

OFFICE OF THE
CHIEF ADMINISTRATIVE OFFICER

SEMIANNUAL REPORT

JANUARY TO
JUNE 2016



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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)
114th Congress

Cover Photo Credit:
Kristie Boyd, CAO Photography

LOOKING BACK

JANUARY

Will Plaster sworn in as Chief Administrative Officer.

FEBRUARY

New 40-hour training program for CORs.

MARCH

House Equipment & Services Fair held.

APRIL

HIR publishes an information security policy to protect House data in the cloud.

Asset Management and the AOC co-host e-waste drive.

Dunkin' Donuts/Baskin-Robbins opens in Longworth.

Expanded Technology Service Desk launches.

MAY

115th Congressional Transition Departing Member website launches

House Cable System switches to all-digital channels.

CAO publishes first searchable, sortable Statement of Disbursements.

JUNE

John Salamone named Chief of Human Resources.

LOOKING AHEAD

Hyperion expansion to all House offices.

House Data Center move-in.

115th Congressional Transition.

Completion of the Longworth Cafeteria renovation.

CAO-wide implementation of Office 365

EXECUTIVE SUMMARY

From January to June, transition has been a constant theme in the Office of the Chief Administrative Officer (CAO). Activity within the CAO ramped up to support the transition from the 114th to the 115th Congress.

CAO staff are hard at work, assisting Members who will depart at the end of this Congress, supporting those who are returning, and preparing to welcome newly-elected Members in November. Member offices will receive assistance from the CAO with tasks ranging from moving furniture to the removal of documents, both digital and physical.

For the 18th consecutive year, the House received a clean opinion on its financial statements. An independent certified public accounting firm conducted the audit, which was then released by the House Office of the Inspector General.

Information Technology, and cybersecurity in particular, continues to be a top priority for the CAO. A new cybersecurity training program for staff began during the first half of the year and new processes have been established to keep House data secure. As technology and information migrate to cloud services, the House has followed suit. House Information Resources published an information security policy to protect House data in the cloud, and released a list of vetted and approved cloud products for use by House staff.

Construction continues on a new House data center. The move-in date is scheduled for the fourth quarter of 2016. The state-of-the-art data center increases the operational efficiency, availability, and security of House data.

Telecommunications services were consolidated under the Technology Service Desk (TSD). The TSD is now a broader resource for House staff with technology-related issues.

House staff now have some more familiar choices when it comes to their food. Staffers can now purchase donuts, coffee, ice cream, and other food items at a new Dunkin' Donuts/Baskin-Robbins in the Longworth Building. That vendor follows in the footsteps of Subway, which opened in the Rayburn Building in December 2015.

115TH CONGRESSIONAL TRANSITION

Article I, Section 2, Clause 1 of the U.S. Constitution states, “*The House of Representatives shall be composed of Members chosen every second Year by the People of the several States...*” And so, every two years, the departments of the CAO work together in conjunction with the Committee on House Administration, the Architect of the Capitol, the Sergeant at Arms, and the Office of the Clerk to coordinate the transition from one Congress to the next.

TRANSITION SERVICES

- Closing and Opening DC & District Offices
- Finances & Payroll
- Technology Support
- Personal & Professional Services
- District Office Services
- Move Coordination
- Asset Management

Resources from every CAO department go into ensuring a smooth and successful Congressional Transition. From closing down a Member office’s payroll, to erasing the data from computers and mobile devices of the Departing Member’s staff, to providing professional transition support to House staffers, it is a complex process.

During the first half of 2016, the Transition Office teamed up with Web Systems and CAO Communications to launch the 115th Transition website. The website includes information for Departing Members, Returning Members, and New Members.

In June, the Transition Office hosted a Departing Members Briefing for Members planning to leave at the end of the 114th Congress. Twenty-seven Departing Member offices and two committee offices attended the briefing to learn about closing their DC and District Offices, office finances and payroll, office technology, and professional and personal transition. Subject matter experts attended the briefing to answer questions from the Departing Member Offices and to help schedule move-out dates.

During the second half of 2016, the Transition Office will host additional Departing Member briefings and Returning Member briefings. Temporary work spaces will also be set up for Departing Members to work from during the remainder of the 114th Congress.

The Returning Members section of the Transition website will launch in September, followed by a New Members section later in the year. Shortly after the elections in November, Members-elect will travel to Washington, DC, for New Member Orientation. In January 2017, Members-elect will be sworn in.

In addition, the Office of Employee Assistance (OEA) has started to reach out to DC and District Office staffs of Departing Members to provide transition services. OEA also updated its “*Professional and Personal Transition Services and Tools*” booklet to help guide House staffers through professional and personal transitions.

INFORMATION TECHNOLOGY

House Information Resources (HIR) does it all when it comes to information technology. From ensuring the House has a robust cybersecurity system in place to keep House data secure, to managing the House’s web properties—its public-facing websites and intranets—to providing tech support to the House community, HIR is there to meet the House’s technology needs.

HIR SERVICES

BC/DR

Enterprise Applications

Enterprise Operations

Information Security

Networking & Facilities

Technology Management

Technology Support

Web Systems

DATA CENTER

Work on the new House Data Center continued. The data center is on target for completion, with move-in scheduled for October 1, 2016. The new state-of-the-art data center will enhance security and availability of House data, run more efficiently than the current House Data Center, and consolidate other legislative operations with the House operations.

THE CLOUD

The Committee on House Administration approved a House Information Security Policy (HISPOL) on protecting House data in the cloud and non-House technology solutions.

In support of this policy, a list of authorized cloud products for House staff to use has been created on HouseNet. As new cloud products are requested and evaluated for House use, the list will be updated. This list will provide staff with an up-to-date reference to check regarding cloud products authorized for House use.

OFFICE 365

The CAO purchased licenses for Microsoft Office 365, which is a secure cloud-based platform software solution that provides an online version of the Office Suite, SharePoint, Exchange, Lync, and more. HIR is currently testing the Office 365 suite, and it will be rolled out to the House community in stages based on user readiness and business needs.

Office 365 will allow staff to collaborate more effectively and securely while providing more storage and increased mailbox capacity. House staff will also gain the ability to access information securely anywhere, anytime, from their House-managed desktops, smartphones, and mobile devices.

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CLOUD SERVICES VETTED AND
AUTHORIZED FOR HOUSE USE

January – June 2016

TECHNOLOGY SERVICE DESK

It is now easier for House staffers to get technology assistance. The Technology Service Desk (TSD) provides a consolidated service center for staff to contact when they have questions or encounter a problem. In the past there were several numbers that staff could call for problems with a desk or mobile phones, phishing and cybersecurity threats, or software.

To prepare for the TSD's expanded role, 13 TSD representatives attended training sessions on telecommunications issues, routing service requests, and customer service to provide exceptional service for House staff.

DIGITAL CHANNELS

The House Cable System switched to all-digital channels on May 31, 2016. The all-digital cable system allows for more channels than the former analog channel system. The House Cable System now offers designated channels for House and Senate Floor coverage, House and Senate committee broadcasts, and news.



HOUSENET

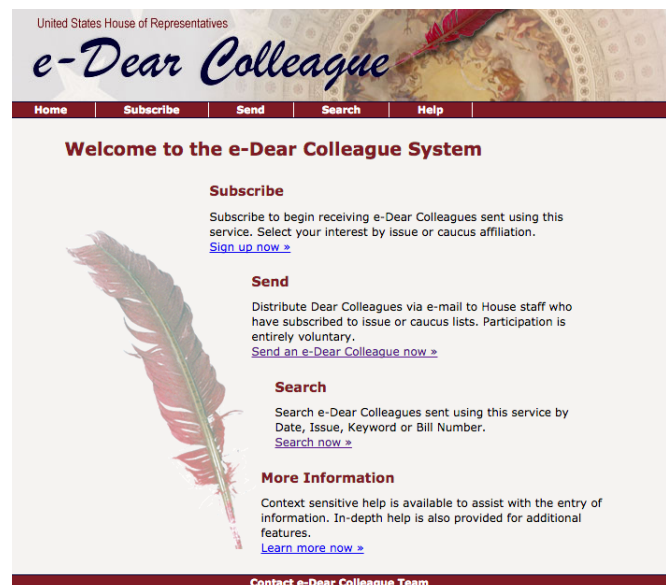
Work is ongoing between Web Systems and Communications to assess and enhance the content and user experience on the House intranet website, HouseNet. Thousands of House staff visit the site each day for news and information important to their jobs. Web Systems and Communications conducted a survey of House staff about HouseNet. The survey results and additional feedback will be used to improve the content and usability of HouseNet.

REDESIGNING E-DEAR COLLEAGUES

When a House Member, Committee, or Officer wants to distribute an official message to their colleagues, they send an e-Dear Colleague. This practice dates back to a time when email and other forms of digital communication were nonexistent, and communications took the form of a physical letter.

The House produced an e-Dear Colleague distribution system in 2008, allowing senders to compose e-Dear Colleagues online and distribute them. In addition, Members and staff may manage their own subscription to different subject areas and party-specific e-Dear Colleagues.

HIR is currently working to deliver the next generation e-Dear Colleague application for the House community. Enhancements include a new intuitive interface to improve user experience; new subscription management features; improved send features, including analytics; improved e-Dear Colleague search; and a calendar with all e-Dear Colleague events and deadlines. These improvements are expected to be rolled out at the end of 2016.



The redesigned e-Dear Colleague system will include a new intuitive interface and new and enhanced features such as the ability to perform quick searches, a calendar, and subscription management.

HOUSE EQUIPMENT & SERVICES FAIR

Dozens of organizations and detailed planning and coordination by HIR's Technology Support team and several CAO departments culminated in the House Equipment & Services Fair on March 31.

Thirty vendors and House organizations exhibited their services and products as Congressional staff browsed and learned about the latest office equipment, software, and services available to improve their workplaces and jobs.

Eight CAO departments were on hand to present their services to staffers and let them know about the services they provide every day to the house community.



ACQUISITIONS

House offices work closely with Acquisitions Management to purchase products and services, and to write and administer contracts. Acquisitions works to acquire goods and services at the best possible value for the House while providing a fair process for vendors.

ACQUISITION SERVICES

Contract Administration
Purchasing

CONTRACT OFFICER REPRESENTATIVE TRAINING

CORs—Contracting Officer Representatives—are assigned every time the House signs a contract with a vendor. The CORs make sure the vendor delivers on what is promised.

To make sure contract management remains fair and efficient, a new 40-hour training program for CORs was implemented. The new, more intense training program ensures that contract management for the House remains fair and efficient.

45

STAFF COMPLETED NEW COR TRAINING

March – June 2016

30,886

FEET OF SUBS SOLD BY
SUBWAY SINCE OPENING

December 2015 – June 2016



New and current CORs took the new 40-hour training in March 2016. The new CAO COR training is consistent with the executive branch's Federal Acquisition certification program for CORs.

FOOD SERVICES

DUNKIN' DONUTS

Construction wrapped up on the Dunkin' Donuts/Baskin-Robbins in April in the Longworth House Office Building. House staff and visitors may now buy coffee, donuts, ice cream, and more in person, online, or from digital ordering stations.

FOCUS GROUPS

In May, the CAO conducted focus groups to collect feedback from the House community about its food service operations. The input will be used to improve customer experience and satisfaction with House food services.

LONGWORTH RENOVATION

Plans were finalized for a major renovation of the Longworth Cafeteria, which was last renovated nearly 20 years ago. A two-phase renovation program began in July and will wrap up in November. The renovation will replace serving lines, salad bars and other stations, as well as some cooking equipment. New menu boards will be installed to improve customer service. Difficult-to-maintain flooring will be replaced, as will the carpet and furniture.

Representatives from Dunkin' Donuts/Baskin-Robbins and Sodexo cut the ribbon at the grand opening of Dunkin' Donuts/Baskin-Robbins on April 14, 2016.



26,822
DUNKIN' DONUTS SOLD SINCE OPENING
March – June 2016



Longworth renovation rendering.

LOGISTICS AND SUPPORT

The CAO is a service organization, supporting the functions of the House, its Members and staff. Logistics and Support (L&S) directly serves House staff with the First Call contact center and skilled workers dedicated to woodworking; building and refurbishing furniture; delivering furniture to House offices; providing photography, graphic design and print services; and running gift and office supply stores.

L&S SERVICES

- Asset Management
- First Call
- Furnishings
- House Graphics
- Logistics
- Modular Furniture & Transition
- Office Supply & Gift Shop
- Photography

ASSET MANAGEMENT

Conducting inventory of House property is a mammoth undertaking that CAO Asset Management must complete each year. In the past, CAO staff had to bring their at-home devices, such as laptops and tablets, into the office to be counted in the inventory, but that is now changing.

Asset Management is working to make inventory simpler for House staff. In May, Asset Management conducted a pilot program to conduct inventory digitally. To have their non-Apple, at-home devices counted, CAO staff just had to log into their device and Asset Management's partners in HIR could pinpoint the device and count it in the inventory, allowing CAO staff to have their items inventoried from their home.

15,000+

ASSETS INVENTORIED

January – June 2016

OFFICE RENOVATIONS

The CAO is involved in office renovations in facilities across the House campus. Work in the Cannon House Office Building has required some CAO offices to move. CAO's Modular Furniture department coordinates and facilitates these moves, including the relocation of the Office of Finance, Asset Management, and the Office of Procurement. These moves are not always simple—as Asset Management and Procurement discovered when their January moves were postponed because of a huge winter storm.

20,420

FURNITURE ITEMS DELIVERED, REMOVED,
OR TRANSFERRED BY LOGISTICS

January – June 2016

2,023

SPECIAL EVENT AND A/V REQUESTS
COMPETED BY LOGISTICS

January – June 2016

PHOTOGRAPHY

CAO Photography provides Members and House Officers with photographic support. Photographers are available to shoot photos of everything from constituent visits to the Capitol to Congressional Gold Medal Ceremonies to the President's State of the Union address.

To better serve their House customers in this fast-paced age of social media, the office recently adopted technology to provide real time, high-quality images to offices.

500+
EVENTS PHOTOGRAPHED BY
CAO PHOTOGRAPHY
January - June 2016

Seven photographers took photos of Members of Congress and President Obama during the 58-minute State of the Union address on January 12, 2016.



Five photographers took and released more than 600 official images of Indian Prime Minister Narendra Modi's visit to the Capitol on June 8, 2016.

CANNON RENEWAL

The Cannon House Office Building is the oldest Congressional office building outside of the Capitol. The storied years of its existence have worn some of the original infrastructure of the building down to a point where a total renewal is required. The Cannon Renewal Project, headed by the Architect of the Capitol (AOC) and supported by the CAO, began in early 2014 and is expected to take approximately 10 years.

The CAO has been working with the AOC on this project, relocating more than 1,000 staffers to various locations on the House campus. Work on the newly-constructed Member offices is nearly complete, and Member office staff will be relocated to these new offices during the Congressional Transition in the fall.



Work during the initial phase of the Cannon Renewal Project includes updating building utilities, primarily in the basement and the moat area of the courtyard.

TEAMING UP TO TACKLE E-WASTE

CAO's Asset Management teamed up with the Architect of the Capitol on Earth Day to host an E-Waste Drive. House staff dropped off their unwanted, unused, and unnecessary electronic items for proper disposal. More than 200 items were collected through the drive. The event also provided educational information for House staffers: a vendor was on-site to demonstrate the proper destruction of hard drives.



FINANCE

The CAO Office of Finance provides financial management services to Leadership, Members, Committees, Officers, and offices of the U.S. House of Representatives. As part of the CAO, Finance serves as a key strategic business partner.

FINANCE SERVICES

Accounting
Budget, Policy & Planning
Financial Counseling
Member Services
Payroll & Benefits

CLEAN AUDIT

For the 18th consecutive year, the House received a clean opinion on its financial statements. The audit was conducted by an independent certified public accounting firm and then released by the House Office of the Inspector General. This 18-year streak represents the dedication and commitment of CAO Finance and HIR staff and other dedicated staff across the CAO.

HYPERION HEADING FORWARD

The CAO is moving forward with the House-wide implementation of Hyperion budget and planning software, which replaces the Congressional Accounting and Personnel System. The software provides House offices with a quick and efficient tool to plan office budgets utilizing real-time numbers that easily can be adjusted to meet offices' changing needs. Currently, the Office of Budget Policy and Planning and all House Fiscal Year Offices are using Hyperion.

Hyperion use will expand to House offices including Member, Committee, and Leadership offices in late 2016. The Office of Finance, in conjunction with HIR, is working with a pilot group, developing the software, and conducting demos and trainings in preparation for the rollout.

A MORE USER-FRIENDLY STATEMENT OF DISBURSEMENTS

For over 50 years the House has published a quarterly report known as the Statement of Disbursements (SOD)—a report of all receipts and expenditures for House Members, Committees, Leadership, Officers, and Offices.

This year, under guidance from the Committee on House Administration, the CAO published another version of the SOD for the public in a searchable, sortable CSV format. The CSV format, which can be viewed using Microsoft Excel or other spreadsheet software, allows users to easily sort data by categories including organization, type of transaction, and vendor, and enhances users' ability to sort, collect, and report on the data.

70,000+

VOUCHERS PROCESSED

January – June 2016

9,105

RECURRING PAYMENTS SET UP
BY FINANCIAL COUNSELORS

January – June 2016

HUMAN RESOURCES

The Human Resources (HR) department provides a full array of support services to the CAO and House Community. In addition to providing HR services to the CAO, House staffers can receive support from the employee assistance team and the House Learning Center. HR oversees the House Wounded Warrior Fellowship Program and runs the Offices of Safety and Privacy.

HR SERVICES

Office of Employee Assistance
Personnel Security & CAO Safety
Privacy
Training & Development
Wounded Warrior Program

A NEW CHIEF OF HR

CAO employees are the foundation of the office's success. Each CAO employee supports the office's mission to serve the House community. To ensure the CAO has a long-term plan to recruit, hire, train, and develop its workforce, the CAO named John Salamone as the new Chief of Human Resources. John has HR-related experience in both public and private organizations, with 17 years of federal government experience in both the legislative and executive branch.

PRIVACY

The Office of Privacy continued to raise awareness of the importance of protecting personally identifiable information (PII) through training for all Logistics & Support staff. In addition, the office increased the organization's ability to respond to diverse situations in the protection of PII and assisted in revising business processes to better protect House staff PII.

WOUNDED WARRIOR PROGRAM

Disabled veterans interested in working in Congressional offices can apply for the Wounded Warrior Program, a two-year, paid fellowship sponsored by the CAO. Fellows may work in Congressional offices either in Washington, DC, or in District locations.

During the first six months of 2016, the program reached its highest number of participants since the program began. Sixteen Wounded Warrior Program Fellows have been hired since January 2016 and a total of 46 fellows are currently in the program. Since its inception in February 2008, the program has hired 179 fellows.

CHARTS

FY 2016 CAO STAFFING CHART (AS OF 6/30/2016)

	Current FTEs	Vacancies	Total FTEs
Acquisitions	16	5	21
CAO Immediate Office and Galleries	35	7	42
Finance	88	11	99
House Information Resources	261	33	294
House Recording Studio	44	21	65
Human Resources	24	5	29
Logistics and Support	147	17	164
TOTAL CAO	615	99	714

CHARTS

FY 2015 BUDGET TO ACTUAL REPORT (AS OF 6/30/2016)

	Adjusted FY'15 Budget	YTD Actuals	Available Balance	% of Budget Remaining
Chief Administrative Officer				
Single-Year Funds				
Personnel	\$ 56,636,652	\$ 56,341,884	\$ 294,768	0.5%
Non-Personnel	\$ 55,454,728	\$ 52,462,450	\$ 2,992,278	5.4%
Total Single-Year Funds	\$ 112,091,380	\$ 108,804,334	\$ 3,287,046	2.9%
No-Year Funds	\$ 4,000,000	\$ 200,263	\$ 3,799,737	95.0%
Total CAO Budget	\$ 116,091,380	\$ 109,004,597	\$ 7,086,782	6.1%

BCDR

Single Year Funds	\$ 11,217,008	\$ 10,431,123	\$ 785,885	7.0%
No Year Funds	\$ 5,000,000	\$ 1,938,372	\$ 3,061,628	61.2%
Total BCDR Budget	\$ 16,217,008	\$ 12,369,495	\$ 3,847,513	23.7%

FY 2016 BUDGET TO ACTUAL REPORT (AS OF 6/30/2016)

	Adjusted FY'16 Budget	YTD Actuals	Available Balance	% of Budget Remaining
Chief Administrative Officer				
Single-Year Funds				
Personnel	\$ 61,387,665	\$ 43,039,900	\$ 18,347,765	29.9%
Non-Personnel	\$ 57,491,985	\$ 36,186,703	\$ 21,305,281	37.1%
Total Single-Year Funds	\$ 118,879,650	\$ 79,226,603	\$ 39,653,047	33.4%
No-Year Funds	\$ 1,350,000	\$ -	\$ 1,350,000	100.0%
Total CAO Budget	\$ 120,229,650	\$ 79,226,603	\$ 41,003,047	34.1%

BCDR

Single Year Funds	\$ 11,217,008	\$ 7,679,623	\$ 3,537,385	31.5%
No Year Funds	\$ 5,000,000	\$ -	\$ 5,000,000	100.0%
Total BCDR Budget	\$ 16,217,008	\$ 7,679,623	\$ 8,537,385	52.6%

