

**U.S. General Services Administration**

**WORKING CAPITAL FUND**

**Fiscal Year 2024 Congressional Justification**

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## Appropriations Language

*For the Working Capital Fund of the General Services Administration, \$11,300,000, to remain available until expended, for necessary costs incurred by the Administrator to modernize rulemaking systems and to provide support services for Federal rulemaking agencies.*

## Working Capital Fund Overview

The FY 2024 requested funding level for the Working Capital Fund (WCF) is \$860.4 million, including funding from all sources. The U.S. General Services Administration (GSA) continues to realize operational efficiencies, strengthen management controls, and improve performance by centralizing management and enterprise-wide functions and services within the WCF. This has allowed GSA to establish more consistent processes, uniform policies, and higher quality services while achieving economies of scale and stronger internal controls.

The FY 2024 WCF budget estimate for internal operations of \$801 million which will:

- Invest in vital human capital resources across business lines;
- Bolster critical technology infrastructure, software, and security;
- Focus on Administration & GSA priorities such as cybersecurity and;
- Budget for a 5.2% pay raise

The WCF faces increased demand for services from GSA business lines, while continuing to modernize the delivery of IT services to the agency. This funding will allow GSA to place an emphasis on improving our IT infrastructure and workforce by focusing on critical IT technology and software. This funding will directly support GSA's management objectives to streamline and modernize IT, capture high-quality data to support decision making, and improve our human resources experience. These critical investments reinforce the customer-supplier relationship by aligning service delivery to demand, ultimately enabling WCF customers to execute their missions more effectively.

The WCF also continues to make strategic, enterprise-wide, high priority investments to improve the WCF day-to-day support operations while balancing the need for significant investments and Administration priorities such as Cybersecurity, enhanced Customer Experience, Diversity, Equity, Inclusion and Accessibility (DEIA), and Climate. This plan will fund \$1.4 million in FY 2024 to support the transition of GSA leased vehicles to a zero-emission fleet by the end of 2027 and enhance our Office of Customer Experience (OCE) by providing extra FTE.

The FY 2024 Budget also requests \$11.3 million in no-year appropriated funds for an additional installment toward modernization of the rulemaking systems. The modernization of these systems will help achieve a more modern, secure, scalable, and flexible IT platform that will be

able to support new functionalities. This request is the next installment of a four-year modernization plan, building on the FY 2022 and FY 2023 enacted amounts totaling \$9.9M.

GSA continues to evaluate functions that are most effectively delivered through the WCF. The WCF based offices will continue to work closely with customers to identify efficiencies and meet their mission-support needs while providing higher-quality service and critical management controls.

### **Program Description**

The WCF is a revolving fund that finances GSA's administrative services. Examples of these core support services include: IT management, budget and financial management, legal services, human resources, equal employment opportunity services, procurement and contracting oversight, emergency planning and response, and facilities management of GSA-occupied space. This account also funds liaison activities with the U.S. Small Business Administration (SBA) to ensure that small and disadvantaged businesses receive a fair share of the Agency's business. WCF offices also provide external administrative services such as human resource management for other Federal agencies, including small boards and commissions on a reimbursable basis. GSA's WCF operations are divided into four types of services: ***Internal Services, External Services, Major Equipment Acquisition & Development, and Direct Appropriations***

***Internal Services:*** Enterprise-wide management functions and costs shared by all components of GSA, including some GSA rent, IT and telecommunications services, human resource services, procurement operations, facilities management for GSA-occupied space, legal services, and financial management services. These costs can be categorized by the following service areas: direct services to specific customers, common services to all customers, administrative/overhead functions, and third-party pass-through services such as transit subsidy benefits.

***External Services:*** The WCF provides or coordinates the delivery of administrative services to other Federal organizations including small boards and commissions as well as larger agencies like OPM. GSA provides human resource services, IT and telecommunications services, and payroll support to these customers. GSA is reimbursed for the cost of providing these services through Interagency Agreements. The WCF also provides administrative support to home state or district offices for members of Congress.

***Major Equipment Acquisition & Development:*** In accordance with 40 U.S.C. § 3173(d), the equipment acquisition and development activity may be utilized for agency-wide investments to implement the Chief Financial Officers Act of 1990 (CFO Act) such as: acquisition of capital

equipment, automated data processing systems, and financial management and management information systems. These funds, which are composed of expired balances transferred from prior-year GSA appropriations, may be used only with the advance approval from the Committees on Appropriations of both houses of Congress. In FY 2023, Congress enacted Section 602 of Division E, Title VI, which allows GSA to transfer expired balances to this account within the WCF in alignment with 40 U.S.C. § 3173(d). The FY 2024 President's Budget requests that similar authority be authorized in FY 2024 as shown below:

*Sec. 602. None of the funds appropriated in this Act shall remain available for obligation beyond the current fiscal year, nor may any be transferred to other appropriations, except for transfers made pursuant to the authority in section 3173(d) of title 40, United States Code, unless expressly so provided herein.*

**Direct Appropriations:** The FY 2024 Request will support costs necessary for the modernization of critical rulemaking management systems. Also, in FY 2020 GSA received an appropriation in support of the Coronavirus Aid Relief Economic Security (CARES) Act that is being spent in FY 2020 - FY 2023.

**Amounts Available for Obligation**

(Dollars in Thousands)

	<b>FY 2022 Actual</b>	<b>FY 2023 Plan</b>	<b>FY 2024 Plan</b>
<b>Unobligated Balances:</b>			
Carry forward	\$ 128,977	\$ 186,190	\$ 161,116
Recoveries from prior year balances	\$ 57,776	\$ 20,000	\$ 20,000
Transfers In (Lapsed Balances)	\$ -	\$ -	\$ -
Transfers In (TMF)	\$ 13,777	\$ 14,704	\$ 1,321
Transfers Out (TMF)	\$ (7,377)	\$ (1,285)	\$ (2,136)
Direct Appropriations	\$ 4,000	\$ 5,900	\$ 11,300
Revenue	\$ 733,957	\$ 777,601	\$ 836,856
Obligations:	\$ (744,920)	\$ (841,994)	\$ (858,341)
Development	[70,695]	[70,695]	[69,695]
<b>Total, Unobligated Balances</b>	<b>\$ 186,190</b>	<b>\$ 161,116</b>	<b>\$ 170,116</b>
<b>Revenue:</b>			
<u>Operating Programs:</u>			
Internal Services	\$ 697,976	\$ 728,614	\$ 790,999
External Services	\$ 35,981	\$ 48,986	\$ 45,857
<b>Total, Revenue</b>	<b>\$ 733,957</b>	<b>\$ 777,601</b>	<b>\$ 836,856</b>
<b>Obligations:</b>			
<u>Operating Programs:</u>			
Internal Services	\$ 707,853	\$ 773,689	\$ 800,999
External Services	\$ 28,513	\$ 48,986	\$ 45,857
Development	\$ -	\$ -	\$ 1,000
Technology Modernization Fund Projects	\$ 11,871	\$ 14,704	\$ 1,321
Direct Appropriations	\$ 4,060	\$ 5,900	\$ 11,300
<b>Total, Obligations</b>	<b>\$ 752,297</b>	<b>\$ 843,279</b>	<b>\$ 860,477</b>
<b>Net Outlays</b>	<b>\$ 7,225</b>	<b>\$ 10,000</b>	<b>\$ (5,000)</b>
<b>Total Employment (FTE)</b>	<b>1,917</b>	<b>2,147</b>	<b>2,399</b>

**Notes:**

GSA requests \$11.3 million to modernize rulemaking management systems in FY 2024.

FY 2022 Direct Appropriation obligations are related to CARES Act and Rulemaking Modernization funding.

U.S. General Services Administration  
Working Capital Fund

**Explanation of Changes**  
(Dollars in Thousands)

	Internal		External		Major Equipment		Technology Modernization/ARP		Direct		Total	
	FTE	Amount	FTE	Amount	FTE	Amount	FTE	Amount	FTE	Amount	FTE	Amount
FY 2023 CJ	2,068	738,331	27	46,319	0	10,000	0	6,400	0	10,900	2,085	811,950
FY 2023 Revised	2,120	773,888	27	48,986	0	0	0	14,704	0	5,900	2,147	843,278
Net Change	62	35,558	0	2,667	0	(10,000)	0	8,304	0	(5,000)	62	31,329
<b>FY 2023 CJ</b>	<b>2,068</b>	<b>738,331</b>	<b>27</b>	<b>46,319</b>	<b>0</b>	<b>10,000</b>	<b>0</b>	<b>6,400</b>	<b>0</b>	<b>10,900</b>	<b>2,085</b>	<b>811,950</b>
<b>Increases:</b>												
GSA IT - Zero Trust							8,304				0	8,304
GSANT - Cohesity Data Platform		515									0	515
GSANT - CADW Technical Support		907									0	907
GSANT - Adobe Licenses		819									0	819
GSANT - Google Suite Workspace Enterprise		167									0	167
GSANT - Salesforce Licenses and DevOps		455									0	455
GSANT - ServiceNow		1,255									0	1,255
GSANT - IT Home Equipment O&M		965									0	965
GSANT - D2D and GSA Enterprise Data Solution		2,749									0	2,749
GSANT - VTC Web Conferencing		314									0	314
GSANT - Various Increases (Less than \$100K)		57									0	57
GSANT - EIS		2,600									0	2,600
GSANT - EASI BI partition		161									0	161
GSANT - Microsoft Team Licenses		182									0	182
GSANT - TMF repayment		1,281									0	1,281
OAS - PC&B True Up		1,851									0	1,851
OAS - Electrify GSA Fleet		700									0	700
OAS - Workplace Service Support	3	373									3	373
OAS - OIA Contract Support		451									0	451
OAS - Home office solutions		200									0	200
OAS - EASI BI partition		89									0	89
OCE - Human Capital Resource	2	236									2	236
OCFO - FAS/AAS support	17	1,120									17	1,120
OCFO - Benefits True Up		450									0	450
OCFO - KPMG Contract Increase		474									0	474
OCFO - Payroll Modernization		5,000									0	5,000
OCFO - OneStream License Increase		430									0	430
OCFO - Economic Impact Analysis		300									0	300
OCFO - G-Invoicing Contract Support		300									0	300
OCFO - Data Governance Support		108									0	108
OMA - FAS/AAS Support	1	720									1	720
OMA - Crisis Management System in former PTT SCIF		300									0	300
OCR - DEIA Support	3	263									3	263
OGC - AAS Attorneys (R9)	2	135									2	135
OGC - IJJA Legal Support (PBS)	1	200									1	200
OGC - OGC Technology Division	7	1,245									7	1,245
OGP - IT Credentialing		969									0	969
OGP - Teaching School	2	450									2	450
OGP - Additional Staffing	6	764									6	764
CHRM - Multi Year Service Delivery	7	1,120									7	1,120
CHRM - TTS support increase	2	310									2	310
CHRM - FAS/AAS Support Increase	2	477									2	477
CHRM - Data Governance Implementation		1,830									0	1,830
CHRM - ASL & Reasonable Accommodations		150									0	150
CHRM - HR Support for Payroll Implementation		1,000									0	1,000
CHRM - GSA SES Coaching contract		225									0	225
OSC - PC&B Increase	7	1,691									7	1,691
WCF - Increase to External Programs				2,667							0	2,667
<b>Subtotal, Increases - Base</b>	<b>62</b>	<b>36,363</b>	<b>0</b>	<b>2,667</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8,304</b>	<b>0</b>	<b>0</b>	<b>62</b>	<b>47,328</b>
<b>Decreases:</b>												
WCF - Reduction to Major Acquisition & Development						(10,000)					0	(10,000)
TTS - Reduction to e-Rulemaking Modernization									(5,000)		0	(5,000)
CHRM - Transit Subsidy Efficiencies		(1,000)									0	(1,000)
<b>Subtotal, Decreases - Base</b>	<b>0</b>	<b>(1,000)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>(10,000)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>(5,000)</b>	<b>0</b>	<b>(16,000)</b>
<b>FY 2023 Revised</b>	<b>2,120</b>	<b>773,888</b>	<b>27</b>	<b>48,986</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>14,704</b>	<b>0</b>	<b>5,900</b>	<b>2,147</b>	<b>843,278</b>

U.S. General Services Administration  
Working Capital Fund

	Internal		External		Major Equipment		Technology Modernization/ARP		Direct		Total	
	FTE	Amount	FTE	Amount	FTE	Amount	FTE	Amount	FTE	Amount	FTE	Amount
FY 2023 Revised	2,120	773,689	27	48,986	0	0	0	14,704	0	5,900	2,147	843,279
FY 2024 Request	2,372	800,999	27	45,867	0	1,000	0	1,321	0	11,300	2,399	860,477
<b>Net Change</b>	<b>252</b>	<b>27,310</b>	<b>0</b>	<b>(3,129)</b>	<b>0</b>	<b>1,000</b>	<b>0</b>	<b>(13,383)</b>	<b>0</b>	<b>5,400</b>	<b>252</b>	<b>17,198</b>
<b>FY 2023 Revised</b>	<b>2,120</b>	<b>773,689</b>	<b>27</b>	<b>48,986</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>14,704</b>	<b>0</b>	<b>5,900</b>	<b>2,147</b>	<b>843,279</b>
<b>Increases</b>												
TTS - eRulemaking System Modernization Increase									5,400	0	5,400	
GSAIT - Cybersecurity		18,000								0	18,000	
GSAIT - Adobe		135								0	135	
GSAIT - Office Productivity Suite - Secondary		154								0	154	
GSAIT - Salesforce Licenses and DevOps		364								0	364	
GSAIT - ServiceNow		150								0	150	
GSAIT - D2D and GSA Enterprise Data Solution		865								0	865	
GSAIT - Various Increases (Less than \$100K)		198								0	198	
FMLOB - G-Invoicing Phase II		500								0	500	
OCFO - FMLOB Return to GSA	240	0									240	0
OCFO - KPMG Contract Escalation		227								0	227	
OCFO - FAS MOU-direct bill AAS Support		45								0	45	
OCR - FTE Increase to Support DEIA		270								0	270	
OGC - Technology Division		28								0	28	
OGC - AAS Attorneys (RS)		50								0	50	
OAS - PC&B Increase		42								0	42	
OAS - Workplace Service Support		124								0	124	
OAS - EASI Partition		250								0	250	
OAS - Electrify GSA Fleet		700								0	700	
OCE - Human Capital Resource	1	377								1	377	
OGP - MVA Acquisition Workforce Support		177								0	177	
CHRM - Multi Year Service Delivery	7	1,160								7	1,160	
CMA - SCIFs GOLD and CMS Equipment Refresh		1,500								0	1,500	
CMA - FAS Support		11								0	11	
OSC - FY 2022 7 FTE Enhancement		34								0	34	
OSC - FTE Enhancement	3	400								3	400	
OSDBU - FTE Enhancement	1	169								1	169	
WCF - Major Equipment & Acquisition						1,000					0	1,000
WCF - 5.2% Payraise		13,632									0	13,632
<b>Subtotal, Increases - Base</b>	<b>262</b>	<b>58,662</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5,400</b>	<b>262</b>	<b>46,962</b>
<b>Decreases</b>												
GSA IT - TMF (Non-Recur)								(13,383)			0	(13,383)
GSAIT - Cohesity Data Platform (Non-Recur)		(415)									0	(415)
GSAIT - VTC Web Conferencing Integration application		(14)									0	(14)
OGP - IT Credentialing (Non-Recur)		(160)									0	(160)
CHRM - Data Governance Implementation (Non-Recur)		(490)									0	(490)
WCF - FY 2023 Carryover Non-Recur		(11,163)									0	(11,163)
WCF - Reduction to External Programs				(3,129)							0	(3,129)
<b>Subtotal, Decreases - Base</b>	<b>0</b>	<b>(12,242)</b>	<b>0</b>	<b>(3,129)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>(13,383)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>(23,754)</b>
<b>Net Change</b>	<b>262</b>	<b>27,310</b>	<b>0</b>	<b>(3,129)</b>	<b>0</b>	<b>1,000</b>	<b>0</b>	<b>(13,383)</b>	<b>0</b>	<b>5,400</b>	<b>262</b>	<b>17,198</b>
<b>FY 2024 Request</b>	<b>2,372</b>	<b>800,999</b>	<b>27</b>	<b>45,867</b>	<b>0</b>	<b>1,000</b>	<b>0</b>	<b>1,321</b>	<b>0</b>	<b>11,300</b>	<b>2,399</b>	<b>860,477</b>

U.S. General Services Administration  
Working Capital Fund

**Working Capital Fund by Staff Office**  
(Dollars in Thousands)

	FY 2022		FY 2023		FY 2024	
	FTE	Actual	FTE	Plan	FTE	Plan
Office of GSA Information Technology	458	\$308,766	504	\$ 321,805	504	\$ 342,160
Office of Chief Financial Officer	523	\$102,281	567	\$ 116,265	567	\$ 113,938
Financial Management Line of Business (FMLoB)	0	\$ 55,487	0	\$ 59,193	240	\$ 59,693
Office of Human Resources Management	333	\$ 75,563	361	\$ 82,766	368	\$ 84,230
Office of Administrative Services	131	\$ 50,329	131	\$ 60,313	131	\$ 61,924
Office of Mission Assurance	102	\$ 39,820	127	\$ 45,505	127	\$ 47,450
Office of General Counsel	166	\$ 33,685	194	\$ 38,143	194	\$ 39,654
Office of Government-wide Policy	41	\$ 10,226	50	\$ 13,400	50	\$ 13,284
Office of Strategic Communication	86	\$ 16,544	101	\$ 19,717	104	\$ 20,742
Office of Civil Rights	20	\$ 4,592	26	\$ 4,707	26	\$ 5,125
Office of Small Business Utilization	30	\$ 5,707	41	\$ 7,694	42	\$ 8,143
Office of Customer Experience	11	\$ 4,853	18	\$ 4,181	19	\$ 4,657
<b>Subtotal, Staff Office Internal Authority</b>	<b>1,901</b>	<b>\$707,853</b>	<b>2,120</b>	<b>\$ 773,689</b>	<b>2,372</b>	<b>\$ 800,999</b>
Office of GSA Information Technology	0	\$ 1,265	0	\$ 4,591	0	\$ 4,107
Office of Chief Financial Officer	9	\$ 1,317	9	\$ 12,136	9	\$ 12,136
Financial Management Line of Business (FMLoB)	0	\$ 472	0	\$ 552	0	\$ 552
Office of Human Resources Management	0	\$ 114	0	\$ 1,666	0	\$ -
Office of Administrative Services	0	\$ 1,493	6	\$ 1,573	6	\$ 1,573
Office of Mission Assurance	0	\$ 969	0	\$ 3,000	0	\$ 3,000
Office of Government-wide Policy	3	\$ 22,405	6	\$ 13,397	6	\$ 13,418
TTS eRulemaking Program	4		6	\$ 10,800	6	\$ 9,800
Office of Congressional & Intergovernmental Affairs	0	\$ 455	0	\$ 1,210	0	\$ 1,210
Office of Customer Experience	0	\$ 3	0	\$ -	0	\$ -
Office of Civil Rights	0	\$ 20	0	\$ 60	0	\$ 60
<b>Subtotal, Staff Office External Authority</b>	<b>16</b>	<b>\$ 28,513</b>	<b>27</b>	<b>\$ 48,986</b>	<b>27</b>	<b>\$ 45,857</b>
TMF - Database Transformation	0	\$ 231	0	\$ -		\$ -
TMF - American Rescue Plan	0	\$ 11,640	0	\$ 14,704	0	\$ 1,321
<b>Subtotal, Technology Modernization Funds</b>	<b>0</b>	<b>\$ 11,871</b>	<b>0</b>	<b>\$ 14,704</b>	<b>0</b>	<b>\$ 1,321</b>
Emergency Paid Leave	0	\$ 12	0	\$ -	0	\$ -
COVID-19	0	\$ 154	0	\$ -	0	\$ -
TTS Rulemaking Systems Modernization	0	\$ 3,894	0	\$ 5,900	0	\$ 11,300
<b>Subtotal, Direct Appropriations</b>	<b>0</b>	<b>\$ 4,060</b>	<b>0</b>	<b>\$ 5,900</b>	<b>0</b>	<b>\$ 11,300</b>
CFO Act, Major Acquisition and Development	0	\$ -		\$ -		\$ 1,000
<b>Subtotal, Major Acquisition and Development</b>	<b>0</b>	<b>\$ -</b>	<b>0</b>	<b>\$ -</b>	<b>0</b>	<b>\$ 1,000</b>
<b>Total, Working Capital Fund</b>	<b>1,917</b>	<b>\$752,297</b>	<b>2,147</b>	<b>\$ 843,279</b>	<b>2,399</b>	<b>\$ 860,477</b>



**Working Capital Fund Obligations by Object Class**

(Dollars in Thousands)

**Reimbursable Funds**

	FY 2022 Actual	FY 2023 Plan	FY 2024 Plan
11.1 Full-time, permanent.....	\$ 238,526	\$ 265,490	\$ 281,074
11.3 Other than full-time permanent.....	\$ 3,687	\$ 1,003	\$ 1,003
11.5 Other personnel compensation.....	\$ 6,571	\$ 4,976	\$ 4,962
11.8 Special personnel services payments.....	\$ -	\$ -	\$ -
12.1 Civilian personnel benefits.....	\$ 99,909	\$ 98,050	\$ 103,034
13.0 Benefits for former personnel.....	\$ 325	\$ 300	\$ 300
21.0 Travel and transportation of persons.....	\$ 3,606	\$ 6,405	\$ 6,516
22.0 Transportation of things.....	\$ 419	\$ 1,204	\$ 1,204
23.1 Rental payments to GSA.....	\$ 16,961	\$ 18,742	\$ 17,347
23.2 Rental payments to others.....	\$ -	\$ -	\$ -
23.3 Communications and utilities.....	\$ 22,349	\$ 23,913	\$ 25,052
24.0 Printing and reproduction.....	\$ 69	\$ 66	\$ 66
25.1 Advisory and assistance services.....	\$ 221,459	\$ 261,870	\$ 266,328
25.2 Other services from non-Federal sources.....	\$ 2,621	\$ 3,003	\$ 3,223
25.3 Other goods & services from Federal sources.....	\$ 48,807	\$ 62,634	\$ 62,699
25.4 Operation and maintenance of facilities.....	\$ 64	\$ 4,165	\$ 4,215
25.6 Medical care.....	\$ 79	\$ -	\$ -
25.7 Operation and maintenance of equipment...	\$ 535	\$ -	\$ -
26.0 Supplies and materials.....	\$ 608	\$ 677	\$ 673
31.0 Equipment.....	\$ 69,139	\$ 70,175	\$ 70,159
32.0 Land and structures.....	\$ -	\$ -	\$ -
42.0 Insurance claims and indemnities.....	\$ 633	\$ -	\$ -
43.0 Interest and dividends.....	\$ -	\$ -	\$ -
<b>99.0 Obligations, Appropriated (Annual).....</b>	<b>\$ 736,367</b>	<b>\$ 822,676</b>	<b>\$ 847,855</b>
<i>Subtotal, PC&amp;B.....</i>	<i>\$ 349,018</i>	<i>\$ 369,820</i>	<i>\$ 390,373</i>
<i>Subtotal, Non-labor.....</i>	<i>\$ 387,349</i>	<i>\$ 452,855</i>	<i>\$ 457,483</i>

**Multi Year FY 2021 - FY 2025 ARP Funds – Awarded GSA TMF Projects**

	FY 2022 Actual	FY 2023 Plan	FY 2024 Plan
25.1 Advisory and assistance services.....	\$ 11,871	\$ 14,704	\$ 1,321
31.0 Equipment.....	\$ -	\$ -	\$ -
<b>99.0 Obligations, Appropriated (Annual).....</b>	<b>\$ 11,871</b>	<b>\$ 14,704</b>	<b>\$ 1,321</b>
<i>Subtotal, PC&amp;B.....</i>	\$ -	\$ -	\$ -
<i>Subtotal, Non-labor.....</i>	\$ 11,871	\$ 14,704	\$ 1,321

**Appropriated Funds**

	FY 2022 Actual	FY 2023 Plan	FY 2024 Plan
25.1 Advisory and assistance services.....	\$ 4,060	\$ 5,900	\$ 11,300
31.0 Equipment.....	\$ -	\$ -	\$ -
<b>99.0 Obligations, Appropriated (Annual).....</b>	<b>\$ 4,060</b>	<b>\$ 5,900</b>	<b>\$ 11,300</b>
<i>Subtotal, PC&amp;B.....</i>	\$ -	\$ -	\$ -
<i>Subtotal, Non-labor.....</i>	\$ 4,060	\$ 5,900	\$ 11,300

**Description of WCF Services by Office**

**Office of GSA Information Technology (GSA IT): FY 2024 Estimate - \$346.2 million**

Internal Services: FY 2024 Budget Estimate - \$342.1 million

Providing IT support to all GSA offices, GSA IT designs and delivers innovative IT solutions that ensure integration between GSA systems and organizations. GSA IT directly supports GSA's management objectives to streamline and modernize IT, support cybersecurity, capture high-quality data to support decision making, and improve customer experience. In its execution of IT services, GSA IT incorporates its business knowledge and technological expertise to identify the best solution available for its customers. In FY 2024, GSA IT will be investing in its cybersecurity capabilities in order to implement the mandates laid out in Executive Order 14028, "Improving the Nation's Cybersecurity" as well as the subsequent OMB Memoranda and Cybersecurity and Infrastructure Security Agency Binding Operational Directives.

GSA IT provides a standardized agency-wide approach to infrastructure management and operations designed to maximize resources and optimize the efficiency of enterprise systems

and organizational staff. GSA IT manages internal IT assets, server resources, network resources, and end-user devices. These responsibilities include: planning and governance, systems access controls, systems user training, IT security and integrity, local support, help desk functions, circuits, wireless services, teleconferencing, and telephony.

GSA IT faces increased demand for services from GSA business lines, while continuing to modernize the delivery of IT services to the agency. To enhance its delivery, GSA IT needs to have the right level of skilled staff and contractor support to meet business line needs, stay abreast of current technological initiatives, and remain innovative. To that end, GSA IT is working closely with the Office of Human Resource Management to identify appropriate training and conduct targeted hiring to acquire employees with the needed skills.

**External Services: FY 2024 Budget Estimate - \$4.1 million**

The Office of GSA IT provides a cost-effective, secure platform to deliver administrative systems services to external clients. The Office of Corporate IT Services provides professional systems support for payroll and labor distribution systems. This Office supports other IT functions such as business requirements and change management, systems operations and maintenance, financial data management and reporting, systems access control, security and integrity, systems user training, and help desk support. The Office of Acquisition IT Services also supports customers using GSA acquisition systems and IT knowledge to facilitate the development of requirements, cost estimates, and plans for replacing legacy systems.

**Office of the Chief Financial Officer: FY 2024 Estimate - \$127.1 million**

**Internal Services: FY 2024 Estimate - \$114 million**

The Office of the Chief Financial Officer (OCFO) provides GSA with financial management services including budget formulation and execution, financial reporting and operations, internal controls, data management and analytics, performance management, and audit management and accountability. OCFO is responsible for the development, submission, and execution of the annual GSA Budget, the GSA Strategic Plan, the Annual Performance Plan, and the Agency Financial Report.

OCFO will continue to serve as a partner and financial advisor to GSA's Services and Staff Offices and lead value generation for GSA and the Federal Government by delivering high-value services such as data analytics, business planning, and performance management. OCFO is leading GSA's efforts to implement robotic process automation, to increase the agency's capacity to more efficiently and effectively manage workload, enhance employee experience, and drive increased value for internal and external partners.

OCFO will continue to deliver high performance in managing traditional financial management activities, such as improving internal controls, and supporting the annual financial statement

audit. In addition, OCFO has established an office to improve program audit management that will include an objective assessment capability to ensure GSA is addressing potential risk areas that are identified by agency leadership or through the GSA Office of Inspector General (OIG) and Government Accountability Office (GAO).

External Services: FY 2024 Estimate - \$12.1 million

OCFO provides payroll support to 30 independent agencies, boards, and commissions on a fee-for-service basis. OCFO is also leveraging GSA's deep experience in process automation and transformation to solve complex business challenges across the Government. This program promotes the adoption of emerging automation technologies and rapid process transformation through the Federal Robotic Process Automation (RPA) Community of Practice (COP).

Leadership within the RPA COP mentors other agencies and provides regular government-wide engagements and best practices that include RPA, Intelligent Automation, and adoption of process transformation methodologies.

Major Equipment Acquisition & Development: FY 2024 Estimate – \$1 million

Per 40 U.S.C. § 3173(d), the equipment acquisition and development activity may be utilized for agency-wide investments to implement the Chief Financial Officers Act of 1990 such as: acquisition of capital equipment, automated data processing systems, and financial management and management information systems. GSA will submit any proposed projects requesting to use this funding to Congress for approval as required by 40 U.S.C. § 3173(d).

**Financial Management Line of Business (FMLoB): FY 2024 Estimate - \$60.2 million**

Internal Services: FY 2024 Estimate - \$59.7 million

In August 2022, the U.S. Department of Agriculture (USDA) signed a Memorandum of Intent with GSA to divest its operations as a financial shared services provider (FSSP) and return control of the financial systems and financial management support services to GSA. This transition is a budget-neutral shift of FTE from USDA to GSA since operating costs are already reflected in the base WCF budget. The FMLoB consists of the staff and infrastructure necessary to support the operation, maintenance, development, and upgrades of GSA's primary accounting system, Pegasys.

External Services: FY 2024 Estimate - \$552 thousand

The FMLoB coordinates the delivery of financial management support to a variety of smaller agencies or commissions and boards enacted in legislation. Such enabling legislation outlines broad conditions that allow GSA to provide financial management or other administrative services. GSA enters into interagency agreements with these smaller agencies and recoups costs for arranging delivery of financial or administrative services on a reimbursable basis.

**Office of Human Resources Management: FY 2024 Estimate - \$84.2 million**

Internal Services: FY 2024 Estimate - \$84.2 million

The Office of Human Resources Management (OHRM) is focused on helping GSA attract, motivate, develop, retain, and reward employees. OHRM, led by the Chief Human Capital Officer, provides and maintains an evolving portfolio of effective and innovative end-to-end human resource and human capital solutions that meet partner and external stakeholder needs, including the delivery of meaningful Human Resource (HR) data, analysis, and consultation to help customers make informed business decisions. Through improved service delivery models, OHRM is focused on hiring, developing, and retaining a talented and diverse mission-ready GSA workforce in critical job series including building management, acquisition, information technology, finance and human resources.

OHRM provides HR services in a consolidated manner to reduce redundancy within business lines while still ensuring a high standard of service for recruitment, staffing, and employee development. These services include GSA enterprise-wide programs such as workers' compensation, transit subsidy, health room services, childcare subsidy, and unemployment compensation. Funding also provides training contracted through one of OHRM's multiple blanket purchase agreements that covers a wide range of classes and programs. Efficiencies gained through the recertification process in both the transit and childcare subsidies reduced costs by \$3 million since FY 2021. In FY 2024, OHRM will be in the second year of a multi-year service delivery model improvement initiative that will allow OHRM to leverage industry best practices to enhance the customer experience as well as heavily invest in key functional areas that will further improve the efficacy and efficiency of the services OHRM provides. Additionally, OHRM will continue implementation of its HR Data Strategy, Governance Framework, and Operating Model.

The OHRM funding level includes \$5.5 million to fund operations & maintenance (O&M) support for the HR Links system, which includes Time and Attendance functionality. OHRM will also continue to focus on future of work programs and workers' compensation case file reviews in an effort to reduce the overall costs of the workers' compensation program. These investments are a necessity for OHRM to provide required HR IT systems support and achieve additional cost efficiencies in the workers' compensation program. Rising retirement eligibility rates within GSA and across the Federal Government overall is a driving factor for increasing the entry level talent pipeline. GSA will continue to build a talent pipeline focused on leveraging entry level programs such as OHRM's Enterprise Emerging Leaders Program (EELP). Equally important is the focus on improving the quality of hiring at all levels. Using candidate assessment tools like Subject Matter Expert Qualification Assessments (SME-QA) is helping GSA achieve better hiring outcomes for the 1102 series as well as GSA's other mission-critical occupations. The budget comprises the training, salaries, benefits, career ladder promotions, and within-grade-increases for the EELP participants.

**Office of Administrative Services: FY 2024 Estimate - \$63.5 million**

Internal Services: FY 2024 Estimate - \$61.9 million

The Office of Administrative Services (OAS) is responsible for administrative and management services for GSA. These include, but are not limited to: executive correspondence, forms, directives, internal contracting, and travel and purchase card oversight. OAS also serves as the tenant representative for the agency, providing workspace planning, facility design, facilities management, and workplace services tenant support on a national scale. OAS staffs 10 locations and manages 10 workplace programs including: Internal Real Estate, Workplace Services, Fleet, Personal Property, Occupational Safety and Health, Print Services, Print Management, Acquisition Support, Mail, and Assistive Technology. OAS plans to spend \$1.4M in FY 2024 to acquire zero emission vehicles (ZEVs), to comply with Executive Order 14057 requiring the Federal Government to reach 100 percent ZEV acquisition by 2035. OAS oversees rent and security expenditures for offices funded by the WCF in GSA-occupied space including GSA's Washington, DC, facility at 1800 F Street, NW.

OAS's funds cover major areas of responsibility, including payment of GSA internal fleet program, funding nationwide space alteration and maintenance requests, and payments for rent and security costs of all GSA WCF organizations.

External Services: FY 2024 Estimate - \$1.6 million

OAS' Office of Presidential and Congressional Agency Liaison Services provides Commissions and Boards (CABs) account management services and coordinates support with GSA and non-GSA service providers for Commissions, Boards, and small independent agencies. These services include but are not limited to: human resources (labor relations, employee relations, performance management), legal, payroll and financial management, assisted acquisition, realty and facilities, telecommunications, IT, records management, and equal employment opportunity for approximately 30 CABs customers. OAS's CABs Account Management team partners with the Office of Human Resources Management (OHRM) CABs Human Resource Services Center to provide human resources services and access to platforms such as HR links.

**Office of Mission Assurance: FY 2024 Estimate - \$50.5 million**

Internal Services: FY 2024 Estimate - \$47.5 million

The Office of Mission Assurance (OMA) ensures resilience and continuity of GSA's critical business processes by integrating and coordinating activities across all domains of security (physical and personnel) and emergency management. This includes funding and managing all of GSA's background investigations for FTEs and contractors, Homeland Security Presidential Directive 12 credentialing, managing GSA's Insider Threat program, disaster response, and contingency and continuity of operations planning. OMA issues general emergency

preparedness and response and security policy guidance for acquisition and assignments of Government controlled and leased space. OMA provides an enterprise-wide approach to mission assurance planning while ensuring the safety, privacy, and security of GSA facilities, people, and IT assets nationwide. OMA continues to leverage efficiencies, refine best practices, and, to the greatest extent possible, identify savings needed to offset cost increases due to mission priorities.

External Services: FY 2024 Estimate - \$3 million

OMA is responsible for coordinating GSA's response to national emergencies and major disasters, as outlined in the National Response Framework - Emergency Support Function #7 *Logistics*. The costs of logistical services provided in response and recovery efforts are recovered through mission assignments issued by the Federal Emergency Management Agency. The requested level of authority ensures OMA will be able to immediately accept and begin any and all mission assignments in response to natural disasters or other emergencies, such as a particularly severe hurricane season or a pandemic.

Office of the General Counsel: FY 2024 Budget Estimate - \$39.7 million

Internal Services: FY 2024 Estimate - \$39.7 million

The Office of the General Counsel (OGC) provides legal support to all GSA offices and programs, except the Office of Inspector General and the Civilian Board of Contract Appeals (CBCA). This includes providing all legal services for PBS, FAS, the Office of the Administrator, and the offices within the WCF.

OGC also provides legal support for litigation before the CBCA, defends the agency against contract claims under the Contract Disputes Act; defends against protests before the U.S. Government Accountability Office; and assists the U.S. Department of Justice with claims filed in Federal court. OGC defends the agency against tort claims, injury, or other damage claims arising out of the management of Federal buildings and the operation of GSA fleet vehicles. Other legal services involve contracting, acquisition policy, management of real and personal property, historic preservation, environmental compliance and litigation, personnel and labor relations, ethics, appropriations law, Freedom of Information Act (FOIA), the Privacy Act, the Federal Advisory Committee Act, compliance with technology-related laws and regulations implementing GSA authorities including the Federal Acquisition Regulation, the Federal Travel Regulation, and the Federal Management Regulation.

OGC also advises on responses to congressional inquiries, assists in the preparation of congressional testimony, develops and manages the GSA ethics program, and supports alternative dispute resolution efforts. OGC also manages the GSA FOIA program which processes and responds to FOIA requests received by GSA. The General Counsel serves as GSA's Designated Agency Ethics Official and as GSA's Chief FOIA Officer.

**Office of Government-wide Policy: FY 2024 Budget Estimate - \$26.7 million**

**Internal Services: FY 2024 Estimate - \$13.3 million**

The Chief Acquisition Officer (CAO) and the Senior Procurement Executive (SPE) in the Office of Government-wide Policy (OGP) develop acquisition policy and aid in ensuring an informed and engaged workforce to help GSA deliver high value acquisition mission solutions. OGP also provides services and support for acquisition professionals throughout GSA including the Federal Acquisition Service, the Public Buildings Service, and GSA's internal acquisition functions.

OGP's Asset and Transportation Management Office provides support in compliance with the Federal Advisory Committee Act (FACA). In this role it oversees Government-wide FACA policy and certain requirements relating to GSA's advisory committees.

OGP took over the responsibility for the Evidence-Based Policymaking Act of 2018 ("Evidence Act") Title 1 and GSA's Evaluation Function in FY 2021. OGP's Office of Evaluation Sciences (OES) will undertake a number of activities related to building and using evidence. The activities to build and use evidence include implementing and delivering on the multi-year Learning Agenda and the FY 2024 Annual Evaluation Plan, and addressing opportunities flagged in the GSA capacity assessment. Implementation of the Evidence Act offers an opportunity to improve how GSA builds and uses evidence and to better align performance, budget, strategic planning, policymaking, data, and evidence-building activities.

OES will also provide Statistical Analysis using mathematical models to quantify relationships between variables and outcomes and make predictions based on those relationships from collected evaluations data. The Statistical Official will provide important checks and validation of the GSA evaluations Program.

Lastly, OGP manages GSA's membership in the Carbon Disclosure Project (CDP) Supply Chain Program. The CDP Supply Chain Program is a membership program through which agencies collect data from, and engage, their suppliers to improve their environmental performance. The program enables agencies to drive action in their supply chains and achieve their supply chain goals.

**External Services: FY 2024 Estimate - \$13.4 million**

External programs are supported through collections from participating agencies, who enter into Inter-Agency Agreements (IAAs) to reimburse GSA. OGP provides support and manages GSA's IT Capital Planning and Investment Control (CPIC) program. The CPIC program manages the Folio application, a web-based, Government-owned, fee for service technology



solution, that Federal agencies use to support their internal IT Portfolio Management, IT Capital Planning, and IT Governance processes. Folio provides Federal agencies with a Federal shared service solution. Member agencies use Folio to meet their external reporting requirements to the Office of Management and Budget (OMB). The CPIC PMO supports its member agencies by providing dedicated program management, centralized hosting services, Folio related user/admin training, and application related technical support. This community also shares best practices and lessons learned, as well as collaborates on the latest trends in IT portfolio management and IT Governance best practices.

The Performance Management Line of Business (PMLoB) is an interagency effort to develop Government-wide performance management capabilities to help meet the transparency requirements of the Government Performance and Results Act Modernization Act of 2010 (GPRAMA), and support Government-wide performance management efforts, including Performance.gov.

The \$1.9 trillion American Rescue Plan (ARP) represents a unique opportunity to invest in a range of programs and policies that are designed to build an equitable recovery, and will have long-lasting effects on individuals and communities. Building evidence to support equitable delivery of ARP resources and future policy interventions is integral to rebuilding existing Government-wide services and building trust with the public. Between FY 2022 - 2024, the Office of Evaluation Sciences will initiate a portfolio of 10 rapid evaluations in support of the Administration's efforts to advance an equitable recovery, and to better understand which program changes and innovations within ARP investments contributed to producing equitable outcomes: <https://oes.gsa.gov/american-rescue-plan/>

### **Technology Transformation Services: FY 2024 Estimate - \$21.1 million**

#### **External Services: FY 2024 Estimate - \$9.8 million**

The eRulemaking Program Management Office (PMO) that is part of GSA's Technology Transformation Services (TTS) is an E-Government program that fulfills the requirements under Section 206 of the E-Government Act of 2002, the Clinger-Cohen Act, and the Government Paperwork Elimination Act, as well as furthering the effectiveness and efficiency of Government. This program establishes Managing Partner and Partner Agency responsibilities and funding requirements in support of PMO operations including technical support related to the eRulemaking Program and the eRulemaking system.

#### **Direct Appropriations: FY 2024 Request - \$11.3 million**

TTS in partnership with the OMB, Office of Information and Regulatory Affairs, and the Office of Government-wide Policy is reimagining business processes and creating a modern, flexible, and scalable architecture for a new Modernized Rulemaking Management system to enhance the Federal Docket Management System and regulations.gov and RISC/ROCIS/REGINFO. This

request is the next installment of a four-year modernization plan, building on the FY 2022 enacted amount of \$4M and FY 2023 enacted amount of \$5.9M.

Pending funding availability, the Office will pursue modernization that is not only critical to remediating aging infrastructure and end-of-life software and bringing down long-term operations and maintenance costs, but will also deliver important new functionality for more than 220 Partner Agencies along with the Office of Information and Regulatory Affairs. Specifically, the President's January 21, 2021 memorandum, "Modernizing Regulatory Review," directs agencies to identify "recommendations for improving and modernizing regulatory review." A modernized rulemaking management (MRM) system can support the President's priorities in several ways. For example, one of the President's priorities, listed in Section 2(b) (ii) of the memorandum is to assess the distributional effects of regulations; MRM has the potential to use data-tagging, Natural Language Processing, or other analytical tools to aggregate and synthesize such information. Such tools can also be used to aggregate data and provide the Administration with important analysis of the wider impacts of regulations.

With respect to Section 2(b)(iv) in the President's memorandum, MRM is uniquely suited to help "promote the efficiency, transparency, and inclusiveness of the interagency review process." MRM has the capacity to support public comments, along with maintaining historical records in the rulemaking process.

Through the application of modern machine reengineering and learning tools, modernization will also increase IT productivity, increase the willingness of users to recommend the services (as measured by Net Promoter scores), reduce the frequency and impact of system defects, increase data integrity, and reduce the time needed to incorporate new ideas and functionality.

### **Office of Strategic Communication: FY 2024 Estimate - \$20.7 million**

#### **Internal Services: FY 2024 Estimate - \$20.7 million**

The Office of Strategic Communication (OSC), is GSA's singular resource for internal and external communication needs. OSC's main responsibility is to use communication to help the agency meet its mission and business goals. In FY 2023, OSC will continue to promote and enhance the performance and reputation of GSA by providing critical, integrated communication support to its clients. OSC comprises the Public Affairs and Operations Divisions and the Office of Client Engagement.

OSC's Public Affairs Division carries out the agency's effort to help Federal agencies, the media and the public understand the important work performed by GSA in buildings, acquisitions and technology. The Media Affairs Branch acts as the official point of contact for national media inquiries and works closely with communication teams in all 11 GSA regions to ensure there are experts available to reply to media queries at national and local levels. The Public Affairs

Division also maintains editorial control over GSA's social media presence and approves and manages all requests for outside speaking engagements. Additionally, this team oversees stakeholder engagement to ensure internal and external engagement around key issue areas.

The Operations Division includes the immediate office and both the Digital and Visual Communication Program Management Offices (PMOs). The Digital Communications PMO manages the agency's primary website ([www.gsa.gov](http://www.gsa.gov)) and its intranet site. It also provides enterprise-wide web governance and develops strategy, standards, policies, and guidelines on the agency's web content and the presentation of that content, including facilitating the implementation of OMB and agency decisions concerning online content and presentation. The Visual Communications PMO maintains the agency's brand and produces and provides quality assurance oversight on all of GSA's visual and broadcast products, including videos, graphics, podcasts, and photos. The Visual Communications PMO also provides live streaming and event services for the agency.

The Office of Client Engagement includes both client-focused and regional branches. OSC Client branches are in-house communication teams, working directly with GSA's business lines and staff offices to promote and enhance the performance of GSA. They provide complete communication services, including developing and executing strategic communication plans and solutions to support high-priority GSA initiatives. Regional communication branches support the communication needs of all 11 regions. Support ranges from using targeted tactics to deliver news and updates to regional staff to developing regionally focused features for national distribution to staffing urgent and emergency situations that require local GSA representation.

### **Office of Civil Rights: FY 2024 Estimate - \$5.1 million**

#### **Internal Services: FY 2024 Estimate - \$5.1 million**

The Office of Civil Rights (OCR) provides support and guidance on all aspects of equal employment opportunity (EEO), affirmative employment, nondiscrimination in federally assisted programs, and nondiscrimination in federally conducted programs within GSA. OCR's equal employment opportunity program keeps GSA in compliance with laws, guidance and authorities that prohibit discrimination and harassment in the Federal workplace. OCR provides a variety of services to GSA employees and applicants for employment who believe they have been discriminated against based on age, color, disability, race, national origin, religion, sex (including sexual harassment and pregnancy discrimination), sexual orientation, gender identity, genetic information, genetic information, or reprisal retaliation for protected EEO equal employment opportunity activity. OCR also processes informal and formal EEO complaints, encourages resolution of EEO disputes through the Alternative Dispute Resolution program, and adjudicates discrimination claims in accordance with Federal EEO regulations and guidance.

To support full inclusion and equal opportunity for all persons, OCR leads a robust EEO training and outreach program aimed at preventing discrimination.

OCR's civil rights and civil liberties program ensures that GSA's public-facing activities and programs are in compliance with applicable Federal laws and authorities, including environmental justice principles. Through investigations, technical assistance, voluntary compliance efforts, policy development and education, the civil rights program ensures that recipients of Federal financial assistance from GSA comply with Federal laws that prohibit discrimination in the delivery of services or benefits based on the guiding principles of Equal Employment Opportunity and its established discrimination factors. Similarly, OCR ensures that programs, services and activities conducted by GSA do not discriminate on the basis of disability. By funding and administering GSA's Limited English Proficiency Program, OCR ensures that persons with limited English proficiency have meaningful access to the programs, services and information that GSA provides.

OCR's affirmative employment program leads GSA's annual assessment of its EEO program and the formation of GSA's affirmative employment strategy for eliminating barriers to workplace advancement by persons with disabilities. OCR's FY 2024 estimate of \$5 million will allow GSA to provide outstanding civil rights services and support compliance with Federal laws, regulations, and GSA policies to improve mission achievement and support for the administration's priority of affirmatively advancing equity, civil rights, racial justice, and equal opportunity for all.

**External Services: FY 2024 Estimate - \$60 thousand**

OCR provides equal employment opportunity services to other Federal agencies on a cost-reimbursable basis. These services include equal employment opportunity counseling, mediation, investigations, and complaint adjudication.

**Office of Small and Disadvantaged Business Utilization: FY 2024 Estimate - \$8.1 million**

**Internal Services: FY 2024 Estimate - \$8.1 million**

GSA's Office of Small and Disadvantaged Business Utilization (OSDBU) carries out our nationwide responsibility for delivering a successful small business program. OSDBU's mission is to maximize small business and socio-economic small business procurement opportunities within GSA and from Federal Government customers.

OSDBU monitors and implements small business policies and executes a range of programs as directed by the Small Business Act of 1953, as amended by Pub. L. 95-507. This includes, but is not limited to:

- Managing OSDDBU's small business program funding to ensure timely, efficient, and effective use of appropriated resources;
- Evaluating, refining, proposing, and ensuring compliance with small business policy to ensure maximum practicable opportunity for small and disadvantaged businesses to participate in the Federal procurement arena, while prioritizing the accomplishment of the GSA mission;
- Through data analytics and in coordination with the U.S. Small Business Administration, establishing challenging small business procurement goals for GSA, monitoring performance across small business and socio-economic small business categories and implementing initiatives to achieve statutory goals;
- Contributing to the forecasting of opportunities, market research, influencing acquisition strategy, and negotiating higher subcontracting goals to ensure small and disadvantaged businesses receive the maximum practical opportunity to provide innovative, cost-competitive, and timely products and services to satisfy Federal procurement requirements; and
- Providing training and resources to GSA's acquisition workforce and the vendor community.

GSA's small business programs foster entrepreneurial opportunities to new business horizons and enhance technological capabilities. OSDDBU's work is critical to the achievement of GSA's prime and subcontracting small business goals.

OSDBU's FY 2024 estimate of \$8.1 million includes funding to deliver and expand a successful agency small business program, influence improvements for the small business community throughout the Federal Government, and reduce the burden for the acquisition workforce. This encompasses eliminating ineffective technologies and workflow processes, automating technology, enhancing small business vendor engagement and training, expanding small business training to the acquisition workforce, and improving efficiency and effectiveness.

### **Office of Customer Experience: FY 2024 Estimate - \$4.7 million**

#### **Internal Services: FY 2024 Estimate - \$4.7 million**

The mission of the Office of Customer Experience (OCE) is to improve the end-to-end experience of GSA customers by aligning operations to customer needs. OCE was the first agency-wide organization in the Federal Government to focus solely on improving customer experience and fostering a customer-first mentality.

OCE works with internal clients to enhance relationships with customers, industry partners, and both internal and external stakeholders. The office utilizes human-centered design approaches to promote three key behaviors: conducting representative customer research; synthesizing

findings into actionable insights; and making incremental, measurable, and customer-focused improvements.

OCE advances these behaviors and the goals of Executive Order 14058 through four pillars of service:

- Strategy: OCE works across GSA to develop strategies and action plans to achieve customer-centric goals based on customer research and administrative data;
- Customer Research: OCE collaborates with teams to frame, study, and understand GSA customer needs through qualitative and quantitative research;
- Capacity Building: OCE helps teams and individuals across GSA to better understand customer experiences and adapt to shifting needs and preferences; and
- Pilots: OCE partners with GSA teams to prototype service, product, and process innovations to improve customer experiences. Along the way, we gather user feedback to test, validate, and refine big ideas.

OCE offers in-house centralized feedback collection and survey management expertise; it provides guidance on customer experience legislation, and it leads the effort to advance the goals of the 21st Century Integrated Digital Experience Act (21st Century IDEA) and improve enterprise digital customer experience by strengthening digital governance, providing training, analyzing website performance and customer centricity, and advising teams on website modernization.

### **Office of Congressional and Intergovernmental Affairs: FY 2024 Estimate - \$1.2 million**

The Office of Congressional and Intergovernmental Affairs (OCIA) is funded out of the Operating Expenses appropriation; however, the office uses the WCF for the reimbursable services it provides to Members of Congress across the country. This requirement is based on the best information available and subject to change as necessary to support the requirements of the President or Congress.

### **External Services: FY 2024 Estimate - \$1.2 million**

OCIA coordinates services to over 1,400 House district offices and Senate state offices nationwide. OCIA supports the acquisition of office space, furniture and furnishings, property disposal, equipment and supplies, and storage and relocation services.

**Working Capital Fund Bill by Staff and Service Office**

(Dollars in Thousands)

<b>GSA Working Capital Fund Bill \$(000)</b>	<b>FY 2022 Actual</b>	<b>FY 2023 Plan</b>	<b>FY 2024 Plan</b>
<b>Public Building Service</b>	<b>\$ 380,527</b>	<b>\$ 393,772</b>	<b>\$ 417,123</b>
<b>Federal Acquisition Services</b>	<b>\$ 296,286</b>	<b>\$ 312,454</b>	<b>\$ 350,374</b>
FAS ASF	\$ 291,448	\$ 304,257	\$ 338,184
FAS FCSF (includes ARP)	\$ 4,838	\$ 8,197	\$ 12,190
FAS FCSF	\$ 4,838	\$ 5,725	\$ 10,496
FAS FCSF ARP		\$ 2,472	\$ 1,694
<b>Office of Governmentwide Policy</b>	<b>\$ 11,514</b>	<b>\$ 10,732</b>	<b>\$ 11,645</b>
<b>Office of Inspector General</b>	<b>\$ 2,352</b>	<b>\$ 2,450</b>	<b>\$ 1,498</b>
<b>Former Presidents</b>	<b>\$ 35</b>	<b>\$ 28</b>	<b>\$ 28</b>
<b>Civilian Board of Contract Appeals</b>	<b>\$ 280</b>	<b>\$ 215</b>	<b>\$ 143</b>
<b>Technology Modernization Fund</b>	<b>\$ 120</b>	<b>\$ 1,553</b>	<b>\$ 1,628</b>
<b>Operating Expenses</b>	<b>\$ 5,558</b>	<b>\$ 5,731</b>	<b>\$ 6,265</b>
Executive Direction	\$ 3,028	\$ 3,001	\$ 3,169
Real Property Disposal	\$ 2,530	\$ 2,730	\$ 3,095
<b>WCF External Programs</b>	<b>\$ 1,304</b>	<b>\$ 1,680</b>	<b>\$ 2,295</b>
OCFO - Payroll Shared Services	\$ 255	\$ 264	\$ 316
OGP - Electronic Capital Planning & Investment Control	\$ 185	\$ 282	\$ 211
OAS - Commissions & Boards	\$ 200	\$ 182	\$ 186
OGP - eRulemaking	\$ 664	\$ 916	\$ 799
OGP - PMLOB		\$ 36	\$ 38
OGP - AWTF			\$ 746
<b>Grand Total WCF Bill</b>	<b>\$ 697,976</b>	<b>\$ 728,614</b>	<b>\$ 790,999</b>
<b>Funded from Reserves</b>	<b>\$ (9,877)</b>	<b>\$ (44,453)</b>	<b>\$ (10,000)</b>
<b>Total WCF Operating Plan</b>	<b>\$ 707,853</b>	<b>\$ 773,067</b>	<b>\$ 800,999</b>

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