

OFFICE OF THE CHIEF ADMINISTRATIVE OFFICER



2014 JANUARY - JUNE
SEMIANNUAL REPORT



Who We Are

The Chief Administrative Office (CAO) is a non-partisan, non-legislative office that provides support services and business solutions to the community of 10,000 House Members, Officers, and staff.



What We Do

CAO professional, technical, and administrative staff provide finance, information technology, cyber security, procurement, logistics, and human resource services.

Serving the House

January - June 2014

Information Security
deployed 300,000
computer security
patches.

Serving the House

January - June 2014

Logistics & Support
staffers filled 1,677
maintenance requests for
carpets, drapes, furniture
construction, and repair.

Serving the House

January - June 2014

A total of 2,011,481 pieces
of mail were delivered to
the 710 daily mail stops
in the House.

Serving the House

January - June 2014

CAO's financial counselors
processed 68,529 payment
vouchers and paid them,
on average, in 2.6 days.

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Introduction / Executive Summary

2014 marks a transition for the office of the Chief Administrative Officer and for Congress.

Ed Cassidy was sworn in as the new Chief Administrative Officer in January. He brings to our organization extensive experience in the legislative and executive branches of the federal government.

The House also faces a transition, moving from the 113th to the 114th Congress in January 2015. CAO staff are already deeply involved in efforts to assist Members who will be leaving the institution, support those who are returning, and preparing to welcome new arrivals.

The CAO values its relationships with the Office of the Clerk, the Sergeant at Arms, the Architect of the Capitol, and other institutional partners. Working alongside these organizations, CAO staff enable projects such as Transition, the Cannon House Office Building Renewal Project, and the opening of the Thomas P. O'Neill, Jr. Federal Office Building to go smoothly.

The first section of this report, *Serving the U.S. House*, details the work being done for the 114th Congressional Transition, and other efforts by the CAO for Members, staff, and partner officers. In *Serving the CAO*, the report discusses internal projects to keep the organization running efficiently and in compliance with applicable standards.

Serving the House

January - June 2014

**CAO phone equipment
handled 24.4 million
inbound phone calls for
House offices.**

Serving the House

January - June 2014

**The Office Supply
Store processed 11,830
transactions to buy
American flags.**

The New CAO



House Speaker John Boehner nominated Ed Cassidy to serve as the new Chief Administrative Officer in January. Members elected Mr. Cassidy to the post on January 7, 2014, at the start of the 2nd session of the 113th Congress. Prior to serving as the CAO, he served for seven years as a senior leadership aide to Speaker Boehner, most recently as Director of House Operations.

Mr. Cassidy has spent more than three decades in the legislative and executive branches of the federal government. He served as Chief of Staff to several Members of Congress and held senior positions with the House Ethics Committee and House Rules Committee. In the administration of President George H.W. Bush, he served as Deputy Director of the U.S. Minerals Management Service and as the Interior Department's Deputy Chief of Staff and Deputy Assistant Secretary for Policy, Management and Budget. He began his House career as a college intern in 1977.

Mr. Cassidy studied economics and government at Fairfield University in his home state of Connecticut and at Georgetown University. He holds a master's degree in public administration (MPA) from American University in Washington, DC.

Timeline

January

Ed Cassidy sworn in as new Chief Administrative Officer.
The CAO helped thousands of Members and staff enroll in health care plans through the DC Health Link.

February

Orders through a new CAO online self-service tool, SRM, jumped 30%.

April

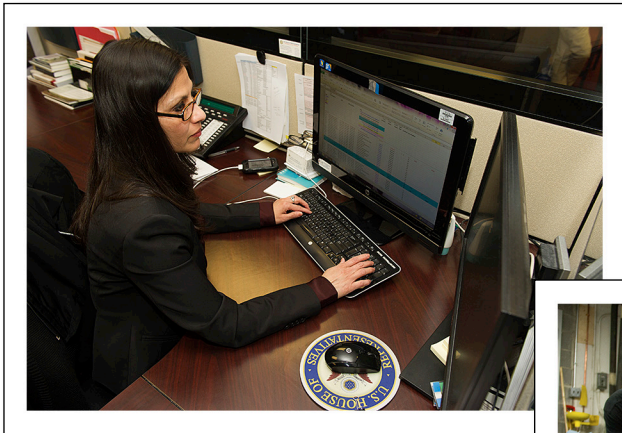
Best practices and cyber security were the main topics at House Social Media Fair. Thousands of computers replaced as Microsoft's support for Windows XP ends. 15 year old carpet is replaced on the House Chamber floor.

May

McAfee-Endpoint Protection Suite became new House computer virus protection. Assessment phase began for new financial tool, Hyperion.

June

Hundreds of House staffers moved into the new Thomas P. O'Neill, Jr. Federal Building. 114th Congressional Transition website launch with a section for Departing Members. First briefing for Departing House Members. All CAO staffers participated in training on the new Leave Management System.

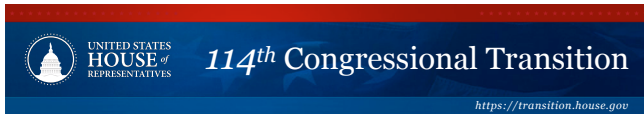


Serving the US House

114th Congressional Transition

The House of Representatives shall be composed of Members chosen every second Year by the People of the several States...

*Constitution of the United States of America
Article 1 Section. 2.*



The CAO's close partnership with the Architect of the Capitol (AOC), the Sergeant at Arms (SAA), and the Office of the Clerk is key during the transition from one Congress to the next. Coordinated by the House Officers and the AOC in collaboration with the Committee on House Administration, the transition to the 114th Congress is well underway.

The process involves every department in the Chief Administrative Office: finance, logistics, office support, IT, acquisitions, legal, and human resources.

In the first half of 2014, CAO staff built and launched the 114th Transition website, which includes sections for Departing, Returning, and Incoming Members.

The early efforts of 2014 focused on Members who know they will depart at the end of the 113th Congress. The first briefing for those Members was held in June. Twenty-three departing Member offices were represented to receive information on how to close down the Member's Washington, DC and District offices. Subject matter experts from the CAO and AOC answered questions and scheduled dates for offices to move.

During the second half of 2014, additional briefings will be held for Departing Members and a center for Departing Members to complete their constitutional duties will be established.

Also, in early September, a Returning Members section of the Transition website will launch. Later in the year an Incoming Members of Congress section will be unveiled. Preparations culminate with New Member Orientation in November, office selection for Returning and Incoming Members, and the swearing in of lawmakers in January 2015.

The Cannon House Office Building Renewal / The Thomas P. O’Neill, Jr. Federal Building

More than 100 years ago the Cannon House Office Building opened. Besides the U.S. Capitol building, it is the oldest congressional office building.

Serious safety, health, environmental, and operational issues have developed due to its age. Infrastructure work has begun in the Cannon basement and, beginning in 2015, the work extends to other parts of the building as it undergoes a massive 10-year renewal project.



To accommodate staff displaced because of the renewal project, some support office and committee staffers are moving among the other House office buildings and into leased space in the Thomas P. O’Neill, Jr. Federal Office Building.

Nearly 40 staffers from the CAO Office of Finance were among the first to relocate to the O’Neill Building. Staff from the Office of the Clerk and some committee staff have also relocated to O’Neill bringing the total number of House staff in that space to 117, with several hundred more to follow.

Initial moves were coordinated among House Officers, the United States Capitol Police, and the Architect of the Capitol.

Representatives from the AOC, the CAO, and the SAA are located in the O’Neill Building to assist House staffers with the transition to their new location.

In addition to prompting staff moves, the Cannon renewal project impacts the operation of the Cannon Café, which will close in December of 2014. In January 2015, a new grab-and-go operation will open in Cannon Room 138 to serve the needs of staff and visitors.

Serving the House

January - June 2014

5,980 requests were filled to deliver, transfer, or remove 19,392 pieces of House furniture and equipment.

Affordable Care Act

In January 2014, employer-provided health coverage for Members and a large percentage of House staff became available only through the District of Columbia's DC Health Link exchange. Under provisions of the Affordable Care Act, Members and many of their staff are no longer eligible for the Federal Employee Health Benefits Program (FEHBP).

To support Members and staff through this transition, the CAO provided detailed resources and hosted multiple briefings from September 2013 through February 2014.

These briefings, which were broadcast online and on the House cable network, included presentations by the Office of Personnel Management, DC Health Link, and the insurance carriers offering plans through DC Health Link. In addition, the insurance carriers and DC Health Link assisted staffers at almost two dozen CAO-sponsored open houses and at the annual Health Benefits Fair. CAO Payroll and Benefits counselors worked extended hours and holidays to assist Members and staff with the enrollment process.

Through February 2014, Members and staff took advantage of the CAO's assistance and resources:

- One-on-one assistance from staff in Members' Services and the Office of Payroll and Benefits to assist with eligibility, staff designations, retirement, enrollment, and website navigation.
- Approximately 500 District office staff were assisted via telephone.
- Emails and USPS mail to Members and staff.
- MyHealthCare email box created to assist with enrollment and other questions.
- Announcements on the House internal website, HouseNet.
- Continuous airing of Staff Town Hall Briefings on internal television Channel 33.

During January, Payroll and Benefits counselors reached out to individuals who had questions or concerns. The counselors also contacted Members and staff who previously had FEHPB coverage but did not sign up under the Affordable Care Act to ensure they had some type of health insurance. Most of these individuals decided to enroll for benefits through their parents' or spouses' plans.

Behind the scenes, the CAO's Enterprise Applications team, in partnership with Payroll and Benefits, developed technical solutions to implement the new enrollment processes.

Moving forward, the Office of Payroll and Benefits expects a smooth transition to 2015. During the second half of 2014, staff designations will be made and plan information will be distributed. This effort will carry over into early 2015 as we transition to the 114th Congress and assist new staffers expected to join the House.

Food Service

Ten restaurants, cafeterias, and snack bars serve the dining needs of thousands of House staffers and visitors each day.

The current food services contract runs until the summer of 2015. Prior to soliciting proposals for a new contract, the CAO surveyed more than 1,000 staffers and visitors about their eating and dining experiences at the House. While staff generally said that food service facilities are located in convenient locations and meet their basic dining needs, they expressed concerns about consistency of food quality, pricing, cleanliness, quality of service, and the operating schedule when the House is not in session.

Serving the House

January - June 2014

**1,046,124 customers
were served in
House dining facilities.**

Ford Dining Room Renovation

The dining room in the Ford House Office Building has not been updated in more than 10 years. The furniture and fixtures are worn and need replacing. Many of the wooden chairs are broken.

Additionally, staffers relocated to the Thomas P. O'Neill, Jr. Federal Building are expected to add to the numbers of people using the cafeteria.

A new floor plan calls for tables of multiple sizes and heights; it includes a casual seating area. Additionally, a security gate between the service and dining areas is planned to allow the dining/seating areas to remain open after food service hours. The Ford dining area renovations are expected to be completed by the end of 2014.

Cannon Café

The Cannon Café will close in December of 2014 as work begins on the Cannon Renewal Project. An alternative space will open on the first floor in Cannon Room 138, which will be used from 2015 through 2018. This temporary operation will be similar to the Longworth Convenience Store with the addition of coffee, other hot beverages, and a variety of grab-and-go selections at lunch.



Longworth Cafeteria

Pot and pan washing equipment and several other pieces of equipment will be replaced during the August 2014 constituent work period. Some of the equipment is more than 30 years old and parts can be difficult or impossible to obtain. The Longworth Cafeteria will be closed during the renovation, while the Rayburn Cafeteria remains open.

Rayburn Banquet Rooms

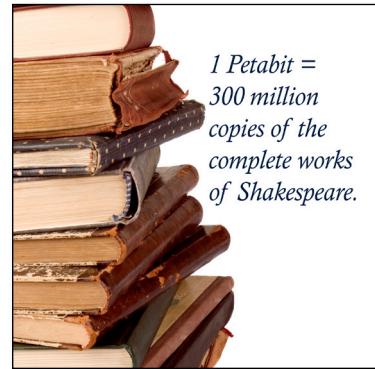
The Rayburn banquet rooms (B338, B339, and B349) will be renovated this summer for the first time since the building was constructed in the 1960s. The rooms are used for lectures, meetings, receptions, banquets, and as temporary offices during transition. In addition to technical, mechanical, and safety upgrades; renovations will include upgraded audiovisual capabilities for these rooms.

Capitol Market

The dining areas in Capitol Market have not been updated in more than a decade. A planned relocation of the vending area to HB-24 will create more seating, a wider hallway, and consolidate the vending machines into one area. The refurbishment is expected to be completed in early 2015.

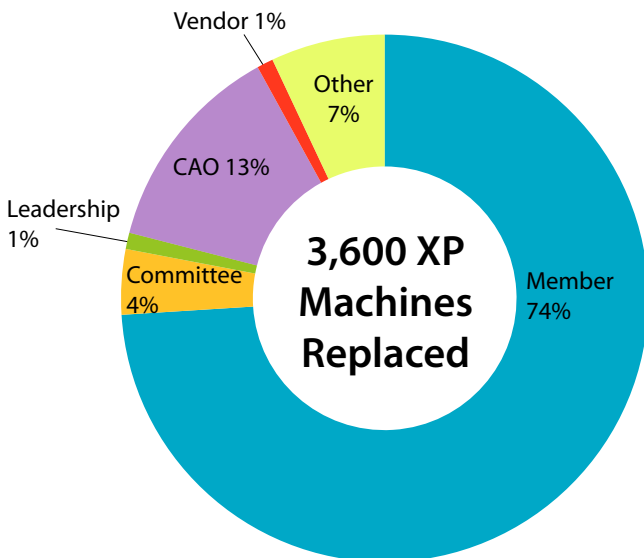
Internet Usage

Up to 6,000 users at a time can access the Internet from 1,000 Wi-Fi access points covering virtually every part of the House campus. Internet use among offices is high; inbound traffic is more than 1-petabit each month.



CyberSecurity – Windows XP

Protecting the House digital network is a top priority for the CAO. During the first six months of 2014, House Information Security faced several cybersecurity challenges.



In April, Microsoft ended its support for Windows XP, the operating system used on thousands of computers in hundreds of House offices. To reduce the risk of cyber threats, the CAO moved to replace or remove all XP machines from the House network.

Through an extensive education and communication plan with House offices and vendors, House Information Resources was able to successfully transition to supported Windows operating systems.

To support the transition, the CAO procurement team negotiated two blanket purchase order agreements with savings up to 35% off list prices.

Another serious cyberthreat came to light in April. The Heartbleed vulnerability allowed hackers to steal passwords and other private information from any Internet user worldwide. As a result, the CAO moved quickly to inform staffers, advise best practices, and patch the Internet vulnerability on House and vendor computers. There is no evidence of an intrusion to any House system due to this vulnerability.

Upgrades and patches are essential to keep the House system secure, but equally important are safe cybersecurity practices by staffers. INFOSEC's Connected and Secure monthly newsletter keeps staffers informed on what they should and shouldn't do to keep the system safe.

New Desktop Anti-Virus Protection

Although House staffers only noticed a small change, there was a big change behind the scenes as McAfee Endpoint Protection Suite was added to users' computers. The new software adds an additional level of protection to House computers by scanning for malicious content in every email received.

Email

House Information Resources is responsible for directing, organizing, and filtering emails sent to Member, Committee, and support offices. Some 552 million emails were sent and received during the first six months of 2014. On average, during the first half of the year, 92 million emails were sent and received monthly by offices. An additional, 51 million spam messages were filtered for viruses during that time.

Mobile Device Management

Managing calendar, email, and passwords is now easier with a new mobile device management system. AirWatch offers many enhanced benefits to House mobile users, including easy self-installation and the future ability to access internal House websites.

Social Media Fair



The CAO held its first social media fair in April. Representatives from Facebook, Google, Twitter, and Eventbrite joined organizations from inside the House – including Information Security staff – and partner offices – including the Architect of the Capitol, the Capitol Visitor Center, the Library of Congress, and the Government Accountability Office (GAO) – in speaking to House staffers about best practices and secure social networking. Approximately 200 staffers attended the event.

Serving the House

January - June 2014

**85,000 computer viruses
were blocked by the
CAO's Information
Security team.**

Serving the House

January - June 2014

**4,344,466 million
Internet users viewed
11,101,119 pages
on House.gov.**

Service Request Management

Staffers can now go online to HouseNet and order common services, supplies, and furniture for their offices. Service Request Management (SRM) allows staffers to order what they need anytime, anywhere.

Serving the House

January - June 2014

Using the SRM system,
1,636 requests for
services were requested
and fulfilled.

House Floor

The 15-year-old carpet covering the floor of the House Chamber was replaced during April. Staffers in Logistics and Support installed it during the Easter district work week.

Staffers also designed, built, and finished a new stenographer's desk that is now in place on the House floor. Input from the offices of the Speaker, Clerk, Parliamentarian, and Sergeant at Arms were incorporated in the final design to ensure its utility and consistency with other furniture in the Chamber.



Wounded Warriors



The House Wounded Warrior program provides two-year fellowships for disabled veterans, usually in Members' District offices. The project's goal is to promote transitional employment opportunities to wounded and disabled veterans who have served our country honorably. Since the program began in 2008, 127 wounded warriors have been hired.

Serving the House

January - June 2014

CAO's First Call assisted
staffers with booking
2,500 events.

Serving the House

January - June 2014

CAO's First Call answered
24,284 phone calls. Calls
were answered in an
average of 9 seconds.

Serving the House

January - June 2014

The House Recording
Studio broadcast
and webcast 713
Committee hearings
and official events.

Serving the House

January - June 2014

The Office of Photography
took 25,567 photographs
for Members and
House offices.

Serving the House

January - June 2014

The House Graphics office
produced 506 designs
and projects for
House offices.

Serving the CAO

Audits

The House received its 16th consecutive clean audit opinion for the fiscal year ending September 30, 2013. The annual audit is an opportunity for the House to test itself against established standards and guidelines for financial reporting. In response to past audits, the House has implemented important improvements such as automated financial statements and internal controls.

Currently, audits of six processes in the Office of Finance have been completed including Accounts Payable, Acquisitions Management, Member Services, Payroll & Benefits, Fund Balance, and Budget. Testing continues for financial reporting.

Serving the CAO

Auditors reviewed
12.7 gigabytes of information
before releasing their
clean opinion of House
financial statements.

Comprehensive CAO Inventory

The CAO began a complete inventory of computers, digital devices, and office equipment in CAO workspaces. Among the items included are laptop computers, voice/data infrastructure, copiers, shredders, and monitors.

There are three stages to the inventory process:

- An independent outside contractor conducts an inventory of each CAO workspace.
- The contractor reviews existing inventory processes and procedures.
- The CAO incorporates new and improved processes and procedures going forward.

Personally Identifiable Information

A new Director of Privacy is leading the CAO's effort to ensure the protection of personally identifiable information (PII), sensitive data that can be used to exploit individuals. Social Security numbers and home addresses are examples of PII.

The Director is assessing the handling of PII by the organization's units, to make sure the CAO is employing best practices to safeguard the information.

Hyperion

Assessment and design is underway for a new budget and planning tool, Hyperion, which will launch in 2015.

Initially, Hyperion will be used by the CAO and other support offices. Eventually, Hyperion will be available to Members, Committees, Leadership offices, and other non-CAO House entities. It will replace the Congressional Accounting and Personnel System (CAPS). As a replacement for CAPS, Hyperion will eliminate manual data entry for personnel management, quarterly reporting, and for tracking budget status and availability.



Leave Management

All CAO staffers learned how to use the organization's new Leave Management System. This online system allows staff and managers a quick and efficient way to request, approve, and track leave time and sick days.

FY 2014 Staffing Chart

(as of 6/30/2014)

	Current FTEs	Vacancies	Total FTEs
Acquisitions	16	6	22
CAO Immediate Office and Galleries	39	8	47
Finance	91	9	100
House Information Resources	253	42	295
House Recording Studio	43	22	65
Human Resources	18	4	22
Logistics and Support	137	26	163
TOTAL CAO	597	117	714

FY 2013 Budget to Actual Report

(as of 6/30/2014)

	Adjusted FY 2013 Budget	YTD Actuals	Available Balance	% of Budget Remaining
Chief Administrative Officer				
Single-Year Funds				
Personnel	\$ 59,849,198	\$ 59,846,963	\$ 2,235	0.0%
Non-Personnel	\$ 50,301,074	\$ 50,004,210	\$ 296,864	0.6%
Total Single-Year Funds	\$ 110,150,272	\$ 109,851,173	\$ 299,099	0.3%
No-Year Funds	\$ 11,731,072	\$ 3,125,754	\$ 8,605,318	73.4%
Total CAO Budget	\$ 121,881,344	\$ 112,976,927	\$ 8,904,417	7.3%
BCDR				
Single Year Funds	\$ 11,448,538	\$ 10,755,472	\$ 693,066	6.1%
No Year Funds	\$ 4,738,470	\$ 2,413,380	\$ 2,325,090	49.1%
Total BCDR Budget	\$ 16,187,008	\$ 13,168,852	\$ 3,018,156	18.6%

FY 2014 Budget to Actual Report

(as of 6/30/2014)

	Adjusted FY 2014 Budget	YTD Actuals	Available Balance	% of Budget Remaining
Chief Administrative Officer				
Single-Year Funds				
Personnel	\$ 61,209,520	\$ 41,272,106	\$ 19,937,414	32.6%
Non-Personnel	\$ 50,667,792	\$ 34,285,695	\$ 16,382,097	32.3%
Total Single-Year Funds	\$ 111,877,312	\$ 75,557,801	\$ 36,319,511	32.5%
No-Year Funds	\$ 6,200,000	\$ 3,775,282	\$ 2,424,718	39.1%
Total CAO Budget	\$ 118,077,312	\$ 79,333,083	\$ 38,744,229	32.8%
BCDR				
Single Year Funds	\$ 11,217,008	\$ 6,818,348	\$ 4,398,660	39.2%
No Year Funds	\$ 5,000,000	\$ 819,540	\$ 4,180,460	83.6%
Total BCDR Budget	\$ 16,217,008	\$ 7,637,888	\$ 8,579,120	52.9%

