

# SEMIANNUAL REPORT

JANUARY - JUNE 2024



**CAO**

Member Focused. Service Driven.



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"...The Chief Administrative Officer shall report to the Committee on House Administration not later than 45 days following the close of each semiannual period ending on June 30 or December 31 on the financial and operational status of each function under the jurisdiction of the Chief Administrative Officer. Each report shall include financial statements and a description or explanation of current operations, the implementation of new policies and procedures, and future plans for each function."

House Rule II 4(b)

118th Congress

# CAO Mission

We serve the House community by providing administrative, technical, and operational solutions so Members can perform their Constitutional duties.

# CAO Vision

To be an essential resource for every Member of the People's House through outstanding customer experiences delivered by exceptional employees.



# Executive Summary

With a robust legislative schedule, several high-profile public events, and preparation underway for the transition to the 119th Congress, it's been a busy first-half of the year for the Office of the Chief Administrative Officer (CAO). But whatever projects or initiatives we undertake, it's always with our focus on being "Member Focused. Service Driven."

The CAO has continued to expand our training and support for House staff to ensure they are operating at the highest level in their service to Members and the American people. Over the past six months, 1,026 staff (626 of whom are district staff) have attended the nine conferences for seven staff roles. Additionally, the CAO Coaches hosted 71 in-person and virtual classes with more than 2,300 total attendees. The Congressional Staff Academy launched its Professional Leadership Development Program which included 12 new courses for both D.C. and district cohorts. In support of Members, the Congressional Excellence Program Office officially became a permanent office under the CAO Immediate Office and hired a permanent director.

But it's not just training and education, the CAO is also working to make sure Members, staff, and visitors will have more options for lunch and coffee on campus. In April, we opened the doors to the new Hideaway at MDR – a new carryout eatery in the Capitol serving up food from the Members' Dining Room. Additionally, the staff favorite Cannon Coffee Cart was rebranded to Common Grounds House Speciality Coffee to reflect the permanence of the coffee counter and plans for potential future expansion.



As we look ahead to the transition to the 119th Congress, the Logistics teams are well underway with furniture inventory, restoration, and other high-stakes projects. However, even with transition planning underway, the team is still providing daily support to Member, Committee, and Leadership offices. This included implementing improvements to the My Delivery pilot tool, which will minimize the need for paper documentation, streamline equipment payments, and improve the inventory process. In total, the Logistics team completed more than 3,000 tasks, moved more than 9,000 pieces of furniture, and supported more than 1,500 special events.

In May, the popular House Human Resources Hub, also known as the HR Hub, launched new career paths for Committee staff. Since its launch, the Career Paths tool has garnered more than 6,000 views from over 2,000 unique visitors. To support all the dimensions of physical and emotional well-being, the Office of Employee Assistance (OEA) and House Center for Well-Being continued to provide essential trainings, information, and events for House staff. This included the popular OEA “Mental Health Minute” video series, podcasts, and the sixth annual House Center for Well-Being Fair.

At the direction of the Committee of House Administration, we established the House Intern Resource Office. The office has hit the ground running and has already visited all 441 House Member offices and provided training and professional development opportunities to 650 House interns.

Over the past six months, our Finance teams have also seen a steady demand for their services. This included adding more than 5,000 new vendors and updating information for almost 3,000 existing vendors. And, despite this high volume, the Accounting team continued to meet its target of adding new vendors to the vendor management system in less than two days. Additionally, the Office of Payroll and Benefits administered more than 72,000 payroll disbursements. In closing out the 2023 calendar year, all 2023 W2 and 1095C Tax Statements were mailed to Members’ and staff’s home addresses of record by January 22 and loaded into self-service. This was the earliest that CAO Members’ Services and the Office of Payroll and Benefits has completed these tasks.

In the first half of the year, our various House Information Resources (HIR) teams were also busy in providing technical support and innovative digital solutions for the House community. The House Digital Services team continued to make significant progress on priorities outlined by the Committee on House Administration Modernization Subcommittee. This included the development of LegiDex, HouseCal, CaseCompass, and FlagTrack. In support of daily technology needs, the CAO Technology Partner+

Program resolved more than 16,000 customer ticket requests and met with district offices as needed. To ensure Members and staff have reliable, strong internet wherever they are on campus, the Networking Engineering and Operations team continued to upgrade the Wi-Fi across the House campus. The Wide Area Network team also completed the equipment lifecycle replacement project for network devices in Member district offices. In the face of evolving and continuous risks to the House cyber network, the Cybersecurity team strengthened its Security Operations Center and operational support for House staff. This allowed the team to quickly respond to multiple, simultaneous occurring cyber incident investigations. Additionally, the team provided ongoing trainings for staff to ensure they’re aware of the latest and strongest cybersecurity best practices.

This is by no means an exhaustive summary of everything that the more than 900 employees of the CAO have undertaken over the past six months, and I encourage you to read the semi-annual report in its entirety for a comprehensive overview of all the projects, initiatives, and events we’ve undertaken during the first half of the year. As the preparation for the transition to the 119th Congress continues, I’m confident that our CAO teams will continue to deliver the highest quality customer service and support to the People’s House.



Catherine L. Szpindor  
Chief Administrative Officer



# House Recording Studio

Over the past six months, the **House Recording Studio** televised more than 363 hours of House Floor coverage, including special coverage of President Biden's State of the Union Address, as well as Japan's Prime Minister Fumio Kishida's address to a Joint Meeting of Congress.

The House Recording Studio team also supported 590 Committee hearings and markups, which totaled more than 1,800 hours of coverage. From their studios in Rayburn, the team completed 830 television and 87 radio support requests. Across the country, in partnership with CAO's Business Continuity/Disaster Recovery (BC/DR) team, the House Recording Studio supported 20 field hearings in 14 different states. This included supporting field hearings in unique locations, including a National Park and an airline hangar.

The House Recording Studio also supported the setup of over 750 audiovisual events throughout the House complex. AV setups support both the weekly Republican Conference and Democratic Caucus meetings, along with many Speaker and Member-sponsored public events and meetings.

In conjunction with the House Digital Service team and the Office of the Clerk, the House Recording Studio rolled out a new cloud-based clipping service. Members, Committees, and Leadership offices can now quickly select and download clips from Committee and Floor proceedings to share on social media, post on their House websites, or include in their emails to constituents. Over the past six months, more than 3,500 clips have been created.

The team completed a full modernization of the House Committee on Foreign Affairs hearing room, enabling the Committee to use their hearing room for the first time in two years. The full modernization of the Foreign Affairs hearing room included all new cameras, microphones, and monitors at each Member position. In coordination with the Architect of the Capitol, the House Recording Studio started planning modernization efforts for the Committee on Oversight and Accountability, the Committee on Energy and Commerce, and the Committee on Education and the Workforce.

**363**

Hours of House Floor  
coverage televised

**590**

Committee hearings and  
markups supported, which  
totaled more than

**1,800**

hours of coverage

**3,500**

Clips created

# Congressional Excellence Program Office

Established as a pilot program in 2022, the **Congressional Excellence Program Office** officially became a permanent office under the CAO Immediate Office in April. The Congressional Excellence Partners continue to work closely with Members, Chiefs, and their staff to bring their vision of service to fruition.

Additionally, a new permanent director was hired to establish a CAO leadership presence to support the program.

**40+**

Offices and  
Committees

**690+**

Hours of meetings and  
work on behalf of Member  
offices and Committees



**The Congressional Excellence Partners support Members throughout their time in office.**

# House Child Care Center

The **House Child Care Center** continued to provide exceptional quality care and developmentally appropriate learning experiences to up to 216 children and their families across 18 infants, toddler, and preschool classrooms in the O'Neill Child Care facility.



**The Center hosts special events throughout the year, including House staff reading to the various classrooms.**

Over the past six months, the Child Care Center continued working closely with CAO Human Resources to bring teacher staffed positions from 85 percent to 92 percent. To increase onboarding strength a Training and Curriculum Specialist was added to the department to support Child Care Center educators in maintaining high-quality care and increasing overall professional development.

This increase in staffing has allowed the Child Care Center to be able to deliver childcare services to additional House families and open an additional classroom. In April, the Child Care Center opened its 18th classroom, expanding the total toddler capacity to 84. This brought the total Center capacity to 220 — the highest it has been to date.



**The Center's teachers provide high-quality care that is focused on helping children thrive both in and out of the classroom.**

In mid-June the Child Care Center began the initial phase of implementing a digital communication application for parents and families called Tadpoles. Tadpoles offers real-time communications to families about their child's day and provides pictures throughout the day of their children's experience. This application connects directly to their digital curriculum and assessment tool, Teaching Strategies Gold, and will streamline the teachers' workload connecting images and anecdotal observations to developmental milestones making them easier to track.

During the January in-service day, Child Care Center faculty delved further into the Center's curriculum with training on the digital cloud resources. This has allowed the faculty to create classroom lesson plans with more fidelity to the curriculum and assessment system. During the March in-service day, in addition to classroom and age group meetings and classroom work time, lead teachers attended training on communication and conflict management, providing them with additional skills to work with colleagues and families and lead their classroom teams.

# Logistics and Support

## OPERATIONS AND QUALITY ASSURANCE

In partnership with House Information Resources, the **Operations and Quality Assurance team** implemented improvements to the My Delivery pilot tool, which will minimize paper-based documentation and streamline equipment payments and inventory processes.

A new department initiative to boost organizational productivity identified nearly 300 documented support processes for review to ensure continuous improvements and stakeholder engagement through the integration of best practices and innovative solutions.

In addition, the team entered the second phase of the Furniture Inventory Management project by automating various business unit processes. With the use of advanced technology and performance

dashboards the team can better visualize critical data points, enhance data-driven decision-making, improve accountability, and streamline the cataloging of desktop procedures for the various Logistics and Support departments.

## ASSET MANAGEMENT

The **Asset Management** CAO Equipment Program, in collaboration with the Office Supply Store, helped Member offices procure 1,171 pieces of equipment at a cost of \$1.2 million.

In addition to ensuring that all equipment, including desktops and printers, meets House Technical Standards, the program leverages bulk purchasing to ensure the House receives the highest quality products at the best value. Over the past six months, the House TV Program completed six new TV installations for Member offices.

**1,171**

Equipment items received for resale in the Office Supply Store

**21**

PPE Tickets and shipments

**\$1.1M**

Sales generated through the new House Tech website

**224**

D.C. Equipment removals

**939**

Pieces of equipment sold through the Office Supply Store

**2,130**

Computer hard drives shredded

**4,077**

Equipment items disposed by GSA

The **Furnishings team** continued its work in support of major House events and projects, including:

- The State of the Union Address
- Lying in Honor Ceremony for Medal of Honor recipient Colonel Ralph Pucket, Jr.
- Joint Meeting with the Japanese Prime Minister
- Capitol statue unveilings for Ms. Daisy Lee Gatson Bates and Reverend Billy Graham

Additionally, the Furnishings team replaced the carpet in the Longworth Cafeteria. By popular demand, the team also hosted another open house for Members and staff. More than 150 staff and Members visited the Logistics and Support offices to get a behind-the-scenes look at the shop.

**REQUESTS COMPLETED**

**1,510**

Cabinet and finishing

**1,275**

Carpet

**508**

Drapery and upholstery

**263**

Locksmith and engraving

**1,270**

Finishing refurbishment

**189**

Construction

**392**

Framing

**605**

Frames delivered

In conjunction with the Architect of the Capitol, the **Finishing Shop** stained several unique pieces on campus, including a sunburst panel for the Interfaith Room. The **Upholstery Shop** provided four reupholstered Antique and Unique chairs, carpet, and drapes to complete the project.



Civil rights leader Daisy Lee Gatson Bates was honored with a statue in Statuary Hall on May 8, 2024.



Reverend William Franklin "Billy" Graham Jr.'s statue in Statuary Hall was unveiled on May 16, 2024.



As a result, 154 individual Antique and Unique furniture pieces were refurbished and placed in Member, Committee, and Leadership offices. This includes two historic chaise lounge fainting couches and a marble top buffet, original to Rayburn.

Additionally, the Design team completed seven Finish Schedule projects including:

- The replacement of the drapery in the Democratic Cloakroom
- Enhancements to the Minority Whip office drapery, accent lighting, and upholstery
- Upgraded Member dais chairs for the Committee on Science Space and Technology



**Skilled craftsman work continuously to restore furniture throughout the House campus.**

The **Furniture Inventory team** prioritized cost savings over the past six months by reducing the amount of offsite storage by more than 10 percent (over 1,000 Antique and Unique pieces). Additionally, the team renamed over 564 Antique and Unique furniture styles. This new naming structure follows a consistent hierarchy to staff can more quickly identify categories of furniture and improve the turnaround time for Member offices.

The **Design team** completed 135 tickets for Antique and Unique consultations, which includes:

**1,565**  
Furniture asset numbers added

**57**  
Departing Member offices  
inventoried

**7**  
Finish Schedule designs  
completed

The **Warehouse and Receiving team** completed the transfer of approximately 10,000 square feet of furniture from an offsite furniture storage location to the House campus. Ahead of Transition, the team has undertaken light furniture touchups without the need to use CAO furnishing shops. Over the past six months, they restored 350 pieces of furniture.

Over the past six months, the **Logistics** team completed 3,114 tasks, moved 9,195 pieces of furniture, and supported 1,596 special events. The **Furniture Refurbishment team** repaired or restored 116 pieces of furniture, which includes desks, mirrors, mailboxes, and coat racks. 976 furniture items have been restored by outside vendors. In total, the program has saved a total of \$460,432 over the past six months.



The Logistics team's workshop provides the space and tools necessary to create one-of-a-kind pieces for Member offices.

FURNITURE REFURBISHMENT AND REPLACEMENT COSTS

	Number of Items	Refurbishment Cost	Replacement Cost
Credenzas	84	\$43,239	\$229,488
Desks	150	\$84,880	\$300,450
Tables	95	\$26,891	85,504
Total	189	\$155,010	\$615,442



Furniture and drapery experts offer Members with a variety of fabric swatches to select as part of their official office decor.



The annual behind-the-scenes tour of the Logistics shop is the can't-miss event on campus.

Over the past six months, the **Office Design and Move Services team** managed and resolved 740 service requests. This includes 302 requests from Member offices, 25 requests from Committees and Leadership, and 13 requests from support offices.

The **Workflow Service team** triaged 7,516 customer requests to the appropriate Logistics and Support teams and managed the delivery and setup of 15,585 furniture items. In addition, the team provided 295 framing consultations.

The **Modular Service team** completed 285 requests for specialized modular office updates, modifications, and/or renovations. The team also provided modular furniture support to more than 341 Member, Committee, and Leadership offices.

The **Project Specialist Service team** resolved 425 office service requests. These included furniture reconfigurations, special election setups, carpet and paint updates, office remodels, and staff relocations.

The **Design team** resolved 558 design requests for consultations, new office setups, office renovations, reconfigurations, and floor plan modifications.

OFFICE DESIGN AND MOVE SERVICES METRICS

**7,516**  
Service requests

**15,585**  
Regular furniture items  
delivered

**295**  
Framing consultations

**305**  
D.C. modular Member office  
requests completed

**965**  
Stakeholder service requests

**558**  
Design requests

# CAO Human Resources

The House Human Resources Hub (HR Hub) continues to expand its influence as the Member, Committee, and Leadership offices go-to website for tips, tools, and other human resource support. In May, the HR Hub team launched an interactive and dynamic set of Career Paths for Committee offices to further complement the suite of Career Paths for Member offices. This cutting-edge tool outlines the unique roles, responsibilities, skills, career options, and associated training opportunities for 25 positions within the House community. Each of the positions align within one of four main career paths: Administrative, Communications, District, and Legislative. Since its launch, the Career Paths tool has garnered over 6,000 views from over 2,000 unique visitors.

During the first half of 2024, 5,812 resumes were submitted to the House Resume Bank. Additionally, 60 requests for resumes were received from offices and the House Resume Bank team supplied 1,571 resumes to the offices in response to those requests.

The Human Resources team also continued its commitment to CAO staff development through several initiatives. From January through March, the team deployed "Building Blocks for Success," which is a competency-based training-program for CAO staff. Topics covered in this module included adaptability, priority management, problem resolution, accountability, communication, and collaboration. In total, 74 staff attended the in-person and virtual sessions.

In April, the Human Resources team launched two new "Career Compass" training opportunities for staff. This included a panel discussion for supervisors on ways to lead people while also managing the operations. The team also hosted a workshop for employees highlighting how self-reflection assists in taking charge of career growth. Additionally, the CAO Human Resources Career Compass portal received the "2024 Preparing for the Future of Work Award" from the Training Officers Consortium.

## CAREER COMPASS

1,171

Total visits

206

Unique visitors



**PEP participants take part in several in-person events throughout the year, including tours of the Capitol and Speaker's Balcony.**

Also in April, CAO Human Resources launched its third employee engagement survey since 2020 in which 77 percent of the CAO workforce participated. The Human Resources team will be analyzing results and sharing them with the CAO workforce this summer.

CAO Human Resources also partnered with the Executive Potential Program team to facilitate a series of leadership development focus groups to explore the career and leadership development experience of staff in management roles. Over 20 staff participated in these focus groups, whose feedback will be used for future leadership and career development initiatives provided to current and future CAO leaders.

Finally, in February, the Human Resources team launched a new digital newsletter specifically designed to support staff in leadership roles. The monthly "Manager's Minute," which has an average unique open rate of 85 percent, provides information and support to assist managers in their everyday duties.

The CAO's Professional Enrichment Program (PEP) was created to enhance the onboarding and orientation experience of new CAO staff. During the first half of 2024, PEP hosted six engagement activities tailored to the growth and development

of new hires and PEP Partners alike. Newly hired participants and their partners participate in monthly activities designed to foster professional growth, team cohesion, and knowledge of the legislative environment.

Led by the CAO Internal Communications team, a refreshed version of CAOnline (the CAO's internal website) will launch this summer. The site will be easier to navigate and allow for more account personalization. In addition, the refreshed intranet site will also provide greater visibility into CAO projects, priorities, and customer satisfaction.



**The CAO Human Resources team participated in several events to meet, network, and engage with House staff.**

## OFFICE OF TALENT AND DEVELOPMENT

In March, CAO Human Resources expanded its services through the creation of a new **Office of Talent and Development**. This new office will help Member, Committee, and Leadership offices recruit, develop, and retain talent by:

- Building on the outreach activities the Office of Diversity and Inclusion conducted to underrepresented communities.
- Strengthening relationships with colleges and universities.
- Creating a one-stop-shop for recruiting assistance by merging the House Resume Bank, the House Vacancy Announcement and Placement Service, and the legacy Office of Diversity and Inclusion LinkedIn Recruiter program into one office.
- Conducting resume reviews and mock interviews for staff.
- Leveraging and promoting all resources on the House Human Resources Hub to help offices build inclusive and equitable practices.
- Conducting research and analyzing data trends to inform additional programming, outreach, and engagement efforts.

Since Talent and Development Office's creation, they have received 27 requests for LinkedIn recruiter support from Member offices and provided 484 candidates for consideration in response to those requests.

## HOUSE INTERN RESOURCE OFFICE

In response to Section 113 of the Consolidated Appropriations Act (Public Law 117-328) the CAO established the House Intern Resource Office and filled the legislatively mandated position of House Intern Resource Office Coordinator. Over the past six months, the **House Intern Resource Office team** was able to provide professional development and training to 650 interns.

The "House Intern Connection" newsletter continues to consistently reach more than 1,500 interns in D.C. and district offices. Additionally, House Intern Resource Office staff visited all 441 House Member offices to build awareness about the office.



The Intern Summit gave House interns the opportunity to network and learn with one another and full-time staff.



Interns have an opportunity to learn more about the HR Hub and Career Compass tool.

# OFFICE OF EMPLOYEE ASSISTANCE

Between January and June, the **Office of Employee Assistance (OEA) team** continued to provide their essential suite of personal and professional support services at unprecedented levels. OEA counselors conducted over 3,500 individual counseling and coaching sessions, exceeding the 3,350 sessions provided during the prior six-month period.

Approximately 1,600 House staff attended 57 OEA training and outreach events. The OEA team also facilitated 29 team retreats, serving close to 500 staff and surpassing the previous six-month mark of 25 such events.

The OEA's "Mental Health Minute" video series released its 10th episode in June, and OEA's collaborative podcast with the Center for Well-Being, "Healthy on the Hill," entered its third season with its 24th episode released. Subscribers and downloads increased for both programs.

325

New counseling and coaching clients

3,507

Counseling and coaching sessions

57

Training and outreach events

1,597

Staff training and event participants

1,597

Team retreats



The Office of Employee Assistance provides free mental health screenings, counseling, and more to support staff.

# HOUSE CENTER FOR WELL-BEING

During the first half of 2024, the **House Center for Well-Being team** facilitated more than 40 webinars, briefings and in-person events that were attended by almost 3,400 staffers, including the Center's sixth annual Well-Being Fair in June.

More than 1,400 new users accounts were created for the Center's web-based and mobile applications. This represents a 13 percent increase over the past six months and brings the total user accounts to nearly 12,000. During this six-month period over 1,200 employees participated in well-being challenges, which exceeded the total number of participants for the entire 2023 calendar year.

Over the past six months there were over 4,000 storefront interactions with staffers, 450 wellness coaching sessions completed, and 200 instances of career and transition services support.

The 'Healthy on the Hill' podcast series continues to reach staff wherever they are. Over the past six months, the team released four new episodes and saw an 8 percent increase in total subscribers since the previous reporting period. Episode downloads have also increased over the previous six month period by 15 percent.



Whether it's therapy dogs or the popular annual Well-Being Fair plant giveaway, the House Center for Well-Being helps staff balance the daily stressors of working on Capitol Hill.

## GREEN AND GOLD CONGRESSIONAL AIDE PROGRAM

The **Green and Gold Congressional Aide Program** provides opportunities for veterans, Gold Star family members, and active-duty spouses to work for Congress. By the end of June, more than 70 Aides were employed by Members and House Officers in both the D.C. and district offices. Of the aides departing the program this year, more than a third continued employment with the House.

To improve accessibility and provide additional support for participating offices, the program expanded its eligibility requirements to include active-duty spouses and potential Gold Star family participants. Members of Congress are also now able to request up to a six-month extension for their Aides after completing two years of service.

The program also expanded its outreach efforts through an active educational campaign focused on its services and its positive impact on the House community, including veterans and their families. As a result, more than 90 Members are currently waiting to host an Aide.



The Green and Gold Congressional Aide Program takes part in career fairs in D.C. and across the country to meet with potential applicants.

# Acquisitions Management

Over the past six months, the **Acquisitions team** processed more than 2,100 contracts and purchase orders totaling over \$86 million. Contracts were acquired and purchases awarded to facilitate and improve House operations including logistics, IT hardware and software support, various contractor support services for Finance, Internal Controls, House Recording Studio, Human Resources, Cybersecurity, Logistics, House Creative Services, Networking and Facilities, and more.

In May, Acquisitions Management awarded a purchase order for a House-wide Enterprise Agreement for Microsoft Office 365. The Enterprise Agreement locks in unit pricing for the duration of the award for desktop, server, and cloud services, and allows for the flexibility to expand based on future technology. The Microsoft Enterprise Agreement offers the best value to the House by providing a manageable volume licensing program that provides the flexibility to buy cloud services and software licenses under one agreement.

Additionally, Acquisitions Management awarded an IDIQ contract to Franklin Covey for the Congressional Staff Academy to assist with the development of various learning offerings for House staff. This IDIQ contract was structured so that the Congressional Staff Academy will be able to quickly obtain contract support at pre-negotiated labor rates to meet the evolving needs of House staff.

Acquisitions Management awarded several competitive IDIQ contracts to several staffing and logistics agencies allowing Logistics and Support increase their staffing requirements quickly and efficiently to accommodate surge activities such as New Member Orientation and congressional transitions.

Acquisition Management also manages Equipment Maintenance Agreements for the maintenance of equipment in Member offices, including district offices, CAO offices, and the Clerk. In addition to the CAO's 48 active agreements, seven new agreements were issued in January, and 33 modifications to existing agreements were processed.

Between January and June, the **Small Purchasing team** processed more than 1,600 purchase orders.

Over the past six months, the **Office Supply Store** generated more than \$1,415,000 in sales and the House Gift Shop achieved over than \$628,000 in sales. Additionally, the **Gift Shop** participated in multiple CAO House Staff Conferences to allow district staff to purchase Gift Shop merchandise.

## TOTAL SALES OVER PAST 6 MONTHS

**\$1,415,000**

Office Supply Store

**\$628,000**

Gift Shop

# Capitol Service Center

The **Capitol Service Center team** supported various activities in the U.S. Capitol, including large scale events such as:

- The National Prayer Breakfast
- The State of the Union
- Two Congressional Medal Award ceremonies
- Statuary Hall unveiling of statue honoring Daisy Bates
- Statuary Hall unveiling of statue honoring Reverend Billy Graham
- The Lying in Honor ceremony for Colonel Ralph Puckett, Jr.
- The Freedom Award ceremony for former Clerk Cheryl Johnson
- National Police Week Memorial Service

## TICKETS CREATED BY THE CAPITOL SERVICE CENTER TEAM

Ticket Type	Total per type
Event Setup/Resets Remedy	1004
Order/Remove Move Furniture	123
Cabinet Shop/Structural Repair	21
Carpet/Drape/Upholstery	19
Equipment Transfers/Removals	4
Locksmith	2
Total Remedy Tickets	1,173

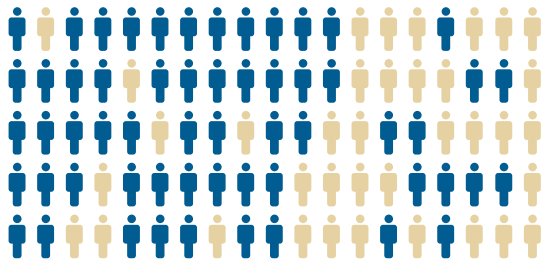
# Customer Experience Center

## CAO HOUSE STAFF CONFERENCES

The **CAO House Staff Conferences**, hosted in collaboration by the CAO Customer Advocates and CAO Coaches, continue to provide hands-on job skills training, best practice sharing, information about campus benefits and services and networking opportunities for House staff in Washington, D.C. and in districts across the country. Over the past six months, the Conference team has hosted nine conferences for seven staff roles:

- District Directors
- Committee Staff
- Staff Assistants
- Field Representatives
- Caseworkers
- Communications Staff
- Legislative Assistants

1,026 House staff have attended a conference



**626** of whom are district staff



**Staff Conferences give House staff the opportunity to network, learn, and grow in their House role.**

Additionally, these conferences brought almost 30 departments from across the CAO together to collaborate and share at the highly popular conference service fairs. Participating departments included:

- Congressional Staff Academy
- CAO Coach
- House Creative Services
- House Digital Service
- Web Services
- Office of Cybersecurity
- House Recording Studio
- Office of Employee Assistance
- House Center for Well-Being
- Financial Counseling
- Business Continuity/Disaster Recovery
- Payroll and Benefits
- Technology Partners
- Talent Development Office
- Customer Advocates
- Asset Management
- Administrative Counsel
- Acquisitions
- Office of Acquisitions Management
- Office of Employee Advocacy
- CAO Transition Office
- First Call
- House Creative Services
- House Digital Service
- House Human Resources Hub
- Intern Resource Office
- Green and Gold Congressional Aide Program

## BASED ON EVALUATIONS FROM THOSE ATTENDEES:

**99.7 percent said the presenters were effective at sharing the subject matter.**

**97.4 percent reported learning something new that would benefit them or their office**

**94.8 percent were satisfied with the networking opportunities.**

**97.6 percent were satisfied with the conference overall.**

**98.3 percent are likely to recommend future CAO events to their colleagues.**

## MAILING SERVICES

Between January and June, **Mailing Services** continued to provide support for all aspects of Franked mail, U.S. Postal Service, and commercial package delivery to the House community, including mail list processing and postage accountability services.

Mailing Services processed more than 94 million records for Member offices doing mass mail campaigns, saving an estimated \$15.5 million in postage and production costs. House Postal Operations pre-sorted more than 1.5 million pieces of outbound mail, saving House offices an estimated \$550,000 in postage costs.

House Postal Operations also tested and processed more than 1 million inbound letters and 30,000 packages, ensuring that all items delivered to House offices were safe. House Postal Operations digitized and electronically loaded more than 250,000 pieces of mail into Member constituent management systems. At the end of June, 425 offices enrolled in the Digital Mail program.

**94M**

Records processed

**\$15.5M**

Estimated savings in postage and production

## FOOD SERVICE

The **House Food Service team** continued to serve more healthy and appealing food options across the campus. In April the team unveiled the newest House eatery – the Hideaway at MDR. The Hideaway is a carryout eatery that quickly serves food from the Members’ Dining Room for Members, staff, and visitors to the Capitol. Since the Hideaway opened, it has served 961 meals and 289 drinks over the course of 40 operational days.

Earlier this year the House Food Service team partnered with CAO Communications and Marketing to rebrand the staff favorite Cannon Coffee Cart. Now known as “Common Grounds House Specialty Coffee,” this new name reflects the permanence of the coffee counter and future plans for potential expansion. Additionally, Common Grounds has continued to see substantial sales with over 30,000 cups of coffee sold in the first half of the year.

The Sweetgreen Outposts continue to perform exceptionally well in both its Cannon and O’Neill House Office Building locations. Since the outposts were opened, 19,781 Sweetgreen orders have been placed, amounting to \$301,752 in sales.

<b>Donuts</b>	35,207
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<b>Cups of soup</b>	20,735
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<b>Slices of pizza</b> <i>(not including &amp; pizza)</i>	9,839
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<b>Cups of coffee</b>	133,952
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<b>Hand fruit</b>	6,189
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<b>Jamba smoothies</b>	7,375
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<b>Au Bon Pain pastries</b>	10,206
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<b>Everyday mobile orders</b>	8,198
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<b>Coffee cart beverages</b>	30,310
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<b>Subway sandwiches</b>	24,526
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## HOUSE BARBERSHOP

The **House Barbershop** now offers cosmetology services for Members in addition to men's and women's hair styling, which includes highlights, color, cut, style, and blowouts.

## HOUSE STAFF FITNESS CENTER

The **House Staff Fitness Center** membership base continues to grow. Earlier this year, the House Staff Center Fitness Center partnered with the CAO Communications and Marketing team to create a promotional video to increase awareness about the gym and the newly reopened Rayburn Garage entrance. Gym membership rose to 923 members by the end of June. The team continues to work closely with the vendor to upgrade locker room amenities, add new equipment, and increase membership.



A wide array of equipment and classes at the House Staff Fitness Center helps staff reach their health goals.

## CONGRESSIONAL STAFF ACADEMY

Over the past six months the **Congressional Staff Academy** continued to provide on-demand courses and professional development that staff need to excel in their jobs. At the end of June, 85 percent of active staff completed at least one non-required Staff Academy training.

The largest project to launch in the past year was the Professional Leadership Development Program. The team collaborated to develop 12 original courses for "Leading Self," "Leadership Foundations," and "Leading Teams." Over 1,200 have attended at least one of the Professional Development Program sessions.

In addition, based on staff feedback and with a focus on continuous improvement the Staff Academy's website will transform and debut a new look and feel in the next several months to make it even easier for staff to find the trainings relevant to them.

### STAFF ACADEMY PROFESSIONAL LEADERSHIP DEVELOPMENT PROGRAM

**Leading Self:** In April, over 70 graduates completed the 3rd (D.C.) and 4th (district) cohorts.

**Leadership Foundations:** This two-part series launched in May in response to two identified staff needs for additional programming that both reaches the entire House audience and supports new and aspiring leaders and supervisors.

**Leading Teams:** This four-part series was developed to follow the heels of the original Leading Self program, targeting House managers and supervisors. Two cohorts, for Washington, D.C. and district, staff launched in June.

This year has also seen a growing demand for trainings from other CAO departments and House organizations, including House Creative Services, the Office of Financial Counseling, Office of the Clerk, House Digital Service, and more. As of the end of June, the Staff Academy completed or is currently developing more than 30 unique courses with these training partners.

In May, in response to staff demand, the Staff Academy team made the mandatory Workplace Rights and Responsibilities training a fully on-demand requirement. The ability to watch the training via video has led to staff completing this mandatory training much faster than in previous years. In the first week of its release, 2,000 staff completed their mandatory requirement. The training for Members continues to be hosted via live webinar and is facilitated by the Office of House Employment Counsel.

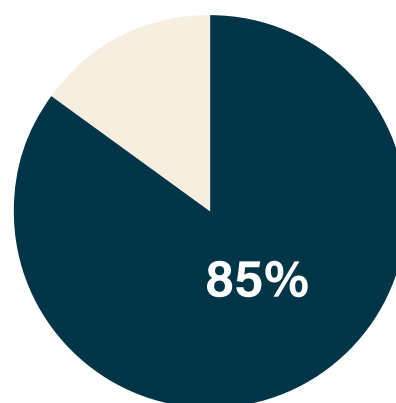
#### TRAINING SESSIONS COMPLETED THROUGH THE CONGRESSIONAL STAFF ACADEMY

	2024 (January - June)	2023	2022	2021
<b>In-Person</b>	388	691	654	815
Registrations	10,932	23,054	21,398	20,950
Attendance	6,459	13,291	13,115	12,967
Average Class Size	16.6	19.2	20.1	15.9
<b>On-Demand</b>	2,862	7,662	4,824	3,891
<b>Required</b>	29,585	71,053	65,150	48,471
<b>Total</b>	38,906	92,006	83,089	65,329

#### TOP COURSES



#### ACTIVE STAFF ENGAGEMENT RATE



# COMMUNICATIONS AND MARKETING

Over the past six months, the **Communications and Marketing team** saw an increased demand for their editorial and graphic design expertise. In addition to the supporting all the CAO House Staff Conferences with email outreach, printed materials, and other promotional materials, the team's designers undertook several larger branding projects related to the:

- Human Resources PEP Program
- Green and Gold Congressional Aide Program
- HIR Internal Communications
- Congressional Excellence Program Office
- House Child Care Center
- House Center for Well-Being
- The Hideaway at MDR
- Common Grounds House Specialty Coffee

As the team has expanded its capacity, it's also been able to provide a new wider array of support for CAO departments. This includes data analytics analysis, animation, video script writing, photography, trainings for House staff, and more.

89

eDear Colleagues

731

GovDelivery distributed emails and newsletters

151

Digital graphics created

78

Posters and signs designed

65

Digital monitor promotions produced

58

Flyers and one-pagers developed

17

Promo cards, brochures, and booklets designed

6

Roll Call ads published

# CAO COACH PROGRAM

The **CAO Coach Program** continues to see an increasing demand for their services, including one-on-one consultations, trainings, videos, and programing. During the first half of the year, the Coaches held 940 consultations with 62 percent of all congressional districts. Additionally, the Coaches hosted 71 in-person and virtual classes with more than 2,300 total attendees.

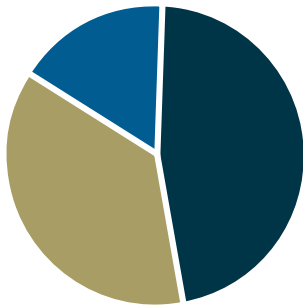
In addition to their training curriculum, the Coaches continued to contribute to staff retreats and customized trainings for Member offices, Caucuses, Committees, and Staff Associations. District Coaches also traveled to district offices across the country with the CAO Customer Advocates and the House Sergeant at Arms to lead personalized programming.

The CAO Coaches also partnered with Communications and Marketing to send 51 educational emails.

## TOTAL COACH PRESENTATIONS

31

Member office retreats and trainings



39

District and state offices with the CAO Customer Advocates

14

Programs around the Congressional App Challenge, legislative mail and processes, and management best practices

# CUSTOMER EXPERIENCE MANAGEMENT

The **HouseNet Program Office** has been leading a strategic initiative to modernize and replace the House intranet by creating a new site architecture, rewriting all content, migrating to the cloud, and introducing personalization features.

2,012

Files curated and migrated to a new platform

142

Categories mapped and re-architected

549

Pages rewritten

96

Service points of contact participating in content review

55

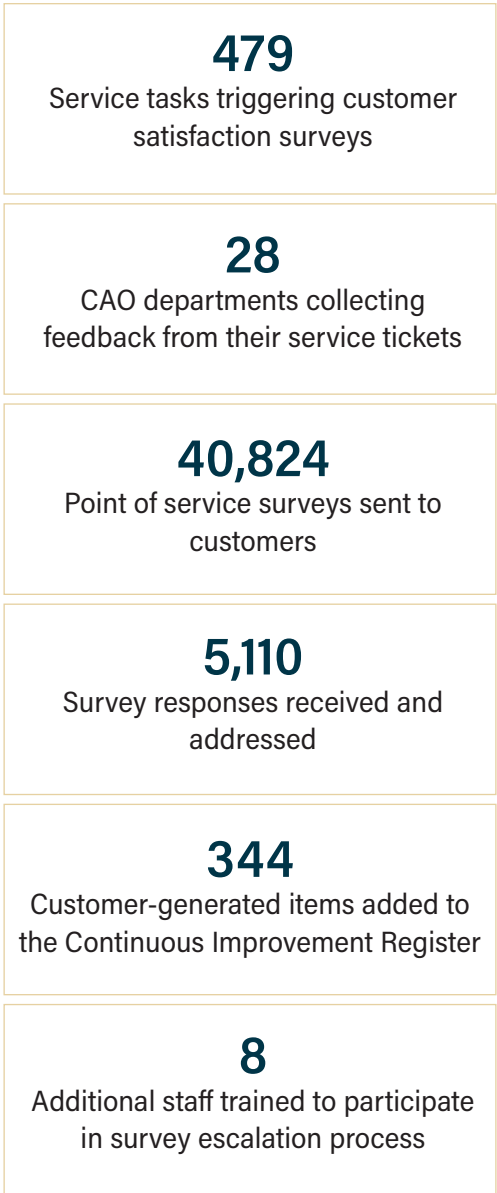
House and legislative partner business units engaged

2

New team members

# SERVICE IMPROVEMENT

Customer feedback provides indispensable data to guide service improvements and offerings. Between January and June, over 40,000 customer satisfaction surveys were distributed after work completion across 28 CAO business units. Of those, over 5,000 survey responses were received for an average of a 12.5 percent response rate.



# FIRST CALL

**First Call** continued to be the go-to source for Members and staff looking for notary services, assistance with passports, or answers to other miscellaneous House support questions.



In March, First Call partnered with the U.S. Department of State to host a successful Passport Day on the Hill. The event brought over a dozen passport adjudicators from the Washington Passport Agency to the Rayburn House Office Building, where more than 300 passport applications from congressional staff and their families were accepted. In addition to this successful passport event, First Call's Passport Agents processed 1,276 official and tourist passport applications. This marks a 10 percent increase over the previous six months. Additionally, First Call entered 2,247 Remedy tickets, a 12 percent increase over the previous six months.

## CUSTOMER ADVOCATES

In the first quarter of 2024, the **Customer Advocate Program** successfully engaged with 93 percent of House offices. This included conducting 557 meetings and handling 2,245 cases reflecting the Customer Advocates proactive approach in addressing the needs and concerns of the House community.

Additionally, the Customer Advocates distributed 13 Customer Advocate Connection newsletters, reaching an average of 688 staff per issue and an average open rate of 99.76 percent.

District outreach was another critical component of the program's activities. Over the past six months, the Customer Advocates went on 10 district trips, visiting 75 offices, and meeting with 312 staff members. These trips are essential to maintain a strong connection with district offices and address their unique needs.

In addition to these efforts, the Customer Advocates played a significant role in supporting five special elections during this period, providing onboarding briefings and essential support to new Members elected during the 118th Congress.



**Whether it's onboarding new staff or attending in-person career events, Advocates meet staff wherever they are.**

## THE AGENCY CONNECTION CENTER

In March, a collaborative effort between the CAO and the Architect of the Capitol culminated in the successful opening of the **Agency Connection Center**. This initiative, led by the Committee on House Administration, sought to foster stronger connections between congressional staff and various federal agencies by providing a dedicated space for interaction and collaboration. Currently, six agencies have a presence in the Center:

- Government Accountability Office
- Congressional Research Service
- Office of Personnel Management
- U.S. State Department
- U.S. Postal Service
- Social Security Administration

Since its opening, the Agency Connection Center saw a steady stream of visitors, with the Social Security Administration recording the highest number of walk-ins. Additionally, each of these agencies has utilized the space to host numerous meetings with congressional staff. The Agency Connection Center also hosted several notable visitors, underscoring its importance as a center for high-level engagement. Among the distinguished guests were Martin O'Malley, the Social Security Administrator; Rob Shriver, Acting Director of the Office of Personnel Management; and Antony Blinken, Secretary of State.

# HOUSE CREATIVE SERVICES

Over the past six months, House Creative Services has worked to modernize spaces around the House campus. This included two shared spaces in Cannon and the Agency Connection Center.

House Creative Services was also charged with redesigning the Rayburn Wall of the Fallen, a tribute to the 7,055 soldiers who sacrificed their lives during the operations collectively known as the Global War on Terror.

381

Member offices obtained products and services from House Creative Services

21

Trips to district offices

20

Special events covered by House Creative Services official photographers

1,919

Staff portraits uploaded to the media browser

962

Video projects completed

793

Requests for stock video

323

Rush orders requested

63,803

Photos, posters, and other documents/materials printed

76,531

Files downloaded from the House Media Browser – a 74% increase compared to the previous six months

19,187

Files were downloaded from one office

3,453

Orders processed – a 4% increase compared to the previous six months

# Finance

## ACCOUNTING

Between January and June, **Accounting** added 5,353 new vendors and updated information for another 2,980 existing vendors. Accounting continues to meet its target metric of adding new vendors to the vendor management system within less than two days, ensuring payments are efficiently and consistently processed in accordance with Finance Quality Assurance standards.

Accounting processed 76,079 payments to vendors via electronic funds transfer, which represented 90 percent of the transaction volume and 96 percent of the dollar amount of payments made to vendors during the period.

In accordance with IRS regulations, Accounting issued 1,101 copies of the 1099 tax form before the January 31, 2024, deadline.

## BUDGET, PLANNING AND ANALYSIS

During this period, the **Office of Budget, Planning and Analysis** processed 164 unique budget journals and 5,179 budget lines, including the load of the House's \$1.9 billion FY24 Enacted Budget to enable Members, Committees, Leadership, Officers, and officials to execute their FY24 annual spend plans. With the budget loaded, the team implemented new features within the Monthly Projections module of the Budget and Planning Tool and conducted Budget Execution Training which was attended by 40 participants. The training covered a range of topics from system enhancements to reporting, and subsequently projections for the House were

successfully completed. Prior to the enactment of the FY24 Budget, the team also loaded two continuing resolution budgets, \$178.7 million in February 2024 and \$71.6 million in March 2024, to enable the House to maintain operations. To provide effective stewardship of the House's resources, the Office of Budget, Planning and Analysis also closed five funds, transferred \$7.6 million in cancelled funding, and performed 553 budget line overrides on expired funds.

In support of the formulation of the FY25 Budget, the Office of Budget, Planning and Analysis submitted the House's \$2.0 billion FY25 Budget Request to the Subcommittee on the Legislative Branch Appropriations, in the FY25 House Budget Justification. As part of the budget formulation process, the team submitted the FY25 appropriation language and budget data to the Office of Management and Budget's MAX system for inclusion in the President's Budget.

In collaboration with the CAO and the Subcommittee on the Legislative Branch, the Office of Budget, Planning and Analysis funded six key House Modernization Initiatives' projects totaling \$4.2 million. The projects included the Flag Portal, Legislative and Support Agency Staff Directory, Committee Portal, Collaborative Legislative Drafting Tool, Anonymized Constituent Data, Real Time Payroll Information, and electronic voting tools for committees.

Finally, the team responded to 36 requests for the Internal Control assessment for FY23 and FY24, supporting compliance and internal audit processes.

## FINANCIAL COUNSELING

Between January and June, the **Office of Financial Counseling** continued processing vouchers in less than four days, on average. During this period, the team processed 69,700 expense payments, representing more than 263,158 transactions as of June 30.

The Office of Financial Counseling, in partnership with Enterprise Applications, continued the successful roll out of the updated travel and expense tool, My Expenses, to Member, Committee, and Leadership offices. As of June 30, more than 4,700 users across 357 Member, Committee, and Leadership offices, representing over 73 percent of the eligible offices, have successfully submitted at least one expense report in My Expenses since it was introduced in October 2021.

Financial Counseling coordinated with Enterprise Applications and the CAO Office of Members' Services to administer the Member D.C. Reimbursement Program. The program allows Members to be reimbursed for their meals, incidentals, and lodging expenses while in Washington D.C. on official business. As of June 30, over 75 percent of Members and Delegates (336 total) had participated in the program during the 118th Congress.

The House Finance Card Program continues to assist offices with obtaining their purchase and travel cards. As of June 30, 119 new accounts had been opened during this reporting period. There are now 1,594 open accounts with the program being used by 1,296 of Member, Committee, and Leadership Offices.

Over the past six months, Financial Counseling worked with CAO Administrative Counsel to set up and process monthly lease payments for 925 district offices and 62 automobile leases.

## PAYROLL AND BENEFITS

Between January and June, the **Office of Payroll and Benefits** administered 72,065 payroll disbursements, with 40,479 Payroll Authorization Form and benefit transactions submitted for processing by Member, Committee, Leadership, Officer, and House Support Service offices in accordance with House rules and regulations. Payroll and Benefits' monthly webinar briefings continued with Benefits 101, FERS 101, Departing Staff, and Financial Point of Contact training with over 250 participants attending.

In closing out the 2023 tax calendar year, all 2023 W2 and 1095C Tax Statements (17,980 W2 and 17,919 1095C) were mailed to Members' and staff's home addresses of record by January 22, 2024, and loaded into self-service, so Members and staff could re-print tax statements, if desired, prior to receiving the home mailing. This was the earliest that CAO Members' Services and the Office of Payroll and Benefits has mailed out annual Tax Statements and loaded them into self-service. An e-Dear Colleague was sent to all House Staff on January 22 notifying Members and staff of the 2023 Tax Statements being mailed and available in self-service for 24/7 access.

The Office of Payroll and Benefits continued using Pay.gov to facilitate the collection of accounts receivables, which has allowed staff and vendors to repay any overpayments back to the House through the online payment website, instead of mailing or faxing check and/or credit card payments. In the first six months of 2024, the Office of Payroll and Benefits had collected over \$60,000 in overpayments, which has created efficiencies that have freed up administrative resources, provided cost savings for the House, and overpaid funds were repaid in less time. This meant the funds were available in the originating budget for use for other efforts, improving the overall customer service experience.

## e-FORMS

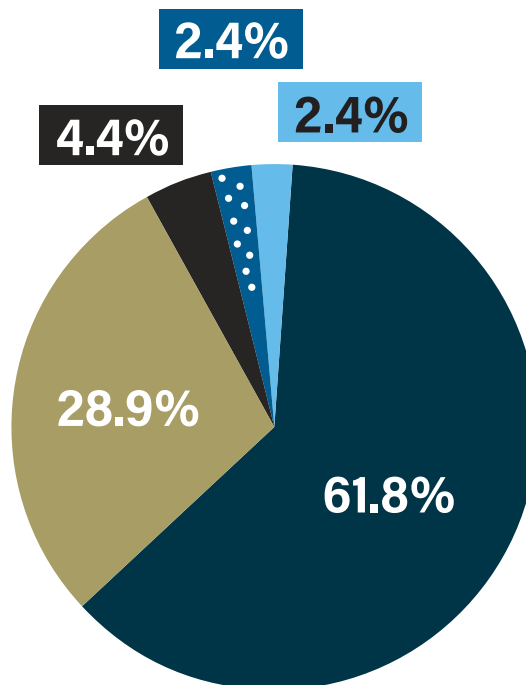
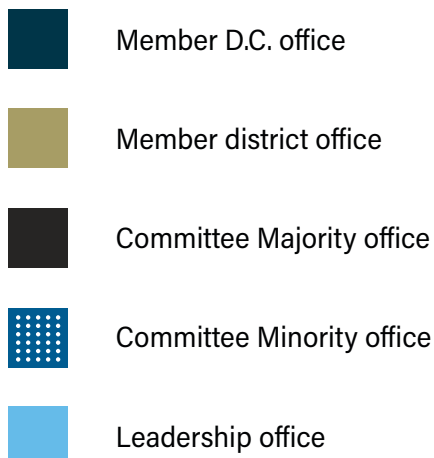
In August 2023, the Office of Payroll and Benefits deployed e-Forms to help modernize system processes, the use of e-signatures, and the electronic movement, and storage of payroll and benefit documents. Members, Committees, and Leadership offices can electronically prepare, approve, and submit payroll transactions for staff in their office that have been validated against House rules and regulations. Between January and June, 92 Financial Point of Contact (POC) Designation forms and 4,954 Payroll Authorization forms (PAFs) were prepared for approval, approved, and submitted to the Office of Payroll and Benefits for processing through the e-Forms application. Additional modules were under development in the beginning of this year to allow staff and office financial administrators to electronically prepare Student Loan Repayment Agreements, Student Loan Addendums, End Participation forms, Certification of Unused Sick Leave, Furlough Authorization forms, and the on-boarding of new prospective staff to begin

employment with the U.S. House of Representatives. The pilot of the on-boarding portal technology began in June, with an expectation to roll it out to Member, Committee, and Leadership offices before the end of the 118th Congressional session. Financial Administrators and staff who use the tool continue to express positive feedback on its ease of use, intuitive design, and the flexibility to meet House regulations while being able to approve documents electronically by cell phone, tablet, desktop, or laptop.

## HOUSE PAID INTERSHIP PROGRAM

Under the House Paid Internship Program, 3,980 House Paid Interns were appointed from January to June in Member, Committee, and Leadership offices. On average, 622 House Paid Interns were appointed (hired) each month. 99% of Members' personal offices employed at least one House Paid Intern during 2024, in Washington D.C. or their district office, with 276 Members' personal offices employing five or more House Paid Interns.

### HOUSE PAID INTERNS



## QUALITY ASSURANCE

- **Quality Reviews:** Completed 34 quality reviews of key Office of Finance work products, including eVoucher/My Expenses payments, payroll adjustments, asset capitalization, Statements of Disbursement (SODs), MRA budget uploads, and a special review of voucher missing receipts. The team reported the results of these reviews to responsible process owners for corrective action and improvement.
- **Metrics:** Conducted the collection and analysis of 22 approved Key Performance Indicator metrics (KPIs) and reported the status of these monthly to business unit leadership. A subset of these KPIs is posted quarterly on the CAO Quality Teams site. In addition, QA provided monthly statistics to Finance leadership on the House Finance Card Program (HFPC), department staffing levels and activity as well as progress in meeting mandatory House and CAO training requirements.
- **Knowledge Management:** Managed the review and updates of 24 documents in the knowledge repository and reported progress toward meeting the business unit's annual review/update requirement.
- **Management Reviews:** Conducted two quarterly management reviews with Finance IO leadership as well as six monthly quality tag-up reviews with leadership of each of the four Finance directorates. These covered quality issues and risks, KPI metric results, compliance, staffing levels and actions, the status of and changes to the quality environment, and continuous reassessment of each directorate's QA support needs.

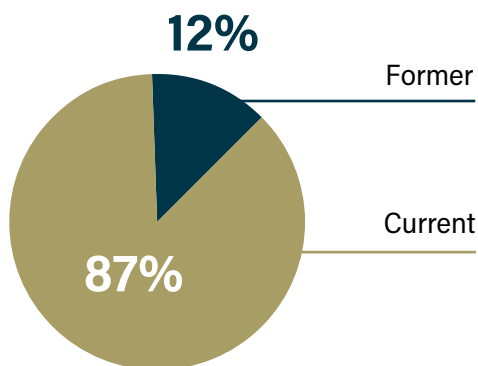


**Whether it's questions about TSP, benefits, or more, the Finance teams make sure they connect staff in D.C. and in the district.**

# Office of Employee Advocacy

In January through June 2024, **Employee Advocacy** assisted a high volume of House employees in matters covered by the more than 15 Congressional Accountability Act laws that grant workplace benefits and protections. During this time, Employee Advocacy maintained about 440 separate legal matters, most involving multiple Congressional Accountability Act covered issues.

The majority of matters Employee Advocacy handled during the first half of 2024 were on behalf of current employees: 87 percent. With matters for applicants and former employees comprising 13 percent.



The issues Employee Advocacy addressed include discrimination and harassment concerns related to protected categories (e.g., race, sex, and age), leave for an employee's health condition or to take care of an ill family member, disability accommodations, retaliation concerns, and matters related to overtime compensation, equity in pay, pregnancy, military service, and safety.

The team worked with key House offices and Leadership to provide insight into the array of services that Employee Advocacy can provide, including exploration of the Congressional Accountability Act's definition of "covered House employee." Employee Advocacy also conducted in-depth research, performed careful analysis, and engaged in discussions and trainings with:

- General Counsel for the Office of the Speaker
- The Speaker's Director of Operations
- The Office of General Counsel
- The Office of House Employment Counsel
- CAO Administrative Counsel
- CAO Transition Team
- The Architect of the Capitol's Diversity, Inclusion, and Dispute Resolution Office
- Office of the Whistleblower Ombuds
- Office of Employee Assistance
- House Center for Well-Being
- The Congressional Staff Academy Learning Committee
- Contract partners

Additionally, Employee Advocacy showcased its services and mission in relation to the Title VII protected class encompassing African American employees. The Office joined other CAO staff to recite a poem for a Black History Month video upon invitation from the CAO Culture and Inclusion Task Force.

During the first half of 2024, Employee Advocacy took steps to secure Westlaw, a people search subscription tool, to obtain more comprehensive information about cases previously filed by the Office's clients and potential witnesses. This will allow the team to more efficiently assemble helpful background information to strengthen advocacy efforts on behalf of House employee clients.

In May, the Employee Advocacy new database launched to better categorize and monitor client matters and organizational projects and initiatives. Further, the database will allow the team to address the issues that are the most pressing and widespread for House employees through educational presentations to House employees and internal legal education.

Also, the Employee Advocacy team welcomed a new full time staff attorney in June 2024, growing the office's staff to seven attorneys. With expanded permanent staff, Employee Advocacy can continue to contribute to the CAO's mission of providing thorough and timely service to House employees.



The Employee Advocacy team attends in-person events to meet with staff and share info on the services they offer.

# House Information Resources

## HOUSE DIGITAL SERVICE

In the first half of 2024, the **House Digital Service team** continued to make progress on several priorities set by the Committee on House Administration Modernization Subcommittee. The team continued the development of LegiDex, an online Legislative Branch staff contact directory. The product's prototype now displays staff for House Member, Committee, and Leadership offices and includes initial data from the Library of Congress, Congressional Research Service, CAO, Sergeant at Arms, Clerk, and select Senate offices that opted in. Individual House Member office pages now include an office staff hierarchy, and users have the option to bulk email staff based on filters. House Digital Service is continuing to enhance access to reliable, automated data extraction from all possible legislative branch sources.

House Digital Service is close to launching HouseCal, the new evolution of the DeConflict scheduling tool that shows all Committee events in one place. The team has expanded the pilot in multiple phases, and over 900 staffers have used the tool since it was soft launched in February. On average, when the House is in session, more than 150 staffers use the site and that number has been steadily growing. In the last six months, House Digital Service has added committee video integration, mobile and accessibility enhancements, a subscribe option for combined committees (full and all subcommittees), and access to allow usage by Legislative Branch partners like the Capitol Police.

House Digital Service worked with **IT Customer Solutions** to send expanded pilot invitations to the 110 TechPartner+ offices for FlagTrack, a new flag order tracking application. The application is being developed in conjunction with HIR's **Enterprise Digital Automation team**. FlagTrack taps into existing system data to bring visibility of every flag order placed on Member websites, allowing staff to keep track of this popular constituent service. Feedback from 65 offices has led to several feature enhancements, including custom email templates, U.S. Postal Service tracking, and entering and tracking manual orders. FlagTrack is expected to soft launch to the entire House later this summer. It will replace the current AOC flag portal in the fall, after the staff approval capability is migrated.

Further, the House Digital Service team initiated a working group with eight Member offices for CaseCompass, a tool that aggregates and analyzes casework data. The team conducted two working group sessions with the participating offices – one with caseworkers and the other with legislative staff. House Digital Service is working directly with each CMS vendor to securely access constituent data for participating offices and is developing a standardized taxonomy to tag this data based on continuous user feedback.

In addition to addressing Modernization Subcommittee priorities, House Digital Service has been responsive to new innovations and staff needs. This spring, the team:

- Launched the Artificial Intelligence (AI) Center of Excellence, a new group focused on governance, use case refinement, evaluation of AI tools and technologies, and to explore the adoption of AI in the House.
- Hosted internal listening sessions with HIR staff and shepherded the House experimentation of new AI tools such as Azure Open AI, AWS Bedrock, ChatGPT, GitLab Duo, and GitHub Copilot.
- Wrapped up the AI Working Group with Member office staff and collected more feedback on office usage that will culminate in a final report later this year.

## IT CUSTOMER SOLUTIONS

The **CAO Technology Partner+ Program** continued to provide Member offices with a dedicated in-House service provider option for technical support and system administrative services for their D.C. and district offices. These offices receive dedicated support from an assigned Technology Partner, who provides consultative and technical services, and resources for procuring/updating office technology. Offices that participate in this program also have a unique opportunity to be the first to hear about and test new technology and services offered by the CAO through pilot rollouts that also provide invaluable feedback for IT Customer Solutions.

Technology Partners (including members of the Hardware Team) resolved almost 16,000 customer ticket requests and were deployed to congressional district offices in Virginia, New York, Ohio, Maryland, California, Mississippi, and Georgia to configure computers, printers, and mobile devices. Technology Partners also traveled and participated in two district office service fairs hosted by the CAO Coaches and Customer Advocates.

### EQUIPMENT APPROVALS

**60**

Completed equipment approvals

### IMAGING AND UPGRADING HOUSE TECH STORE DEVICES

**458**

Laptops

**318**

Desktops

### 152 DEVICES

UPGRADED TO WINDOWS 11

**87**

Laptops

**65**

Desktops



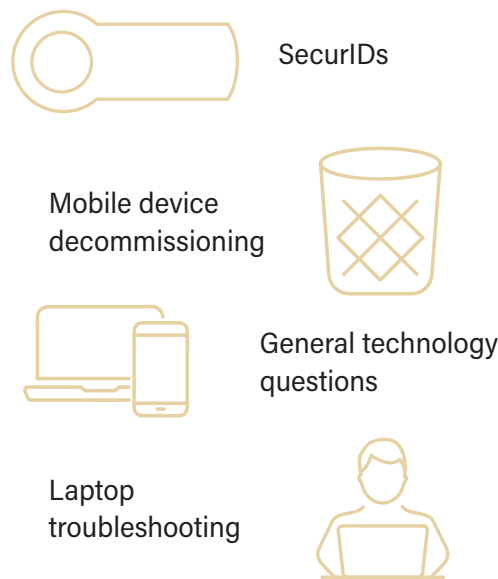
Staff from the IT Customer Solutions participated in the services fair at the district CAO House Staff Conference in San Diego, California.

# TECHNOLOGY TESTING AND SUPPORT

The team assisted in testing new technologies, including both Apple and Windows devices. The team also provided extensive support to ensure new systems and applications functioned correctly and met user requirements.

The Technology Service Desk fielded and resolved more than 16,301 customer requests for support via phone, Live Chat, and MyServiceRequests. This included the processing of 274 Active Directory/Exchange Mailbox transfer requests and 5,764 SecurID/VPN requests.

## TOP 4 REQUESTS FOR SUPPORT



<b>32,897</b> Total support requests received
<b>8</b> Technology Partner visits to district offices
<b>13,924</b> Support requests via Phone
<b>1,701</b> Live chat request
<b>676</b> MyServiceRequests
<b>274</b> Active Directory/Exchange mailbox transfer requests
<b>5,764</b> SecurID/VPN requests
<b>638</b> TechSOS Desk customers
<b>402</b> HIR staff computers upgraded to Windows 11
<b>3,600</b> Equipment purchase requests were reviewed to ensure compliance with House equipment standards
<b>638</b> Staffers visited the TechSOS Desk

The **Technology Solutions Engineering team** identified and deployed a new solution for the CAO and other House IT providers to wipe hard drives. This switch will save the CAO more than \$400,000 over the next four years. Also in May, the team replaced a third-party tool used to manage driver deployment to CAO-imaged Windows computers with a HIR developed and managed process. This replacement will save the CAO \$19,000 annually.

The **Technology Solutions Engineering Mac Strike team**, in collaboration with the **Enterprise Messaging and Mobility team**, safely deployed the latest Mac operating system, Sonoma. As of June, Sonoma has been deployed to 77 percent of House Mac users.

To ensure House vendor websites continue to meet the accessibility standards set out in Section 13(a) (vi) and (x) of the Master Web Services Agreement (MWSA), HIR Vendor Management has instituted quarterly audits for all vendor websites. Each vendor is expected to reach an overall score of 90 (out of 100) or higher. To date, the average aggregated score stands currently at 89.3 for 256 websites.

**HIR VENDOR MANAGEMENT TEAM OVERSAW**



**ENTERPRISE SERVICES**

The **Support Systems team** introduced a new case management system, EAP Expert, to support the Office of Employee Advocacy with their casework.

In collaboration with Internal Controls, the Support Systems team implemented the CAO Revolving Fund report. This FinMart report allows owners of the eight CAO revolving funds to validate the beginning balance, cash activity, and ending balance of their respective revolving funds. This effort also includes a FinMart Acknowledgement Report, to document that the fund has been reviewed at month end.

In collaboration with Office Supply and Gift Shop, Web Systems, and Digital Service, the Digital Automation and Support Systems teams developed and deployed FlagTrack. This new tool provides full visibility into the status of flag requests at each fulfillment phase, so staff know exactly who to contact and how to respond to constituent order inquiries. FlagTrack is currently in pilot and on track to be deployed to all Member offices this year.

The Remedy team successfully completed the upgrade and migration of the CAO's Remedy Enterprise Service Management platform to the BMC Helix SaaS (software as a service) Cloud environment. This marks a significant milestone in our journey towards enhanced service delivery and operational efficiency.

Key highlights of the Helix migration include:

- Improved performance: Faster response times and greater reliability for users of Helix and MyServiceRequests, ensuring a seamless experience for all users.
- Scalability: The system can easily scale to meet increasing demands, providing the team with the flexibility to grow.
- Improved functionality: New functionality with the ability to enhance the team's existing services while also building innovative new applications.

In collaboration with IT Customer Solutions and Asset Management, the PeopleSoft team built a custom page to identify and track IT equipment that does not meet House minimum use standards. The team will use the page during Transition to determine which equipment can be transferred to the incoming Members and which equipment should be retired. The page replaces manual processes, increases efficiency, and reduces audit risk.

## NETWORKING ENGINEERING AND OPERATIONS

### Networking Engineering and Operations

(NEO) continues to upgrade the campus Wi-Fi infrastructure, replacing existing access points with new wireless access points that support many of the latest Wi-Fi standards, such as Wi-Fi 6 and its higher throughput capabilities. The team is also implementing a new and enhanced Wi-Fi infrastructure. This effort will enable the Wi-Fi infrastructure to support increased traffic loads, and better facilitate media coverage capabilities.

All of the wireless access points in Ford and O'Neill have been replaced. The upgrades are expected to provide a more reliable and faster internet experience for all users. The Networking Engineering and Operations team will continue to improve Wi-Fi support for the Members and staff throughout the campus, ensuring all areas benefit from the enhanced connectivity.

The **Wide Area Network team** has completed the equipment lifecycle replacement project for network devices in Member district offices. The new routers offer enhanced throughput and security features that increase internet performance and safer data payload transport. These routers can also support future network expansions and upgrades. They are equipped with integrated 4G LTE radios that offer a backup support during primary circuit outages.

The implementation of LTE support should help minimize downtime for Members and their staffs, ensuring continuous connectivity during service interruptions. To date, the Wide Area Network team has deployed and implemented these devices for all flagship Member-designated offices.

The dense wavelength-division multiplexing ring migration to new dark fiber providing connectivity between the campus and other facilities has been completed. This upgrade enhances the reliability and efficiency of the network infrastructure. To support the network, CAO leases the dark fiber between the DWDM nodes to ensure connectivity.

After a careful evaluation of the previous provider's past performance and costs, NEO decided to explore other providers in 2022. The team narrowed the selection to one provider that was unmatched by its peers in cost and enhancements.

- The new vendor increased CAO's resiliency by providing geographically redundant fiber paths to a key location.
- Additionally, the new vendor's cost reduction will allow the CAO to save close to \$2 million over a five-year period.

With the continued backing of the CAO and the Immediate office, NEO has to stay current with the latest trends to enhance network resilience and performance. This will ensure Members and their staffs can continue to conduct legislative business whether they're working wirelessly, wired, remotely, or on Capitol Hill.

## ENTERPRISE MESSAGING AND MOBILITY

The **Secure Email Routing Gateway/Cloud Fax team** completed its analysis of cloud-based mail filtering services and collaborated with Cybersecurity on a new email security system. The migration, which will be performed through the summer of

2025, will result in a highly sustainable, fully modern inbound mail filtering platform that will protect the House from a variety of email-borne threats.

In collaboration with House Digital Service, the team completed requirements analysis, vendor review, and budgetary pricing for a cloud bulk email project, that could provide a centralized cloud platform for all outbound bulk email needs across the House.

The team also began drafting a revised mail filtering policy, improved message authentication for numerous external mail senders, and began another upgrade to the system that pulls email messages identified as malicious post-delivery. Fax engineers began an effort to optimize fax call quality and reduce fax line costs at some district offices.

The O365/Exchange team successfully completed a key initiative to provide House staff with guidance for migrating from Microsoft Public Folders. This initiative is essential due to Microsoft's continued plan to end future support for public folders and avoid any potential impact on House staff.

The team has also successfully coordinated the retirement of the ISEC7 mail client, which was used primarily for shared calendar support. With the deployment of Outlook Mobile to support shared calendars, ISEC7 was removed from work mobile devices at the end of June.

The Mobility team completed the deployment of the new F5 application load balancer replacement equipment and implemented changes related to the HISPOL 08.0 Mobile and Portable Device policies. The changes will ensure House mobile devices are compliant with policies that block older devices that can't be supported from enrolling, disabling, and removing inactive devices.

Mobility also assisted with the evaluation, testing, and deployment of the old and new identity provider. It provides a more secure mobile user authentication experience for House staff.

## CYBERSECURITY

The **Cybersecurity team** led, in collaboration with House Digital Service (HDS) and the Committee on House Administration, House AI governance initiatives. Specifically, the team developed the House AI policy reflecting AI principles inclusive of normalized standards across industry. Cybersecurity met with Federal (e.g., NIST, GAO) and commercial industry leaders to ensure a forward-thinking approach to the House's AI journey and leveraged HDS efforts to create an AI use case inventory.



The Cybersecurity team hosts monthly tabling events to meet with staff and answer their top-of-mind questions.

The **Cybersecurity Architecture and Engineering team** completed the Privileged Access Management implementation project, reviews of AI technologies to ensure effective controls, and the implementation of necessary safeguards to keep pace with the increasing use of cloud capabilities. Notably, the team facilitated the monitoring and creation of customized alerts for new House data sources and security tools. As new systems were introduced to the House environment, the team performed timely security audits of on-premise servers, databases, web applications, new containerized applications, and cloud-based technologies.

The **Information Security team** strengthened its Security Operations Center and the operational support it provides to the House. Leveraging a 24 hour-a-day, seven-days-a-week operating posture, and personnel who quickly respond to emergent or urgent security incidents, the Security Operations Center team adeptly responded to multiple, simultaneously occurring investigations. The team also effectively resolved security incidents in a manner that mitigated the risks posed without impacting day-to-day operations of the House IT environment.

The Information Security team collaborated to mature the web vulnerability assessment program by optimizing the execution and handling of results. This optimization was vital to enabling the increased frequency of security scans to allow for more timely vulnerability, risk, and threat management/mitigation resulting in a more secure environment for the House, Members, and their staff. Additionally, the INFOSEC team has implemented process changes that advanced the development and deployment of capabilities to better detect suspicious and malicious activity, resulting in a noteworthy increase in new production detections and a five-fold increase over the previous quarter.

The **Information Assurance team** led the adoption of the latest National Institute of Standards and Technology supply chain risk management security controls, as well as the Artificial Intelligence Risk Management framework for evaluating and analyzing risks posed by emerging technologies, to include cloud and non-cloud services and products. To educate and promote a culture of shared security responsibility, the Information Assurance team developed and hosted five cybersecurity webinars attended by 250 participants, conducted outreach events in partnership with other House teams, and participated in service fairs for district offices.

To increase the awareness of cybersecurity risks within the House community, the Information Assurance team deployed ad hoc phishing campaigns of various scopes, which included targeted exercises for enterprise, Member office, and

Committee staff. The team developed governance to support the securing of emerging technology. This included continuously updating House Information Security Policies (HISPOLs) to align with the latest cybersecurity best practices. The team worked diligently to validate the remediation of risks identified in previous audits, working with various stakeholders to close out previous audit findings and provide required audit responses to Internal Controls, financial statement auditors, and the Office of the Inspector General. There were no audit findings for the Fiscal Year 2022 Financial Statement Audit, resulting in reduced risk for the House.

The **Identity Governance and Administration team** serves as the backbone in governing House staff identities, ensuring that only authorized House users get access to House information resources and systems. The team redesigned several features and data flows between systems, as part of the IT Services Management product migration. This migration from the on-premises application to the cloud application involved a change in architecture. The team tested and rebuilt the House Identity Hub and online House ID Badge Request forms – both critical House services. Notably, Identity Governance and Administration also completed configurations for a new phishing resistant, multifactor authentication solution, used to provide increased security for access to mobile applications. In coordination across HIR, Identity Governance and Administration engineers successfully tested mobile device enrollment and mobile authentication to productivity suite applications, process automation applications, and other House-managed applications. In preparation for a rollout to all House system administrators in late summer, the team built and tested a new House network account management solution. This new application will allow office system administrators to more efficiently create and modify user accounts, groups, and other Active Directory objects.

# HOUSE WEB SERVICES

**House Web Services** coordinated closely with several other HIR teams to ensure the application infrastructure, storage, and database for the annual Appropriations request cycle were closely monitored and available to support the anticipated heavy usage. In total, Member offices submitted more than 82,000 appropriations requests. Based on feedback from previous years, the application included a new feature to help offices manage the official Member Letters as part of their request. This new feature allowed offices to more efficiently finalize the documents associated with each Appropriations request submitted through the system.

Following the completion of the annual Appropriations request cycle, House Web Services launched a new application for the Appropriations Committee to help the Committee and its Subcommittees review each of the Member requests received. This new application replaces a manual, spreadsheet-based review process. The new application brings the requests as received in the Appropriations Submissions application into a new dedicated database and provides a user interface with data entry fields that allow each Subcommittee to track individual requests, and the funding decisions made for each request received. Once all requests have been reviewed and final decision points have been noted, users can export the data to support external reporting requirements.

House Web Services continued its work to ensure the Communicating with Congress platform operated without interruption in a hybrid remote posture, processing more than 15 million messages. Since it's inception a decade ago the Communicating with Congress platform has processed more than 190 million messages. The team is currently collaborating with advocacy and CMS vendors, along with other key stakeholders, to identify ways to strengthen how the platform can best deliver value to Members, constituents, and the advocacy community.

MyDelivery arose from a business need to automate the current Equipment Installation/Acceptance Notice Form and wet signature process. Currently, MyDelivery is in the pilot phase, soliciting feedback from the pilot community as they utilize the site. Initial feedback asked for MyDelivery to allow the attachment uploads to support purchase orders. House Web Services is working with CAO stakeholders to develop and test this feature for a future implementation.

- Upgraded over **300** House-managed Member, Committee and Leadership websites to Drupal 10.2.6
- Fixed several issues and bugs for Member, Committee and Leadership websites.
- Conducted technical and feasibility assessments of Captcha Enterprise and various other CAPTCHA solutions as the alternatives for ReCaptcha v3
- Modernized the remaining Member, Committee and Leadership websites in accordance with Section 508 compliance standards.
- Improved the accessibility of **20** House office websites, achieving a compliance score **above 90 percent** and bringing the total number of compliant sites to more than **305**.
- Expanded its continuous monitoring program of over **578 House websites** to include the use of the House's third-party accessibility checker.

## ENTERPRISE OPERATIONS

The **Server Infrastructure team**:

- Completed Privileged Access Management deployment for all the Windows servers to improve security posture.
- Supported ITDR failover activities to verify readiness and satisfy compliance requirements.
- Applied over 1,800 updates to servers, reducing our exposure to vulnerabilities within the organization.
- Performed 30 server driver and firmware updates to mitigate critical vulnerabilities.
- Created custom PowerShell scripts to streamline our server build process, reducing the number of steps needed and improving delivery throughput.

The **Virtual Server Infrastructure team** completed major upgrades to the Virtual Desktop Infrastructure by upgrading its infrastructure, including upgrading all Virtual Desktop Infrastructure endpoints to Windows 11.

Additionally, the team completed multiple upgrades and improvements to the House Container Environment to strengthen the security posture of the Appropriations Submission tool, Intranet Quorum 5, Deconflict, and HouseCal. The team also applied upgrades to remote access and virtual infrastructure to ensure optimal security posture and maintain supportability of these systems.

Built or rebuilt **more than 40 servers**, many for the OS migration from legacy Linux systems, but others were for new applications and services.

Applied **over 46,500** OS and application patches and updates.

Continued to make process improvements to deploy services on our chosen cloud platforms resulting in savings to the House of **over \$1.32 million dollars** and an estimated **26,400 engineer hours** in the last six months.

Successfully migrated the last remaining applications from the Oracle Solaris platform which had been in operation at the House for **over 30 years**.

Continued to provide encrypted transfer functionality to outside organizations.

# ENTERPRISE STORAGE AND DATA PROTECTION

During the first half of 2024, the **Enterprise Storage and Data Protection team's** Enterprise Storage and Data Protection Branch completed upgrades and improvements to the infrastructure underlying the product portfolio used to support Members, Committees, and Leadership offices. This included the deployment of a new unified storage platform and data protection infrastructure.

The team completed the migration of Common Office Drive shares to the House Cloud File Services platform, an enterprise solution that is secure, highly available, and includes robust data recovery options which enabled the decommissioning of the now retired, legacy storage service. The team also successfully implemented a protection scheme for critical Sergeant at Arms, Office of General Counsel, and the Parliamentarian data. Additionally, 150TB of digital content in the form of floor videos generated by the House Recording Studio have been migrated to the new highly available unified storage platform.

650,015

Total completed backup jobs

28.9 Petabytes

Total data protected

3.6B

Total protected objects

175

Total restore jobs

1,266,187

Total objects restored

# FACILITIES AND DATA CENTER OPERATIONS

The **Facilities and Data Center team** has worked closely with internal HIR teams to safely and effectively introduce the use of Microsoft Hub's in the HIR Enterprise Environment while in their native state. Over the last several months, multiple HIR teams collaborated while researching and interrogating different processes and procedures to understand the inner workings of the Hub, how to manage the device, and protect the Enterprise Environment.

# INFORMATION TECHNOLOGY AND DISASTER RECOVERY

In the first half of 2024, the **Information Technology and Disaster Recovery team** facilitated the completion and approval of 37 Information System Contingency Plan (ISCPs) with 10 pending approvals. The team has planned four full-scale functional failover exercises in 2024, completing the Leidos CMS failover in May. They also coordinated 10 maintenance-related full scale functional exercises with system owners to date. The Information Technology and Disaster Recovery team is facilitating six scenario-based tabletop exercises with system owners and participated in eight business impact analysis interviews.

## ENTERPRISE ARCHITECTURE AND CLOUD

**Enterprise Architecture** plays a critical role in providing robust IT infrastructure and services for the House. The team ensures seamless connectivity, enhanced security, and the efficient operation of our cloud environments. During the first half of 2024, the Enterprise Architecture team achieved several significant milestones to support Member, Committee, and Leadership offices.

The team established a direct connection between the Sergeant at Arms GovCloud environment and the House Amazon Web Services Cloud, facilitating connectivity to their on-premises environment. An Amazon Web Services environment was created to configure databases, including MySQL. They also configured Shield Advance at the organizational level in the development environment and updated two-part domain configurations with the latest security updates. Additionally, they tagged all resources across the Amazon Web Services production environment to enable resource tracking and expense reporting. Furthermore, the team created and implemented new Amazon Web Services services for Appian, including Appian SNS for inter-app messaging within Amazon Web Services, supporting Appian Portals (Enterprise Applications).

The architecture for the new HouseNet (HouseNet 2.0) passthrough using Amazon Web Services Cloud is connecting the new HouseNet site with Interact's environment. The team enabled centralized DNS forwarding on Amazon Web Services in the production and GovCloud environments using infrastructure as code for end-to-end deployment and began configuring application-specific settings, such as OpenSearch. They developed a centralized dashboard in Amazon Web Services to comprehensively monitor cloud components across all associated accounts.

They also deployed a new Amazon Web Services service to enable AI capabilities via Amazon Web Services Bedrock, as requested by the Committee on Science Space and Technology. The team also designed, implemented, and made the service architecture available to the committee, providing consultation as needed.

Lastly, the team developed the architecture and implementation for creating ECS containers on Amazon Web Services as an additional service to our existing Tanzu containers. The team is now progressing through phase 2, which includes ECS Fargate for container orchestration, and showcases a commitment to enhancing and expanding our cloud capabilities.



**The Enterprise Architecture team works diligently behind the scenes to support the House IT infrastructure and critical House services.**

## ENTERPRISE INFRASTRUCTURE AND TELECOMMUNICATIONS

Over the past six months, the **Telecommunications Operations team**:

- Provided daily operational, engineering, and administrative support to over 12,500 D.C. staff
- Resolved more than 4,000 incident tickets
- Completed more than 750 programming and voicemail requests
- Facilitated 26 office reconfigurations
- Managed 300 technical dispatches to offices
- Upgraded more than 50 legacy digital sets to IP sets
- Ordered and coordinated the configuration of more than 1,100 mobile devices
- Completed more than 500 mobile device feature requests

In addition, they continue to work with offices to implement main line call routing plans to effectively manage the flow of incoming calls from constituents.

The **District Office Telecommunications team** provided daily support to more than 900 district offices. The team continues to migrate offices onto the House Voice Over Internet Protocol (VoIP) system. Since the beginning of the year they have migrated 13 offices to the House VoIP system. Currently, there are 620 district offices on the system.

Over the first two quarters of 2024, 60+ technical dispatches were deployed throughout the country. This involved coordinating and scheduling technicians to respond to trouble calls, site surveys, data circuit installations, or phone installations. The team also provided technical assistance to district staff and implemented call routing solutions during weather related emergencies. In addition, they worked with Avaya and AT&T to complete multiple FEDRAMP patches and system upgrades.

The **Telecommunications Engineering team** completed several high-profile projects including the second set of House-to-Senate Session Initiated Protocol Trunks to replace legacy circuits and provide greater reliability and improved security features. The team will also be engaged in upcoming system upgrades to ensure that telecommunications services are reliable, secure, and stable well into the future. In addition, the team supported all telecommunications services for over 12,500 users and many U.S. Capitol Police and Business Continuity/Disaster Recovery functions and capabilities both on and off the Hill.

# GOVERNANCE OFFICE

In the past six months, the **Governance Office** (formerly the Business Transformation Office) has focused on streamlining project-related processes to reduce time spent on project reporting and to create a single point of reference for active projects across the CAO. The Governance Office has continued to partner closely with the CAO's Office of Budget, Planning, and Analysis to ensure adherence to and refine the backlog and funding process of potential new projects. The Governance Office is also aligning projects to the CAO Strategy to promote continued strategic execution and alignment to organizational goals.

The Governance Office also re-launched the CAO's Continuous Improvement Program. The Continuous Improvement Program collects customer feedback and provides recommendations to CAO leadership on which services should be improved and supports departments with service changes as needed. The program is supported by a Continuous Improvement panel of approximately 25 volunteer employees who represent the departments in the CAO and who act as liaisons between the Continuous Improvement panel and the departments to identify improvement initiatives and promote best practices. In the past six months, 28 opportunities for employment and one recommendation has been made.

13

Active high priority CAO projects

5

Completed high priority CAO projects

10

Authorized AOC/CAO client projects

# BUSINESS CONTINUITY/ DISASTER RECOVERY

In the first half of 2024, Business Continuity/Disaster Recovery (BC/DR) continued to modernize the House's mobile communications and broadcast capabilities. This includes the integration of new technologies to help enhance their operational readiness ensuring the House's continuity mission remains robust and effective.

To raise awareness about their capabilities and District Office Contingency Support program, the BC/DR team participated in the service fairs at the CAO House Staff Conferences for district staff. The timing could not have been more fitting as the staff presenting at the fair were able to provide real-world consultation services to support a district office impacted by a natural disaster in California.

BC/DR also provided continuity support and monitoring for two national security special events. The team ensured that the CAO and the House was appropriately postured for both President Biden's State of the Union address and the Japanese Prime Minister's joint address to Congress should contingency resources be required.

The team also facilitated multiple exercises during the first half of the year. An enduring constitutional government exercise saw participants from all branches of government focusing on the ability of the branches of government to coordinate with each other and execute their constitutional responsibilities.

Additionally, two full-scale exercises were conducted on the House campus. The exercises, conducted in coordination with our House partners, demonstrated our ability to adapt legislative actions regardless of the environment.

BC/DR and the Office of the Clerk co-facilitated a legislative process contingency workshop, focusing on how House legislative offices and institutional support groups such as the CAO would coordinate in the event of a significant IT outage impacting the legislative process, including the identification of non-technical workarounds.

In June the offices of the Sergeant at Arms, Clerk of the House, CAO, and the Legislative Counsel participated in the workshop. The lessons learned and associated corrective actions will vastly improve CAO processes for identifying system degradations that could impact the legislative process, develop system workarounds, and ensure constant communication flows exist to mitigate any gaps to our legislative process.



**BC/DR equipment on display during the Services Fair at the CAO House Staff Conference for district staff.**

BC/DR, as the cognizant communications security office for the House, partnered with an Executive Branch agency in a multi-year effort to bring new communications capabilities to several Committees with responsibilities in national security. The project culminated in early 2024 with the installation of these services to four Committee secure working areas. This ensures the Committees have robust, secure, and accredited communications systems which will bolster the Committees' ability to conduct classified oversight activities of the Executive Branch.

The BC/DR team developed a framework for the business unit's culture, vision, and strategy and successfully executed its first workplan. This initiative aims to align BC/DR's day-to-day operational goals with the greater mission of the CAO of fostering a strategic and cohesive approach to ensure the House can meet its essential functions.



# BUDGET AND STAFFING CHARTS

## FISCAL YEAR 2023 BUDGET TO ACTUAL REPORT (DATA AS OF 06/30/2024)

	Adjusted FY 2023 Budget	YTD Actuals	Available Balance	% of Budget Remaining
<b>Office of the Chief Administrative Officer</b>				
<b>Annual Funds</b>				
Personnel	\$88,719,586.16	\$88,661,299.41	\$58,286.75	0.07%
Non-Personnel	\$100,048,882.51	\$99,577,173.46	\$471,709.05	0.47%
<b>Total Annual Funds</b>	<b>\$188,768,468.67</b>	<b>\$188,238,472.87</b>	<b>\$529,995.80</b>	<b>0.28%</b>
<b>No Year Funds</b>				
<b>Total No Year Funds</b>	<b>\$26,115,504.16</b>	<b>\$7,678,620.84</b>	<b>\$18,436,883.32</b>	<b>70.60%</b>
<b>Total CAO Budget</b>	<b>\$214,883,972.83</b>	<b>\$195,917,093.71</b>	<b>\$18,966,879.12</b>	<b>8.83%</b>
<b>BC/DR</b>				
<b>Annual Funds</b>				
Personnel	\$2,925,000.00	\$2,909,540.67	\$15,459.33	0.53%
Non-Personnel	\$13,140,000.00	\$13,136,204.69	\$3,795.31	0.03%
<b>Total Annual Funds</b>	<b>\$16,065,000.00</b>	<b>\$16,045,745.36</b>	<b>\$19,254.64</b>	<b>0.12%</b>
<b>No Year Funds</b>				
<b>Total No Year Funds</b>	<b>\$17,086,411.54</b>	<b>\$8,097,554.68</b>	<b>\$8,988,856.86</b>	<b>52.61%</b>
<b>Total BC/DR Budget</b>	<b>\$33,151,411.54</b>	<b>\$24,143,300.04</b>	<b>\$9,008,111.50</b>	<b>27.17%</b>

### Notes:

1. FY23 Adjusted Budget includes funding provided under the Consolidated Appropriations Act, 2023 per P.L. 117-328, transfer of cancelled funds to BCDR No Year per 2 U.S.C. 5511 (a), and any IPACs received as of 06/30/2024.
2. YTD Actuals includes expenses, encumbrances and pre-encumbrances as of 06/30/2024.

## FISCAL YEAR 2024 BUDGET TO ACTUAL REPORT (DATA AS OF 06/30/2024)

	Adjusted FY 2024 Budget	YTD Actuals	Available Balance	% of Budget Remaining
<b>Office of the Chief Administrative Officer</b>				
<b>Annual Funds</b>				
Personnel	\$96,836,000.00	\$69,557,223.21	\$27,278,776.79	28.17%
Non-Personnel	\$92,354,471.56	\$50,740,219.85	\$41,614,251.71	45.06%
<b>Total Annual Funds</b>	<b>\$189,190,471.56</b>	<b>\$120,297,443.06</b>	<b>\$68,893,028.50</b>	<b>36.41%</b>
<b>No Year Funds</b>				
<b>Total No Year Funds</b>	<b>\$26,477,000.00</b>	<b>\$7,425,367.18</b>	<b>\$19,051,632.82</b>	<b>71.96%</b>
<b>Total CAO Budget</b>	<b>\$215,667,471.56</b>	<b>\$127,722,810.24</b>	<b>\$87,944,661.32</b>	<b>40.78%</b>
<b>BC/DR</b>				
<b>Annual Funds</b>				
Personnel	\$3,143,000.00	\$2,335,629.34	\$807,370.66	25.69%
Non-Personnel	\$18,121,000.00	\$8,588,133.74	\$9,532,866.26	52.61%
<b>Total Annual Funds</b>	<b>\$21,264,000.00</b>	<b>\$10,923,763.08</b>	<b>\$10,340,236.92</b>	<b>48.63%</b>
<b>No Year Funds</b>				
<b>Total No Year Funds</b>	<b>\$15,610,329.97</b>	<b>-</b>	<b>\$15,610,329.97</b>	<b>100.00%</b>
<b>Total BC/DR Budget</b>	<b>\$36,874,329.97</b>	<b>\$10,923,763.08</b>	<b>\$25,950,566.89</b>	<b>70.38%</b>

### Notes:

1. FY24 Adjusted Budget includes funding provided under the Further Consolidated Appropriations Act, 2024 per P.L. 118-47, transfer of cancelled funds to BCDR No Year per 2 U.S.C. 5511 (a), and any IPACs received as of 06/30/2024.
2. YTD Actuals includes expenses, encumbrances and pre-encumbrances as of 06/30/2024.

## CAO AND BC/DR STAFFING AS OF 06/30/2024

	Current FTEs	Total Vacancies	Total FTEs
<b>CAO Positions</b>			
Acquisitions	27	3	30
CAO IO and Galleries	73	4	77
Customer Experience Center	57	5	62
Finance	89	7	96
HIR (not including BC/DR)	269	27	296
House Recording Studio	51	2	53
Human Resources	45	5	50
Office of Risk Management	4	0	4
Logistics and Support	122	9	131
<b>Total CAO Positions</b>	<b>737</b>	<b>62</b>	<b>799</b>
<b>BC/DR Positions</b>	<b>18</b>	<b>3</b>	<b>21</b>
<b>Total Positions</b>	<b>755</b>	<b>65</b>	<b>820</b>

Notes:

1. Personnel data is as of 06/30/2024.





# CAO

Member Focused. Service Driven.



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