

# CAO Semiannual Report

July – December 2008



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## LETTER FROM DAN

In this report, some of the major accomplishments and projects the Chief Administrative Office has taken on over the past six months will be highlighted. I would like to take this opportunity to acknowledge why our organization works so well: the people who take pride in ensuring the House of Representatives operates smoothly.

The nearly 700 plus employees who work so tirelessly to support this great institution are quite simply the reason I enjoy coming to work every day. They make and move this institution's furniture every day and, during the 111th Transition, they rose to the occasion like never before. They defend our computer systems from attack, make our campus a national model for environmentally-conscious workplaces and balance the House's budgets. They do it all to provide Members of Congress and their staffs with exemplary customer service every day.

Providing excellent service doesn't happen without commitment, dedication and coordination from all levels of the organization. Some of the innovative projects and programs we asked CAO employees to undertake were difficult to execute and required them to think outside the box. Innovation doesn't always come with a road map. CAO employees have been challenged to question conventional approaches and embrace constructive change.

I am happy to report that they have responded with trademark excellence.

Just within the last six months, our employees have made the House a greener, healthier place to work. They can take credit for improving benefits for all House employees and for answering the call to setup emergency communications to assist Members of Congress. There were challenges, to be sure. Along the way they faced resistance from those who have said, "Why should we do it differently?"

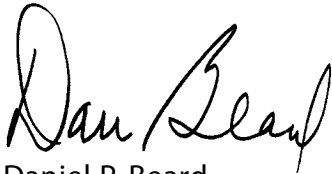
And the fact that my employees know the answer to that question is a source of deep pride. They know that doing it differently is sometimes the right thing to do.



In September, Chief Administrative Officer Dan Beard honored 17 employees at the House Officers Service Recognition ceremony who have worked for the House for 25 to 35 years. Nine CAO employees were recognized for 30 years of service, including: Michael Allen, Lois Cortese, Jacqueline Hurda, Peyton Jackson, John Lewis, Pearl Mangrum, Ronny VanDyke, Robert Warnick and John Whitmyer. Bobby Small and Paul Lozito were honored for 35 distinguished years of service.

So my thanks to every CAO employee for all of their hard work during the 110th Congress and for ensuring that the transition to the 111th was seamless and successful.

Finally, at the end of 2008, I convened a panel of employees, managers and directors to redefine the organization's mission and strategy going forward. The exciting and creative roadmap they developed will be released soon.

A handwritten signature in black ink that reads "Dan Beard". The signature is fluid and cursive, with a large initial "D" and "B".

Daniel P. Beard  
Chief Administrative Officer



# GREENING THE CAPITOL

## Relighting the Dome

The CAO led a design effort, on behalf of Leadership, to relight the Capitol Dome with more energy-efficient lighting as part of Speaker Pelosi's Green the Capitol Initiative. The Lighting Practice was awarded the contract to design the new configuration on the Dome's exterior lighting scheme. The Green the Capitol Office has been working closely with the Architect of the Capitol and The Lighting Practice to ensure any proposed lighting will maintain the historic integrity of the Dome. The lighting will bring the monument up to par with the Washington, Jefferson and Lincoln Memorials, which have recently upgraded their lighting systems. Modernizing the lighting will highlight the Dome's architectural details and improve the visibility of the Statue of Freedom.



The project has moved through the design phase and a proposal will be ready for evaluation this spring. If approved, the modernization project is estimated to greatly improve the landmark's visual aesthetics and reduce the Dome's electricity usage by 70 percent.

## Some Bright Ideas

Sometimes saving energy is about installing some bright ideas. The transition from traditional, energy inefficient light bulbs to high efficiency bulbs is the perfect example of that. In 2008, the CAO worked with the Architect of the Capitol staff to replace over 10,000 incandescent bulbs with modern compact fluorescent lights (CFLs) across the House campus, reducing all House electricity consumption by over 1,100,000 kilowatts. In an effort to help employees green their personal lives, CFLs are available at cost in the House Office Supply Store, reducing overall electricity consumption outside of the Capitol campus by nearly 23,000 kilowatts.

## House Office Supply Store

The House Office Supply Store and Gift Shop continue to increase the number of sustainable products offered to House employees and visitors. For example, making EcoSpun fabric products with high recycled content available at the House Gift Shop has resulted in a lifecycle fuel reduction of nearly 3,000 BTUs and a carbon dioxide emissions reduction of nearly 300 pounds. The incorporation of many post-consumer/recycled content paper products, including binders, folders, cardboard boxes, gift bags and "post-it" pads, has resulted in the reduction of nearly three metric tons of carbon dioxide emissions, eliminating 2.5 tons of solid waste and reducing water consumption by 34,000 gallons. The addition of numerous compostable and recycled content plastic products, such as biodegradable bubble

wrap, compostable mugs and toner cartridges, has resulted in the reduction of 1.2 metric tons of carbon dioxide emissions, saving over 10,000 BTUs of fuel. Environmentally-friendly frames, hand sanitizer and solar flashlights have been added to the House Office Supply Store and Gift Shop shelves.

The store is also greening its processes. By switching to electronic receipts, monthly statements and flag statements, the House Office Supply Store has reduced nearly 600 pounds of office paper, creating a lifecycle water reduction of over 5,200 gallons and a carbon dioxide emissions reduction of over one metric ton.

## Green Cleaning

The CAO is “cleaning house,” replacing traditional cleaning products with those that don’t harm the environment. The environment is not the only beneficiary of this change — green cleaning products are a healthier alternative for janitorial staff and employees. In January 2008, the CAO began purchasing green cleaning supplies that meet the standards of certification programs such as Enviroidesic and Green Seal. In the first nine months of 2008, the use of these cleaning products prevented nearly 6,000 pounds of volatile organic compounds (VOC) emissions from being emitted.

## Server Consolidation

The House’s Information Resources division (HIR) contributes an enormous percentage of carbon to our overall footprint. The institution’s massive computing power uses an extraordinary amount of electricity and generates heat, which greatly increases the energy use required in providing adequate cooling. Approximately 350 individual computer servers for freshmen Members of Congress were recently consolidated in a central data center, decreasing energy consumption by 45 percent.

## Greening the Transition

The 111th Congressional Transition was an opportunity to make the time honored process of moving into the next Congress more eco-friendly. The CAO, in partnership with the AOC, provided employees with a variety of green programs aimed at improving recycling and reducing waste during office moves. Office resupply areas were set up where an estimated 12,500 pounds of unwanted supplies and books were dropped off and picked up for reuse by House employees. The book drive was particularly successful, resulting in a donation of nearly 3,000 books to the Library of Congress Surplus Book Program. Recycling information was presented with the development of an interactive website called “Picture Your Move.” In just one month, the House’s document destruction service shredded and recycled over 30 tons of paper. To encourage offices to use fewer resource-intensive cardboard boxes, reuse areas were established and the option of using reusable moving crates was presented. Nearly 30 offices rented a total of 1,700 crates for this purpose, replacing the equivalent of twice the number of cardboard boxes.

The offices have transitioned to a new shade of green. Two thousand Smart Strip power outlets have been installed in many Member offices, reducing the amount of energy consumed by computers and other electronics by up to 70 percent. The eco-friendly renovations don't stop there. The CAO is installing low-VOC carpets, using low-VOC paints and insulating window shades. It's replacing floor-to-ceiling curtains with swags and venetian blinds with roller blinds, decreasing costs and amount of fabric required to make the window treatments.

Policies recommending the purchase of ENERGY STAR and Electronic Product Environmental Assessment Tool-qualified electronics were formalized, encouraging more efficient power management settings for all House offices.

## Reusing Equipment

The CAO has made a commitment to reusing much of its equipment, saving money and eliminating the need to buy more. A recently instituted pilot program uses an environmentally-friendly vendor to clean refrigerators rather than buy new ones, resulting in a savings of more than \$700 per Member office. Ergonomic office chairs are being diverted from landfills in much the same way. The chairs are cleaned by a "green" vendor and refurbished so they can be reused. This program is extremely cost efficient — for the price of a single new chair, 30 chairs can be "green" cleaned and refurbished.

## Greening the House's Eateries

The Ford House Office Building cafeteria and carry-out store were opened in September 2008 by New York-based Restaurant Associates, the House's food service vendor.

Like the House's other eateries, the new venues don't sell beverages in Styrofoam cups, or packaging and utensils that do not biodegrade. The Ford cafeteria features a composting operation that diverts all food waste from landfills to area composting facilities.

The impact of the composting program is measurable in the sheer tonnage of waste kept from landfills. In 2008, the House diverted 884 tons of compostable waste from landfills to compost facilities.

## Doing Away with Traditional Water Bottles

The House recently replaced conventional fossil fuel-based plastic water bottles with innovative, corn-based and biodegradable bottles. In September, Restaurant Associates began selling the water in all of its dining facilities.

The spring water from Virginia-based Grand Springs is sold in containers made by the Iowa-based company Naturally Iowa. The compostable water bottles can be thrown in the compost stream with all of the House's food waste and other biodegradable containers, ensuring they will have no negative effect on the environment.

# CAO FEATURES:

## Robert Lane

*The new director of the Green the Capitol Initiative is anything but green — at least in terms of his background.*

With more than 30 years of experience working around the country on issues ranging from land use, water resources and habitat preservation, Robert Lane isn't exactly new to environmental issues.

"It's great to be on Capitol Hill again," he said. "I'm looking forward to making a contribution and helping to usher our environmentally-friendly vision into its next phase."

Chief Administrative Officer Dan Beard said he's also looking forward to working with Lane to evolve the Green the Capitol Initiative.

"Bob brings a wealth of experience in greening issues from both the private and the public sphere," Beard said. "He's a great edition to the Green the Capitol team."

His extensive career has often focused on reforming and modernizing federal programs as they relate to environmental issues. In the late 1970s, he reformed Western water policies under President Jimmy Carter's administration.

"We put water use under scrutiny because we need to be able to protect the environment and make sure the benefits of a project outweigh the cost," Lane said.

As a consultant for Booz Allen Hamilton, he worked to develop roads and protect wildlife in Wyoming. He also planned National Conservation Areas in Nevada, which safeguarded areas of historic value, including an area that immigrants used to travel into California during the gold rushes of the 1840s.

Lane said those experiences, along with many others, will guide him as he works at the helm of the Green the Capitol program.

"What we do is good for the environment and it also has to make sound business sense," he said.

He's looking forward to taking on challenges and contributing to a more environmentally aware House.

"The policies that we have here are visible evidence of our commitment to the environment," Lane said. "We're not just talking about it; we're really doing it." ■



Robert Lane, Director of the Green the Capitol Initiative.

The changeover did not cost the House any forfeiture in commissions from Restaurant Associates' sales.

## The Green Team

The CAO's Green Team continues to be a success, with nearly 200 people signed up to help green the Capitol. Team members receive greening updates and read feature stories on fellow members in the green team newsletter "In the GreenHouse," which is available online. Members have been invited to a series of lectures from leaders in the environmental space.

## Green My PC

The CAO continues to introduce new opportunities for the House community to contribute to the greening initiative. The Green My PC web page was launched in August 2008, providing staff with useful information on how to participate in the Green the Capitol effort. It included recommendations for computer power management settings, a checklist for greening an office, links to the latest information on Energy Star compliant equipment and frequently asked questions, among other features. The page is available on HouseNet under "Technology".

## Greening the CAO

One of the primary goals of the Initiative in the 111th Congress is to promote sustainability within the CAO.

Office coordinators are the group of CAO staff who have traditionally liaised with all 441 Member and 24 Committee offices and serve as the human face of the CAO. All office coordinators will be trained to be experts in sustainable business practices. In doing so, they will, in turn, serve as valuable resources to all of the House offices they serve, able to assist various operations external to the CAO in reducing their energy consumption and emitted carbon.

Providing all CAO staff with sustainability training will directly support a wide-array of specific operational improvements as part of the second phase of the Green the Capitol program. Specifically, the CAO will move toward a zero waste environment, which includes the adoption of paperless business practices. The CAO will operate a zero-emissions vehicle fleet, expand green commuting options for House employees and institute sustainable procurement practices.

While simultaneously greening the CAO, the organization will provide this expanding knowledge base to Member and Committee offices. In addition to the improved role of the office coordinators and HIR staff, the Green the Capitol Office will begin the critical task of assisting other House offices in implementing their own sustainability measures.

For example, all goods and services the CAO provides House offices through its procurement program will be fully sustainable. As offices adopt more of these business practices, they will

be able to track their impact on the House's overall reduction in energy and carbon emitted through a website.

It is a priority of the Green the Capitol Office to reach out to the Members and their staff, on a continuing, consultative basis, to help them green not only their offices on Capitol Hill, but also their District offices.

Working aggressively to train CAO employees on how to provide sustainable resources to the rest of the House will be paired with the continuation of all the major initiatives.

# WORK/LIFE

## Child Care

The House of Representatives Child Care Center (HRCCC) is modernizing its playground and outdoor landscape. HRCCC employees are working with the Architect of the Capitol's office to finalize the design and choose equipment. New surfaces have been reviewed and the project is shooting for completion in the summer of 2009.

The Chief Administrative Officer received the authority and funding in fiscal year 2009 to develop and implement a child care subsidy program for House staff. The program is on hold until the budgetary Continuing Resolution is lifted. In the interim, the CAO is drafting the program regulations, policies and procedures. The CAO has engaged the General Services Administration in discussions regarding their ability to provide administrative services to support the effort.

## Eldercare Resource Guide and Deployment Readiness Guide

Over 18 years the Office of Employee Assistance has provided assessment, referral, consultation and follow-up services to House employees and their family members for a variety of personal issues. Throughout that time, OEA has maintained a focus on programs, services and resources to enhance the personal well-being and job productivity of employees.

Over the past six months, through the comprehensive array of employee assistance services, attention has been focused on supporting several of the important initiatives underway in the House. Primarily, the department has concentrated on the enhancement of work/life balance benefits for House employees, as well as on veterans working as part of the Wounded Warrior Program.

Specifically, the OEA recently expanded its eldercare assessment and resource services by developing the Eldercare Resource Guide. The guide, which is available to House employees in an environmentally and user-friendly web version, is designed to assist employees with the medical, financial and legal issues that may arise as they care for a family member.

With the deployment of American troops in mind, a Deployment Readiness Guide has been developed to help employees prepare for deployment and manage their affairs during deployment as well as their return. The helpful guide offers suggestions from employees who have already been deployed.

## Summer Enrichment Program

Six weeks of the 2008 Capitol Experience Summer Enrichment Program were completed between the end of June and the first week of August. Approximately 45 children attended. Thirty-five percent of the children who were enrolled in the pilot program returned to the 2008 program. Some of the 2007 participants returned as campers and others who exceeded the program age limit returned as junior counselors to share their experiences with the children in the 2008 program – something we saw as an initial step into “public service” and part of the CAO’s long-term vision for the program.

An electronic customer satisfaction survey was conducted at the conclusion of the Capitol Experience Summer Enrichment Program. The survey, sent to the children’s parents or guardians, had a series of questions focused on the overall program, as well as specific activities and experiences in the program, along with a comments space to give respondents the opportunity to provide additional anecdotal information. The interactive survey solicited input from both the parents and the children – our ultimate customers. Seventy-three percent of the participants responded.

According to the survey, 96 percent of the respondents were satisfied or highly satisfied with the summer enrichment program. Ninety-two percent indicated they would send their child to the camp the following summer. One hundred percent of the parents stated they would or had already recommended the program to other House staff.





## Wheels4Wellness Program

The pilot program, initiated in July 2008 has proven successful with 175 House staff enrolled and 300 bikes checked out. After an initial enrollment surge, participation and usage continues to grow steadily.



The program provides eligible House members and staff access to 30 bicycles stationed in the parking lots near the Cannon, Rayburn and Ford House Office Buildings. The CAO leased the bikes and contracted for preventive maintenance and repairs to ensure that the bikes remained in safe operating condition.

The CAO plans to continue leasing the bikes rather than purchase them in order to maintain a cost-effective, flexible program. In 2009, bicycle lease and maintenance costs are expected to be approximately \$7,000. Sufficient funding from a House Revolving Fund allocation remains to support the program for about six months, during which time we will continue to assess the program and identify additional sources of funding to continue it.

The CAO is seeking to expand the program and move it from a pilot program to a permanent House wellness program.

## Student Loan Repayment Program

The Chief Administrative Officer received approval to increase the maximum benefit on the House Student Loan Program from \$6,000 to \$10,000 annually, with the lifetime maximum increasing to \$60,000. The authority and funding to implement the increase is on hold until the budgetary Continuing Resolution is lifted. In the interim, the CAO is drafting the implementation steps.

## Wounded Warrior Program

The House's Wounded Warrior Program is thriving with seven injured veterans working for Members of Congress. The list of Members participating in the program include: Speaker Nancy Pelosi, Representatives Chris Carney, Jim Himes, Rob Wittman, Allyson Schwartz, Dave Reichert and Stephanie Herseth-Sandlin. Ongoing interviews are being conducted in the offices of Representatives John Kline, John Carter, Duncan Hunter and Darrell Issa. Position descriptions are being developed for fellowships in the offices of Representatives Peter Roskam, Mike Burgess, Anh Cao, Lynn Jenkins and Pete Olson. The program has a target number of 25 positions for fiscal year 2009 and an additional 25 in fiscal year 2010.

Most of the veterans hired under the Wounded Warrior Program have filled positions as veteran's caseworkers, which allows them to interact with constituents and participate in community events for veterans. Still others are working as advisors and staff assistants.

# CAO FEATURES:

## Zachary Guill

Zachary Guill’s job in the Army made him the perfect candidate for a job as a police officer, a secret service agent or a U.S. marshal, but an injury in Iraq changed all that.

It was December 2006 and Sergeant Guill was in Iraq on his third deployment. While he was on duty an improvised explosive device (IED) exploded and severely damaged his back and his right leg.

After a medical discharge, the Washington native returned to his home state and found it “very difficult” to get a job.

“It can be depressing,” Guill said.

He could no longer follow his dream and become a cop or an agent because running was impossible. The former airborne infantryman, who now walks with a cane, worked security in a casino to make ends meet.

Guill, 28, was thrilled to discover the House of Representative’s Wounded Warrior Program. The program was established in the spring of 2008 to create fellowships that would provide employment opportunities for wounded or disabled veterans within the House of Representatives.

“I was shocked,” he said. “It had never even crossed my mind that these programs existed.”



Guill has spent the last month in Congressman Dave Reichert’s District office working on veteran’s affairs casework.

“In a job like this, I can relate to the people that I’m trying to help and I think that’s important,” Guill said. “I’m grateful for it.” ■

Recently hired Wounded Warrior Zachary Guill meets with CAO Dan Beard in Statuary Hall.

## SmartBenefits Transit Program

In July, the Committee on House Administration (CHA) approved the CAO proposal to transition all House offices to the SmartBenefits Program. Participants in the pilot program included the House Officers, Office of the Inspector General (OIG), Oversight and Government Reform Committee and CHA, as well as several Member offices.

SmartBenefits allows employers to move beyond the original paper Metrochek to a SmarTrip card, Metro's rechargeable farecard for use on Metrorail, Metrobus, DC Circulator or at Metro-operated parking facilities. The card can be used for registered van pools and some regional bus systems. With SmartBenefits, employers load the dollar value of employees' transit benefits electronically onto their SmarTrip cards.

In order to ensure a seamless transition to SmartBenefits, the CAO conducted more than 20 briefings for employing offices and participating employees. These well-attended briefings covered the newly implemented policies and procedures.

## 2008 Health and Wellness Fair

In July 2008, the CAO sponsored and coordinated the annual House Health and Wellness Fair. The program, which offered more than 25 health screenings, medical screenings and wellness exhibits, was successful in its 11th year. The event featured a number of new additions to the program that were designed to encourage the fitness and wellness of the House's workforce. In addition to providing cholesterol, blood pressure, glucose, body fat, hearing, vision, prostate and skin cancer screenings, to name a few, specific information was available on the *Wheels4Wellness* program, the healthy food selections available in the House cafeterias and the expansion of the fitness center options.

Nearly eight percent of the House workforce attended the fair with 98 percent of the attendees reporting satisfaction with the variety of screenings and exhibits provided. A large number of employees indicated they would follow up with their personal physician or health care provider and make changes in their lifestyle to achieve better health or an improved sense of well-being.

## Shared Employees

The Shared Employee Manual, developed in collaboration with the OIG and the CHA, is currently under review by CAO Senior Management. The Payroll and Benefits department will begin distributing a Quarterly Shared Employee Report to affected offices in the first quarter of 2009. The report will list shared employees and their respective employing offices.

A shared employee is defined as an employee who works for three or more Members performing financial or system administrator duties. In an effort to ensure tighter enforcement of House policies and procedures, CHA now requires shared employees to notify an office that hires them of all of their other employers, prohibits shared employees from selling goods and requires them to file financial disclosures.

# CAO FEATURES:

## House Recording Studio Transitions

### *New Director and New Space*

“Hey, our phones are hooked up in the CVC,” Pat Hirsch shouts as he walks into his Rayburn office, smile on his face.

Hirsch, the Director of the House Recording Studio, is leading his department not just into a new space, but into a new era.

Soon, the Studio will convert their systems to record and broadcast in high definition and move into new, state-of-the-art digs in the Capitol Visitor Center.

The two improvements come 30 years after the studio began broadcasting from the House Floor. In 1979, the studio operated just three cameras, three decades later the number has risen to 75.

The change is years in the making, calling for the purchase of HD cameras and various infrastructure upgrades.

“We’re just keeping up with the technology in the industry,” Studio Director Pat Hirsch said, using his hands to emphasize the point. Moving into the CVC is a huge upgrade unto itself, Hirsch said as he walks through a tunnel on his way to the new \$621 million facility.

“We’re happy,” said Hirsch, who recently succeeded Patrick Kenealy in his post. “Everything is brand, spanking new and a lot of the basic equipment we are using now is over 15 years old.”



Pat Hirsch, Director of the House Recording Studio.



Pat Hirsch, Director of the House Recording Studio.

Hirsch began working in the House Recording Studio 20 years ago as an audio specialist. In those two decades, he’s worked his way through nearly every production position in the studio.

He’s excited about his new position, but remains modest about the promotion – turning to his right to face Chief Engineer Alex Cusati before settling on, “I’m happy to have this group here.....They make my job easy.”

“Well said,” Cusati chimes in as the two laugh together.

It’s clear the two men, and indeed all of the people who work here, get along.

“We’re a family,” Hirsch said. “Occasionally we give each other grief, but we’re a family and that’s what you do.” ■

# ENABLING TECHNOLOGIES

## Paylinks Self-Service

In November 2008, a new self service capability available through HouseNet was launched to the House community. The My PayLinks system allows all House employees to access their employment information, including benefits enrollment, earnings statements and year-to-date wages, online. Users can update tax withholdings, direct deposit distributions and address information. My PayLinks is accessible 24 hours a day, seven days a week through a secure web browser. To date, more than 1,000 users have registered for the program.

## Transition

The process of readying offices for Members has been refined consistently over the years, so that in December 2008 months of planning ensured a quick, seamless move.

The CAO and the Architect of the Capitol worked together to move 10 offices every day, six days a week, with the average move taking four hours to complete.

The Procurement Management department lent its expertise to the office moves. It made sure the contracts were approved for vendors to help move furniture and install new environmentally-friendly carpeting, among other things.

Employees volunteered to put their “day jobs” on hiatus and became move coordinators during the Transition.

Technology support staff played a significant role in planning and executing the Transition. Staff provided each new Member-elect with a cubicle, computer, e-mail and Internet access in the New Member Center. Technical support representatives (TSRs) provided Members-elect with one-on-one BlackBerry training, as well as a course in e-mail, scheduling and emergency contact information.

To help them get a jumpstart setting up their offices, Members-elect were briefed on their equipment inventory, technology services and payroll issues. Briefing materials were provided on a flash drive, reducing the significant amount of paper used in past Transitions.

The work that goes into Transition doesn't begin when the furniture gets moved or even end when a Member moves in. On the contrary, it began months before and lasted for months after they arrived.

Specialists from across the organization continued to reach out to Members to ensure they settled into both their DC and District offices.

Technology staff visited each office during the first days of the new Congress and assisted with a wide variety of requests, ranging from account setups to password changes. During that time, all Member offices were enrolled into the new House Information Hosted Service, and each office server was configured to ensure access on the first day of the Congress.

# CAO FEATURES:

## Congress Transitioned

*How CAO Employees Made Members Feel at Home in the House*

The Transition to a new Congress ushers in a slew of faces, bright and ready to take on challenges. The people who make sure they arrive smiling and stay that way may be in softer focus, but they are nonetheless committed to supporting the lower chambers newest Members.

The Transition to the 111th Congress was a major undertaking by any estimation. Fifty four new Members went through orientation and moved into new offices. Their arrival and the departure of other Members led to 237 moves, which had to be completed in just over a month.

“None of this happens in a void. It requires months of planning, massive coordination of nearly every CAO department and the cooperation of hundreds of dedicated employees,” Chief Administrative Officer Dan Beard said. “But the mission is the same — to ensure our customers, the Members, are taken care of so they can best support their constituents.”

Approximately 500 CAO employees were involved in some aspect of the Transition, the planning of which began in January 2008.

The New Member Orientation offered a glimpse into the dedication that each Transition demands.



A new Member greets Faye Cobb, the Deputy Director of Financial Counseling.



Carol Swan, manager of the AFL's drape and upholstery division, consults with a new Member.

The event called for the CAO to coordinate with the Committee on House Administration and the Architect of the Capitol.

The orientation showcased an array of CAO departments and services available to new Members, including: upholstery and carpet, BCDR emergency preparedness, Payroll and Benefits, the Office Supply Store and the Green the Capitol program.

At the event, Members participated in a lively lottery to choose their rooms, proof that moving in can be a lot of fun.

New Members were introduced to the House's eco-friendly Green the Capitol Initiative. The carpet and drapes they chose were made using sustainable materials in an environmentally-friendly process. The light bulbs in their offices will be eco-friendly compact fluorescent lights bulbs (CFLs) and their water coolers will be energy efficient. ■

In an effort to be more environmentally-friendly, HIR put many of its orientation materials online for the first time. The department set up hundreds of network connections and IP addresses during Transition.

Technology support staff worked with Departing Member offices, assisting with the archiving of data, providing information in departing Member briefings and helping District offices remove data files from computers.

For the Office of Employee Assistance (OEA), preparing for departing Member office transitions began in July. That's when OEA began coordinating departing Member services including career planning, resume writing and interview skills.

This year, the employee assistance team improved several services they offer, such as resume development and job searching skill refinement. They focused on delivering Transition services in a more sustainable and environmentally-friendly method. Specifically, the team consolidated trips and relied more extensively on technology to assist District employees with resume writing, interviewing and networking. Fewer trips resulted in a reduction of the OEA's travel costs over the previous Transition at the end of the 109th Congress.

The OEA team put the final touches on the online New Employee Orientation Program, which was deployed after the start of the 111th Congress, and made available through HouseNet. The online module offered House employees the capability of accessing the program at any time from their desktop, whether they are on Capitol Hill or in a District office. It supported the House's greening effort by eliminating a traditional classroom orientation approach, which uses printed material resources.

Monthly Departing Member Briefings ensured departing Members were kept informed on a variety of issues associated with closing their DC and District office including: administrative operations, computers, office equipment and archiving official papers. These briefings covered personal transitions to new jobs, retirement and benefits.

## Centralized Information Hosting Services

House Information Resources (HIR) recently implemented a cost-effective, energy-efficient and centralized Information Technology (IT) service for freshmen Members of the 111th Congress. Provided at no cost to the office, this service provides uniquely encrypted storage of Member office data and files. It eliminated the need for server maintenance within the office because the server is managed by CAO professionals in accordance with House and industry standards. The system offers business continuity and disaster recovery capabilities by providing redundancy in different locations.

The centralized Information Hosting Services allows Correspondence Management System (CMS) vendors to offer their services to participating offices from a centralized location. Thus, the comprehensive service not only ensures freshman Member office data is secure but also takes active steps to reduce the overall energy footprint of the House.

The centralized Information Hosting Services will be available to all House Member offices in the near future.

# CAO FEATURES:

## The Inauguration

### *Office of the CAO Helped Make the Inauguration a Success*

Since the 2008 presidential election, the office of the Chief Administrative Officer (CAO) worked tirelessly behind the scenes to create the perfect setting for the Inauguration of the 44th President.

“Everyone on Earth was watching this, so everything had to be the best it could be,” said John Lewis, Director of AFL/Furnishing for the CAO.

When the Transition officially began on November 5th, Lewis’ team began working to install the carpeting and drapes that served as a backdrop for the President-elect to be sworn into office.

As the Green the Capitol Initiative enters its second phase, the office of the CAO invested in 100 percent recyclable carpet, making this Inauguration the first to take a step toward a more eco-friendly ceremony.

“This time around we looked into a greener version,” Lewis said. “After this inauguration, we can pack it up and use it again in four years.”

Lewis’ office used all in-house manufacturing and installation for the red, white and blue drapery that hung on the Capitol. He said that bright, rich colors were an important aspect for the carpets and drapes because of the visual effect it would have on cameras filming the ceremony.

“Four years ago the fabric didn’t stand up to the weather, so this one is weather proof,” Lewis said. “The Inauguration committee told us to make sure the colors were bright so everything would look good on camera,” he said.

His team has worked in nearly freezing temperatures to perfect the visual aesthetics and Lewis said he’s proud of what they have accomplished, calling the sight, “truly amazing.”

Other CAO business units also worked to make the Inauguration as seamless as possible, including the staff of the House Press Gallery. For previous Inaugurations, the Press Gallery would receive anywhere from 1,000 to 2,000 requests for media credentials. This year, their office received over 9,000 requests.



House Press Gallery Superintendent Jerry Gallegos, a CAO employee, who oversees the credentialing of reporters for special events, surveys the scene on Inauguration Day.

“We took care of everybody that had a real need to be taken care of,” said House Press Gallery Superintendent Jerry Gallegos.

Only 1,200 media officials received credentials, yet Gallegos said his office made sure to allocate credentials to the Hawaiian, Illinois, Kenyan and Delawarean press representatives.

Over 500 CAO employees were involved in some aspect of the Transition, including preparation for the inaugural ceremony. “Many people will be surprised to know how much went on in the background,” CAO Dan Beard said. “We were thrilled to contribute to this historic event.” ■



Drapes, crafted exclusively in house by the employees of the Chief Administrative Officer, decorate the Inaugural platform on the Capitol’s West Front.



## Virtual Training for District Staff

Training has gone virtual. Virtual training was a CAO initiative in 2008. Virtual training allows employees in Washington, DC and District offices to connect to several courses while they are happening live in DC using teleconferencing and NetMeeting technologies. CAO Training and Development has identified several courses which are best suited for this type of instruction, including: "Money Matters – Managing your MRA" and "Legislative Concepts." Training and Development will continue to expand the course offerings in the coming year.

## Centralized Patch Management Service

Over the last three years, the House of Representatives has seen a 170 percent increase in attacks against our network. Some of these attacks have been successful due to weak passwords, virus infections and unprotected workstations. Combating these attacks is everyone's responsibility. To battle information security breaches caused by workstations with software needing maintenance and/or security patches, the Information Security Systems Office implemented a centralized patch management system.

The centralized patch management service, i.e. BigFix ensures House computer operating systems and applications are properly maintained and kept up-to-date. It works by automatically installing the latest patches as required by each workstation for popular software such as Microsoft applications, Adobe Acrobat and Flash Player, Apple iTunes and QuickTime, FireFox, Java and RealPlayer. There are currently over 9,500 workstations enrolled in the centralized patch management service. To date - more than a half a million security vulnerabilities have been resolved.

## Campus Data Network Upgrades

HIR is upgrading the campus data network backbone (core fiber) to ensure even more rapid data traffic flow between House campus buildings and the Ford HOB data center. HIR is essentially "widening the network freeway" to facilitate better and faster transmission of high band width applications (i.e. web streaming and video). Backbone speed has been increased by ten fold to ten Gigabit speed. This project is expected to be completed by the end of first quarter of fiscal year 2010.

HIR expanded the House Campus Data Network into the Capitol Visitor Center (CVC) House Expansion Space. This technology allowed Members and House staff in The Capitol Visitor Center access to House network services.

## In-Building Cellular Upgrades to the Capitol and The Capitol Visitor Center

HIR continues to work with the wireless vendors to improve cell phone service on Campus. The short term goal was reached quickly with an upgrade to the cellular and PDA coverage

in the Cannon and Rayburn tunnels and for Capitol room HC-5. Long-term projects include providing in-building cellular coverage for the House side of the Capitol and the CVC. HIR, the AOC, the United States Capitol Police and wireless vendors are determining the feasibility of providing cellular reinforcement to the CVC House space. Additionally, HIR has initiated the design process with the wireless vendors to provide in-building cellular coverage for the Capitol (House side).

## Ford Data Center Renovations

The Ford Data Center Renovation project was completed and a Certificate of Occupancy was issued in July 2008. The project added approximately 3,000 square feet of new data center floor space, which supports new services such as the hosting of House office servers. The renovations have created an environmentally-friendly data center that houses all CAO mission-critical services including: Active Directory Enterprise Authentication, Exchange messaging, BlackBerry Enterprise Service, Inbound/Outbound Fax Service, etc.

The new facility was devised to streamline network design and installations as well as provide an architecture that can easily be expanded to accommodate future system growth.

## e-Dear Colleague

In August 2008, CHA approved the launch of the new Web-based e-Dear Colleague system. The easy to use system allows Congressional offices to send, receive and search e-Dear Colleagues by issue or keyword.

Member and staff are able to independently manage their subscriptions to various issue areas and receive e-Dear Colleagues according to individual interest.

Over 2,000 e-Dear Colleagues were distributed House-wide between August and December 2008.

## House Clean Audit Finding

In December 2008, the House received its tenth consecutive clean audit opinion from the Office of Inspector General (OIG). The opinion represented the financial statement audit for the fiscal year ending September 30, 2007.

The audit process includes the CAO's annual submittal of financial statements, which summarized the House's assets, liabilities, unexpended appropriations and cumulative results of operations to the OIG by January of each year, as well as the subsequent review and testing of this information by independent auditors. CAO employees responded to auditor inquiries and provided supporting documentation for the financial statements.

# EMERGENCY PREPAREDNESS

## The Role of the Individual in Business Continuity / Disaster Recovery

When a major event occurs, whether caused by a utility outage, bad weather or a terrorist attack, the business of the House of Representatives must continue. The Business Continuity and Disaster Recovery (BCDR) team works to ensure the necessary people, processes and tools are in place for operations to continue. Yet, it is also important for CAO employees outside of the department to know they have a role in recovery as well. For this reason, all CAO staff were required to take a course in preparedness entitled, "Preparedness 101." The class educated employees on what their role would be in a disaster and provided them with helpful tips about how to prepare for one.

### Hurricane Season 2008

In September 2008, two major hurricanes made landfall, affecting House of Representatives' District offices. Hurricane Gustav and Ike both made landfall along the Gulf Coast as Category 2 hurricanes. As the feature, "CAO establishes Congressional Regional Office in Ike Disaster Zone" addresses, several Member offices were directly impacted and experienced power outages and equipment loss, as well as water and structural damage. The CAO made the decision to activate the District Office Recovery Operations Center (DOROC) to help get Members' offices up and running as quickly as possible.

The response was truly a team effort with nearly every business unit in the CAO involved in supporting the Center.

CAO employees worked tirelessly, monitoring the office's recovery and reaching out to 58 districts in the potential path of the hurricanes. Out of those, nine districts requested and received direct support from the CAO. Requests for equipment, such as laptops and satellite phones, were processed in the Center while requests for temporary office space were forwarded to the General Services Administration.

There was also work to be done "on the ground."

Communications and supply vehicles were sent to Louisiana and Texas to provide District offices with power, computers and telephone service. In Texas, the CAO established the Southeastern Texas Regional Congressional Office, allowing Members and staff from several districts to support constituents out of a single location. Over the course of the 2008 Hurricane Season, CAO's deployed assets allowed Members and staff to assist more than 7,000 constituents seeking disaster relief.

# CAO FEATURES:

## Business Continuity and Disaster Recovery Program

*CAO's Congressional Regional Office in Ike Disaster Zone Transitioned Constituents in Need to FEMA Operation*

Using state-of-the-art equipment, the House of Representatives recently brought power and satellite communications to the Members of Congress of southeast Texas as they began to assist the region's residents in 2008.

When the office opened in September, it was equipped with up to 250 laptops and telephone lines to help all affected Members of Congress communicate with their constituents, many of whom were requesting help in filing FEMA claims



Seven Houston-area Congressional Districts made use of the computers and telephones in the Regional District Office.



Hundreds of constituents waited in line to use services provided by the Regional District Office—valuable services unavailable for over 100 miles.

online.

The laptops and phones were supported by the House Emergency Response Communications Vehicle (HERCV), a truck that provides power and communications without draining local resources.

“Several Members of the Texas delegation reported that their District offices were completely disabled and we wanted them to know this command center is there to help them help their constituents,” said House Chief Administrative Officer Dan Beard, who dispatched the disaster team. “We deployed

this capability to reconnect these Members with not only the people they serve, but also with their Washington, DC offices.”

The mobile communications team was deployed to Congressman Don Cazayoux's Baton Rouge, Louisiana District office, where Hurricane Gustav led to widespread power outages.

The House's business continuity and disaster recovery program was strengthened after Sept. 11, with the original intent of supporting Capitol operations. After Hurricane Katrina devastated much of the Gulf Coast in 2005, the House began training for deployment to District offices. ■



The CAO team and HERCV resources helped Congressional staff provide emergency communications services to constituents.

# CHARTS

## FY 2009 CAO Staffing Chart (as of 12/30/08)

	Current FTEs	Vacancies *	Total FTEs
Administrative & Financial Services	98	7	105
CAO Immediate Office, Galleries and Wounded Warrior Program	42	27	69
Customer Solutions	238	23	261
House Information Resources	281	3	284
Operations Immediate Office	10	1	11
<b>TOTAL CAO</b>	<b>669</b>	<b>61</b>	<b>730</b>

\* - Vacancies are currently being held open due to a personnel funding shortage.

# CHARTS

## FY 2008 Budget to Actual Report (as of 12/31/08)

CAO Group	Carry Forward Balance	FY 2008 Budget	Total FY08 Budget	YTD Actuals	Available Balance	% of Budget Remaining
<b>CAO</b>						
<b>Single-Year Funds</b>						
<b>Operations</b>						
Administrative & Financial Services	\$ -	\$ 8,084,879	\$ 8,084,879	\$ 8,089,817	\$ (4,939)	-0.1%
CAO Immediate Office (incl. Galleries)	\$ -	\$ 3,997,133	\$ 3,997,133	\$ 3,986,076	\$ 11,057	0.3%
Customer Solutions	\$ -	\$ 42,077,601	\$ 42,077,601	\$ 42,003,888	\$ 73,713	0.2%
House Information Resources	\$ -	\$ 54,238,626	\$ 54,238,626	\$ 53,984,578	\$ 254,047	0.5%
Operations Immediate Office	\$ -	\$ 1,868,057	\$ 1,868,057	\$ 1,864,507	\$ 3,550	0.2%
Workforce Services	\$ -	\$ 2,005,127	\$ 2,005,127	\$ 2,005,127	\$ -	0.0%
<b>Total Operations</b>	<b>\$ -</b>	<b>\$ 112,271,423</b>	<b>\$ 112,271,423</b>	<b>\$ 111,933,994</b>	<b>\$ 337,429</b>	<b>0.3%</b>
<b>Investments (PMO)</b>	\$ -	\$ 1,441,977	\$ 1,441,977	\$ 1,441,487	\$ 490	0.0%
<b>CAO-Wide Resources</b>	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%
<b>Total Single-Year Funds</b>	<b>\$ -</b>	<b>\$ 113,713,400</b>	<b>\$ 113,713,400</b>	<b>\$ 113,375,481</b>	<b>\$ 337,919</b>	<b>0.3%</b>
<b>No-Year Funds</b>						
Investments (PMO)	\$ 110,380	\$ 4,699,335	\$ 4,809,715	\$ 4,809,715	\$ -	0.0%
<b>Total No-Year Funds</b>	<b>\$ 110,380</b>	<b>\$ 4,699,335</b>	<b>\$ 4,809,715</b>	<b>\$ 4,809,715</b>	<b>\$ -</b>	<b>0.0%</b>
<b>Total CAO Budget</b>	<b>\$ 110,380</b>	<b>\$ 118,412,735</b>	<b>\$ 118,523,115</b>	<b>\$ 118,185,196</b>	<b>\$ 337,919</b>	<b>0.3%</b>
<b>BCDR</b>						
Single Year Funds	\$ -	\$ 11,420,000	\$ 11,420,000	\$ 11,373,184	\$ 46,816	0.4%
No Year Funds	\$ -	\$ 5,035,691	\$ 5,035,691	\$ 5,035,691	\$ -	0.0%
<b>Total BCDR Budget</b>	<b>\$ -</b>	<b>\$ 16,455,691</b>	<b>\$ 16,455,691</b>	<b>\$ 16,408,875</b>	<b>\$ 46,816</b>	<b>0.3%</b>

# CHARTS

## FY 2009 Budget to Actual Report (as of 12/31/08)

CAO Group	Carry Forward Balance	FY 2009 CR Budget	Total FY09 Budget	YTD Actuals	Available Balance	% of Budget Remaining
<b>CAO</b>						
<b>Single-Year Funds</b>						
<b>Operations</b>						
Administrative & Financial Services	\$ -	\$ 9,646,545	\$ 9,646,545	\$ 2,069,671	\$ 7,576,874	78.5%
CAO Immediate Office (incl. Galleries)	\$ -	\$ 4,786,811	\$ 4,786,811	\$ 1,068,062	\$ 3,718,749	77.7%
Customer Solutions	\$ -	\$ 29,223,848	\$ 29,223,848	\$ 13,751,173	\$ 15,472,675	52.9%
House Information Resources	\$ -	\$ 59,993,098	\$ 59,993,098	\$ 20,651,612	\$ 39,341,485	65.6%
Operations Immediate Office	\$ -	\$ 2,455,935	\$ 2,455,935	\$ 594,458	\$ 1,861,477	75.8%
<b>Total Operations</b>	<b>\$ -</b>	<b>\$ 106,106,237</b>	<b>\$ 106,106,237</b>	<b>\$ 38,134,977</b>	<b>\$ 67,971,260</b>	<b>64.1%</b>
<b>Investments (PMO)</b>	\$ -	\$ 3,299,000	\$ 3,299,000	\$ -	\$ 3,299,000	100.0%
<b>CAO-Wide Resources</b>	\$ -	\$ 1,689,598	\$ 1,689,598	\$ -	\$ 1,689,598	100.0%
<b>Total Single-Year Funds</b>	<b>\$ -</b>	<b>\$ 111,094,835</b>	<b>\$ 111,094,835</b>	<b>\$ 38,134,977</b>	<b>\$ 72,959,858</b>	<b>65.7%</b>
<b>No-Year Funds</b>						
Investments (PMO)	\$ 1,395,316	\$ 4,699,335	\$ 6,094,651	\$ 4,664,091	\$ 1,430,560	0.0%
<b>Total No-Year Funds</b>	<b>\$ 1,395,316</b>	<b>\$ 4,699,335</b>	<b>\$ 6,094,651</b>	<b>\$ 4,664,091</b>	<b>\$ 1,356,652</b>	<b>22.3%</b>
<b>Total CAO Budget</b>	<b>\$ 1,395,316</b>	<b>\$ 115,794,170</b>	<b>\$ 117,189,486</b>	<b>\$ 42,799,068</b>	<b>\$ 74,316,510</b>	<b>63.4%</b>
<b>BCDR</b>						
Single Year Funds	\$ -	\$ 11,404,000	\$ 11,404,000	\$ 4,323,154	\$ 7,080,846	62.1%
No Year Funds	\$ 4,483,286	\$ 5,394,000	\$ 9,877,286	\$ 2,829,802	\$ 7,047,483	71.4%
<b>Total BCDR Budget</b>	<b>\$ 4,483,286</b>	<b>\$ 16,798,000</b>	<b>\$ 21,281,286</b>	<b>\$ 7,152,957</b>	<b>\$ 14,128,329</b>	<b>66.4%</b>



<http://cao.house.gov>