getting Payments Right
10. Improving Outcomes Through Federal IT Spending Transparency
11. Improve Management of Major Acquisition
12. Modernize Infrastructure Permitting
13. Security Clearance, Suitability, and Credentialing Reform
14. Improve Transfer of Federally-Funded Technologies from Lab-To-Market

## Modernizing Government for the 21st Century

	CAP Goal	Planned Success	How	Who Leads
1.	<b>Modernize IT to Increase Productivity and Security</b>	<ul style="list-style-type: none"> <li>Enhanced mission effectiveness</li> <li>Reduced cyber risk</li> <li>Modern IT workforce</li> <li>Be paperless</li> </ul>	<ul style="list-style-type: none"> <li>Modernization Fund</li> <li>Working Capital Funds</li> <li>Use of agile</li> <li>Use of shared services</li> <li>Use of category management</li> <li>Establish key performance measures</li> </ul>	OMB, USDA, DHS, NSC, GSA, OPM
2.	<b>Leverage Data as a Strategic Asset</b>	<ul style="list-style-type: none"> <li>Improved data standards and accuracy</li> <li>Improved access to data</li> <li>Improved decision making and accountability</li> <li>Increased use of government data outside the government</li> </ul>	<ul style="list-style-type: none"> <li>Establish priorities for managing government data</li> <li>Develop policies to improve access and use</li> </ul>	DOC, SBA, OMB
3.	<b>Developing a Workforce for the 21st Century</b>	<ul style="list-style-type: none"> <li>Improve employee performance</li> <li>Reduced skill gaps</li> <li>Streamline hiring and dismissal</li> <li>Increased efficiency and effectiveness</li> <li>Improved customer service</li> <li>Digital employee records</li> </ul>	<ul style="list-style-type: none"> <li>Prioritize spending with a mission focus</li> <li>Align compensation with market practices</li> <li>Develop agile operations</li> <li>Acquire top talent</li> <li>Develop people</li> <li>Rebalance union relationships</li> <li>Improve hiring automation</li> </ul>	OPM, DOD, OMB, PMC, CHCO Council
4.	<b>Improving Customer Experience</b> Examples <ul style="list-style-type: none"> <li>Student Aid</li> <li>Airport Screening</li> <li>Visiting Parks</li> <li>Veteran's Healthcare</li> <li>Passport Services</li> <li>Medicare</li> <li>Disaster Relief</li> </ul>	<ul style="list-style-type: none"> <li>Raise government-wide experience measure using private-sector models</li> <li>Indicators of customer experience and digital experience; increase trust</li> <li>Customer experience as a leadership focal point</li> <li>Breakdown communication barriers through technology</li> </ul>	<ul style="list-style-type: none"> <li>Improve digital services</li> <li>Modernize customer experience to be efficient and intuitive</li> <li>Reward outstanding service</li> <li>Create a support and accountability network</li> </ul>	VA, OMB, USDA, DOC, DoEd, HHS, HUD, DOI, DOL, State, Treasury
5.	<b>Sharing Quality Services</b> Examples <ul style="list-style-type: none"> <li>Faster hiring</li> <li>Expedite payments</li> <li>Consistent grant applications</li> </ul>	<ul style="list-style-type: none"> <li>Reduce transactional costs</li> <li>Increase use of targeted solutions</li> <li>Use private-sector benchmarks</li> <li>Increase efficiency</li> </ul>	<ul style="list-style-type: none"> <li>Improve processes and technology</li> <li>Share purchasing</li> <li>Single location for services</li> <li>Shift resources to mission support</li> </ul>	GSA, OMB, DOD, Treasury, OPM
6.	<b>Shift from Low to High-Value Work</b>	<ul style="list-style-type: none"> <li>Improve ROI</li> <li>Reduce compliance</li> <li>Eliminate outdated legislation</li> <li>Reduce costs</li> </ul>	<ul style="list-style-type: none"> <li>Develop guidance</li> <li>Review and reduce unnecessary policies</li> <li>Establish and execute review targets</li> <li>Integrate IT</li> </ul>	HUD, OMB, OPM, GSA, CFO, CIO, CHCO Council

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7.	<b>Leverage Common Contracts – Category Management</b>  Examples <ul style="list-style-type: none"> <li>▪ Easy access to law enforcement equipment</li> <li>▪ Online pharmaceuticals speed process and provide more patient time</li> <li>▪ Standardized technology</li> </ul>	<ul style="list-style-type: none"> <li>▪ Reduce fragmented buying</li> <li>▪ Save \$18 billion</li> <li>▪ Reduce number of contracts</li> <li>▪ Reduce inefficient buying and consumption behaviors</li> <li>▪ 60% use of category contracts</li> </ul>	<ul style="list-style-type: none"> <li>▪ Establish annual goals</li> <li>▪ Have effective vendor management strategies</li> <li>▪ Identify and implement best practices</li> <li>▪ Share contract data across the government</li> </ul>	DOD, OMB, VA, DOE, HHS, DHS, NASA, GSA
8.	<b>Accountability for Results-Oriented Grants</b>  Examples <ul style="list-style-type: none"> <li>▪ Medical research</li> <li>▪ Education</li> <li>▪ Transportation</li> <li>▪ Workforce initiatives</li> <li>▪ Economic development</li> <li>▪ Veterans service</li> </ul>	<ul style="list-style-type: none"> <li>▪ Rebalance compliance efforts</li> <li>▪ Standard and results-based reporting</li> <li>▪ Clarity in grant goals</li> <li>▪ Reduced administrative compliance</li> </ul>	<ul style="list-style-type: none"> <li>▪ Standardize data</li> <li>▪ Develop digital tools</li> <li>▪ Manage risk</li> <li>▪ Implement grant implementation maturity model</li> </ul>	HHS, OMB, GSA
9.	<b>Getting Payments Right</b>	<ul style="list-style-type: none"> <li>▪ Reduce cash lost</li> <li>▪ Streamline reporting</li> <li>▪ More partnerships with States</li> </ul>	<ul style="list-style-type: none"> <li>▪ Identify cash lost</li> <li>▪ Improve payment quality</li> <li>▪ Work with States</li> </ul>	Treasury, HHS, OMB, USDA, DOD, Education, DOT, HUD, VA, SSA, FCC, OPM
10.	<b>Federal IT Spending Transparency</b>  Examples <ul style="list-style-type: none"> <li>▪ Little to no base-line cost transparency</li> </ul>	<ul style="list-style-type: none"> <li>▪ Improve services to citizens</li> <li>▪ Have cost transparency</li> <li>▪ Increased accountability</li> <li>▪ Innovation and transformation</li> <li>▪ Run like a business</li> </ul>	<ul style="list-style-type: none"> <li>▪ Establish business, financial, and acquisition outcomes</li> <li>▪ Improve IT dashboard reporting</li> <li>▪ Create government-wide guidance</li> <li>▪ Adopt business management practices</li> </ul>	OMB, GSA
11.	<b>Improve Management of Acquisitions</b>  Examples <ul style="list-style-type: none"> <li>▪ Effective 2020 census</li> <li>▪ Meeting veterans needs</li> <li>▪ Hospital efficiency</li> </ul>	<ul style="list-style-type: none"> <li>▪ Agencies and contractors meet performance goals</li> <li>▪ Risks reduced</li> <li>▪ Data driven decision-making</li> </ul>	<ul style="list-style-type: none"> <li>▪ Pilot a PM dashboard</li> <li>▪ Upgrade PM skills</li> <li>▪ Use acquisition flexibilities</li> <li>▪ Develop investment tracking</li> </ul>	OMB, DOC

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12.	<b>Modernize Permitting</b> Examples <ul style="list-style-type: none"> <li>Environmental reviews</li> <li>Permit processing</li> </ul>	<ul style="list-style-type: none"> <li>Reduced time to complete reviews to 2 years</li> <li>Increase predictability and transparency</li> <li>Consistency of process</li> <li>Make America more competitive</li> </ul>	<ul style="list-style-type: none"> <li>Standardize inter-agency coordination</li> <li>Implement best practices</li> <li>Increase accountability</li> </ul>	Permit Improvement Steering Council, OMB, USDA, DOC, DOD, DOE, DHS, HUD, DOI, DOT, GSA, Commissions
13.	<b>Security Clearance Reform</b>	<ul style="list-style-type: none"> <li>Trusted workforce</li> <li>Efficient and effective process and outcomes</li> </ul>	<ul style="list-style-type: none"> <li>Improve early detection</li> <li>Improved investigative and adjudication capabilities</li> <li>Strengthen insider threat program</li> <li>Leverage technology</li> <li>Improve process</li> </ul>	OPM, ODNI, OPM, DOD, PAC
14.	<b>Improve Lab-to-Market Technology Transfer</b>	<ul style="list-style-type: none"> <li>Economic growth</li> <li>Best practice in technology transfer</li> <li>Reduced regulatory burden</li> <li>Effective partnership model</li> <li>Product to market time reduced</li> </ul>	<ul style="list-style-type: none"> <li>Identify impediments and improvements</li> <li>Increase private sector engagement</li> <li>Build R&amp;D workforce</li> <li>Support innovation tools</li> <li>Understand global trends and benchmarks</li> </ul>	DOC, OMB, NSC, EPA, NASA, NSF, SBA, USDA, DOD, DOE, HHS, DHS, DOI, DOT, VA