

# CAO Semiannual Report

July - December 2012



Submitted February 14, 2013

# TABLE OF CONTENTS

|   |   |
|---|---|
| From the Chief Administrative Officer .....     | 1 |
| Executive Summary .....                         | 3 |
| Congressional Transition .....                  | 5 |
| CAO Involvement – Transition Timeline .....     | 6 |
| Returning Members with New District Lines ..... | 7 |
| Returning Members .....                         | 7 |
| New Members .....                               | 7 |
| Resume Service .....                            | 8 |
| Digital Mail .....                              | 8 |
| House Cloud.....                                | 8 |
| 113th Transition Website .....                  | 8 |
| District Office and Vehicle Leases.....         | 8 |

## Other CAO Accomplishments

### Acquisitions

|   |   |
|---|---|
| Technology Services Contracts .....                       | 9 |
| Subscriptions .....                                       | 9 |
| Fiscal Year Closeout.....                                 | 9 |
| Contracting Officer’s Representative (COR) Training ..... | 9 |
| Mobile Phone Savings .....                                | 9 |

### Logistics and Support

|                 |    |
|-----------------|----|
| First Call..... | 10 |
|-----------------|----|

## Finance

|   |    |
|---|----|
| New e-Voucher System.....               | 10 |
| Voucher Processing .....                | 10 |
| New Home for Financial Counseling ..... | 10 |

## House Information Resources (HIR)

|                           |    |
|---------------------------|----|
| Email System Upgrade..... | 11 |
| House Cloud.....          | 11 |

## Human Resources

|                       |    |
|-----------------------|----|
| Human Resources ..... | 11 |
| Wounded Warrior ..... | 11 |

## Conclusion

|                 |    |
|-----------------|----|
| Conclusion..... | 11 |
|-----------------|----|

## Charts

|  |    |
|--|----|
| FY 2013 Staffing Chart (as of 12/31/12) .....          | 13 |
| FY 2012 Budget to Actual Report (as of 12/31/12) ..... | 14 |
| FY 2013 Budget to Actual Report (as of 12/31/12) ..... | 15 |

# FROM THE CHIEF ADMINISTRATIVE OFFICER

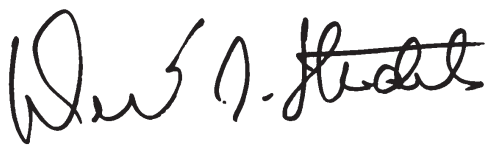
The second half of 2012 was a dynamic time for the Chief Administrative Office (CAO). After months of preparation and planning, we mobilized to support the House during the biennial Congressional transition. "Transition" is a demanding and exciting time, as CAO staff help Members-elect set up their official offices in Washington, DC, and their District. We assist with everything from approving leases to moving furniture to designing websites and standing up computer equipment, all while continuing to sustain the House's normal administrative business.

Reapportionment and redistricting as a result of the 2010 census affected almost every Member of the 113th Congress, and added additional challenges to the Transition effort. Our ability to cooperate with the Committee on House Administration, the Architect of the Capitol (AOC), the Offices of the Clerk, and the Sergeant at Arms was paramount. These partnerships allowed us to work seamlessly, behind the scenes, so that the Members could continue to fulfill their goal of serving their constituents.

Charged with running the House's administrative operations, the CAO provides Members and staff with services such as payroll and benefits, technology support, and cyber security. We administer food services contracts, process procurement requests, refurbish and supply furnishings, and offer a range of other services from training to photography and graphics work.

CAO employees are focused on providing the best service possible to Members and staff so that they can efficiently and effectively support the business of the People's House. I am proud of the deep commitment to excellence we bring to the management of programs and services essential to House operations.

Sincerely,

A handwritten signature in black ink, appearing to read "Dan Strodel". The signature is fluid and cursive, with a prominent initial "D" and "S".

Dan Strodel

Chief Administrative Officer

## EXECUTIVE SUMMARY

Under guidance from the Committee on House Administration, the CAO worked seamlessly with its colleagues in the Offices of the Clerk, the Sergeant at Arms, and the Architect of the Capitol to help the House efficiently transition from the 112th to the 113th Congress during the second half of 2012.

This House-wide effort, which involved designing, editing and launching Member websites, moving office furniture and equipment, organizing and leading informational briefings, required focus and dedication from the entire CAO team.

Meanwhile, the CAO continued to carry out its core mission - ensuring the House's business functions operate efficiently. This meant rethinking and improving the way the organization operates and pursuing innovative solutions to administrative challenges.

CAO highlights from the second half of 2012 include:

- ◆ Conducted multiple briefings to assist departing Members with the closing of their offices, and helped Members with new district boundaries prepare for changes to websites, and equipment.
- ◆ Planned and executed "Office Set Up Briefings;" individual meetings between Members-elect and CAO teams with technology, telecom, and financial expertise.
- ◆ Completed more than 200 Washington, DC, Congressional office moves one week ahead of schedule.
- ◆ Enrolled all Freshman Members in the House Digital Mail program.

Many of these initiatives involved joint efforts among several business units, and all were aimed at improving service to the House community.

## Congressional Transition

Supporting Congress through its biennial transition periods always requires a massive effort by House organizations. Every two years, CAO employees move thousands of House assets—printers, monitors, desks, chairs, tables, to name a few—so new and returning Members can focus on their core mission, serving their constituents. Redistricting as a result of the 2010 census made the transition to the 113th Congress especially complex.

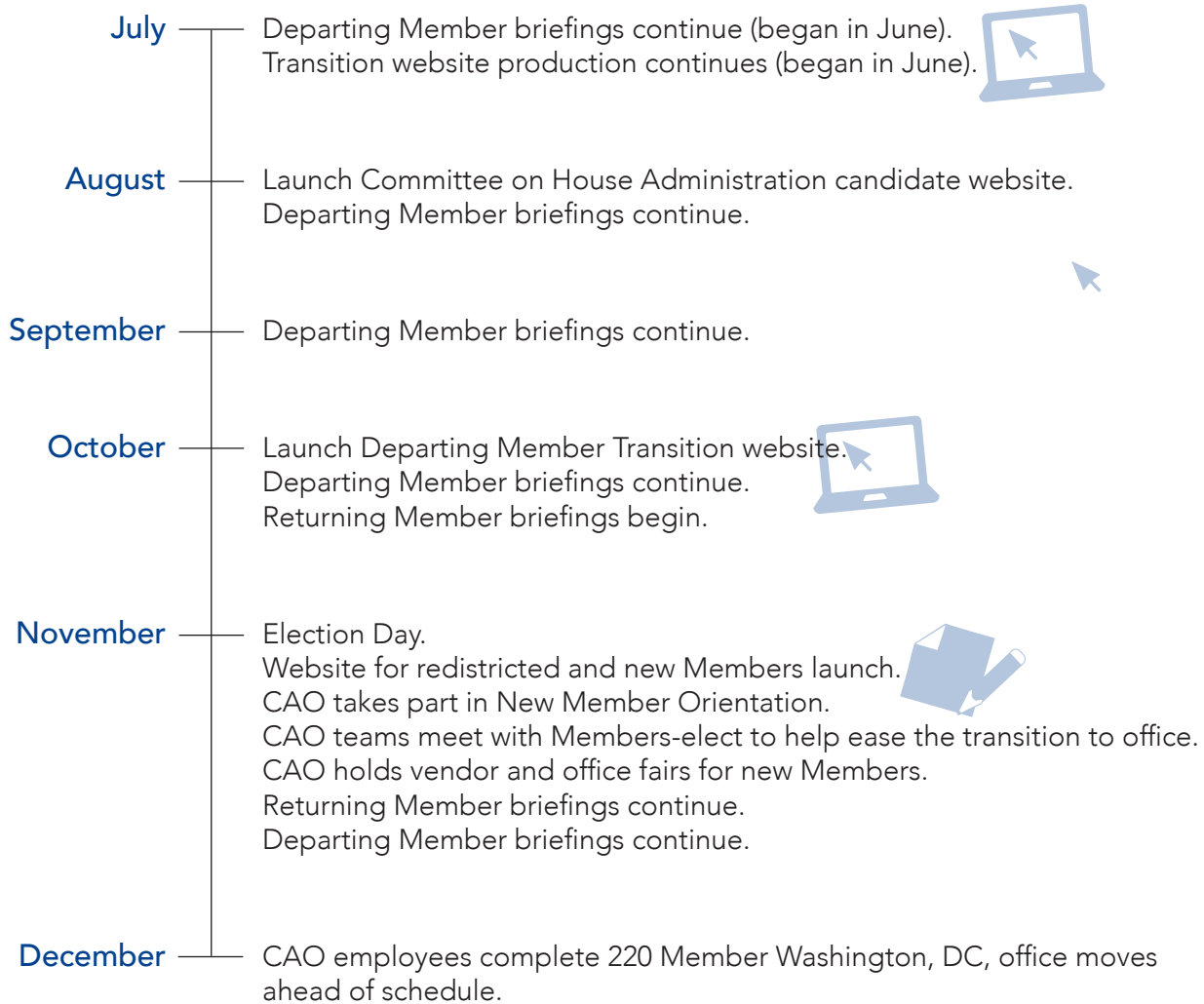
New management policies and procedures had to be developed for new technology implemented since the 2000 census, the last time House district lines were redrawn. In addition, CAO technical staff supported the relocation of several returning Member District offices.

Some of the work that occurred during the transition to the 113th Congress was visible to Members. But much of it occurred behind the scenes, as CAO information technology staff updated hundreds of configuration files across a number of systems to reflect new District designations on computer systems and website addresses.

CAO teams conducted Member-elect orientation programs, which included Office Set Up Briefings, reconfigured from the past to better address individual District office needs.

## CAO Involvement – Transition Timeline

Work on the 113th Transition began almost two years ago, as soon as the 112th Transition concluded. During the past six months, however, transition related activities took center stage in the CAO's organization.



## Returning Members with New District Lines

More than 200 returning House Members were elected to newly-created districts or districts with new boundaries. For each of these Members, the CAO's House Information Resources (HIR) business unit updated official websites, email addresses, and hundreds of electronic files. HIR also ensured that online District maps and associated information reflected redrawn lines.

Many of these Members also had to move and set up new District offices. In partnership with the Committee on House Administration, the CAO created inheritance policies to govern the distribution of office inventories among the many Member offices affected by redrawn District lines.

The CAO also held a series of briefings for these Member offices, where subject matter experts provided information and guidance to help them prepare for the many changes required.

## Returning Members

The CAO provided support for 220 returning Member Washington, DC office moves. After the House office lottery, conducted by the Architect of the Capitol, CAO move coordinators discussed floor plans and office setup options with each office. Moves began shortly afterward, and the CAO/AOC move teams averaged a dozen office moves each day. In all, thousands of furniture items, computers, and phones were moved between hundreds of offices. The teams completed the work several days ahead of schedule.

## New Members

The CAO helps new Members set up their Washington, DC office and provides staff with the information and support necessary to conduct business. In addition, the CAO supports the installation of computer, telecommunication and internet technology in each District office.

Members-elect must quickly absorb massive amounts of information during New Member Orientation. To aid them during the transition to the 113th Congress, the CAO conducted the New Member Office Fair, where CAO and other House support staff were on hand to field questions from new Members.

The CAO also launched a revamped orientation component – Office Set Up Briefings. During these one hour meetings, a small team of CAO specialists walked each Member-elect through the important logistical steps necessary for setting up their Congressional office operations. Members-elect also had the opportunity to discuss specific concerns related to their District offices with CAO experts, and each Member-elect left the briefing with contact information for future questions or concerns.



## Resume Service

Since staffing a new Congressional office, which may employ up to 18 full time people, can be daunting, the CAO Human Resources department provided new Members with access to a resume bank of experienced potential employees. This resume bank also gave job seekers a convenient way to present their credentials to new Members.

## Digital Mail

The Committee on House Administration approved a new policy that allowed all new Members to be enrolled in the House Digital Mail program. Expanding this program, which had been in a pilot phase previously, was the result of CAO Acquisitions Management contract negotiations in 2011. Once new Members are fully operational in the program, the program will expand to all current House Members.

Digital Mail expedites delivery of constituent correspondence to Member offices. The Digital Mail process involves scanning letters and other mail, and delivering electronic images directly to each Member's Correspondence Management System the same day. The original, paper mail is delivered after security screening.

## House Cloud

New Members were also provided access to an internal data storage service. The House cloud provides offices with a safe and secure way to store data. It also eliminates the need for every office to buy and maintain individual servers, reducing taxpayer costs, and improving energy efficiency.

## 113th Transition Website

To help Members and Members-elect manage the myriad aspects of Transition, the CAO created the 113th Transition website. With individual sections that provided information for departing, returning, redistricted, and new Members, the site was a crucial source of information for the entire House.

## District Office and Vehicle Leases

The CAO's Office of Administrative Counsel reviews every District office and vehicle lease to ensure that each complies with applicable federal law and House rules and regulations. During the transition to the 113th Congress, the administrative counsel reviewed more than 1,000 leases. For the first time, counsel also reviewed occupancy agreements required when a Member chooses to lease federal office space through the General Services Administration (GSA).

# OTHER CAO ACCOMPLISHMENTS

## Acquisitions

### TECHNOLOGY SERVICES CONTRACTS

In an effort to lower Member office costs and ensure the best services possible, the CAO now requires all technology service vendors to sign and adhere to a master Technology Services contract. This new agreement combines the Correspondence Management Systems (CMS) and Maintenance Provider Agreements into a single, uniform agreement with specific performance requirements and transparent disclosure of vendor pricing. Effective January 3, 2013, the new contract also provides offices with enhanced legal protection through uniform terms and conditions.

### SUBSCRIPTIONS

Along with the Office of Communications, the CAO Office of Acquisitions Management sponsored and coordinated the second annual CAO Subscription Fair. More than 200 people attended the fair, which featured representatives from several government agencies, news service providers, and research services.

Acquisitions Management continues to seek financial savings with vendors who offer subscription services to the House. New agreements negotiated during the past six months could translate into savings of \$800,000 annually.

### FISCAL YEAR CLOSEOUT

Acquisitions Management closed out the 2012 fiscal year smoothly. The group processed 7,033 purchase orders, contracts, and task orders totaling \$87.7 million.

### CONTRACTING OFFICER'S REPRESENTATIVE (COR) TRAINING

During the second half of 2012, Acquisitions Management added a fourth module to the COR mandatory online training curriculum. This module prescribes the standards of conduct for staff who are significantly involved in procurement activities; 143 CAO staff completed the COR program during the period January 1, 2012 through November 26, 2012.

### MOBILE PHONE SAVINGS

The CAO implemented a plan in September 2012 to reduce its monthly mobile phone charges. Working with Verizon and House Information Resources, Acquisitions Management moved all CAO accounts to a single billing account. This retained the CAO's billing structure while reducing costs. All CAO accounts now share a large pool of minutes, thereby eliminating monthly overtime charges.

## Logistics and Support

### FIRST CALL

First Call is the primary “go to” office for House services provided by the CAO. During the last six months, First Call:

- ◆ Matched more than 29 million addresses to constituent names and households to ensure accuracy on mass mailings, saving Members money on paper, printing, and postage costs.
- ◆ Processed more than 1,600 passports.
- ◆ Served more than 6,000 walk-in customers in the First Call Customer Solutions Center.
- ◆ Provided notary service for more than 250 Members and staff.

## Finance

### NEW E-VOUCHER SYSTEM

The CAO’s Enterprise Applications Directorate and Office of Finance are continuing work on an electronic voucher (e-Voucher) submission and document management solution. This new product, which will work seamlessly with the PeopleSoft financial system, will make managing accounts payable easier for Member and Committee offices.

The new e-Voucher system will also reduce administrative costs and increase efficiency within the CAO’s Office of Financial Counseling. Project development and testing are underway now.

### VOUCHER PROCESSING

The Office of Financial Counseling processed more than 85,000 vouchers for Member, Leadership, Committee, and other offices during the second half of 2012. The office processed these vouchers in just over four business days on average, which exceeds its service level goal of five to seven business days.

### NEW HOME FOR FINANCIAL COUNSELING

The Office of Financial Counseling has a new home. Formerly located in 263 Cannon and B-241 Longworth, the new office in B-245 Longworth offers a single, convenient, and central location for voucher submission, mass mail reporting, House Travel Card administration, and Member office budget support. The Architect of the Capitol renovated the space, and the CAO’s Office of Logistics and Support organized and executed the move.

## House Information Resources (HIR)

### EMAIL SYSTEM UPGRADE

HIR successfully completed testing an upgrade to Microsoft Exchange 2010, the House email system, during the second half of 2012. The upgrade, which will be implemented in January 2013, provides enhanced support for the Outlook Web App (OWA) and simplified office email account administration for systems administrators.

### HOUSE CLOUD

The House cloud continues to grow with the addition of Members-elect. By joining the cloud, nearly 400 House offices have eliminated the need to buy and maintain individual servers, which reduces taxpayer costs and improves energy efficiency.

## Human Resources

The Office of Employee Assistance (OEA), in partnership with the Office of Payroll and Benefits, briefed all departing Members and staff on the transition support and resources available to assist them throughout the departure process. This included reviewing personal and professional transition plans and updating resumes for potential positions on and off the Hill. The OEA team also provided general information on its core services on the 113th Transition website, as well as at the House Services Fair and at Departing/Incoming Members Service Centers.

### WOUNDED WARRIOR

The Wounded Warrior Program (WWP) hired five fellows between July and December 2012. Since the program's 2008 inception, the CAO has assigned 89 veterans to fellowships with Members, the Office of the Sergeant at Arms, and the WWP Office. In all, 52 fellows have transitioned from the program to secure full time employment with Member offices, the Department of Veterans Affairs, various non-profit veteran advocacy organizations, and private enterprise.



## Conclusion

We continue to carry out the core mission of the CAO in the most efficient manner possible. It is our goal to help Members and staff efficiently and effectively represent their constituents in the People's House.

# CAO STAFFING CHART

FY 2013 Staffing Chart (as of 12/31/12)

|                                    | Current FTEs | Vacancies | Total FTEs |
|------------------------------------|--------------|-----------|------------|
| Acquisitions                       | 20           | 2         | 22         |
| CAO Immediate Office and Galleries | 43           | 3         | 46         |
| Finance                            | 94           | 6         | 100        |
| House Information Resources        | 267          | 28        | 295        |
| House Recording Studio             | 45           | 20        | 65         |
| Human Resources                    | 19           | 4         | 23         |
| Logistics and Support              | 153          | 10        | 163        |
| <b>TOTAL CAO</b>                   | <b>641</b>   | <b>73</b> | <b>714</b> |

# COMPARISON OF BUDGET TO ACTUAL

## FY 2012 Budget to Actual Report (as of 12/31/12)

|                                     | Adjusted<br>FY'12 Budget | YTD<br>Actuals | Available<br>Balance | % of Budget<br>Remaining |
|-------------------------------------|--------------------------|----------------|----------------------|--------------------------|
| <b>Chief Administrative Officer</b> |                          |                |                      |                          |
| <b>Single-Year Funds</b>            |                          |                |                      |                          |
| <b>Personnel</b>                    | \$ 58,151,668            | \$ 58,146,001  | \$ 5,667             | 0.0%                     |
| <b>Non-Personnel</b>                |                          |                |                      |                          |
| Total Operations                    | \$ 57,369,410            | \$ 57,161,796  | \$ 207,615           | 0.4%                     |
| CAO-Wide Resources                  | \$ 7,744                 | \$ -           | \$ 7,744             | 0.0%                     |
| <b>Total Non-Personnel</b>          | \$ 57,377,154            | \$ 57,161,796  | \$ 215,359           | 0.4%                     |
| <b>Total Single-Year Funds</b>      | \$ 115,528,823           | \$ 115,307,797 | \$ 221,025           | 0.2%                     |
| <b>No-Year Funds</b>                |                          |                |                      |                          |
| CAO-Wide Resources                  | \$ 7,992,219             | \$ 3,075,471   | \$ 4,916,748         | 61.5%                    |
| <b>Total No-Year Funds</b>          | \$ 7,992,219             | \$ 3,075,471   | \$ 4,916,748         | 61.5%                    |
| <b>Total CAO Budget</b>             | \$ 123,521,042           | \$ 118,383,268 | \$ 5,137,773         | 4.2%                     |
| <b>BCDR</b>                         |                          |                |                      |                          |
| Single Year Funds                   | \$ 11,782,072            | \$ 11,596,017  | \$ 186,055           | 1.6%                     |
| No Year Funds                       | \$ 8,818,933             | \$ 1,268,902   | \$ 7,550,031         | 85.6%                    |
| <b>Total BCDR Budget</b>            | \$ 20,601,005            | \$ 12,864,919  | \$ 7,736,086         | 37.6%                    |

# COMPARISON OF BUDGET TO ACTUAL

## FY 2013 Budget to Actual Report (as of 12/31/12)

*NOTE: We are currently under a Continuing Resolution until March 27, 2013*

|                                     | Adjusted<br>FY'13 Budget | YTD<br>Actuals | Available<br>Balance | % of Budget<br>Remaining |
|-------------------------------------|--------------------------|----------------|----------------------|--------------------------|
| <b>Chief Administrative Officer</b> |                          |                |                      |                          |
| <b>Single-Year Funds</b>            |                          |                |                      |                          |
| <b>Personnel</b>                    | \$ 27,784,076            | \$ 14,447,210  | \$ 13,336,866        | 48.0%                    |
| <b>Non-Personnel</b>                |                          |                |                      |                          |
| Total Operations                    | \$ 24,284,600            | \$ 8,448,157   | \$ 15,836,443        | 65.2%                    |
| CAO-Wide Resources                  | \$ 4,876,972             | \$ -           | \$ 4,876,972         | 0.0%                     |
| <b>Total Non-Personnel</b>          | \$ 29,161,572            | \$ 8,448,157   | \$ 20,713,415        | 71.0%                    |
| <b>Total Single-Year Funds</b>      | \$ 56,945,648            | \$ 22,895,367  | \$ 34,050,281        | 59.8%                    |
| <b>No-Year Funds</b>                |                          |                |                      |                          |
| CAO-Wide Resources                  | \$ 1,931,712             | \$ -           | \$ 1,931,712         | 100.0%                   |
| <b>Total No-Year Funds</b>          | \$ 1,931,712             | \$ -           | \$ 1,931,712         | 100.0%                   |
| <b>Total CAO Budget</b>             | \$ 58,877,360            | \$ 22,895,367  | \$ 35,981,993        | 61.1%                    |
|                                     |                          |                |                      |                          |
| <b>BCDR</b>                         |                          |                |                      |                          |
| Single Year Funds                   | \$ 5,942,858             | \$ 1,966,118   | \$ 3,976,740         | 66.9%                    |
| No Year Funds                       | \$ 2,453,279             | \$ 63,522      | \$ 2,389,757         | 97.4%                    |
| <b>Total BCDR Budget</b>            | \$ 8,396,137             | \$ 2,029,640   | \$ 6,366,497         | 75.8%                    |
|                                     |                          |                |                      |                          |

