OFFICE OF THE CHIEF ADMINISTRATIVE OFFICER

U.S. HOUSE OF REPRESENTATIVES
CHIEF ADMINISTRATIVE OFFICER

SEMIANNUAL REPORT
JULY - DECEMBER 2014

Contents

Executive Summary

The Office of the Chief Administrative Officer (CAO) undertook several large projects in the last half of 2014 that assisted the U.S. House of Representatives and internally supported the CAO.

Staff in the CAO played a major role in the transition from the 113th to the 114th Congress. Chief Administrative Officer Ed Cassidy and CAO staff briefed newly-elected Members during New Member orientation week. CAO staff also assisted in setting up Washington, D.C. and District offices, approved District office and vehicle leases, built Member websites, established a temporary office center for new Members and another for departing Members, and held briefings for outgoing and incoming Members of Congress.

CAO staff also made further strides in protecting the House against cyber attacks. The password policy for all House staffers was stiffened, staffers were required to take annual Information Security (InfoSec) Training, and the CAO's Information Security team hired a full-time cyber communications professional to focus on training and education.

Internally, the CAO undertook a massive inventory of its equipment and is developing more effective processes for tracking equipment that will be implemented across the House in 2016-17.

The first section of this report, *Serving the U.S. House*, details the work being done by the CAO staff for the House as a whole and the work being done with our partner House officers to serve Members of Congress. In *Building a Better CAO*, the report discusses internal projects to keep the CAO running smoothly and effectively.

Timeline

July

CAO's internal Leave Management System launched.

August

House WiFi system upgraded, making it 10 times more powerful.

September

Web services launched the returning Member portion of the Transition website.

October

Conducted briefings for returning and departing Members.

Released a Request for Proposal for the House Food Service Operations.

Unveiled new House cyber security policy to increase protection of the House network.

November

Supported New Member Orientation.

CAO began moving and setting up 189 Member offices.

More than 20 vendors were available to staffers at the House News, Research, and Subscription Fair.

Web Services launched the new Member portion of the Transition website.

December

CAO completed all Member offices moves.

One millionth work-order written into CAO's workflow management system.

Serving the U.S. House

Transition

The CAO was an integral part of the Transition to the 114th Congress, collaborating extensively with the Clerk of the House, House Sergeant at Arms, the Architect of the Capitol, and other institutional partners to ensure as smooth a transition as possible.

New Member Orientation

During November's New Member Orientation, Chief Administrative Officer Ed Cassidy and CAO staffers held a briefing for the newly-elected Members, where they presented information on setting up a District office, including signing leases, choosing a phone system, and other technology issues.

Additionally, the CAO's Administrative Counsel's office, Telecommunications, Payroll and Benefits, and Communications joined Technology Service Representatives in briefing individual newly-elected Members on how to set up their Washington D.C. offices.

The CAO established a temporary office center for new Members' use of during orientation and then opened a center for departing Members to use in December, as all outgoing Members were moved out of their offices by December 1. These centers provided computer access, phones, and privacy for the incoming and outgoing Members.

CAO staff also organized a News, Research, and Subscription Fair, bringing in vendors from media companies, data companies, internal House organizations, and social media to showcase their products for House staff.

> **Serving the U.S. House**
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>
> More than 900 District office leases were approved by the Administrative Counsel's office.

> **Serving the U.S. House**
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>
> The CAO's web team created and published websites for 60 new Members.

Office Moves

CAO staffers facilitated 189 office moves during the transition process, which included moving and arranging furniture, setting-up phones, and hooking-up computers. All moves were complete before newly-elected Members were sworn-in on January 6, 2015.

Additional Transition Work

CAO staff were part of the transition process in other ways:

- In September, the CAO web team launched the returning Member portion of the Transition website. The section offered returning Members information on office moves for both their D.C. and District office(s).

- In November, the HIR team worked with the Committee on House Administration to launch the new Member portion of the Transition website. This section contained forms, contact information, and instructions for new Members on setting up their offices, equipping those offices, and hiring staff.

- The House Photography Department took the freshman class photo for the 114th Congress and also took individual pictures of each Member-elect.

- The Communications and Graphics offices updated the House Support Services Guide to produce a web ready publication.

Food Service

The CAO contracts for the operations of ten restaurants, cafeterias, and snack bars throughout the House campus.

Food Services Contract

On Oct. 20, 2014, a request for proposal (RFP) for the House Food Service Operations was released. Several proposals were received and the new contract is expected to be awarded in May 2015, with a start date of August 2015.

For the first time, the CAO recruited a House staffer to serve on the Food Services Evaluation Committee. Interested staffers were asked to fill out a survey posted on HouseNet. Two dozen people applied and one was chosen to help select a new vendor.

> **Serving the U.S. House**
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>
> The House food service vendors served nearly 724,000 customers the last half of 2014.

Longworth Cafeteria

Several updates were made to the food preparation area of the Longworth Cafeteria. After 30 years of use, the pot and dish washing equipment was replaced with one unit that handles both jobs. Work has also begun to replace the walk-in coolers and the fire suppression system in the kitchen was upgraded.

Rayburn Banquet Rooms

Three banquet rooms — B-338 / B-339 / B-340 — were renovated, with new ceilings, HVAC systems, movable partition walls, A/V systems, carpeting, wall and window treatments, and furniture upgrades. These rooms were used for temporary office centers during the recent Transition but are now available for a wide range of functions and events.

Ford Cafeteria

In the last half of 2014, the dining room was repainted and new furniture will arrive in early 2015. Installation of a new security gate, dividing the seating area from the cafeteria when it is closed, will permit staff to use the seating area at any time.

Cannon Cafe

The Cannon Cafe closed in December 2014 as work began on the Cannon Renewal Project. A temporary location opened in January 2015 on the first floor in Cannon Room 138. It offers coffee and other hot beverages along with a variety of sandwiches, salads, and other grab-and-go selections.

> "We're excited to have a House staffer on the Food Services Evaluation Committee for the first time. We're listening to our customers and always looking for ways to involve them directly in processes that affect their daily life on Capitol Hill."
>
> **Raymond Griswold,**
> *Director, Acquisitions and Contract Management*

Information Security

The CAO's Information Security (InfoSec) team protects the House network and information about Members, staff, and constituents.

New Guidelines for Passwords

Staffers are now required to change their credential passwords every 60 days instead of every 90 days and are required to use more complex passwords and to wait longer before reusing previous passwords. End user cyber hygiene is a key part of the CAO's effort to safeguard the House network.

Annual Information Security Training

The InfoSec team developed and implemented the required annual Information Security Training for all House staffers.

The department also added a full-time cyber communications professional to enhance cyber training and materials on safe cyber practices.

114th Congress

The Information Security team is working with the House Committee on Administration to develop more extensive cyber security protocols to keep the House safe from the increasing cyber terrorism threat.

House Recording Studio

The House Recording Studio makes deliberations on the House Floor and in Committees accessible to the public as part of the House's ongoing transparency efforts. During 2014, HRS staff continued to upgrade its equipment from analog to digital. Audio and video systems — many of which are more than a decade old — are being replaced with digital audio, video, and display systems. Not only do the upgrades provide better quality, but digital requires less bandwidth and allows more simultaneous broadcasts.

Serving the U.S. House
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HRS broadcast, webcast, and archived more than 460 Committee Hearings and official events.

Serving the U.S. House
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To support transparency efforts, HRS operates and maintains more than 100 cameras and 1,000 microphones in the House Chamber and dozens of committee hearing rooms.
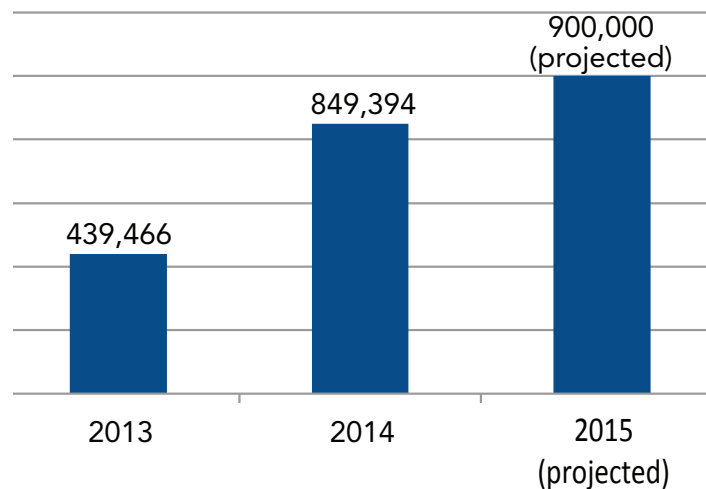
Mail / Digital Mail

The House Digital Mail system scans physical mail and delivers electronic images directly to each Member's correspondence management system. In addition to faster delivery to Member offices, the Digital Mail program improves the safety of mail handling.

The program is growing at a steady pace. During the second half of 2014, the CAO launched an awareness campaign and converted 31 additional offices to digital mail, bringing the total number of offices participating to 275.

The growth of offices using digital mail has led to a large increase in the amount of mail processed electronically.

Pieces of Digital Mail

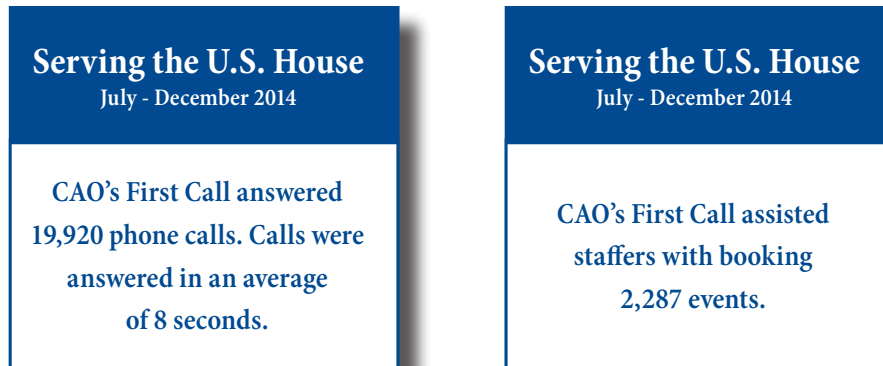| Year	Pieces
2013	439,466
2014	849,394
2015 (projected)	900,000 (projected)

> "The CAO's digital mail program has streamlined our mail system and allows us to respond to constituent concerns more quickly and more efficiently."
>
> *Office of U.S. Rep. Pat Meehan (PA-07)*

Assisting Staffers

The CAO has tracked and fulfilled more than one million requests for assistance from House staffers in its digital workflow program, Remedy. Since its installation, the CAO's First Call coordinators and technical support representatives enter requests into the program from staff seeking to schedule rooms, order furniture and equipment, and set up events. The same system is also used by other CAO organizations to track their projects.

The Remedy system was enhanced in 2014, enabling staffers to input their own requests directly into the system using an interface called Service Request Management (SRM). The self-service system lets them initiate and track their own requests 24 hours a day.

Serving the U.S. House
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CAO's First Call answered 19,920 phone calls. Calls were answered in an average of 8 seconds.

Serving the U.S. House
July - December 2014

CAO's First Call assisted staffers with booking 2,287 events.

WiFi Network

The CAO provides free WiFi to 10,000 staffers and thousands of visitors to the House. In August, the CAO upgraded the House's WiFi network, allowing ten times more simultaneous users with no loss of speed or quality. Over 1,000 wireless access points were replaced throughout the House campus during this upgrade.

Wounded Warriors

The House Wounded Warrior program provides two-year fellowships for disabled veterans. Since the program began, 137 wounded warriors have been selected. Most often the fellowships are in Members' District offices. The project's goal is to promote transitional employment opportunities to wounded and disabled veterans.

CAO's Employee of the Year

Chris Jordan

Chris Jordan wears multiple hats in the Office of the Chief Administrative Officer, serving as Director of Business Continuity & Disaster Recovery (BC/DR), and recently, as acting Chief Information Security Officer (CISO). It was his work in the former role for which Chris was honored as the CAO's Employee of the Year in 2014.

As Director of BC/DR, Chris ensures the CAO and its House partner organizations can operate in emergency situations. It's a job that requires an enormous amount of logistics work along with coordination between and among a wide array of House and Senate partners.

"Chris Jordan has performed brilliantly managing and executing the CAO Business Continuity/ Disaster Recovery (BC/DR) program," Chief Administrative Officer Ed Cassidy said when he presented Chris the award.

Before joining the CAO, Chris lived around the world as an Army Blackhawk helicopter pilot (Medevac). His favorite deployment was Hawaii, where he enjoyed snorkeling.

He was no stranger to military service as his father served in the Air Force, which caused frequent family moves. One of those stops was in Texas, where Chris attended Texas State University and became a Dallas Cowboys fan. After leaving the military in 2005, Chris served as a contractor to the House until formally joining the CAO's staff in 2012. Chris is married with two children and enjoys skiing, jogging, and camping.

Chris Jordan, *Director, BC/DR* and Ed Cassidy, *Chief Administrative Officer*

Building a Better CAO

Financial Planning

The CAO purchased the Hyperion Budget and Planning suite of software along with the House financial application, PeopleSoft. Hyperion Budget and Planning provides support to various House budget and planning processes.

Once implemented, Hyperion will offer the House community a faster, more efficient tool to plan their office budgets with real-time numbers that can easily be adjusted to an office's changing needs. It features web-based planning, budgeting, and forecasting functionality that integrates planning processes, reduces cycle time, improves predictability, and allows for scenario-based analysis adjustable to changing economic environments.

Ultimately, Hyperion will replace the Budget Formulation Execution Manager (BFEM), a U.S. Treasury hosted budget submission system for the Office of Finance.

The delivery of the Hyperion Budget and Planning module will rolled out in phases, beginning with the Office of Budget Policy and Planning (BPP) along with all House Fiscal Year Offices. Phase 2 will be an expanded rollout for Member, Committee and Leadership (MCL) offices and other non-CAO offices for the replacement of the Congressional Accounting and Personnel System (CAPS) budgeting functionality. The project will provide a robust tool for budget and planning integrated with PeopleSoft Financials.

"**H**yperion will streamline the budget formulation and execution process by housing all of our data in one location. That makes our lives more efficient and eliminates the need for hundreds extra files."

Faye Cobb,
Director of Budget Policy and Planning

Leave Management

The CAO's new Leave Management program has made tracking leave more efficient for both staff and managers. It allows for standard and consistent timekeeping while enabling staffers to easily access their leave balances. Instead of compiling attendance reports manually, the system organizes and compiles data with just a few key strokes.

"**Feedback from staff and managers alike is that the system is easy to use and simplifies the process of leave management.**"

Darnell Lee,
Assistant CAO, Human Resources

Inventory

In September, the CAO completed a comprehensive item-by-item inventory of its computers, laptops, monitors, digital devices, voice/data infrastructure, and other office equipment. The inventory was conducted by an independent contractor to provide an objective analysis of longstanding CAO inventory processes.

The physical inventory was followed by an intensive review of current inventory policies and procedures.

The third and final phase of the CAO's Inventory Improvement Project, currently underway is to develop and implement simpler, streamlined, and more automated inventory procedures that eventually, can be scaled beyond the CAO to all House offices.

Building a Better CAO
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13,446 CAO items were inventoried.

Charts

FY 2015 CAO Staffing Chart (as of 12/31/2014)

	Current FTEs	Vacancies	Total FTEs
Acquisitions	16	6	22
CAO Immediate Office and Galleries	39	8	47
Finance	91	9	100
House Information Resources	250	45	295
House Recording Studio	43	22	65
Human Resources	18	4	22
Logistics and Support	139	24	163
TOTAL CAO	**596**	**118**	**714**

FY 2014 Budget to Actual Report (as of 12/31/2014)

	Adjusted FY'14 Budget	YTD Actuals	Available Balance	% of Budget Remaining
Chief Administrative Officer				
Single-Year Funds				
Personnel	$ 55,190,702	$ 55,190,702	$ -	0.0%
Non-Personnel	$ 56,328,248	$ 55,997,664	$ 330,584	0.6%
Total Single-Year Funds	**$ 111,518,950**	**$ 111,188,366**	**$ 330,584**	**0.3%**
No-Year Funds	**$ 6,200,000**	**$ 5,896,837**	**$ 303,163**	**4.9%**
Total CAO Budget	**$ 117,718,950**	**$ 117,085,203**	**$ 633,747**	**0.5%**
BCDR				
Single Year Funds	$ 11,217,008	$ 9,920,361	$ 1,296,647	11.6%
No Year Funds	$ 5,859,945	$ 5,859,945	$ -	0.0%
Total BCDR Budget	**$ 17,076,953**	**$ 15,780,306**	**$ 1,296,647**	**7.6%**

FY 2015 Budget to Actual Report (as of 12/31/2014)

	Adjusted FY'15 Budget	YTD Actuals	Available Balance	% of Budget Remaining
Chief Administrative Officer				
Single-Year Funds				
Personnel	$ 62,084,000	$ 13,887,821	$ 48,196,179	77.6%
Non-Personnel	$ 47,327,635	$ 10,870,087	$ 36,457,547	77.0%
Total Single-Year Funds	**$ 109,411,635**	**$ 24,757,909**	**$ 84,653,726**	**77.4%**
No-Year Funds	**$ 4,000,000**	**$ -**	**$ 4,000,000**	**100.0%**
Total CAO Budget	**$ 113,411,635**	**$ 24,757,909**	**$ 88,653,726**	**78.2%**
BCDR				
Single Year Funds	$ 11,217,008	$ 2,472,614	$ 8,744,394	78.0%
No Year Funds	$ 5,000,000	$ -	$ 5,000,000	100.0%
Total BCDR Budget	**$ 16,217,008**	**$ 2,472,614**	**$ 13,744,394**	**84.8%**