Chief Administrative Officer

U.S. House of Representatives

Washington, DC 20515-6860

MEMORANDUM

TO:

The Honorable Robert A. Brady

Chairman, Committee on House Administration

FROM:

Daniel P. Beard

Chief Administrative Officer

SUBJECT:

Implementation of Policies for the Installation of the 111th

Congress

DATE:

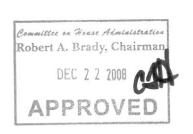
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ABSTRACT:

The following policies, developed by staff of the Committee on House Administration (CHA) and members of the Chief Administrative Officer's CAO Transition Team, will be implemented as part of the 111th Congressional Transition. It should be noted that all previously established transition policies will remain active unless stipulated otherwise by this document.

BACKGROUND:

In the spirit of continuous improvement to the services provided to Members of the U.S. House of Representatives the CAO's 111th Congressional Transition Team worked with staff of CHA to craft policies that will ensure a smooth transition and will enable the Freshman class of the 111th Congress to be functional on the first day of the new session.



References to specific dates (or congresses) contained in technology policies for the installation of new Congresses are to be treated as applying to all Congresses.

Justification: Starting with the 107th Congress, each of the letters from the Chief Administrative Officer to the House Administration Committee recommending the adoption of new technology policies for the installation of the new Congress have included a statement to the effect that the Office of the Chief Administrative Officer will continue to follow all previously approved transition policies. Nonetheless, several of the adopted policies have contained specific dates. This proposed policy is intended to clarify that all of the previously approved policies are intended to apply to each new Congress.

Specifically, the following original language would be interpreted as follows:

Original language	Interpretation	Policy
December 1, 2000	December 1 preceding the start of the new Congress	107-5
December 31, 2000	December 31 preceding the start of the new Congress	107-5
financial obligations incurred during the 107 th Congress	Financial obligations incurred during the current Congress.	108-5
January 3, 2003	the first day of the new Congress	108-3 & 108-11
Effective January 3, 2003 of the new Congress	Effective with the first day of the new Congress	108-1, 108-2, & 108-3
November 3, 2004	the day following the first Tuesday of November preceding a new Congress	109-6
January 2005	the start of the new Congress	109-4
first day of the 109 th session (January 3, 2005)	first day of the new Congress	109-2, 109-8, 109-9, & 109-10
first month of the 109 th Congress	first month of the new	109-14
Members of the 109 th Congress	Members of the new Congress	109-14
start of the 109 th Congress	start of the new Congress	109-9 & 109-11
inherited systems have been established as follows for the 110 th Transition: (and all information contained in the chart that follows)	inherited systems have been established by the Committee on House Administration and can be found on Housenet. (the chart has been removed from the policy)	110-3

House Information Resources will develop a Web site for each Freshman Member and will publish the site on the House Web servers on the first day of the first session of the new Congress.

Justification: This reflects HIR practice for the 108th, 109th, and 110th Congresses. For the 108th and 109th Congresses, each Freshman was given a one page "website". For the 110th Congress, HIR provided each Freshman with a far more extensive site. For the 111th Congress, HIR plans to further substantially upgrade the sites that each Freshman will have on swearing-in day. To the extent practical, HIR will attempt to meet the standards set out by the Congressional Management Foundation in its 2007 Gold Mouse Report: Lessons from the Best Web Sites on Capitol Hill. HIR also intends to make the sites compliant with

- the accessibility standards set out in § 508 of the Rehabilitation Act of 1973;
- the privacy notice standards of the Children's Online Privacy Protection Act (COPPA), the Privacy Act, and the E-Government Act; and
- the World Wide Web Consortium's
 - o Web Content Accessibility Guidelines (WCAG),
 - o Extensible Hypertext Mark-up Language (XHTML) Specification
 - o Platform for Internet Content Selection (PICS) standard
 - o Platform for Privacy Preferences (P3P) Specification

Listserv mailing lists of Departing Members will be deleted no later than the start of a new Congress.

Justification: This policy is a modification of policy #109-8 which governs transition of HIR's Listserv e-mailing list service. The language of the original policy appears to direct that all Listserv mailing lists be deleted no later than the start of the Congress. The modification would clarify that this only applies to mailing lists of non-returning Members. This policy reflects actual practice in the 109th and 110th Congresses.

The Web usage reports belonging to Departing Members will be automatically deleted on the first day of each new Congress. Login IDs belonging to Departing offices will be removed when office e-mail boxes are deleted. The registered accounts of the Departing Member office will not be inherited by Freshmen offices.

Justification: The proposed policy is based on Policy 109-10, but removes the reference to "WebTrends" – a commercial product that HIR is no longer using to provide this service. To maintain consistency with most of the other transition policies, the background material from Policy 109-10 has been removed from the policy statement. Additionally, the proposed policy clarifies that this service is only being made available to HIR for House websites that are hosted by HIR, and that it is available not only to HIR-hosted Member websites, but also to HIR-hosted committee, leadership, and support office websites.

The CAO will ensure that, for the 111th Congress and all subsequent Congresses, the Web Development, Hosting and Related Services agreement that each web-hosting vendor is required to sign before the start of each Congress will require that:

- Vendors who host the website of a Departing Member are to provide a copy of each such
 website to the Web Solutions Branch of House Information Resources, within thirty days
 of the Member's departure from the House. Upon request, a copy of the website of each
 Departing Member's website will be provided to that Member by the Web Solutions
 Branch of House Information Resources.
- 2. In the event that an contract between a vendor and a House office is cancelled by either party, the vendor will (at the option of the House office) provide the office with a copy of the office's website in a format designed by the Web Solutions Branch of House Information Resources and will continue to make the office's website available to the general public on the Internet until a copy of the website is available on the Internet to replace the website that resided on the vendor's web server. During this period, the office will continue to be responsible for hosting fees that were in force before the cancellation of the contract.
- 3. All web work product provided by the vendor to a House office will comply with the Rules and regulations of the House (including, as appropriate, the *Members' Congressional Handbook* or the *Committees' Congressional Handbook*); the policies and publications of Information Systems Security Office of House Information Resources; the accessibility standards set out in § 508 of the Rehabilitation Act of 1973; and the World Wide Web Consortium's Web Content Accessibility Guidelines and Extensible Hypertext Mark-up Language (XHTML) Specification.

Justification: The Web Development, Hosting and Related Services agreement is the document that web-hosting vendors sign each Congress as a condition for having their web server reside within HIR's computer facilities. The current agreements expire at the end of the 110th Congress.

Item 1 supplements Policy 110-11, which dealt with archiving the websites of departing Members. Policy 110-11 established a policy that the websites of all departing Members are covered by the archiving requirements set out in House Rule VII, clause 2, but only provided instructions for HIR-hosted websites. The proposed policy would set out the procedures for archiving vendor-hosted websites of departing Members.

Item 2 is intended to deal with web hosting contracts that are cancelled under "unfriendly" circumstances. The provision would insure that no House office that had a vendor-hosted website would suddenly find themselves without a website available to the public.

Item 3 is intended to set minimum technical requirements for vendor web work product. The policies and publications of HIR's Information Systems Security Office is intended particularly to include the *Web Site Developers Security Checklist* (HISPUB 007.1.56). The World Wide Web Consortium (W3C) is the international standards body for the web portion of the Internet. The W3C's Web Content Accessibility Guidelines are set out at http://www.w3.org/TR/WCAG10/ and their XHTML specification is set out at http://www.w3.org/TR/xhtml1/.

HIR will ensure that Freshmen Member offices are capable of receiving e-mails sent from the respective Freshmen Member's website. This capability will be available by that Congress's swearing-in date. Individual Freshmen may opt out of this at any time.

Justification: A major deficiency in the 110th Congress Freshmen websites was the lack of forms to allow constituents to contact their Member electronically. The proposed policy would have HIR establish an e-mail box for each Freshman. This would allow HIR to set up contact forms on each of the Freshmen sites. The mailboxes are designated as housemail.house.gov to prevent spamming through e-mail (housemail.house.gov mailboxes only receive e-mail sent from within the House firewall, e.g., mail sent from a web server that is inside the firewall). The intent is;

- That this be a housemail.house.gov e-mail address so that only messages sent from within the House firewall can be accepted.
- The mailbox is intended to receive messages transmitted through forms on the Member's website and through forms on Write Your Rep.
- These e-mail addresses are not intended to be exposed to senders.
- The format should be consistent preferably ssdd-wyr@housemail.house.gov

HIR will ensure that Freshmen Member offices are provided with a Write Your Representative web page. The web page will be available by that Congress's swearing-in date.

Justification: The proposed policy reflects the actual practice in the 110th Congress transition. Write Your Representative is the centralized service on www.house.gov for constituents to identify their Member and to have a means to contact them.

When a district is abolished as a result of reapportionment, the equipment from the offices of the abolished districts is to be transferred to the districts where new seats have been created. Furniture of these abolished offices will be disposed of through regular GSA channels.

Justification: Policy #108-10 set out the policy for dealing with equipment and furniture originally acquired by offices that were abolished as a result of the reapportionment caused by 2000 Census. The proposed policy would extend the policy to all reapportionments.

The following policy will be implemented in any Congress where there is a change in party control of the House:

- (a) For the Listserv service, HIR will, on request,
 - (1) provide the incoming Chairman and/or the incoming Ranking Member with a copy of the Listserv mailing list of the outgoing full committee; and
 - (2) transfer the mailing list of the outgoing minority office to the incoming full committee.
- (b) For web usage statistics, each full committee and each committee minority office will be treated as continuing offices.
- (c) For committee websites, each incoming Committee Chairman and each incoming Ranking Member may choose one of the following options with respect to their new Web site:
 - (1) Option One: Assume. Take over the existing office's Web site, where HIR will (on request) make minor updates to the banner and text. (For example, the incoming Majority office will take over the existing Majority site for the committee, with appropriate changes to the banner and text.)
 - (2) Option Two: Move. Copy outgoing site to incoming site, where HIR will (on request) make minor updates to the banner and text. (For example, copying the outgoing Majority site to incoming Minority site.)
 - (3) Option Three: New Interim Site. Use HIR-provided template and content manager to stand up a new site. Interim site will include areas for press releases, hearings, reports, photo gallery, jurisdiction, sub-committees, and committee membership list. Committee will be responsible for entering any existing content into the site.
 - (4) Option Four: New Vendor-Developed Site. Use a vendor to develop a new site.

Justification: The technology transition policies adopted by the House Administration Committee since the 106th Congress, do not provide guidance for dealing with the special issues that arise when party control of the House changes. As a result, HIR had to rely on informal guidance from the Committee staff when a change in party control of the House resulted from the 2006 elections. The proposed policy is consistent with the actual practice followed in the 110th Congress transition. The policy proposed for websites is based on the 110th Congress Transition Committee Web Sites form (however, references to specific products – e.g., Dreamweaver – have been deleted.)

The CAO will ensure that current and future contracts for CAO Data Protection Services include language requiring the vendor to return all off-site storage media of Departing Members during the regularly scheduled pickup times beginning November 15 of an election year or sooner if requested by the office. Following the delivery of the off-site storage media to the Departing Member office, service will be discontinued.

Justification: House rules state that Departing Members must vacate their office suites no later than December 1st at noon of the election year. Most offices begin closing down their offices well in advance of the December 1st date. This policy is to formalize a process that ensures that Departing Member offices have all of their off-site storage media returned so they may dispose of them in the manner of their choosing. This policy only applies to offices that are currently enrolled in the CAO Data Protection Service and will replace Policy 109-13.

Departing Members who would like to strip or purge their computer system(s) of personal and congressional data shall contact their Technical Support Representative (TSR) at 5-6002 to request such removal. Upon such request, the Office of the CAO, at the Member's expense, will coordinate with the Member's Maintenance Provider to provide one of the following options:

- 1. Clear the hard drive of all pertinent data and ensure that the operating system has been upgraded to the newest available House approved operating system, or
- 2. Reformat the hard drive and re-image the system with a House approved operating system and all House infrastructure software.

Justification: This is a previously approved transition policy (109-7). The only changes are that rather than specifying for each transition a specific type of House approved operating system, this policy allows the House to update Freshmen computer systems with any House approved operating system. It also changes the term Systems Integrator to Maintenance Provider following the expiration of the House's systems integrator contract.

E-mail containers and Public Folders of Departing Members will be automatically removed from the House messaging servers on the first day of the new Congress. These actions will terminate access to all e-mail related services, including BlackBerry Enterprise Server (BES) services.

In an election year, staff in Departing Member offices will have the option of writing to request the preservation of their current House SMTP e-mail address for 60 days beyond the start of the new Congress. The request must be received by December 15th. After 60 days all preserved SMTP e-mail addresses of staff from the offices of Departed Members will be terminated automatically.

E-mail accounts of departing Member staff will not be moved from one e-mail container to another.

Justification: This is a previously approved transition policy (109-2). The only changes are that rather than specifying the method by which the e-mail address will be preserved that verbiage is removed, references to a specific Congress are replaced with "the new Congress", and the method is affirmed by explicitly stating that accounts will not be moved from one container to another. Additionally, SMTP, and the deadline for requests have been added for clarity.

Any computer systems that are re-imaged and made available to the newly elected Members will be upgraded to a House Supported Operating System that meets or exceeds House Minimum Standards for operating systems.

Justification: This is a previously approved transition policy (108-4). The only changes are a removal of references to a specific operating system and insertion of "House Supported Operating System that meets or exceeds House Minimum Standards for operating systems". This change is made in an effort to reduce the need to rewrite policies as technology changes.

All workstations (new or otherwise) in Freshmen Member offices shall be installed with a House approved operating system that meets or exceeds House Minimum Standards.

Justification: This is a previously approved transition policy (110-9, 108-4). Original language related to a specific Operating System has been removed and replaced with language that can be used for this and all future transitions. This change is made in an effort to reduce the need to rewrite policies as technology changes.

Member offices that want to make changes to their office layouts after they have signed their final floor plan will be handled on a first-come, first-served basis.

Justification: This is a previously approved transition policy (106-6). This policy has been amended to omit "beginning on 2/1/99" to allow it to apply to this and all future transition.

For this and all future Congressional transitions computer systems of Departing Member offices will be deinstalled, and then reinstalled for the incoming Member office as follows:

- Safely taking down the file server, hub and workstations.
- Reconfigure the dedicated hosting solution and workstations appropriately for functionality in the current House IT environment to include the upgrade of operating software to meet or exceed House Minimum Standards for workstations and for all applicable servers, as necessary.
- Reconnect the equipment and ensure connectivity of the system to the House backbone.
- Workstations should perform a successful boot and logon to the dedicated hosting solution.
- Workstation, e-mail, Internet browser, word-processing and antivirus software should be reinstalled and operating at manufacturer's specifications.
- Printing capability should be enabled for all workstations.
- Documentation containing and all valid logins and passwords, including Administrator passwords for all computers and dedicated hosting solution, are provided to a designated Member office staff person.
- <u>Workstations:</u> Word processing and printing abilities installed and operational to CMS specifications.
- CMS system is operating according to the specifications of the manufacturer and/or CMS Provider.

Justification: This is a previously approved transition policy (109-3). It has been altered to exclude references to Systems Integrators and reflect the verbiage used by the House after the expiration of the House's systems integrator contract References to specific operating systems have also been removed and replaced with wording that will allow this policy to function for this and all future transitions. Also, references to basic versus enhanced have been removed because now all Freshmen will receive the full compliment of a set up.

Returning Members who participate in the Congressional Transition suite lotteries will be responsible for costs related to de-installing their computers and related equipment, moving these items to the new suite, and setup in the new location. [T]he deinstall/reinstall [is] to be performed by the Member office's CMS Provider at a cost determined by the House.

Justification: This is a previously approved transition policy (110-13). The only change was to remove reference to Systems Integrator and replace it with the new wording following the expiration of the House systems integrator contract.

Freshmen Member offices will be automatically enrolled in the House Enterprise Authentication and Directory Services Solution.

Justification: Establishing Freshmen Member offices with access to proven and beneficial services included in the office's information technology suite of solutions helps streamline office administration. These services will be provided at no cost to the Member offices.

Freshmen Member offices will be automatically enrolled in the applicable House Messaging System at the start of the new Congress.

Justification: This policy anticipates updates to the House Messaging System and ensures that the technology tools used by Freshmen are current with the House infrastructure. There is no cost to the Member offices for this service or related updates.

Freshmen Members may select a new House approved CMS or remain with the inherited House approved CMS. To change from the inherited vendor, the Freshmen Members should make their request in writing by the end of the Freshman Orientation. They are required to maintain a comprehensive support plan with that CMS provider for a period of 120 days after the start of the new Congress. Freshmen Members may select a new House approved Maintenance provider plan or remain with the inherited House approved Maintenance provider. To change from the inherited provider, the Freshmen Members should make their request in writing by the end of the Freshman Orientation. They are required to maintain this maintenance plan for a period of 60 days after the start of the new Congress. The cost of these plans will be deducted from the Member's Representational Allowance on a monthly recurring basis. Anytime during and after the required 60 days for maintenance and 120 days for CMS, the office may choose, with 45 days written notice to the Office of Procurement, an alternate plan from any of the House approved CMS and/or Maintenance Providers, otherwise the House selected CMS Provider and Maintenance Provider, plan and associated changes will remain in effect.

Justification: This policy is necessary to ensure adequate support and services during a Freshman Member's transition period.

Freshmen Members will not inherit a physical server and any external server accessories from their predecessor. Instead, Freshmen will automatically participate in the Dedicated Hosting Services initiative which is a central virtual server managed by the House that will provide secure data storage and virtual access to their data.

Justification: The Dedicated Hosting Services initiative is designed to consolidate servers and storage into a central location to maximize efficiency and reduce energy costs campus wide as well as enhance continuity of operations. Costs benefits for this program rely on the participation of all Freshmen Members and future expansion to other Member offices. The program for 111th Congress Seated Members is an opt-in program and contingent on availability of space. Members choosing to participate are subject to the terms and agreement of the program.

All Members must designate a House Approved Maintenance Provider. The selected Maintenance Provider will be the responsible vendor to communicate with the CAO in matters relating to Security, Business Continuity and Disaster Recovery and other technical programs of the House. This policy does not require an office to select more than a vendor's time and materials plan.

Justification: During the 110th Congress, the House experienced an intrusion of some IT systems. Disregard or neglect of proactive monitoring, patching and maintenance of IT Systems considerably increases the risk of compromise. Due to the limited expertise in a Member office and/or lack of dedicated support, the House network is at greater risk. At times, immediate and swift action is required on behalf of the office to ensure our network is secured. These actions often require expertise beyond the capability of the Member office. The designated Maintenance Provider is a vehicle for the CAO to collaborate on issues reaching beyond the offices' expertise. Additionally, in the case of a catastrophic event, the CAO may require assistance from the Maintenance Provider to perform a number of actions without the need to be concerned about a vendor's technical competency, corporate capability, or ability to respond to extreme events.

Members-elect in contested or undecided district races following the November general election will receive a default telephone configuration in the Washington, DC office.

Justification: During New Member Orientation, Members-elect send a point of contact to meet with the CAO Move Coordinator to configure telephones on the office floor plan. In cases where the election results are contested or undecided, no representative meets with the CAO Move Coordinator. In such cases, HIR Telecommunications will use a default telephone and line configuration for the convenience of setting up telephone service in the Member office prior to the January "swearing in" date. The default telephone configuration will include the following:

- a. Telephone equipment, telephone lines including the main telephone number will be inherited from the previous Member, with the exception of the Member's personal telephone number.
- b. Fax line will be inherited from the previous Member.
- c. Caller-id display on all office telephone lines will reflect the state and district. After a winner is declared, HIR Telecommunications will reach out to the Freshman office to fine-tune and reconfigure telephones and add or delete telephone lines, as needed.

Freshmen Members and their office staff will not inherit Personal Digital Assistants (PDA's), including but not limited to BlackBerry devices, and cell phones from their predecessor.

Departing Members and staff may continue to use their PDA's until January 2nd of an ending Congress.

Justification: Most PDA's and cell phones are less than \$500 and are therefore, not on House inventories. In the past, departing Member offices have returned their PDA (BlackBerry) devices and cell phones to HIR Telecommunications, left them for pick up in their main office, or disposed of them at the end of the Congress at the Departing Member service center. Because the devices can be disposed of through multiple locations, it is nearly impossible for HIR Telecommunications to identify the office returning the device. Additionally, most devices are dirty upon their return and do not have the original packaging that includes power supply and other accessories required to operate the device. For these reasons, Freshmen offices should not expect to inherit the BlackBerry devices and cell phones of their predecessor.

The CAO will order computers for those Freshmen offices that either did not inherit any workstations or did not receive sufficient units in their DC office to be up and running from their first day in office. The average Congressional DC office uses 10 computers. Therefore, the CAO will purchase the necessary number of computers to ensure that every Freshman office in DC has 10 computers. The cost of the computers will be charged to the Freshman Member's MRA on a two-year purchase plan. These computers may not be removed by a Member unless the full purchase obligation is met either by time or buy-out.

Justification: This policy modifies previous policies, 108-12, 109-1, and 110-13 by increasing the number of computers a Freshman may expect in their DC office, 10 vs 2 and by requiring the Freshman to retain the computers until the purchase obligation is met. Based on input from former Freshmen offices it has been determined that two computers are not sufficient for functionality when the office is initially opened. Freshmen offices will not have an option to return these computers unless they are not working properly and a replacement is required.

All House Offices; Member, Committee, Leadership and Officers shall follow, where practicable, these guidelines for purchasing equipment.

- a) Imaging equipment, including fax machines, printers, copiers, scanners, all-inone units, and mailing machines, must be ENERGY STAR® qualified where practicable. Additionally, imaging equipment must meet Federal Energy Management Program (FEMP) standards for Low Standby Power where practicable. FEMP standards exist for listed imaging devices except mailing machines.
- b) Computers, monitors and notebooks should be selected from the list of EPEAT registered products. Bronze, silver, or gold rated products are acceptable. All EPEAT registered products, by default, are ENERGY STAR qualified. For additional information, refer to the "U.S. House of Representatives Standards for New Purchases of Computer-related Equipment" (effective May 2008). This is a set of criteria established by the Committee on House Administration to ensure technical excellence and quality performance and to eliminate premature obsolescence.
- c) Televisions, VCRs, DVD players, combination units and audio equipment must be ENERGY STAR qualified where practicable. Additionally, these products must meet FEMP standards for Low Standby Power where practicable.
- d) External power adapters must be ENERGY STAR qualified where practicable. Additionally, external power adapters must meet FEMP standards for Low Standby Power where practicable.
- e) Microwave ovens must meet FEMP standards for Low Standby Power where practicable. There is currently no ENERGY STAR rating for microwave ovens.
- f) Dishwashers must be ENERGY STAR qualified where practicable.
- g) Water coolers must be ENERGY STAR qualified where practicable.
- h) Before purchasing any other electronic or energy-using product, please visit www.energystar.gov to see if there is an ENERGY STAR specification for that product category.

Justification: The U.S. House of Representatives has the goal of reducing energy consumption by 50% below the 2006 baseline level by 2016 (or 5% each year). In line with this energy conservation goal, it is necessary to consider the energy efficiency of purchased electronic products. All new electronics must be ENERGY STAR qualified and meet Federal Energy Management Program standards for Low Standby Power where practicable.

Power management is strongly recommended for all monitors and computers. Both new and inherited monitors and computers should be configured to automatically enter sleep states per current ENERGY STAR® recommendations outlined at:

- Turn off monitor after 15 minutes
- System standby or hibernation after 30 minutes

Justification: The CAO has been operating since May 20, 2008 under a practice of recommending the following power management settings:

For Windows XP – turn off monitor after 30 minutes; turn off hard disks after 1 hour. There is currently no sleep (standby or hibernation) recommendation for Windows XP. For Windows Vista – turn off the display after 30 minutes; put the computer to sleep after 30 minutes.

To date, no adverse ramifications regarding update installations or remote access have been noted. However, when powering off computers or using built-in sleep settings, it is imperative for the safety of data stored on the computer and the House Network at large that users actively ensure their workstations are completely patched with the latest operating system, application software and security patches. Additionally, users requiring remote access to their desktops can use power management settings but should not power off their computers.

The CAO plans to adopt more aggressive power management standards within its own internal practices in line with ENERGY STAR® requirements and believes it is important for the rest of the House to adopt these more aggressive standards also. This will be a step towards accomplishing the U.S. House of Representatives goal to reduce overall energy use by 50% below the 2006 baseline level by 2016 (or 5% each year).

Both new and inherited computers will be configured by Maintenance Vendor to meet these standards. This does not preclude Members or staff from adjusting these settings as necessary.