

U.S. General Services Administration

FEDERAL CITIZEN SERVICES FUND

Fiscal Year 2023 Congressional Justification

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Appropriations Language

*For expenses authorized by 40 U.S.C. 323 and 44 U.S.C. 3604; and for expenses authorized by law, not otherwise provided for, in support of interagency projects that enable the Federal Government to enhance its ability to conduct activities electronically through the development and implementation of innovative uses of information technology; **\$115,784,000** to be deposited into the Federal Citizen Services Fund: Provided, That the previous amount may be transferred to Federal agencies to carry out the purpose of the Federal Citizen Services Fund: Provided further, That the appropriations, revenues, reimbursements, and collections deposited into the Fund shall be available until expended for necessary expenses of Federal Citizen Services and other activities that enable the Federal Government to enhance its ability to conduct activities electronically: Provided further, That the transfer authorities provided herein shall be in addition to any other transfer authority provided in this Act.*

Program Description

Every interaction with the public is an opportunity to improve trust in the Government. GSA established the Technology Transformation Services (TTS) in 2016 to design and deliver a digital Government with and for the American people. Empowered by the Federal Citizen Services Fund (FCSF), the TTS enables public access to, and engagement with, the Federal Government. Through the FCSF, TTS makes Government services more accessible, efficient, and effective with modern applications, personnel, and software solutions.

The FCSF supports public-facing services and agency-facing programs that drive Government-wide transformation through shared services, platforms, and solutions. The programs funded by the FCSF drive transformation by providing technical expertise to agencies to improve their operations and spur the adoption and improvement of digital services. This appropriation furthers the President's Management Agenda by supporting the *Executive Order 14058 on Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government* and making investments in shared services to allow High Impact Service Providers to deliver better customer facing services.

The FCSF appropriation provides for the salaries and expenses of staff and programs authorized by 40 U.S.C. 323 and 44 U.S.C. 3604. Reimbursements from Federal agencies pay for the direct costs of the services provided on behalf of the agencies such as contact center services. The FCSF is also authorized to collect user fees from the public and to accept gifts for the purposes of defraying the costs of publishing and distributing consumer information and educational materials and undertaking other consumer information activities. The income from gifts does not have fiscal year limitations.

U.S. General Services Administration
Federal Citizen Services Fund

Amounts Available for Obligation
(Dollars in Thousands)

	FY 2021 Actual	FY 2022 Annualized C.R.	FY 2023 Request
<i>Unobligated balance, start of year</i>	\$ 20,385	\$ 158,649	\$ 68,724
Discretionary authority:			
CARES Act.....	\$ -	\$ -	\$ -
American Rescue Plan (multi-year).....	\$ 150,000	\$ -	\$ -
Annual Appropriations.....	\$ 55,000	\$ 55,000	\$ 115,784
Annual appropriation	\$ 205,000	\$ 55,000	\$ 115,784
Total Collections:			
Reimbursable Services:			
From Federal Agencies.....	\$ 2,111	\$ 7,353	\$ 41,972
From the Private Sector.....	\$ -	\$ -	\$ -
User Fees.....	\$ -	\$ -	\$ -
Gifts from the Private Sector.....	\$ -	\$ -	\$ -
Change in Unfilled Customer Orders.....	\$ -	\$ -	\$ -
Subtotal, reimbursable authority.....	\$ 2,111	\$ 7,353	\$ 41,972
Recovery of prior-year obligations.....	\$ 3,121	\$ -	\$ -
Unobligated balance, reimbursable.....	\$ (653)	\$ -	\$ -
Unobligated balance, direct.....	\$ (157,996)	\$ (68,724)	\$ (23,724)
Total, obligations.....	\$ 71,968	\$ 152,279	\$ 202,756
Obligations, appropriated (no year)	\$ 65,123	\$ 64,161	\$ 115,784
Obligations, appropriated (multi-year).....	\$ 3,363	\$ 80,765	\$ 45,000
Obligations, reimbursable.....	\$ 3,482	\$ 7,353	\$ 41,972
<i>Net Outlays</i>	<i>\$ 72,574</i>	<i>\$ 107,242</i>	<i>\$ 162,205</i>

Note: FY 2021 Actual and FY 2022 C.R. Annualized appropriated obligations include obligations from appropriations in prior years as well as obligations associated with the fund's Coronavirus Aid, Relief, and Economic Security Act, also known as the CARES Act, obligations.

Explanation of Changes, Appropriated Dollars and FTE
(Dollars in Thousands)

	FTE	FY 2021 Actual	FTE	FY 2022 Annualized C.R.	FTE	FY 2023 Request
	59	\$55,000	71	\$55,000	139	\$115,784
Program Changes:						
Increase in USAGov and Vote.gov for expanded capacity to meet demand from the public, and salary and benefits					46.0	\$ 35,215
Increase in FedRAMP for increasing and sustaining JAB through-put, and salary and benefits					11.0	\$ 11,531
Increase in 10x for idea through-put (Phases 1 to 4), and salary and benefits					6.0	\$ 5,000
Increase in USWDS for a proactive web design system that evolves with the private sector, and salary and benefits					5.0	\$ 4,463
Increase in Data & Analytics Portfolio contractual services support to establish the Open Government Partnership PMO						\$ 3,519
Increase in Federal Audit Clearinghouse for maintaining a public database of completed audits						\$ 1,548
Increase in WCF Bill and ASF Overhead						\$ 1,048
Increase in PC&B for 4.6% Pay Raise in FY 2023						\$ 636
Increase in MAX.gov Salary and Benefits						\$ 347
Increase in Communications and Utilities						\$ 235
Decrease in Search.gov and Code.gov Support						\$ (1,249)
Decrease in Identity Portfolio Support						\$ (1,009)
Decrease in Artificial Intelligence Portfolio Support						\$ (500)
Subtotal, Program Changes					68.0	\$ 60,784
Total Adjustments					68.0	\$60,784

Note: TTS is using American Rescue Plan funding to hire term employees in FY 2022 and FY 2023 FTE. That funding supports an additional 59 FTE in FY 2022 and 48 FTE in FY 2023.

Summary of the Request

The COVID-19 pandemic has made it more vital than ever to deliver trustworthy, secure, and intuitive digital services. The FY 2023 request provides a total of \$115.8 million for the FCSF to support ongoing Administration priorities, in addition to initiatives that help America reimagine digital services, recover from, and rebuild after the pandemic. New legislation to improve standards for digital services has resulted in increased responsibilities for the programs funded by the FCSF, and the public and other Federal agencies increasingly rely on programs such as USAGov, U.S. Web Design System (USWDS), the Digital Analytics Program (DAP), and Data.gov. The requested funding is required to support this increased demand for FCSF-funded programs, especially for the Federal Risk and Authorization Management Program (FedRAMP) which delivers increasingly vital cybersecurity assessment and authorization services.

The FY 2023 request repeats the proposal in the FY 2022 President’s Budget request that the cap on the total amount of funding (including collections) available in the fiscal year from the FCSF be removed from the appropriations language. This flexibility is critical to ensure that all of the appropriations, revenues, reimbursements, and collections deposited into the fund are available when needed. The annual cap limits the amount of funding available for services from the FCSF, unintentionally hampering the level of support GSA can provide for the current

COVID-19 pandemic or a future crisis.

In addition, GSA requests an Administrative provision, first outlined in the FY 2022 budget, to modify the fund's reimbursable authority in response to increased demand for FCSF services. The broader reimbursable authority will provide GSA with the ability to adequately scale, maintain, and evolve the platforms and programs within the fund in order to better serve agencies and deliver value for the American people.

Key Changes

The FY 2023 budget request is a net increase of \$60.8 million from the FY 2022 Annualized Continuing Resolution (CR). The additional funds will accommodate increased demand in FCSF services, evolve capabilities in support of improving the public's experience when interacting with Government, and will accomplish the following objectives:

- \$15 million increase - USAGov will be repositioned as the Government-wide platform that enables High Impact Service Provider (HISP) responsibilities under Executive Order 14058, *Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government*.
- \$20 million increase - In response to Executive Order 14019, *Promoting Access to Voting*, Vote.gov will implement a modernization plan to ensure equitable access and a high quality customer experience to the public.
- \$11.5 million increase - To help achieve the mandates of the "Prioritizing IT Modernization and Cybersecurity" priority and Executive Order 14028, *Improving the Nation's Cybersecurity*, FedRAMP will continue to scale and support the growth in agency and cloud service provider participation in the program and further automation initiatives to streamline the assessment and authorization process.
- \$5 million increase - To support the personnel, compensation, and benefits of a dedicated delivery team for 10x. This team, composed of user-centered designers, engineers, and product managers, will replace the contractual services formerly provided by 18F.
- \$1 million increase - To support the personnel, compensation, and benefits of a dedicated delivery team for the Public Benefits Studio, within GSA TTS. This team will work across Government to drive the development and adoption of new digital services and products in the public-benefits space.
- \$6 million increase - Shared digital services and tools such as the U.S. Web Design System, Digital Analytics Program, Touchpoints, Search.gov and Digital.gov will expand to support the Government-wide implementation of the 21st Century Integrated Digital Experience Act (PL 115-336).

- \$1.9 million increase - General increase in shared service expenses (such as Working Capital Fund and Acquisition Services Fund), personnel, compensation, and benefits to accommodate 4.6% pay raise, and communications and utilities.
- \$1.8 million decrease - Achieved through the elimination of the Identity and Artificial Intelligence Portfolios and savings in MAX.gov contractual support. TTS efforts will focus on Login.gov, an Acquisition Services Fund (ASF) funded program, and funds will be reallocated to support other key initiatives in the FCSF as outlined below.
 - The Feedback Analytics Program will provide the High Impact Service Provider agencies identified in Executive Order 14058, *Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government*, with technical support, training, and education initiatives to benchmark current and establish target Customer Experience metrics.
 - Data.gov accelerate and improve Government-wide implementation of the OPEN Government Data Act (PL 115-435).
 - GSA's TTS will develop a solution that assists in agency implementation of the Creating Advanced Streamlined Electronic Services for Constituents Act (PL 116-50) and OMB Memorandum 21-04, *Modernizing Access to and Consent for Disclosure of Records Subject to the Privacy Act*, which requires agencies to modernize processes by which individuals may request access to, and consent to the disclosure of, records protected under the Privacy Act of 1974.
 - Targeted research and collaboration efforts to support GSA's Office of Government-wide Policy Section 508 PMO which further advance implementation of the Executive Order 14035, *Diversity, Equity, Inclusion, and Accessibility in the Federal Workforce* and the Administration's Government-Wide Strategic Plan to Advance Diversity, Equity, Inclusion, and Accessibility in the Federal Workforce.
- \$1.5 million increase - Another important shared service, the Federal Audit Clearinghouse (FAC), will move from the U.S. Census Bureau to GSA's TTS. GSA will examine and improve the Office of Management and Budget (OMB)-designated clearinghouse for Single Audit submissions as required by the Single Audit Act and 2 CFR part 200 subpart F. GSA is designated by OMB to become the new clearinghouse for single audits on October 1, 2022 as defined in 2CFR200 (OMB memo, 3/9/22). The new FAC will leverage GSA shared service investments (Login, cloud.gov), human-centered design and modernization expertise (18F, CoE, 10x) and related services within GSA (SAM.gov). Additionally, the FAC will provide reimbursable services to customer agencies.
- Two specialized workforce development programs that focus on equity and opportunity in technology, U.S. Digital Corps and Presidential Innovations Fellows, will come under the umbrella of the Federal Citizen Services Fund.

*U.S. General Services Administration
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Despite inflationary pressures and year-after-year growth in demand for TTS programs, enacted appropriations have remained flat since FY 2019, making it difficult for the fund to accommodate increased responsibilities driven by recent legislation and executive orders.

In addition to supporting increased business volumes, the FY 2023 request is built to improve the public's experience when interacting with the Government. The \$60.8 million increase from the FY 2022 Annualized CR level will invest in additional program FTE and the contractual support necessary to improve that interaction as well as the Administration's proposed 4.6 percent pay raise for Federal employees.

Obligations by Object Classification

(Dollars in Thousands)

		2021 Actual	FY 2022 Annualized C.R.	2023 Request
11.1	Full-time, permanent	\$ 8,211	\$ 10,231	\$ 20,183
11.3	Other than full-time permanent	\$ 725	\$ -	\$ -
11.5	Other personnel compensation	\$ 216	\$ 229	\$ 455
11.9	Total personnel compensation	\$ 9,152	\$ 10,460	\$ 20,638
12.1	Civilian personnel benefits	\$ 3,038	\$ 3,479	\$ 6,861
21	Travel and transportation of persons	\$ -	\$ -	\$ 202
23.3	Communications and utilities	\$ 140	\$ 736	\$ 970
25.1	Advisory and assistance services	\$ 24,993	\$ 23,420	\$ 60,376
25.2	Other services	\$ 4	\$ 162	\$ 160
25.3	Goods & services from Gov't accounts	\$ 15,572	\$ 16,708	\$ 26,545
26	Supplies and materials	\$ -	\$ 12	\$ 11
31	Equipment	\$ -	\$ 22	\$ 22
99	Obligations, appropriated (no year)	\$ 52,899	\$ 55,000	\$ 115,784
	<i>Subtotal, PC&B</i>	\$ 12,189	\$ 13,939	\$ 27,499
	<i>Subtotal, Non-labor</i>	\$ 40,709	\$ 41,061	\$ 88,285
99	Obligations, appropriated (multi-year)	\$ 3,363	\$ 80,765	\$ 45,000
99	Obligations, reimbursable	\$ 3,482	\$ 7,353	\$ 41,972
99	Obligations, available from prior years	\$ 12,225	\$ 9,161	\$ -
99.9	Total obligations	\$ 71,968	\$ 152,279	\$ 202,756
<i>Full-Time Equivalent (FTE)</i>		59	71	139

Note: FY 2021 Actual appropriated obligations and FY 2022 C.R. Annualized obligations available from prior years include CARES Act obligations. TTS is using American Rescue Plan funding to hire term employees in FY 2022 and FY 2023 FTE. That funding supports an additional 59 FTE in FY 2022 and 48 FTE in FY 2023.

Supporting Administration Priorities

The FY 2023 request funds work that underpins the major tenets of the President's Management Agenda, as well as the methods proposed to achieve those priorities, specifically: strengthening and empowering the Federal workforce; delivering excellent, equitable, and secure Federal services and customer experience; developing and supporting lasting interagency management Communities of Practice; enhancing Federal information technology (IT) and cybersecurity as key enablers of mission delivery; applying Federal data management and data science capabilities; and nurturing a culture of Evidence-Based policymaking and decision-making in Federal Agencies. The Technology Transformation Services is committed to the belief that America's public servants are the Government's greatest asset. The FCSF request will enable several programs critical to creating a diverse and talented pipeline of public servants.

Strengthening and Empowering the Federal Workforce

U.S. Digital Corps

Launched in FY 2022 with seed funding from the American Rescue Plan, the U.S. Digital Corps (USDC) recruits and develops diverse, highly-skilled, and mission-driven early career technologists to Federal agencies to serve in roles including software engineering, data science, product management, design, IT, and cybersecurity for two years putting them on a career development trajectory with the potential for conversion into full-time career roles at program completion. The program provides a talent infusion that increases the depth and spread of technology talent immediately available to agencies as they recover and rebuild Government services in the wake of the COVID-19 pandemic. The U.S. Digital Corps model embeds these early career technologists in other Federal agencies for the duration of the fellowship, while they receive professional development and support from GSA. Program fellows may be converted to permanent positions in the Federal service at program completion unlike the Presidential Innovation Fellows (PIF) program which only offers term limited roles. Additionally, the U.S. Digital Corps is designed to scale significantly beyond the size of the current PIF program. The first U.S. Digital Corps application launched in early FY 2022. The program received over a thousand applications in under a week and attracted a highly diverse pool of candidates from 47 states and territories. Fellows will be working from 18 different states with about half of the cohort located in the DC metropolitan area. While 160 Fellows were requested by 70 Agencies or agency components, the U.S. Digital Corps will only be placing 40 in the FY 2022 pilot cohort to ensure a strong Fellow and Agency experience and to enable more flexible iteration and learning. At scale, the U.S. Digital Corps will bring hundreds to thousands of early-career technologists to Federal service every year in a sustained talent pipeline; stabilizing and diversifying the Federal technology workforce through end of fellowship career conversion. We anticipate that the long-term business model will be similar to that of the Presidential

Management Fellows: agencies will cover fellows' direct costs as well as program office costs when Digital Corps fellows are hired into GSA and detailed out to agencies. The U.S. Digital Corps plans to scale with near-term benchmarks of 80, 160, and 250 active fellows in FY 2023, FY 2024, and FY 2025 respectively.

GSA is again requesting an administrative provision associated with the FCSF's reimbursable authority to accommodate the U.S. Digital Corps reimbursement model. The FY 2023 request includes \$10.1 million in Reimbursable Authority to fund the U.S. Digital Corps Program.

Presidential Innovations Fellows

The Presidential Innovations Fellows (PIF) program is another premier source of talent for the Federal Government. The highly competitive fellowship program recruits a diverse pool of senior and executive level technologists every year to embed in Federal agencies as entrepreneurs-in-residence. Alongside agency partners, PIFs advise, prototype, and scale solutions using industry best practices across data science, design, engineering, product, and systems thinking. The FY 2023 request includes \$14.5 million in Reimbursable Authority to fund the Presidential Innovation Fellows (PIF) Program. The PIF program will be transferred from the Acquisition Services Fund (ASF) to the FCSF at the start of FY 2023 to streamline operations. Currently, the PIF program operates on a fully reimbursable basis utilizing the Economy Act; however, the Economy Act prevents the program from entering into agreements that cross fiscal years creating unnecessary burden on the program. Transferring PIF to the FCSF will enable the program to use the broadened reimbursable authority as requested in the new Administrative Provision to enter into agreements that cross fiscal years and better serve its partner agencies.

MAX.gov Shared Services

Additionally, the FCSF funds tools that empower our Federal workforce. MAX.gov is an integrated suite of tools and services for collaboration and authentication, including partnerships between Federal, State, Local and Tribal governments as well as other trusted partners. MAX.gov was initially developed for use by OMB's Budget Systems Branch (BSB) and the Budgeting Community in 2007 to meet their needs for dynamic and flexible solutions for cross-agency authentication, collaboration, data collection, and analytics. The MAX.gov capabilities and external customers have grown significantly over the past 13 years, and now include 73 agency partners and a suite of 18 applications.

TTS's MAX.gov new Collaboration product includes an enterprise suite of tools for collaboration, data collection, and analytics. The new solution includes the ability to share and co-edit documents in real time, share calendar free and busy status, schedule meetings with virtual conferencing, create forms, create team channels for chat and document sharing, create

internal content sites, etc. Agencies will have the ability to establish project work spaces and invite individuals from inside and outside their own agency to participate in the workspace.

TTS's MAX.gov new Authentication tool allows for federated identity brokering to pass and validate Federal employee credentials at the source of origin for Federal employee access to Government applications. PIV credentials will be the primary source of authentication. For those without PIV credentials, Login.gov will be utilized.

GSA is working closely with OMB to transfer ownership of MAX.gov, which began in FY 2021, and will use the FCSF reimbursable authority to collect agency reimbursements for this program in FY 2023 and beyond. GSA is requesting an administrative provision associated with the FCSF's reimbursable authority, as well as elimination of the dollar limitation on FCSF reimbursable work, to accommodate the MAX reimbursement model. GSA will be able to use the broader reimbursable authority to provide the ability to adequately scale, maintain, and evolve the MAX program within the fund in order to better serve agencies and deliver value for the American people.

Digital.gov

The FCSF also enables the continuous education and development of the public workforce. Digital.gov creates community connections and provides guidance on building digital services to transform how the Government interacts with the public. This Government-wide collaboration is accomplished by publishing and sharing tips, tactics, best practices, case studies, events, and comprehensive resources based on community needs in context of the problems being addressed in Government. These communities of experts include representation from all branches of the Federal Government, every cabinet agency, every branch of the military, and 47 states, including the District of Columbia and Puerto Rico.

Digital.gov is a critical channel for communicating the 21st Century Integrated Digital Experience Act and other Federal web policy requirements and empowering agency teams to implement these requirements. This program serves a supporting role in Emergency Support Function 15 of the National Response Framework.

Delivering Excellent, Equitable, and Secure Federal Services and Customer Experience

USAGov

The activities in this category include the suite of offerings under the USAGov platform: 1) the official English and Spanish language websites for the Government - USAGov and USAGov en Español (formerly known as GobiernoUSA.gov); and 2) the call/contact center at 1-844-USA-GOV1. The public can find this number at the top right and bottom center of the USAGov English and Spanish sites.

Providing trustworthy and intuitive Government information is more important today than ever. The COVID-19 pandemic illuminated the need for such information when USAGov experienced a 54 percent increase in call-center volume, a 65 percent increase in web traffic, and a 112 percent surge in email inquiries -- resulting in over 130 million interactions with the public. In FY 2023, USAGov will play a key role in the Administration's efforts to improve the delivery, efficiency, security, and effectiveness of Government programs, with a commitment to advance equity and enhance the lives of those who have been historically underserved by the Government.

The FY 2023 request provides resources to unveil and maintain USAGov Reimagined -- redesigned USAGov website that aims to serve as a centralized, digital "Federal Front Door" from which customers may navigate to all Government benefits, services, and programs. USAGov is a High Impact Service Provider (HISP) under the CX Executive Order. The site will feature streamlined content, processes, and technologies that use human-centered design to meet customer needs. USAGov will also consolidate content currently appearing on Benefits.gov, Grants.gov, and other appropriate websites. TTS envisions reimagining and rebuilding USAGov into a place where the public can complete their entire user-journey, to include facilitating transactions, in one place instead of being simply linked to a secondary Government website. This reimagined website will enable the public to complete their tasks in a single place, while increasing the efficiency and effectiveness of Government digital services. Users will be able to visit a single website making their interactions easier to complete while also improving the security. In the long run, agencies could rely on USAGov for security of their frontend public facing interfaces enabling them to focus on securing their backend systems. The redesigned USAGov will be the foundation that enables new ideas driven by Executive Order 14058, *Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government*. The platform will deliver content and tools in English and Spanish that data shows the public most needs and wants, as well as enable greater flexibility in content presentation, content management and technical integrations.

USAGov Reimagined will drive referrals to agencies by improving the organization and presentation of benefits information. USAGov expects to further leverage this work to increase public interest through outreach campaigns and work with third parties like Google to drive referrals to the platform.

Further, GSA will develop solutions that are mandated through the Creating Advanced Streamlined Electronic Services for Constituents Act (PL 116-50), which will ultimately simplify and expedite the process through which members of Congress resolve problems and serve their constituents. This is an important first step in modernizing the implementation of privacy requirements across the Federal landscape.

The FY 2023 request includes an additional \$15 million to bring these plans to fruition across the digital portfolio, contact center, and outreach and partnerships division.

Vote.gov

Executive Order 14019, *Promoting Access to Voting*, directs GSA to modernize and improve the user experience of Vote.gov, which includes working to integrate and cooperate with state agencies responsible for elections, compliance with accessibility standards, language translation services, and other modernization related to the 21st Century Integrated Digital Experience Act.

Vote.gov currently meets Section 504 and 508 compliance requirements. As functionality is added to the website, Vote.gov will continue to remain compliant while expanding the holistic experience of voter registration. Vote.gov plans to collect and amplify the efforts of state election officials while providing a single source for authoritative voting information on a Government website -- ensuring an accessible and trustworthy process for people of all abilities while also reducing burden and costs on states by helping citizens complete and submit their registrations correctly. Additionally, the Vote.gov modernization effort hopes to provide translation in any of the language groups covered under section 203 of the Voting Rights Act anywhere in the United States. Further, as part of its modernization, Vote.gov will ensure continued compliance with all requirements of the 21st Century Integrated Digital Experience Act.

The FY 2023 request includes \$20 million to achieve the following outcomes: a fully accessible platform that serves voters of all backgrounds and capabilities; an authoritative voting resource that will help reduce the influence of mis-, dis-, and mal-information; a multilingual experience that would advance equity of underserved or disadvantaged communities; and a commitment to continuous improvement for the optimal customer experience on Vote.gov.

Federal Audit Clearinghouse

The FY 2023 FCSF request includes funds to successfully transfer responsibility for the Federal Audit Clearinghouse (FAC) provider from the Census Bureau to GSA. GSA will oversee significant improvements to the FAC and will contribute to efforts to standardize the grants management business process, improve transparency over financial assistance spending, and leverage data as a strategic asset as codified in the Federal Funding Accountability and Transparency Act (FFATA), as amended by the Digital Accountability and Transparency Act (DATA Act), and the Grants Reporting Efficiency and Agreements Transparency Act (GREAT Act) and as referenced in OMB Memoranda M-19-16, *Centralized Mission Support Capabilities for the Federal Government*, and M-22-02, *New Financial Assistance Transparency Reporting Requirements*.

Because these goals are consistent with GSA's efforts to expand Government-wide shared services and lead technology modernization initiatives, GSA is the best positioned agency to host the FAC. The future solution will be implemented in a phased approach based on user-centered design. Both the initial product and any future iterations will consider input from users and partners, including the Financial Assistance Committee for e-Government (FACE) or its successor, the National Single Audit Coordinators, and the Grants Quality Service Management Office (QSMO) as well as the American Institute of Certified Public Accountants (AICPA) and the National Association of State Auditors, Comptrollers and Treasurers (NASACT). The FY 2023 request also enables community initiatives to support the vision of enabling agencies, to derive operational efficiencies, and to resolve shared audit findings -- which will ultimately provide a seamless customer experience to recipients and auditors, reduce burden, and improve results. GSA is exploring a reimbursement model for this work and actively coordinating with OMB.

GSA is requesting an administrative provision associated with the FCSF's reimbursable authority, as well as elimination of the dollar limitation on FCSF reimbursable work, to accommodate the FAC reimbursement model. The broader reimbursable authority will provide GSA with the ability to adequately scale, maintain, and evolve programs within the fund in order to better serve agencies and deliver value for the American people.

Section 508

The GSA's Office of Government-wide Policy is tasked with the responsibility of supporting Section 508 programs across Government, to ultimately ensure the accessibility of information and communication technologies for individuals with disabilities. In this capacity, they provide a full range of support services: policy and acquisition assistance, content strategy, design and development, testing, training, tools, and events.

In FY 2023, GSA's TTS will collaborate with the Section 508 PMO to fully maximize the inherent relationship between FSCF-funded services (e.g., U.S. Web Design System, Search.gov, etc) and the important mission of the Section 508 PMO.

Search.gov

Search.gov is a search engine service provided by GSA's TTS. Used by one-third of Federal domains, it provides a high-quality, standard search experience for the public as they interact with different Government websites. In 2021, Search.gov powered over 286 million searches across more than 2100 participating websites. This broad use gives insight into the services and information the public needs, and the ways in which people seek it out, which is invaluable data as the Government strives to implement customer-centric mandates like Executive Order 14058, *Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government*.

The 21st Century IDEA requires that agency websites contain "a search function that allows users to easily search content intended for public use," which has led to greater demand for Search.gov as agencies modernize and streamline their websites.

The FY 2023 request includes funds to further refine and improve Search.gov, with planned rollouts of faceted search, which will allow users to easily narrow down results through filters and facets, managing complexity and making search result sets manageable, legacy code removal, redesigned user interfaces, and continuous version upgrades.

By implementing a flexible system that allows agencies to choose between commercial or in-house search engines, Search.gov has reduced costs for commercial search results by over 60 percent, all while expanding services to major websites such as VA.gov, FDA.gov, HHS OIG, StudentAid.gov, and most recently TSP.gov.

Feedback Analytics

Executive Order 14058, Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government states that "Government must also work to deliver services more equitably and effectively, especially for those who have been historically underserved. Strengthening the democratic process requires providing direct lines of feedback and mechanisms for engaging the American people in the design and improvement of Federal Government programs, processes, and services." The GSA TTS' Feedback Analytics Program is the premier shared service through which agencies collect, validate, and report quantitative and qualitative customer feedback.

The program provides a lightweight, Paperwork Reduction Act (PRA) - friendly, digital customer experience tool which helps agencies measure their performance, create a cross-agency benchmark, and reduce the burden on the public -- all of which fulfill Section 280 of OMB Circular A-11. Touchpoints also enable aggregation and analysis of simple feedback data from other sources. This shared service offering is a simple, flexible, and convenient way to collect customer feedback; and it allows agencies to focus on serving customers rather than managing surveys.

There are currently over 500 instances of Touchpoints deployed across 60 agencies. Since 2021, the number of responses collected through Touchpoints has increased over 600%. This data is absolutely critical to effective customer service improvement and decision-making across Government and is central to the success of the Customer Experience Cross Agency Priority Goal, OMB Memo A-11, Section 280, and Executive Order 14058.

U.S. Web Design System

The U.S. Web Design System (USWDS) is the Government's design system. It's a toolkit of principles, guidance, and code that makes building accessible, mobile-friendly Government websites faster and easier. It helps teams use human-centered design to provide reliable continuity of experience across the Federal digital landscape. GSA has statutory authority for the "website standards" included in Section 3(e) of the 21st Century Integrated Digital Experience Act. These website standards require agencies to adopt USWDS principles, guidance, and code incrementally. As of January 2022, USWDS code powers 411 websites, 91 agencies and 29 percent of executive branch domains.

The USWDS Inclusive Patterns project launched in FY 2022 with funding from the American Rescue Plan. This initiative seeks to develop tools and guidance, with an eye to effective and inclusive solutions to common user tasks in the service of transactional applications (e.g., applying for benefits).

The USWDS Inclusive Design Patterns will promote inclusive design practices across the Federal Government. It will help the Government more comprehensively address equity with respect to race, ethnicity, religion, income, geography, gender identity, sexual orientation, and disability, when it comes to interacting with Government digital services.

The FCSF FY 2023 request includes an estimated \$5.0 million in additional funding to effectively maintain new offerings, accommodate the tremendous growth of its user base, help agencies meet 21st Century IDEA requirements and respond to agency requests for services. USWDS continues to experience double-digit year after year growth, expanding its customer base by 60 percent from FY 2019 to FY 2020. In addition, since January of 2020, the design system has experienced a 165 percent increase in sites and 98 percent increase in agencies

using design system code. As of May 2021, the design system powers more than 850 million page views on Federal websites each month — about 20% of Government-wide views. The budget of the design system has been relatively small and flat, and most development and enhancements have been achieved through other, one-time funding or CARES Act initiatives. Scaling the U.S. Web Design System will be an important step in achieving compliance with the “Improving customer Experience (CX)” and “Modernizing Public-Facing Websites, Digital Services, and Records Management” priorities, the 21st Century IDEA, and Executive Order 14058, *Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government*.

Methods

The goals of both the FCSF and the President’s Management Agenda are ambitious and impactful. The FCSF FY 2023 request includes additional funding to help advance the vision of a secure, equitable, efficient, and accountable digital Government. To achieve this vision, the FCSF will fund the following methods outlined in the President’s Management Agenda: Further Develop and Support Lasting Interagency Management “Communities of Practice”

Communities of Practice

Communities of Practice (COPs) are trusted groups of professionals united by a common concern or purpose sharing similar experiences, stories, tools, and ways of addressing recurring problems. GSA’s TTS currently supports 25+ Communities of Practice with over 16,000 members on topics including User experience, Customer service, Web analytics, Artificial Intelligence and other topics. These groups produce trainings, share lessons learned and best practices, and facilitate conversations that help agencies improve their services.

Digital.gov has been organizing communities for more than 20 years, starting with the first in-person meeting of the Web Managers community on October 31, 2000. In FY 2023, GSA will explore relationships between its agency-facing programs and Communities of Practice to help increase awareness, participation, and Government-wide initiatives.

Challenge.gov

American ingenuity is not bound by geographic area or profession. Recognizing that the public is instrumental in solving tomorrow’s problems, GSA launched Challenge.gov over ten years ago. Challenge.gov is the Federal Government’s prize competition platform, which allows public access and engagement with all federally sponsored prize competitions. GSA created Challenge.gov in accordance with the America COMPETES Reauthorization Act of 2010 and more recently to satisfy the public announcement criteria for prize competitions as mandated in the American Innovation and Competitiveness Act of 2017. Agencies use prize competitions to

tap into a knowledge base that exists outside of the Federal Government. Using prize competitions agencies can achieve a variety of goals, such as improving Government service delivery, finding and highlighting innovative ideas, solving a specific problem, advancing scientific research, developing and demonstrating technology, informing and educating the public, engaging new people and communities, building capacity, and stimulating markets. Over the past 10 years, Challenge.gov has hosted over 1,250 prize competitions from over 100 Federal agencies with monetary awards totaling more than \$350 million.

Federal prize competitions have catalyzed advances in areas such as autonomous vehicles and infectious disease forecasting, and stimulated research and investment in market sectors including solar energy, water purification, and small business development.

In addition to managing the prize competition platform, the Challenge.gov program office provides one-on-one prize competition consultancy and supports a Federal-wide challenge community of practice (800+ members) with networking activities, training, and resources designed to build capacity and promote knowledge sharing.

CitizenScience.gov

Citizenscience.gov is the Federal Government's citizen science project platform. The site provides a portal to three key components: a catalog of federally sponsored citizen science projects, a toolkit to assist Federal practitioners with designing and maintaining their projects, and a gateway to a community of over 400 citizen science practitioners and coordinators across Government as called for in the Crowdsourcing and Citizen Science Act of 2016 (15 U.S.C 3724). The catalog of federally supported citizen science projects engages the American public in addressing societal needs and accelerating science, technology, and innovation. The platform and program facilitate the inclusion of crowdsourcing and citizen science into federally sponsored research projects and the scientific discovery process. The website draws on public participation to advance scientific knowledge research and supports open opportunities for the Government to pursue and strengthen interagency partnerships, as well as collaborate with industry, academia, and other organizations. Since FY 2017, the Open Innovation Program has supported agencies in listing over 450 federally sponsored citizen science projects on Citizenscience.gov, in the Citizen Science data catalog, and on Data.gov. In collaboration with the White House Office of Science Technology Policy, the team works with Federal agency coordinators to complete the biennial Congressional Report: Implementation of Federal Prize and Citizen Science Authority.

Continue to Enhance Federal Information Technology (IT) and Cybersecurity as Key Enablers of Mission Delivery

Cybersecurity: FedRAMP

FedRAMP is a Government-wide program that provides a standardized approach to security assessment, authorization, and continuous monitoring for cloud products and services. This program makes it easier for shared service providers and small companies to meet requirements for multiple agencies; historically about 30 percent of authorized vendors are small businesses. FedRAMP enables agencies to avoid spending duplicative funds for security-related costs as well as saving valuable time by establishing an “authorize once, reuse many times” security program. Over 245 unique cloud offerings have gone through the FedRAMP

process and have been reused approximately 3,500 times across the Federal Government. Through the lifetime of the program, it is estimated that the program has helped the Government avoid over \$700 million in one-off Agency assessment and authorization costs.

The program continues to experience double-digit growth in new products achieving FedRAMP authorization year after year (27 percent increase in FY 2021 alone) due to increased Agency and Cloud Service Provider participation. However, the budget of the FedRAMP PMO has been relatively flat, which constrains the pace of cybersecurity support the PMO is able to provide and makes it challenging to keep up with demand; this results in longer authorization timelines and the inability to meet stakeholder expectations. As part of the FY 2023 Request, GSA is requesting an estimated \$10 million in additional funding to support the growth in agency and cloud service provider participation in the program and further automation initiatives to streamline the assessment and authorization process. These efforts align with the “Prioritizing IT Modernization and Cybersecurity” priority and are consistent with the Executive Order 14028, *Improving the Nation’s Cybersecurity*.

Incorporating Automation into the Security Authorization Process

One of the barriers to the faster adoption of new technologies is the security authorization process, as defined by Federal law and policy. Building on the role FedRAMP plays in securing cloud technologies, GSA is partnering with agencies and industry to identify new ways to approach security authorizations to increase efficiencies, incorporate automation, reduce the time to market, and minimize cost. As an example, FedRAMP continues to partner with stakeholders and the National Institute of Standards and Technology (NIST) to develop the Open Security Controls Assessment Language (OSCAL) to automate FedRAMP’s security materials into a standardized machine-readable language. Additionally, FedRAMP intends to address current critical business processes across the program through seeking end-to-end automation solutions to increase efficiencies. These improvements will provide the vendor and

agency community the ability to reduce time and costs associated with manual, labor-intensive processes that exist today.

10x

GSA believes that in order to truly transform Government technology, programs must take a full scale approach to change. Beyond development and delivery, there is an opportunity to be more agile in the selection, prioritization, and funding of new ideas.

The 10x program is an incremental investment program to support and develop ideas from Federal employees about how technology can improve the public's experience with the Government. Since FY 2015, the program has received over 1,187 ideas from 193 agencies and has funded 274 projects, for a total of \$32.3 million dollars invested in new, innovative solutions to improve Government.

10x invests in projects using a radically different approach, where investments are made incrementally -- with gated funding only granted as projects prove their merit and justify further investment. This approach prevents 10x from investing valuable tax dollars in cumbersome and protracted technology projects, and has been recognized nationally and internationally by such groups as the Organization for Economic Cooperation and Development and the American Council for Technology and Industry Advisory Council.

The selected projects from this program support the Administration's priorities and legislative mandates, such as the 21st Century IDEA, OPEN Government Data Act, Executive Order 13985, *Advancing Racial Equity and Support for Underserved Communities Through the Federal Government*; Executive Order 14008, *Tackling the Climate Crisis at Home and Abroad*; and Executive Order 14058 *on Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government*.

In FY 2023, 10x will fund ideas from three investment areas: Reimagining Public Engagement, Digital Responses to Climate Challenges, and Equity in Delivery. Exploratory work is already underway in areas such as Combating Bias in Artificial Intelligence, Equity-Centered Design for American Indian and Alaska Natives, Benefits Eligibility Awareness Recognition Service (BEARS), Contact Tracing in Federal Buildings, and Visualizing the Federal Carbon Footprint.

As part of the FY 2023 Request, GSA is requesting an estimated \$5.0 million in additional funding to continue scaling 10x; providing additional seed funding to new ideas and evolving the 10x model to accommodate future growth. These efforts align with the "Modernizing Public-Facing Websites, Digital Services, and Records Management", "Advancing Equity through the Federal Government", "Tackling the Climate Crisis," and "Prioritizing IT Modernization and Cybersecurity" priorities.

Public Benefits Studio

The TTS Public Benefits Studio is a separate initiative and will work with current programs across TTS and across Government to drive the development and adoption of new digital products and services in the public benefits space. These services will be focused specifically on enabling more effective delivery of public benefits. This new Studio will allow TTS to not only test new ideas and products in the benefits space, but to actually sustain and operate those that prove successful.

This program closely aligns with the Executive Order 14058, *Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government* and *President's Management Agenda* in support of delivering excellent, equitable, and secure Federal services and customer experience to the public.

Strengthen Federal Data Management and Data Science Capabilities

Data.gov

Data.gov is the Federal Government's open data catalog. The Data.gov site provides access to datasets from across the Government on subjects such as health, education, and public safety. The OPEN Government Data Act requires agencies to make datasets available in an open, machine-readable format for inclusion in Data.gov.

A unified, searchable data catalog helps researchers, students, entrepreneurs, and the general public in making discoveries, building businesses, and making informed consumer choices. In addition to the catalog, Data.gov provides shared tools for agencies to assist them in achieving the goals of the OPEN Government Data Act (PL 115-435).

This law also tasks Data.gov with building and managing a “repository of tools, best practices, and schema standards” in collaboration with OMB and the Office of Government Information Services.

The FY 2023 request includes funds to further develop resources.data.gov as a central location for open data guidance, tools, and data interoperability for Federal agencies. Specifically, GSA's TTS will enhance the Federal Data Catalog to include any definitions, regulations, policies, checklists, and case studies related to open data policy, facilitate collaboration and the adoption of best practices across the Federal Government relating to the adoption of open data practices, as directed in OPEN Government Data Act.

API.Data.gov

API.data.gov is a shared service providing API management features to Federal agencies, including API analytics and API keys. APIs are a way for agencies to share data in machine readable formats, which empowers external application developers to leverage Government data and services. API.data.gov's service provides tools to make it easier for agencies to launch, secure, and manage their API programs, along with API analytics which allow agencies to understand how their APIs are being used. The service currently supports about 90 API programs across 24 agencies.

Digital Analytics Program

Digital Analytics Program (DAP) offers advanced web analytics tools, support, and training to Federal agencies. This program allows the Government to determine what content is most effective when communicating with the public on more than 6,000 Federal websites. DAP allows agencies to track and measure opportunities for streamlining and improving the usability of Government websites, and is recognized as a best practice by the web standards mandated in the 21st Century IDEA. In addition, OMB M-17-06 *Policies for Federal Agency Public Websites and Digital Services* mandates that Federal agencies use of DAP on websites. In FY 2021, DAP reported how COVID-19 affected the Federal web, released the Web Analytics Playbook, and co-created the Web Analytics and Optimization Community of Practice.

Open Government Secretariat

The Open Government Secretariat (OGS) is a new PMO supporting Government-wide open Government efforts with a particular focus on the Open Government National Action Plan (NAP). GSA will serve as the primary point of contact for Government-wide open Government efforts and coordinate across stakeholders and sectors including key agencies offices, civil society groups, the public at large, and outside groups and institutions, including the Open Government Partnership. The Open Government NAP process will structure most of the activities of the PMO with the next NAP to be issued by the end of calendar year 2022. The OGS will facilitate input and engagement with stakeholder groups, the interagency community, and EOP decision-makers to develop the next NAP, oversee implementation, and support the reporting requirements at open.usa.gov as defined by the Open Government Partnership.

American Rescue Plan Act of 2021

As the COVID-19 pandemic spread rapidly throughout the U.S., the public was cautioned to limit travel and avoid in-person interaction unless absolutely necessary. Digital infrastructure, information, and services from the Government were no longer optional -- they were absolutely necessary.

The American Rescue Plan Act of 2021 designated provided \$150 million to the Federal Citizen Services Fund, over FYs 2022, 2023, and 2024, to help agencies and the public recover from the COVID-19 pandemic, and rebuild for more secure and effective public digital experiences.

GSA has defined three key investment areas for ARP funds: (1) Recover: Providing immediate recovery support to the public in the wake of the pandemic; (2) Rebuild: Rebuilding existing Government-wide citizen-facing services to improve the public's digital experience; and (3) Reimagine: Reimagining the delivery of digital services to improve transparency, security, and efficiency to bolster public confidence in Government. As of March 21, 2022, TTS's ARP Board

has allocated \$103 million to nearly 35 projects. GSA will continue to identify new projects and investments to help rebuild and reimagine the public's digital experience with Government-wide citizen-facing services.

GSA also implemented a rigorous submission and evaluation process to govern administration of the ARP funds. Examples of work funded by the ARP include assisting families eligible for the Child Tax Credit, verifying income for public benefits, and automating farmers' debt relief processes.