

U.S. OFFICE OF PERSONNEL MANAGEMENT
Annual E-Government Act of 2002 Status Update



October 15, 2008

Section 1 – Implementation of Electronic Government Initiatives

In this section, OPM describes its efforts with respect to an internal, agency-specific E-Government initiative.

The Office of Personnel Management (OPM) has numerous initiatives which align with or support eGov initiatives, and the AcqTrack application is an integral part of the agency's E-Government strategy within the OPM Management Services Division (MSD). AcqTrack leverages the Serena TeamTrack platform and is the result of collaborative efforts between the Center for Information Services (CIS) and Chief Information Officer (CIO) and the OPM Contracting Group (CG). AcqTrack represents an OPM work-flow process tool for the effective and efficient work process tracking/routing of procurement-related documents, and the tracking of the approvals and rejections of these documents. Its functionality and capacity continue to evolve to meet the business requirements of OPM offices and the contracting group. It integrates and streamlines the entire acquisition management process and supports full lifecycle contracting from requisition through contract award/purchase to final contract closeout for OPM users nation-wide. The system, by design, was developed to create mechanized audit trails and reporting for all of the activities or work flows in the system. The system also has 123 canned reports that at the push of a button can facilitate any reporting requirement that must be met.

A. Describe the initiative, the methodology for identification of the initiative and how the initiative is transforming agency operations

OPM already realizes efficiencies resulting from the implementation of AcqTrack. OPM applies a consistent focus on business-process improvement and encourages review of electronic opportunities where applicable. AcqTrack has helped increase the efficiency of system users, facilitate the consolidated availability of procurement-related documentation in one system, minimize or eliminate the creation of excess paper files and aid in strategic planning for the Contracting Group, as well as OPM divisions and offices.

A strong example of this is the work-flow tracking within AcqTrack. The application provides executive, managerial, and operational-level views of the current status of procurement actions. Affected offices collaborated in the development of this application, which enables processes to be documented and the process to be reengineered as appropriate to support the business. The consolidation of procurement documentation and increased awareness of workload supported business decisions and enable data capture to be standardized. This has ensured enterprise-wide tracking of the information as official, government procurement information.

During FY2007, extensive internal collaboration between the Center for Information Services and the Contracting Group built upon process improvements started in prior fiscal years. Throughout FY07 and into FY08, CIS coordinated extensively with the Contracting Group from inception through implementation to ensure a streamlined, coordinated approach to procurement process improvement. Agency-level efforts included review of current paper-based processes, tracking mechanisms, platform integration viability, and review and collaboration on tentative implementation milestones. Coordination within the CIS, the Contracting Group and OPM-wide end-user community ensured an awareness of the initiative, expected benefits, a tentative implementation plan with milestones, commercial-off-the-shelf (COTS) development, contractor involvement, and buy-in from the user community. The initiative has been embraced as an opportunity to review internal processes and apply practical electronic Government and IT process improvements.

B. Explain how OPM maintains an ongoing dialogue with interested parties to find innovative ways to use information technology for the initiative

The Serena TeamTrack platform was already in place and leveraged by various offices within OPM to provide a portfolio of work flow and documentation tracking improvements. The OPM acquisition management process has been streamlined and continued opportunities associated with eGov and IT will enable an elevated level of efficiency to the approximately 349 agency-wide users.

CIS collaborates with various stakeholders including the Contracting Group, development community, and program offices agency-wide for opportunities to leverage the various eGov opportunities, including acquisition-related initiatives. This collaboration ensures that eGov milestones can be realized within the AcqTrack application and integrated throughout processes.

C. Identify external partners (e.g., Federal, state or local agencies, industry) who collaborate on the initiative

CIS coordinates with internal and external partners--both federal and private industry--to ensure a broad review of process revisions required as part of the alignment with eGov initiatives. AcqTrack uses Serena TeamTrack, a COTS product, and, as such, the developer is aware of and involved in ongoing application improvements requested by the user community. Electronic government interfaces are reviewed and implemented in close coordination with the OPM user community.

D. Identify improved performance (e.g., outcome measures, quantifiable business impact) by tracking performance-measure, supporting-agency objectives and strategic goals

The AcqTrack application has streamlined OPM acquisition work flow and the Contracting Group has consistently incorporated user feedback to ensure that AcqTrack meets program office requirements, while closely supporting the agency’s mission to “ensure the Federal Government has an effective civilian workforce.”

The AcqTrack application fully supports the mutually reinforcing initiatives in the President's Management Agenda, as well as documentation associated with Federal Acquisition Regulation (FAR) and Office of Federal Procurement Policy (OFPP). This shows a commitment both to the idea of streamlining Government by expanding electronic access and to producing results, which are the essence of the President's Management Agenda.

E. Quantify the cost savings and cost avoidance achieved through implementing the initiative (e.g., reducing or eliminating other investments in information technology)

The ongoing efficiencies and process improvements achieved through the use of AcqTrack are many and will enable OPM program office cost savings and cost avoidance. First, since FY07 entailed a significant review and involvement of all stakeholder groups, potential future re-work and integration issues have been mitigated. Second, expected cost savings and cost avoidances will be predominantly realized within the OPM user community. Consolidated documentation storage, improved human capital efficiency and reduction in duplication of effort are several of the benefits of eGov implementation. AcqTrack end-users have been able to improve document flow and increase their knowledge of procurement status with the implementation of AcqTrack. Third, a significant qualitative benefit is the increase in agency-wide, end-user satisfaction with the application and the role it plays in supporting procurement workflow tracking. The efficiency improvements will allow the end-users to make more effective use of their time and better track the status of procurement actions and contracting office workload.

F. Explain how this initiative ensures the availability of government information and services for those without access to the Internet and for those with disabilities

The AcqTrack application requires full compliance with Section 508 of the Rehabilitation Act of 1973, as amended, for access to persons with disabilities. Section 508 compliance is specifically addressed in the requirements for AcqTrack and the system is tested to ensure compliance. Section 508 compliance transcends AcqTrack and accordingly CIS references agency-wide Section 508 guidance. CIS and the Contracting Group continue to assess the adequacy of accessibility under current enterprise architecture, including

current business processes, information and data management processes, their supporting applications and information systems, and their underlying computing platforms and communications environments.

G. Explain how the project applies effective capital planning and investment control procedures

The AcqTrack application is a process-workflow and management tool that is utilized throughout OPM for the procurement of hardware, software, products, and various services to support the OPM mission. The capital planning and investment control (CPIC) processes of selection, control and evaluation of investments are incorporated throughout the procurement process. Items are procured after the approval of various managerial levels and internal governance boards, as appropriate to the scope and scale of the procurement. Procurements of goods or services associated with a major IT investment within OPM generally occur after budget requests for the investment are reviewed and recommended for approval by the OPM Investment Review Board and various governance groups as required by the Clinger-Cohen Act.

H. Describe the established business process your agency has in place for the continued, ongoing process of identification of initiatives

OPM, agency-wide, and CIS, in particular, continually look for ways to review and initiate business process improvement before the application of IT solutions. As new initiatives are proposed, vetted, and approved, CIS works hand-in-hand with the program office(s) to review, propose, and implement business process improvements that strengthen workflow, solidify potential system requirements, and incorporate a continual review process to integrate system improvements deployed to the OPM user community. This process ensures the needs of the OPM user-community are being met with IT solutions that incorporate user input throughout the process to ensure successful system implementation and support of the agency mission.