



U.S. General Services Administration (GSA)

GSA Order: GSA Integrated Information Technology Management

CIO 2101.3

Office of Digital Management

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Purpose:

This Order establishes a comprehensive agency-wide policy for the management of all General Services Administration (GSA) Information Technology (IT) solutions, resources, and shared services throughout their entire lifecycle from planning and architecture through development, operation, and disposal.

Background:

This policy is established under the Federal Information Technology Acquisition Reform Act (FITARA), the Clinger-Cohen Act of 1996, the E-Government Act of 2002, the Federal Information Security Modernization Act (FISMA) of 2014, and OMB Circular A-130 "Managing Information as a Strategic Resource." These authorities mandate comprehensive IT governance and lifecycle management to ensure effective stewardship of federal IT resources.

Applicability:

1. This policy applies to:
 - a. All GSA SSOs, including Regional Offices, and all GSA Federal employees and contractors;
 - b. The Office of Inspector General (OIG) to the extent that the OIG determines it is consistent with the OIG's independent authority under the IG Act, and it does not conflict with other OIG policies or the OIG mission; and
 - c. The Civilian Board of Contract Appeals (CBCA) to the extent that the CBCA determines it is consistent with the CBCA's independent authority under the Contract Disputes Act, and it does not conflict with other CBCA policies or the CBCA mission.

Cancellation:

1. This Order cancels CIO 2110.4 GSA Enterprise Architecture Policy, CIO 2101.2 GSA Enterprise Information Technology Management Policy, CIO 2140.4 Systems Development Life Cycle Policy, and CIO 2130.2 CHGE 1 Enterprise IT Governance.

Summary of Changes:

1. This Order consolidates and supersedes four prior policies into one to eliminate duplication and redundancy.
2. This Order removes extraneous sections and outdated material.

Roles and Responsibilities:

1. Chief Information Officer (CIO)
 - a. Develops IT policy covering leadership, strategic planning, workforce development, budgeting, and security management.
 - b. Reviews and approves all IT contracts, agreements, and budget requests while providing oversight of IT governance and performance management.
 - c. Maintains responsibility for GSA IT Strategic plan supporting the agency's overall strategic direction.
2. Chief Enterprise Architect (CEA) or designee
 - a. Provides strategic direction for Enterprise Architecture (EA) development and maintenance while ensuring coordination with the Federal Enterprise Architecture and GSA partner organizations.
 - b. Maintains the authoritative GSA EA repository and ensures data accuracy and accessibility for agency decision-making.
3. Chief Information Security Officer (CISO)
 - a. Ensures compliance with FISMA requirements and ensures appropriate security measures are integrated into all enterprise and segment architectures in coordination with the CEA.
4. Chief Financial Officer (CFO)
 - a. The CFO ensures EA and Capital Planning and Investment Control (CPIC) processes are properly integrated with strategic and budget planning activities and maintains responsibility for architectural considerations required under the Chief Financial Officers Act.
5. Heads of Service and Staff Offices (HSSOs)

- a. Ensure appropriate business planning and management of business requirements to guarantee transparency, accountability, and coordination with the CIO, and/or appointed delegate(s), throughout the IT lifecycle.
- b. Implement standardized processes to ensure that: (a) Before entering into any contract or other agreement for IT or IT services, the contract or agreement has undergone the required CIO review and obtained the required approval. (See ADM 5450.39D, GSA Delegations of Authority Manual); (b) Before requesting the allocation or reprogramming of any funds made available for IT programs, systems, solutions, resources, and/or shared services, the request has undergone the required CIO review and obtained the required approval.

Signature

/S/_____
David Shive
Chief Information Officer
Office of GSA IT

9/11/2025_____
Date

1. Technology Management Policy

This policy ensures compliance with FITARA, applicable OMB memos and Circulars, FISMA, and other applicable statutory requirements under centralized CIO authority for all planned or existing IT systems, solutions, resources, and shared services, regardless of budget source, size, complexity or significance, in all of its acquisitions or life-cycle phases.

1.1. IT Governance and Management

The GSA Chief Information Officer (CIO) is required to participate in agency IT decisions including annual and multi-year planning, programming, budgeting, execution, reporting, management, governance, and oversight functions. This includes IT policy, planning, programming, and budgeting guidelines for IT investments and IT solutions developed for or operated by GSA as part of GSA's IT portfolio. The CIO defines the mission, the information necessary to perform the mission, the technologies necessary to perform the mission, and the transitional processes for implementing new technologies in response to changing mission needs.

GSA IT operates on a structured decision-making framework for governance that involves identifying, selecting, prioritizing, and tracking all IT investments and initiatives. IT investment decisions are guided by decision-making that includes the following set of guiding principles: a. Ensure IT investment decisions support business needs; b. Ensure IT delivers best value; c. Make transparent, risk-based enterprise IT investment decisions; d. Manage and monitor strategic IT resources; e. Apply lessons learned to future investment decisions, focused on the stakeholder experience and enhancing high-touch business processes; f. Ensure transparency and communication of governance decisions and impacts are available across impacted areas; g. Ensure sound procurement strategies are employed to obtain the best value. Business line governance boards can be established to provide recommendations and priorities for IT investments for approval by GSA leadership. The CIO (or designee) can sit on all agency governance boards where IT-related decisions are made.

The CIO must approve all major IT investments without delegation, while non-major IT investment approval may be delegated to the Deputy CIO. All IT contracts, agreements, budget requests, and reprogramming activities

require CIO review and approval through standardized processes in coordination with GSA IT.

GSA may enter into IT shared services agreements with other Federal agencies through Interagency Agreements (IAAs), Memoranda of Understanding (MOUs), or Memoranda of Agreement (MOAs) on a reimbursable basis. All proposed shared services agreements require HSSO review and approval before submission to the CIO for final approval. Major IT shared services investments require CIO approval while non-major investments may be delegated to appropriate officials. (This policy does not apply to assisted acquisitions conducted by GSA on behalf of another Federal agency or to other agency purchases directly from a GSA acquisition vehicle.)

1.2. Enterprise Architecture

The GSA Enterprise Architecture (EA) serves as an agency-wide strategic asset requiring active participation from all program organizations. The Chief Enterprise Architect or designee maintains an EA repository in the GSA EA Analytics and Reporting (GEAR) tool accessible at ea.gsa.gov. GEAR is the authoritative source for the application list, the IT Standards profile, the FISMA Systems list, and business capabilities.

1.2.1 GSA IT Strategic Plan

The GSA IT Strategic Plan integrates GSA's strategic goals, mission objectives, data resources, and enabling technologies to communicate the business vision and target architecture. It expresses the priorities and business needs of the organization.

1.2.2. Performance Standards and Compliance

The Office of Digital Management shall establish comprehensive performance measures to assess EA compliance, completion rates, and results derived from EA utilization. GSA IT maintains governance mechanisms ensuring solution development and enhancement activities remain consistent with agency objectives and enterprise architecture requirements. Regular portfolio reviews, investment evaluations, and annual reporting on IT program effectiveness are required to demonstrate continuous improvement and regulatory compliance.

1.3. Development, Modernization and Enhancement of IT Projects

All solution development, modernization, and enhancement activities must follow a disciplined Solutions Life Cycle (SLC) approach regardless of project size or complexity. FITARA requires the GSA CIOs to certify the deployment of agile development per OMB guidance. Best practices pertaining to the GSA Solutions Life Cycle can be found in the [Solutions Life Cycle Handbook](#).

All IT projects must be properly identified and tracked within the GSA Enterprise Architecture, Applications Inventory, and IT Investment Portfolio. IT governance mechanisms to assure the solutions development, modernization, and enhancement of systems remain consistent with agency objectives.

2. Appendix - Definitions

- Information Technology - services or equipment used for automatic acquisition, storage, analysis, evaluation, manipulation, management, and transmission of data or information. This includes computers and ancillary equipment, software, firmware, related procedures and services, cloud computing solutions, and Building Automation System components that connect to GSA networks or support agency operations.
- Information Technology Resources - a. Agency budgetary resources, personnel, equipment, facilities, or services that are primarily used in the management, operation, acquisition, disposition, and transformation, or other activity related to the lifecycle of information technology; b. Acquisitions or IAAs that include information technology and the services or equipment provided by such acquisitions or IAAs; except assisted IT acquisition services IAAs where GSA is not responsible for managing, hosting, or funding the work.
- Major and non-major IT investments are defined in OMB's annual IT capital planning guidance ([Circular A-11](#), Section 55.4(a), August 2025). GSA's Capital Planning and Investment Control ([CPIC playbooks](#), available only to those on the GSA network, have additional GSA-specific guidance).