FY 2022

CONGRESSIONAL BUDGET JUSTIFICATION

WORKING CAPITAL FUND PROGRAMS

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WORKING CAPITAL FUND PROGRAMS

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WORKING CAPITAL FUND PROGRAMS

AMOUNTS AVAILABLE FOR OBLIGATION (Dollars in Thousands)						
	FY 2020 Revised Enacted		FY 2021 Enacted		FY 2022 Request	
	FTE	Amount	FTE	Amount	FTE	Amount
A. Appropriation	**0**	**$0**	**0**	**$0**	**0**	**$0**
DOL Reimbursements	750	$469,504	1041	$641,534	1103	$655,054
Unobligated Balances Carried Forward from Prior Year	0	$52,053	0	$55,137	0	$40,000
Transfer from Expired/Unexpired Accounts	0	$0	0	$0	0	$36,000
Recoveries	0	$17,157	0	$8,000	0	$8,000
Technology Modernization Fund Transfer	0	$800	0	$0	0	$0
Non-DOL Reimbursements	0	$1,500	0	$1,500	0	$1,500
B. Gross Budget Authority	**750**	**$541,014**	**1,041**	**$706,171**	**1,103**	**$740,554**
Unobligated Balances Carried Forward from Prior Year	0	-$52,053	0	-$55,137	0	-$40,000
Transfer from Expired/Unexpired Accounts	0	$0	0	$0	0	$0
Recoveries	0	-$17,157	0	-$8,000	0	-$8,000
Technology Modernization Fund Transfer	0	-$800	0	$0	0	$0
C. Obligational Authority	**750**	**$471,004**	**1,041**	**$643,034**	**1,103**	**$692,554**
Unobligated Balances Carried Forward from Prior Year	0	$52,053	0	$55,137	0	$40,000
Transfer from Expired/Unexpired Accounts	0	$0	0	$0	0	$0
Recoveries	0	$17,157	0	$8,000	0	$8,000
Technology Modernization Fund Transfer	0	$800	0	$0	0	$0
D. Total Budgetary Resources	**750**	**$541,014**	**1,041**	**$706,171**	**1,103**	**$740,554**
Unobligated Balance Carried Forward and FTE lapse	16	-$55,137	0	-$40,000	0	$0
E. Total, Estimated Obligations	**766**	**$485,877**	**1,041**	**$666,171**	**1,103**	**$740,554**

WORKING CAPITAL FUND PROGRAMS

SUMMARY OF CHANGES
(Dollars in Thousands)

	FY 2021 Enacted	FY 2022 Request	Net Change
Budget Authority			
General Funds	$643,034	$692,554	+$49,520
Total	$643,034	$692,554	+$49,520
Full Time Equivalents			
General Funds	1,041	1,103	62
Total	1,041	1,103	62

			FY 2022 Change					
Explanation of Change	FY 2021 Base		Trust Funds		General Funds		Total	
	FTE	Amount	FTE	Amount	FTE	Amount	FTE	Amount
Increases:								
A. Built-Ins:								
To Provide For:								
Costs of pay adjustments	1,041	$134,530	0	$0	0	$2,698	0	$2,698
Personnel benefits	0	$50,107	0	$0	0	$1,463	0	$1,463
Federal Employees' Compensation Act (FECA)	0	$0	0	$0	0	$0	0	$0
Benefits for former personnel	0	$0	0	$0	0	$0	0	$0
Travel and transportation of persons	0	$1,626	0	$0	0	$0	0	$0
Transportation of things	0	$2	0	$0	0	$0	0	$0
Rental payments to GSA	0	$10,615	0	$0	0	$0	0	$0
Rental payments to others	0	$0	0	$0	0	$0	0	$0
Communications, utilities, and miscellaneous charges	0	$29,148	0	$0	0	$0	0	$0
Printing and reproduction	0	$40	0	$0	0	$0	0	$0
Advisory and assistance services	0	$53,952	0	$0	0	$0	0	$0
Other services from non-Federal sources	0	$48,129	0	$0	0	$0	0	$0
Working Capital Fund	0	$9,727	0	$0	0	$0	0	$0
Other Federal sources (DHS Charges)	0	$10,501	0	$0	0	$0	0	$0
Other goods and services from Federal sources	0	$1,605	0	$0	0	$0	0	$0
Research & Development Contracts	0	$0	0	$0	0	$0	0	$0
Operation and maintenance of facilities	0	$6,235	0	$0	0	$0	0	$0
Operation and maintenance of equipment	0	$268,672	0	$0	0	$0	0	$0
Supplies and materials	0	$2,917	0	$0	0	$0	0	$0

WORKING CAPITAL FUND PROGRAMS

Explanation of Change	FY 2021 Base		FY 2022 Change					
			Trust Funds		General Funds		Total	
	FTE	Amount	FTE	Amount	FTE	Amount	FTE	Amount
Equipment	0	$15,128	0	$0	0	$0	0	$0
Insurance claims and indemnities	0	$0	0	$0	0	$0	0	$0
Land and Structures	0	$0	0	$0	0	$0	0	$0
Built-Ins Subtotal	**1,041**	**+$642,934**	**0**	**$0**	**0**	**+$4,161**	**0**	**+$4,161**
B. Programs:								
Increase Transfer Authority from Unobligated Balances	0	$0	0	$0	0	$36,000	0	$36,000
Administrative Staffing to Support Customer Agency Programs	0	$0	0	$0	50	$8,420	50	$8,420
IT Staffing to Support Customer Agency Programs	0	$0	0	$0	12	$1,880	12	$1,880
Programs Subtotal			**0**	**$0**	**62**	**+$46,300**	**62**	**+$46,300**
Total Increase	**1,041**	**+$642,934**	**0**	**$0**	**62**	**+$50,461**	**62**	**+$50,461**
Decreases:								
A. Built-Ins:								
To Provide For:								
Federal Employees' Compensation Act (FECA)	0	$100	0	$0	0	-$12	0	-$12
Built-Ins Subtotal	**0**	**+$100**	**0**	**$0**	**0**	**-$12**	**0**	**-$12**
B. Programs:								
Total Decrease	**0**	**+$100**	**0**	**$0**	**0**	**-$12**	**0**	**-$12**
Total Change	**1,041**	**+$643,034**	**0**	**$0**	**62**	**+$50,449**	**62**	**+$50,449**

WORKING CAPITAL FUND PROGRAMS

SUMMARY BUDGET AUTHORITY AND FTE BY ACTIVITY (Dollars in Thousands)								
	FY 2020 Revised Enacted		FY 2021 Enacted		FY 2022 Request		Diff. FY22 Request / FY21 Enacted	
	FTE	Amount	FTE	Amount	FTE	Amount	FTE	Amount
Financial and Administrative Services	**313**	**164,490**	**385**	**171,175**	**399**	**175,465**	**14**	**4,290**
General Funds	313	164,490	385	171,175	399	175,465	14	4,290
Field Services	**133**	**40,870**	**103**	**21,446**	**107**	**22,359**	**4**	**913**
General Funds	133	40,870	103	21,446	107	22,359	4	913
Human Resources	**187**	**46,518**	**252**	**61,152**	**284**	**66,757**	**32**	**5,605**
General Funds	187	46,518	252	61,152	284	66,757	32	5,605
IT Operations	**0**	**158,695**	**150**	**167,707**	**156**	**169,047**	**6**	**1,340**
General Funds	0	158,695	150	167,707	156	169,047	6	1,340
Telecommunications	**0**	**26,701**	**0**	**26,132**	**0**	**26,132**	**0**	**0**
General Funds	0	26,701	0	26,132	0	26,132	0	0
Agency Applications	**0**	**32,230**	**151**	**193,922**	**157**	**231,294**	**6**	**37,372**
General Funds	0	32,230	151	193,922	157	231,294	6	37,372
Non-DOL Reimbursables	**0**	**1,500**	**0**	**1,500**	**0**	**1,500**	**0**	**0**
General Funds	0	1,500	0	1,500	0	1,500	0	0
Total	**633**	**471,004**	**1,041**	**643,034**	**1,103**	**692,554**	**62**	**49,520**
General Funds	**633**	**471,004**	**1,041**	**643,034**	**1,103**	**692,554**	**62**	**49,520**

NOTE: 2020 reflects actual FTE.

WORKING CAPITAL FUND PROGRAMS

		BUDGET AUTHORITY BY OBJECT CLASS (Dollars in Thousands)			
		FY 2020 Revised Enacted	**FY 2021 Enacted**	**FY 2022 Request**	**Diff. FY22 Request / FY21 Enacted**
	Full-Time Equivalent				
	Full-time Permanent	766	1,041	1,103	62
	Total	766	1,041	1,103	62
	Total Number of Full-Time Permanent Positions	766	1,041	1,103	62
	Average ES Salary	$171,810	$173,528	$173,528	$0
	Average GM/GS Grade	13/7	13/7	13/7	0
	Average GM/GS Salary	$118,070	$118,411	$120,245	$1,834
	Average Salary of Wage Grade Positions	0	0	0	0
11.1	Full-time permanent	143,818	130,044	139,014	8,970
11.3	Other than full-time permanent	307	71	228	157
11.5	Other personnel compensation	1,663	4,415	4,415	0
11.8	Special personal services payments	0	0	0	0
11.9	Total personnel compensation	145,788	134,530	143,657	9,127
12.1	Civilian personnel benefits	56,382	50,207	53,728	3,521
13.0	Benefits for former personnel	2	0	0	0
21.0	Travel and transportation of persons	1,494	1,626	1,626	0
22.0	Transportation of things	0	2	2	0
23.0	Rent, Communications, and Utilities	0	0	0	0
23.1	Rental payments to GSA	13,207	10,615	10,615	0
23.2	Rental payments to others	0	0	0	0
23.3	Communications, utilities, and miscellaneous charges	33,620	29,148	29,148	0
24.0	Printing and reproduction	65	40	40	0
25.1	Advisory and assistance services	44,598	53,952	53,952	0
25.2	Other services from non-Federal sources	17,796	48,129	48,129	0
25.3	Other goods and services from Federal sources 1/	16,889	21,833	21,833	0
25.4	Operation and maintenance of facilities	18,013	6,235	6,235	0
25.5	Research and development contracts	0	0	0	0
25.7	Operation and maintenance of equipment	104,116	268,672	305,459	36,787
26.0	Supplies and materials	1,246	2,917	3,002	85
31.0	Equipment	17,788	15,128	15,128	0
32.0	Land and Structures	0	0	0	0
42.0	Insurance claims and indemnities	0	0	0	0
51.1	Benefits	0	0	0	0
	Total	**471,004**	**643,034**	**692,554**	**49,520**
1/Other goods and services from Federal sources					
	Services by Other Government Departments	15,755	1,124	1,124	0
	DHS Services	1,134	10,501	10,501	0
	CIGIE	0	456	456	0
	Working Capital Fund	0	9,727	9,727	0
	GSA Services	0	20	20	0

WORKING CAPITAL FUND PROGRAMS

AUTHORIZING STATUTES

Public Law / Act	Legislation	Statute No. / US Code	Volume No.	Page No.	Expiration Date
Pub. L. 85-67	Working capital fund; establishment; availability; capitalization; reimbursement	Stat. 210 29 USC 563			June 29, 1957
Pub. L. 86-703	Working capital fund; establishment; availability; capitalization; reimbursement 1960 Amendment	Stat. 755 29 USC 563			Sept. 2, 1960
Pub. L. 91-204	Working capital fund; availability for personnel functions in regional administrative offices	Stat. 26 29 USC 564			Mar. 5, 1970
Pub. L. 102-394	Labor-management dispute settlement expenses. Funds received for services rendered to any entity or person for use of Departmental facilities, including associated utilities and security services, shall be credited to and merged with this fund.	Stat. 1798 29 USC 567			Oct. 6, 1992
Pub. L. 103-112	Working capital fund; comprehensive program of centralized services	Stat 1088 29 USC 563a			Oct. 21, 1993
Pub. L. 104-134	Working capital fund; establishment of an Investment in Reinvention Fund (IRF)	Stat. 1321-211 1321-219 29 USC 564			Apr. 26, 1996
Pub. L 115-245	Working capital fund; amended statute to eliminate cap on carryover balances and increase unobligated balance transfer authority	State. 3066 29 USC 563			Sep. 28, 2018

WORKING CAPITAL FUND PROGRAMS

OVERVIEW

The Working Capital Fund (WCF) was established by Public Law 85-67 and amended by Public Laws 86-703, 91-204, and 115-245 to provide authority, without fiscal year limitation, for expenses necessary to provide certain services and activities on a centralized basis. Under the law, the WCF should be reimbursed in advance from funds available to bureaus, offices, and agencies within the Department for which centralized services are performed.

Some of the critical administrative functions that are currently financed through the WCF are the Department's financial operations, including invoice payment services; space management and Frances Perkins Building operations; real and personal property management; worker safety and health; records management; human resources services; and procurement. These centralized services are performed at rates that will return all expenses of operations in full, including reserves for accrued leave.

The Departmental components include in their budget requests an amount required to finance the WCF, which covers the services obtained from organizations financed through the WCF. This amount is subsequently advanced to the WCF after enactment of the Department's appropriation. WCF advances normally are obtained from DOL's agencies at the beginning of each quarter.

The Budget proposes two major initiatives:

- *Increase Transfer Authority from Unobligated Balances:* The Budget includes a general provision to increase the transfer authority from unobligated balances. This proposal would enable the Department to transfer $36,000,000 from unobligated balances and use those resources to modernize a host of legacy agency applications. Without this increased authority, the Department will not have sufficient resources to modernize outdated agency applications. These legacy applications are costly to maintain, inefficient for both Federal staff and citizens to use, and are less secure than modernized alternatives. Investing in IT provides significant citizen-impacting benefits in many policy areas, including mine safety, visa processing, grants management, and retirement benefits assurance, among many others. If this authority is provided, significant cost increases and security risks will be avoided and citizens who rely on the Department's programs for employment, safety and health, and benefits will experience improved service and program outcomes.

- *Space Optimization Financing Initiative:* The Budget proposes to modify WCF authorities to create a multi-year funding mechanism for space projects. The current funding model relies primarily on agency-specific, single-year appropriations when space projects typically involve multiple agencies and take place over multiple years. The Department proposes to provide agencies with the authority to transfer funds into the WCF based on reasonable estimates of current and future requirements, providing no-year authority for those funds and making

them available when they are needed. This will support the National Strategy for the Efficient Use of Real Property and its companion policy, Reduce the Footprint, by enabling agencies to adequately fund these projects.
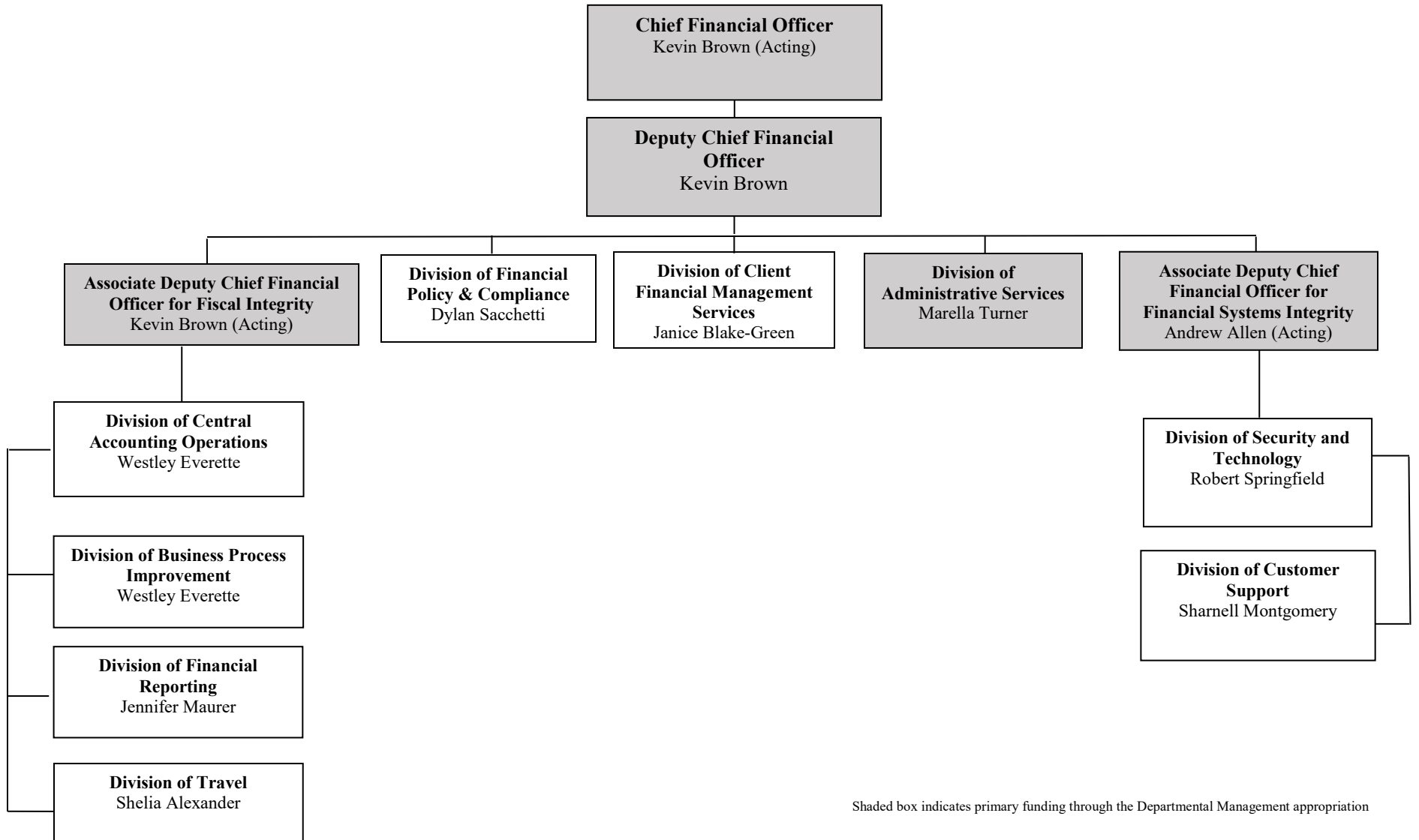
WORKING CAPITAL FUND PROGRAMS

OFFICE OF ASSISTANT SECRETARY FOR ADMINISTRATION AND MANAGEMENT

Assistant Secretary for Administration and Management
Vacant

Special Advisor
Christina Chen

Deputy Assistant Secretary for Operations
Al Stewart

Office of the Chief Information Officer
Gundeep Ahluwalia

Administrative Officer
Braye Cloud

Deputy Assistant Secretary for Policy
Rachana Desai Martin

Deputy Assistant Secretary for Budget
Geoffrey Kenyon

Business Operations Center
Julia Tritz

Security Center
Billie Jo Agambar

Civil Rights Center
Naomi Barry-Perez

Equal Employment Opportunity Office
Betty Lopez

Office of the Senior Procurement Executive
Carl Campbell

Office of Human Resources
Sydney Rose

Emergency Management Center
Brian O'Connor

Division of Protective Operations
Dan Downey

Chicago / Kansas City
Greg Hanson (Acting)

Boston / New York
Chris Yerxa

Dallas / Denver
Kelley Pettit

Philadelphia
Crystal Guy

San Francisco / Seattle
Bonnie Macaraig

Atlanta
Michelle Driscoll

Program Managers
Maylin Jue
Bridget Keplinger
Idelisse Rodriguez

Special Assistants
Traci Smith
Douglas Robins
Jessica Costa

Departmental Budget Center
Mark Wichlin

Performance Management Center
Dennis Johnson

Shaded box indicates primary funding through the Departmental Management appropriation

WORKING CAPITAL FUND PROGRAMS

OFFICE OF THE CHIEF FINANCIAL OFFICER

Chief Financial Officer
Kevin Brown (Acting)

Deputy Chief Financial Officer
Kevin Brown

Associate Deputy Chief Financial Officer for Fiscal Integrity
Kevin Brown (Acting)

Division of Financial Policy & Compliance
Dylan Sacchetti

Division of Client Financial Management Services
Janice Blake-Green

Division of Administrative Services
Marella Turner

Associate Deputy Chief Financial Officer for Financial Systems Integrity
Andrew Allen (Acting)

Division of Central Accounting Operations
Westley Everette

Division of Business Process Improvement
Westley Everette

Division of Financial Reporting
Jennifer Maurer

Division of Travel
Shelia Alexander

Division of Security and Technology
Robert Springfield

Division of Customer Support
Sharnell Montgomery

Shaded box indicates primary funding through the Departmental Management appropriation

WORKING CAPITAL FUND PROGRAMS

OFFICE OF PUBLIC AFFAIRS

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                    ┌──────────────────────────────────────┐
                    │  Assistant Secretary for Public Affairs │
                    │          Elizabeth Alexander           │
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Assistant Secretary for Public Affairs
Elizabeth Alexander

Division of Creative Services (Audiovisual)
Ray Flores

National Contact Center
Tanya Lowe

Field Services
Michael D'Aquino

Shaded box indicates primary funding through the Departmental Management appropriation

FINANCIAL AND ADMINISTRATIVE SERVICES

				Diff. FY22 Request / FY21 Enacted
BUDGET AUTHORITY BEFORE THE COMMITTEE (Dollars in Thousands)				
	FY 2020 Revised Enacted	**FY 2021 Enacted**	**FY 2022 Request**	**Diff. FY22 Request / FY21 Enacted**
Activity Appropriation	**164,490**	**171,175**	**175,465**	**4,290**
FTE	313	385	399	14

NOTE: FY 2020 reflects actual FTE. Authorized FTE for FY 2020 was 355.

Introduction

The Financial and Administrative Services (FAS) activity in the Working Capital Fund (WCF) provides a program of centralized services for the Department of Labor.

<u>Office of the Assistant Secretary for Administration and Management</u>

The Office of the Assistant Secretary for Administration and Management (OASAM) provides the infrastructure and support that enables DOL agencies to perform the Department's mission. Within this budget activity, OASAM administers DOL business operations, procurement, human resources, information technology, security, emergency management, reasonable accommodations, and many other administrative functions. OASAM achieves its mission through service centers that are functionally organized and include: the Business Operations Center, the Office of the Senior Procurement Executive, the Civil Rights Center, the Departmental Budget Center, the Emergency Management Center, and the Security Center. Funding for the Human Resources Center and Field Services is provided in other activities in the WCF budget. In FY 2022, the Department proposed to realign resources for the Office of the Chief Information Officer to an IT Working Capital Fund.

Business Operations Center
The Business Operations Center (BOC) provides a wide range of services in support of Department programs, including records management; employee safety and health; library and information services; mail management; facilities management and real property management; sustainability management; fleet management; personal property management; and general administrative and sustainability support and operations and maintenance of the Frances Perkins Building (FPB), the Department's National Headquarters. BOC will manage the enterprise-wide Electronic Records Management solution.

Office of the Senior Procurement Executive
The Office of the Senior Procurement Executive (OSPE) is the Department's shared services provider for procurement and contracting services, including oversight and management of the Department's acquisition system; policy and project management; cost/price determination; small and disadvantaged business utilization; and suspension and debarment.

FINANCIAL AND ADMINISTRATIVE SERVICES

Civil Rights Center
The Civil Rights Center (CRC) administers the Department's Reasonable Accommodations Resource Center, which provides reasonable accommodation related information and assistive technology services for people with disabilities.

Departmental Budget Center
The Departmental Budget Center provides WCF management support, including budget formulation.

Emergency Management Center
The Emergency Management Center (EMC) leads the Department's emergency management programs. EMC ensures the safety and security of DOL personnel and the integrity of the DOL's National Office, DOL agency, and regional office continuity plans; establishes the National Office operational framework and the infrastructure necessary for the Department to manage and fulfill its interagency responsibilities under the National Planning Frameworks; and manages and staffs the DOL Emergency Operations Center (EOC).

Security Center
The Security Center (SC) provides leadership on all matters relating to physical and classified information security and is the shared services provider for personnel security for the Department of Labor. SC provides guidance to ensure a safe and secure workplace and is responsible for the protection of life and property at the national office, regional offices, field offices, and all DOL owned facilities. SC develops and implements security policy and the protection of employees, visitors, personal property, classified information, and the Insider Threat and Counterintelligence Programs. The SC oversees the HSPD-12 Program, Physical Access Control.

Division of Protective Operations
The Division of Protective Operations (DPO) provides executive protection services to the Secretary. The Division conducts inquiries and investigations into significant matters of security concern.

Office of the Chief Financial Officer

The Office of the Chief Financial Officer (OCFO) ensures DOL's compliance with the Chief Financial Officers (CFO) Act. Accordingly, OCFO directs the financial management system, ensures high standards of fiscal integrity, and leads the Department's efforts on the annual financial external audit and Agency Financial Report (AFR). OCFO leads efforts to examine, identify, and implement administrative cost reduction initiatives and improve efficiencies across DOL. OCFO also manages the financial execution of the Working Capital Fund and e-Travel, an end-to-end travel management solution that allows for a more efficient and streamlined approach to travel management operations.

FINANCIAL AND ADMINISTRATIVE SERVICES

<u>Office of Public Affairs</u>

The Office of Public Affairs (OPA) develops and maintains content and presentation standards for DOL audiovisual and graphic materials, the public contact center, and other communication platforms. Furthermore, within this budget activity, OPA provides regional public affairs activities.

<u>Executive Secretariat</u>

The Executive Secretariat oversees correspondence control and the Department's management support unit.

<u>Five-Year Budget Activity History</u>

As funds are not directly appropriated to Working Capital Fund, a Five-Year History Table is not included.

<u>FY 2022</u>

In FY 2022, $175,465,000 is requested for FAS activities, supporting 399 FTE. This funding level includes $2,053,000 and 14 FTE as a program increase to support customer agency programs. These additional resources are critical to support agency mission requirements. Resources are requested in agency appropriations and will be collected through the WCF.

FAS-funded centers in OASAM will continue to optimize service delivery under the enterprise-wide shared services model in the areas of procurement and personnel security. The Office of Human Resources and the Office of the Chief Information Officer, funded in the Human Resources Services and the Information Technology Working Capital Fund respectively, will also continue to optimize service delivery under an enterprise-wide shared services model in their functional areas.

<u>FY 2021</u>

In FY 2021, $171,175,000 is provided for FAS activities, supporting 385 FTE. Major priorities in FY 2021 for FAS-funded centers include the reduction of the Department's footprint through more efficient use of real property and leased office space. Procurement and personnel security are actively optimizing service delivery under the enterprise-wide shared services model.

<u>FY 2020</u>

In FY 2020, $164,490,000 was provided for FAS activities, supporting 336 FTE. In FY 2020 in the FAS budget activity, OASAM completed implementation of the enterprise-wide shared services initiative for both procurement and personnel security.

FINANCIAL AND ADMINISTRATIVE SERVICES

WORKLOAD AND PERFORMANCE SUMMARY		FY 2020 Revised Enacted		FY 2021 Enacted	FY 2022 Request
		Target	Result	Target	Target
Financial and Administrative Services					
OPA-WCF-3	Trouble Tickets resolved on First Contact with the customer	80.00%	99.90%	80.00%	80.00%
OPA-WCF-4	Average Speed of Response (seconds)	30	623	30	30
OASAM-WCF-CRC-21	Reasonable Accommodation: The percentage of time CRC purchases equipment, services, or assistive technology (using DOL's Centralized Accommodation Fund) within 60 business days (after it has been determined that a purchase is needed)	85%	100%	85%	85%
OASAM-WCF-OSPE-07	Number of new DOL enterprise-wide procurement vehicles	3	3	3	2
OASAM-WCF-OSPE-08	Category Management: Cumulative Spend Through Best in Class Solutions (in millions)	$245.0	$271.2	$272.0	TBD
OASAM-WCF-OSPE-09	Category Management: Cumulative Common Spend Under Management (in millions)	$726.2	$652.1	$827.7	TBD
OASAM-WCF-BOC-03	DOL total injury and illness case rate	1.25	0.86	1.25	1.25
OASAM-WCF-BOC-06	Timely filing of wage-loss claims (form CA-7)	99.44%	100.00%	99.44%	99.44%
OASAM-WCF-SC-01S-DOL	Average number of days to submit a background security investigation request to OPM	14	9	14	14

FINANCIAL AND ADMINISTRATIVE SERVICES

WORKLOAD AND PERFORMANCE SUMMARY		FY 2020 Revised Enacted		FY 2021 Enacted	FY 2022 Request
		Target	**Result**	**Target**	**Target**
1.1.2	Number of material weaknesses eliminated.	0	0	0	TBD
3.1.2	Percentage of payments made without incurring prompt payment interest.	95.00%	99.22%	95.00%	95.00%
3.1.4	Interest paid on vendor invoices (%)	0.0200%	0.0001%	0.0200%	0.0200%
3.M.1	Percent of discretionary appropriations canceled after the five-year period of obligation authority has expired	1.90%	1.60%	1.85%	1.85%
OCFO-WCF-OCFO-3	Percent of network and application services uptime - NCFMS	99.00%	99.00%	99.00%	99.00%

Legend: (r) Revised   (e) Estimate   (base) Baseline   -- Not Applicable   TBD - To Be Determined   [p] - Projection

FINANCIAL AND ADMINISTRATIVE SERVICES

Workload and Performance Narrative

Office of the Assistant Secretary for Administration and Management (OASAM)

A key priority for OASAM in FY 2020 and FY 2021 is the safety and security of the DOL workforce and continuity of the Department's operations in the midst of a global pandemic. The DOL COVID-19 Coordination Team with participation by the Occupational Safety and Health Administration, the Office of the Solicitor, and OASAM has led the Department's internal response to safeguard employees and departmental workplaces. OASAM was able to move the Department to a "maximum telework posture" in mid-March 2020 to ensure continuity of its mission to the greatest extent possible. OASAM implemented a repository of guidance and resources for employees on LaborNet, the Department's intranet.

Business Operations Center (BOC)

BOC, through its property oversight and management and safety and occupational health functions, supports the Assistant Secretary for Administration and Management (ASAM) in their roles as Senior Real Property Officer and the Designated Agency Safety and Health Official. In an effort to reduce DOL office space by 135,000 square feet in FY 2021 and FY 2023, BOC will establish and track Departmental space reduction goals for rentable square feet. Through the management of the Department's occupational safety and health program and its workers' compensation program, BOC will support and manage DOL's goal to maintain a total injury case rate of 1.25 or less and to support the timely file 99.4 percent of wage-loss claims. BOC will collaborate with OCIO to establish Departmental guidance and standard operating procedures for the Transition to Electronic Records Management per Office of Management and Budget (OMB) M-19-21.

Office of the Senior Procurement Executive (OSPE)

In FY 2020, the Department transitioned multiple procurement providers to one centralized procurement function – the OSPE. OSPE continues to work with agencies across the Department to ensure that contract actions are awarded in a timely manner. Accordingly, OSPE supports the Department's various acquisitions activities by promoting and enforcing contracting activities' use of OMB designated solutions: Tier 1 (Mandatory-Use Agency-Wide Solutions), Tier 2 (Multi-Agency Solutions), and Tier 3 (Best-in-Class (BIC) Solutions). Use of these solutions have increased DOL's spend which is actively managed in accordance with Category Management principles and facilitates smart decision-making to buy similar goods and services through best value solutions. Based upon Category Management principles and OMB's annually established spend under management (SUM) and BIC goals, several measures are being tracked to ensure mission success. Specifically, in FY 2020, DOL met its target of 3, for the number of new DOL enterprise-wide procurement vehicles. DOL set a goal of 3 for the number of new DOL enterprise-wide procurement vehicles for FY 2021, and a performance target of 2 for this measure for FY 2022. For Category Management, in FY 2020, DOL achieved $652.1 million of OMB's goal of $726 million for purchases made within SUM and exceeded the $245 million BIC goal by $26.2 million. For FY 2021, OMB established performance measures of $272.0 million for cumulative spend through BIC and $827.7 million for cumulative common SUM. The

FINANCIAL AND ADMINISTRATIVE SERVICES

Category Management targets for FY 2022 have not yet been established by OMB, however, OSPE will continue its efforts to meet the goals.

Civil Rights Center (CRC)

The Reasonable Accommodation Resource Center (RARC) will further develop its web presence to promote services and solutions on CRC's public website by developing additional resources, including a fact sheet on the role of CRC and the Workplace Equality Compliance Officers in the reasonable accommodation process, a list of frequently asked questions, and success stories.

CRC will purchase equipment, services, or assistive technology within 60 business days (after it has been determined that a purchase is needed) 85 percent of the time.

Security Center (SC)

SC will continue to lead the Department's compliance with important security measures on the background security investigations and the issuance of Personal Identity Verification (PIV) cards. SC will ensure the Department meets the Office of Personnel Management (OPM) and the Office of the Director of National Intelligence (ODNI) mandates for background investigations, Trusted Workforce initiatives, and successfully meets demand for PIV cards. SC will maintain an average time of 14 days to submit a background security investigation to OPM, and ensure completed background investigations are adjudicated within mandated timeframes (i.e., 20 days for national security cases and 30 days for suitability cases).

Office of the Chief Financial Officer (OCFO)

The New Core Financial Management Systems (NCFMS) supports critical functions within the Department. In FY 2020, NCFMS network and applications service uptime was 99 percent. OCFO will continue its efforts to ensure that the NCFMS network and applications service up time remain at 99 percent. OCFO will ensure that vendor invoices are paid timely and maintain the Department's low rate of 0.02 percent of interest paid on vendor invoices. This target was exceeded in FY 2020. OCFO also exceeded its target of 95 percent by making 99.22 percent of payments without incurring prompt payment interest. OCFO will continue to ensure that the percentage of payments made without incurring prompt payment interest is at least 95 percent.

In FY 2020, the Department received its 24th unmodified opinion on its consolidated financial statements with one significant deficiency. The Department will update its targets for FY 2021 and FY 2022 when those audits are complete.

In FY 2018, the OCFO established a new measure of spending efficiency - the "percent of discretionary appropriations cancelled after the five year period of obligation authority has expired" – which provides the percent of discretionary funds appropriated that were not obligated or disbursed for the purpose of accomplishing DOL's mission. In FY 2020, OCFO exceeded its target of 1.90 percent by achieving a result of 1.6-percent. The target for this measure is 1.85 percent in FY 2021 and FY 2022.

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<u>Office of Public Affairs (OPA)</u>

OPA will continue to lead in providing timely and accurate information to the public, which includes continuing to respond to contact center calls in a timely manner and striving to resolve trouble tickets on first contact. In FY 2020, OPA resolved 99.9 percent of trouble tickets on first contact. OPA targets a steady-state service level rate of 80 percent in upcoming years. In FY 2020, OPA's average response time for calls was negatively impacted by the large increase of calls and emails related to COVID-19 pandemic. In many cases, people who could not reach their state unemployment insurance offices called DOL's contact center. This increased the average speed of response significantly on a temporary basis. In FY 2021 and future years, OPA targets a 30 second average response time for calls.

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	BUDGET ACTIVITY BY OBJECT CLASS				
	(Dollars in Thousands)				
		FY 2020 Revised Enacted	**FY 2021 Enacted**	**FY 2022 Request**	**Diff. FY22 Request / FY21 Enacted**
11.1	Full-time permanent	52,677	45,912	48,791	2,879
11.3	Other than full-time permanent	40	71	107	36
11.5	Other personnel compensation	1,057	1,864	1,864	0
11.8	Special personal services payments	0	0	0	0
11.9	Total personnel compensation	53,774	47,847	50,762	2,915
12.1	Civilian personnel benefits	22,724	18,253	19,505	1,252
13.0	Benefits for former personnel	2	0	0	0
21.0	Travel and transportation of persons	750	430	430	0
22.0	Transportation of things	0	2	2	0
23.0	Rent, Communications, and Utilities	0	0	0	0
23.1	Rental payments to GSA	5,472	3,463	3,463	0
23.2	Rental payments to others	0	0	0	0
23.3	Communications, utilities, and miscellaneous charges	6,558	5,006	5,006	0
24.0	Printing and reproduction	62	20	20	0
25.1	Advisory and assistance services	35,302	31,800	31,800	0
25.2	Other services from non-Federal sources	9,698	40,298	40,298	0
25.3	Other goods and services from Federal sources 1/	7,704	10,288	10,288	0
25.4	Operation and maintenance of facilities	18,013	6,235	6,235	0
25.5	Research and development contracts	0	0	0	0
25.7	Operation and maintenance of equipment	1,397	5,566	5,669	103
26.0	Supplies and materials	977	758	778	20
31.0	Equipment	2,057	1,209	1,209	0
42.0	Insurance claims and indemnities	0	0	0	0
	Total	**164,490**	**171,175**	**175,465**	**4,290**
1/Other goods and services from Federal sources					
	Services by Other Government Departments	7,594	426	426	0
	DHS Services	110	111	111	0
	Working Capital Fund	0	9,726	9,726	0
	GSA Services	0	20	20	0

FINANCIAL AND ADMINISTRATIVE SERVICES

CHANGES IN FY 2022
(Dollars in Thousands)

Activity Changes
  Built-In
    To Provide For:

Costs of pay adjustments	$1,455
Personnel benefits	794
Federal Employees' Compensation Act (FECA)	-12
Benefits for former personnel	0
Travel and transportation of persons	0
Transportation of things	0
Rental payments to GSA	0
Rental payments to others	0
Communications, utilities, and miscellaneous charges	0
Printing and reproduction	0
Advisory and assistance services	0
Other services from non-Federal sources	0
Working Capital Fund	0
Other Federal sources (DHS Charges)	0
Other goods and services from Federal sources	0
Research & Development Contracts	0
Operation and maintenance of facilities	0
Operation and maintenance of equipment	0
Supplies and materials	0
Equipment	0
Insurance claims and indemnities	0
Built-Ins Subtotal	**$2,237**
Net Program	**$2,053**
Direct FTE	**14**

	Estimate	FTE
Base	**$173,412**	**385**
Program Increase	**$2,053**	**14**
Program Decrease	**$0**	**0**

FIELD SERVICES

BUDGET AUTHORITY BEFORE THE COMMITTEE				
(Dollars in Thousands)				
	FY 2020 Revised Enacted	FY 2021 Enacted	FY 2022 Request	Diff. FY22 Request / FY21 Enacted
Activity Appropriation	**40,870**	**21,446**	**22,359**	**913**
FTE	133	103	107	4

NOTE: FY 2020 reflects actual FTE. Authorized FTE for FY 2020 was 226.

Introduction

The Field Services activity provides a broad range of management and administrative services that support DOL agencies to successfully perform their missions, including administrative services; emergency management; financial services; and safety and health services. OASAM has regional offices in Boston, Philadelphia, Atlanta, Chicago, Dallas, and San Francisco. The Department's agencies rely on OASAM to serve as the focal point in their regional and field offices to ensure continuity of administrative operations. OASAM also serves as the liaison in the major regional cities to other Departments, serving as part of the Federal Executive Boards. The OASAM regional offices support the Enterprise-wide Shared Services initiative to transition administrative services to centralized functions. In FY 2020, all procurement, human resources, and personnel security FTE were realigned from the regional offices to the national office to support this initiative. All IT FTE were realigned in FY 2019. In addition to core responsibilities for emergency management, financial services, and safety and health, the regional offices will focus on reducing the Department's space use through consolidations and co-locations.

FY 2022

In FY 2022, $22,359,000 is requested for Field Services. This will support 107 FTE. This funding level includes $633,000 and 4 FTE as a program increase to support customer agency programs. These additional resources are critical to support agency mission requirements. Resources are requested in agency appropriations and will be collected through the WCF.

In FY 2022, OASAM's regional offices will provide support for staff located in the field, allowing programmatic staff to focus on their core work.

This activity will also support the Regional Space Optimization Initiative, which will reduce DOL's footprint and lead to significant annual rent cost avoidance. To support this initiative, the Budget proposes to modify WCF authorities to create a multi-year funding mechanism for space projects. The current funding model relies primarily on agency-specific, single-year appropriations when space projects typically involve multiple agencies and take place over multiple years. The Department proposes to provide agencies with the authority to transfer funds into the WCF based on reasonable estimates of current and future requirements, providing no-year authority for those funds and making them available when they are needed. This will support the National Strategy for the Efficient Use of Real Property and its companion policy, Reduce the Footprint, by enabling agencies to adequately fund these projects.

FIELD SERVICES

FY 2021

In FY 2021, $21,446,000 is provided for Field Services. This will support 103 FTE. In FY 2021, OASAM's regional offices priorities include the Regional Space Optimization Initiative, in addition to their core functions.

FY 2020

$40,870,000 was provided for Field Services activities in FY 2020. This funding level supported 133 FTE. This FTE level included partial year FTE for HR and procurement staff who have been reassigned for the entirety of FY 2021 to other budget activities in the WCF. High-priority activities in FY 2020 included support for shared services implementation and provision core administrative support in the areas of emergency management, financial services, safety and health, and space management.

FIELD SERVICES

Workload and Performance Narrative

In FY 2022, the OASAM regional offices will continue improvement of the Department's customer service initiative and conduct quarterly Administrative Officer meetings as a mechanism to increase communications and outreach with DOL agency customers. OASAM regions will target 0.02 percent paid in interest on vendor invoices FY 2021 and FY 2022.

FIELD SERVICES

		FY 2020 Revised Enacted	**FY 2021 Enacted**	**FY 2022 Request**	**Diff. FY22 Request / FY21 Enacted**
BUDGET ACTIVITY BY OBJECT CLASS					
(Dollars in Thousands)					
11.1	Full-time permanent	22,469	8,624	9,213	589
11.3	Other than full-time permanent	26	0	10	10
11.5	Other personnel compensation	306	326	326	0
11.8	Special personal services payments	0	0	0	0
11.9	Total personnel compensation	22,801	8,950	9,549	599
12.1	Civilian personnel benefits	11,580	6,817	7,049	232
21.0	Travel and transportation of persons	292	108	108	0
22.0	Transportation of things	0	0	0	0
23.1	Rental payments to GSA	3,795	3,993	3,993	0
23.3	Communications, utilities, and miscellaneous charges	350	251	251	0
24.0	Printing and reproduction	0	4	4	0
25.1	Advisory and assistance services	-180	360	360	0
25.2	Other services from non-Federal sources	519	192	192	0
25.3	Other goods and services from Federal sources 1/	1,109	618	618	0
25.4	Operation and maintenance of facilities	0	0	0	0
25.7	Operation and maintenance of equipment	63	45	117	72
26.0	Supplies and materials	163	107	117	10
31.0	Equipment	378	1	1	0
32.0	Land and Structures	0	0	0	0
42.0	Insurance claims and indemnities	0	0	0	0
51.1	Benefits	0	0	0	0
	Total	**40,870**	**21,446**	**22,359**	**913**
1/Other goods and services from Federal sources					
	DHS Services	821	79	79	0
	Services by Other Government Departments	288	83	83	0
	CIGIE	0	456	456	0

FIELD SERVICES

CHANGES IN FY 2022
(Dollars in Thousands)

Activity Changes
  Built-In
    To Provide For:

Costs of pay adjustments	$182
Personnel benefits	98
Federal Employees' Compensation Act (FECA)	0
Travel and transportation of persons	0
Transportation of things	0
Rental payments to GSA	0
Communications, utilities, and miscellaneous charges	0
Printing and reproduction	0
Advisory and assistance services	0
Other services from non-Federal sources	0
Other Federal sources (DHS Charges)	0
Other goods and services from Federal sources	0
Operation and maintenance of facilities	0
Operation and maintenance of equipment	0
Supplies and materials	0
Equipment	0
Insurance claims and indemnities	0
Land and Structures	0
Built-Ins Subtotal	**$280**
Net Program	**$633**
Direct FTE	**4**

	Estimate	FTE
Base	**$21,726**	**103**
Program Increase	**$633**	**4**
Program Decrease	**$0**	**0**

HUMAN RESOURCES SERVICES

BUDGET AUTHORITY BEFORE THE COMMITTEE				
(Dollars in Thousands)				
	FY 2020 Revised Enacted	**FY 2021 Enacted**	**FY 2022 Request**	**Diff. FY22 Request / FY21 Enacted**
Activity Appropriation	**46,518**	**61,152**	**66,757**	**5,605**
FTE	187	252	284	32

NOTE: FY 2020 reflects actual FTE. Authorized FTE for FY 2020 was 178.

Introduction

The Human Resources Services budget (HRS) activities provides resources for the Office of Human Resources' (OHR) operational activities. OHR provides best in class human resources (HR) services to the Department through leadership, guidance, and technical expertise in all areas related to the management of human capital and the Department's human resources. OHR is the Department's human resources shared services provider, services include: staffing; position classification and position management; executive resources; employee and labor management relations; compensation, retirement, and benefits; worklife and engagement; and workforce development and inclusion. OHR oversees accountability reviews and implements accountability processes to improve efficiency, effectiveness, and compliance with laws and regulations and focuses on strategic human capital planning and developing and retaining a high-quality diverse and inclusive workforce that meets the mission requirements and program priorities of the Department.

As a central authority of HR service delivery for the Department, OHR continually focuses on enhancing quality, consistency and the customer experience, thereby allowing the agencies to focus on mission critical work by providing HR services in a streamlined, consistent, and efficient service delivery model supporting all DOL's mission agencies.

Five-Year Budget Activity History

As funds are not directly appropriated to Working Capital Fund, a Five-Year History Table is not included.

FY 2022

In FY 2022, $66,757,000 is requested for HRS activities, supporting 284 FTE. This funding level includes $4,805,000 and 32 FTE as a program increase to support customer agency programs. These additional resources are critical to support agency mission requirements. Resources are requested in agency appropriations and will be collected through the WCF. OHR will continue to optimize service delivery under the enterprise-wide shared services model for human resources.

HUMAN RESOURCES SERVICES

FY 2021

In FY 2021, $61,152,000 will be provided for HRS activities. This will support 252 FTE. The shared services model for the HR function is fully operational and OHR is focusing on optimizing service delivery under the enterprise-wide shared services model for human resources.

FY 2020

$46,516,000 provided for HRS activities in FY 2020. High-priority activities included the implementation of enterprise-wide shared services implementation.

HUMAN RESOURCES SERVICES

WORKLOAD AND PERFORMANCE SUMMARY					
		FY 2020 Revised Enacted		**FY 2021 Enacted**	**FY 2022 Request**
		Target	**Result**	**Target**	**Target**
Human Resources					
OASAM-WCF-OHR-18F-DOL	Average Time to Hire	80	90	80	80
OASAM-WCF-OHR-15	Average number of days to hire SES employee from closing date of vacancy announcement	90	86	90	90

Legend: (r) Revised (e) Estimate (base) Baseline -- Not Applicable TBD - To Be Determined [p] - Projection

HUMAN RESOURCES SERVICES

Workload and Performance Narrative

A key priority for OASAM in FY 2020 and FY 2021 is the safety and security of the DOL workforce and continuity of the Department's operations in the midst of a global pandemic. OHR led significant engagement with client agencies, their staff, and labor unions to quickly move the Department to a "maximum telework posture" in mid-March 2020 to ensure continuity of its mission to the greatest extent possible. Additionally, OHR:

- Provided guidance for the Department's continued COVID-19 response, including DOL's Workplace Safety Plan and direction on multiple emerging leave matters such as Emergency Paid Sick Leave, use or lose annual leave during maximum telework posture, and administrative leave for COVID-19 Vaccination.
- Helped develop and issue eligibility confirmation letters for state vaccinations to DOL employees in groups 1a and 1b.
- Supported agencies with special hires in support of DOL's COVID response, e.g., COVID Term appointments, dual compensation waivers for reemployed annuitants.
- Developed successful virtual on-boarding process for new DOL employees.

OHR will continue to evaluate DOL's HR service delivery model to identify opportunities to improve strategic human capital planning; create greater consistency in the delivery of HR products and services across DOL; and improve efficiency and effectiveness of HR operations, services, and processes. OHR will formalize HR's customer service support through the establishment of the Client Engagement Manager and Concierge Service. OHR will focus on building collaborative partnerships with customer agencies to better meet their HR priorities.

OHR will continue to develop standard performance metrics and measures and conduct audits of HR programs to reduce the risk associated with noncompliance to OPM guidance and Federal rules and regulations. In FY 2022, OHR will target 80 days to hire new employees and target 90 days for average days to hire SES employees from the closing date of the vacancy announcement. OHR also supports efforts to improve employee engagement and develop a diverse and inclusive workplace.

HUMAN RESOURCES SERVICES

		FY 2020 Revised Enacted	**FY 2021 Enacted**	**FY 2022 Request**	**Diff. FY22 Request / FY21 Enacted**
	BUDGET ACTIVITY BY OBJECT CLASS (Dollars in Thousands)				
11.1	Full-time permanent	24,550	33,017	36,792	3,775
11.3	Other than full-time permanent	241	0	81	81
11.5	Other personnel compensation	135	875	875	0
11.9	Total personnel compensation	24,926	33,892	37,748	3,856
12.1	Civilian personnel benefits	6,801	11,341	12,695	1,354
21.0	Travel and transportation of persons	392	453	453	0
23.1	Rental payments to GSA	1,440	1,077	1,077	0
23.3	Communications, utilities, and miscellaneous charges	11	340	340	0
24.0	Printing and reproduction	3	5	5	0
25.1	Advisory and assistance services	-67	-79	-79	0
25.2	Other services from non-Federal sources	5,866	4,688	4,688	0
25.3	Other goods and services from Federal sources 1/	6,977	9,309	9,309	0
25.4	Operation and maintenance of facilities	0	0	0	0
25.7	Operation and maintenance of equipment	23	0	380	380
26.0	Supplies and materials	106	94	109	15
31.0	Equipment	40	32	32	0
	Total	**46,518**	**61,152**	**66,757**	**5,605**
1/Other goods and services from Federal sources					
	DHS Services	49	9,281	9,281	0
	Services by Other Government Departments	6,928	28	28	0

HUMAN RESOURCES SERVICES

CHANGES IN FY 2022
(Dollars in Thousands)

Activity Changes
  Built-In
    To Provide For:

Costs of pay adjustments	$520
Personnel benefits	280
Travel and transportation of persons	0
Rental payments to GSA	0
Communications, utilities, and miscellaneous charges	0
Printing and reproduction	0
Advisory and assistance services	0
Other services from non-Federal sources	0
Other Federal sources (DHS Charges)	0
Other goods and services from Federal sources	0
Operation and maintenance of facilities	0
Operation and maintenance of equipment	0
Supplies and materials	0
Equipment	0
Built-Ins Subtotal	**$800**
Net Program	**$4,805**
Direct FTE	**32**

	Estimate	FTE
Base	**$61,952**	**252**
Program Increase	**$4,805**	**32**
Program Decrease	**$0**	**0**

IT OPERATIONS

BUDGET AUTHORITY BEFORE THE COMMITTEE				
(Dollars in Thousands)				
	FY 2020 Revised Enacted	**FY 2021 Enacted**	**FY 2022 Request**	**Diff. FY22 Request / FY21 Enacted**
Activity Appropriation	**158,695**	**167,707**	**169,047**	**1,340**
FTE	0	150	156	6

Introduction

The IT Operations budget funds the operations and maintenance of the Department's centralized data center and network infrastructure; agency computer systems; cloud computing environment; and additional IT services including email, remote access, file storage, and security operations. The IT Operations budget activity funds all staffing for DOL-wide IT services while the Agency Applications budget activity funds staff who work directly on agency-specific applications.

The CIO has established a plan for IT modernization at DOL – including but not limited to IT supporting operations – which will be led by the OCIO in collaboration with agencies. The plan will address four strategic goals:

- Goal 1: Create the DOL IT Platform – Create an integrated platform that links hardware, applications and data providing strategic capabilities to achieve DOL-wide operational efficiencies to more effectively serve the wage earners, job seekers, and retirees of the United States.
- Goal 2: Modernize Legacy Agency Applications – Drive the modernization of legacy agency mission critical applications by delivering technology leadership and modern solutions, resulting in a state-of-the-art end-user experience, optimized functionality and increased security.
- Goal 3: Secure & Enhance the IT Infrastructure – Integrate and standardize DOL's IT infrastructure to provide a robust cybersecurity posture while increasing the reliability and functionality of DOL's information systems and infrastructure that support mission critical services.
- Goal 4: Transform the Customer Experience – As DOL's IT service provider, deliver best in class IT services and solutions to enable DOL agencies to provide superior support to the American public.

Activities in support of goals 1, 3, and 4 are primarily funded in the IT Modernization appropriation. They are discussed in detail in that budget document. Goal 2: Modernize Legacy Agency Applications has traditionally been funded from Program funding. In supporting the new shared services model at DOL, separate WCF cost centers funded from agency appropriations are set aside by the agency to support mission IT application modernization and maintenance.

FY 2022

In FY 2022, $169,047,000 is requested for IT Operations activities, supporting 156 FTE. IT Operations will support continued implementation of an enterprise-wide shared services model by promoting a modern, secure, and innovative IT environment. As part of this strategy, OCIO is

working to develop standardized processes supported by workflow automation; some of these efforts will required infrastructure skillsets. IT Operations will also continue to support the Telecommunications services and IT personnel costs as described above. Some operational enhancements remain in process, such as:

- Maintenance of PIV-based access to Department IT systems and applications to maintain Simplified Sign-On (SSO) capabilities across the DOL enterprise, reducing multiple password requirements for DOL's application users.
- Expanding Enterprise Application Monitoring - OCIO plans to leverage monitoring tools to ensure service level compliance and remediation for:
  - New applications during the development phase.
  - DOL's existing mission-critical applications.
- Awarding the sixth Enterprise Infrastructure Solutions (EIS) task order in FY 2022 for cloud services and Unified Communications deployment. EIS will be a driver to provide DOL Agencies with a reliable, secure, and integrated IT infrastructure platform after transitioning off the expiring Networx, Washington Interagency Telecommunications System (WITS3), and the Regional Local Services Agreements (LSAs).

FY 2021

In FY 2021, $167,707,000 is provided for IT Operations activities under the current Working Capital Fund structure. This funding level will support 150 FTE. In FY 2021, OCIO will continue to aggressively pursue its modernization agenda. High priority activities in FY 2021 include:

- Complete a number of activities in support of standardizing PIV-based access to Department IT systems by implementing Simplified Sign-On for 61 applications. The plan is to have SSO enabled on a total of 75 or more applications by the end of FY 2021. DOL implemented user access certification features of Identity Management system to review and certify access to applications and systems across the Department, achieving a 98% adoption rate for Multifactor Authentication and Self-Service Password Reset.
- Continue to upgrade, consolidate, and modernize Agency tools, systems, and applications to simplify administration, reduce costs, secure the infrastructure, and maximize efficiencies in line with OCIO's target architecture (e.g., Windows 10 version 1809 Upgrade and initiation of version 1909 end user testing).
- Modernize DOL's Information Technology (IT) infrastructure by consolidating aging technologies and extending the reach of its backbone network (DOLNet). This will improve the level and quality of IT services and mission performance. DOL awarded four of five planned EIS task orders in FY 2021 to initiate migration to a streamlined contract with a focus on solutions over technologies, simplified pricing, and availability of emerging technologies – all at reduced cost.
- Finalize hyper-converged, hybrid cloud data center environment (AWS, Azure, DOL Data Centers) with a goal to provide infrastructure as a service. During FY 2021, OCIO will standardize technology on DELL/EMC using VMware, Windows, RedHat, and ServiceNow. Benefits include a reduced footprint and lower operating costs, consolidated purchasing of infrastructure components, scalability, better application and workload performance, increased productivity, and easier modernization.

IT OPERATIONS

- Identify and report application performance concerns using - a state-of-the-art diagnostic and reporting tool. DOL proposes to use this technology to create a cohesive application performance monitoring strategy that will focus on customers' digital experience, business transactions, application dependencies, and infrastructure performance, which are key to achieving application performance success. In FY 2021 the Department is performing a gap analysis against all the DOL monitoring tools to see if there are multiple tools that can be consolidated to allow leverage of economies of scale.
- Achieved $119 million in cost and avoidance savings over the last two years by consolidating 7 data centers, which will bring the total closed to date up to 80 by the end of FY 2021. Yielding cost savings by, consolidating contracts and centralizing workstations under an enterprise lease program.

FY 2020

In FY 2020, $167,707,000 was provided for IT Operations activities under the current Working Capital Fund structure. This funding level supported 150 FTE. Accomplishments in FY 2020 included:

- Maintained PIV-based access to Department IT systems and applications to maintain Simplified Sign-On (SSO) capabilities across the DOL enterprise, reducing multiple password requirements for DOL's application users.
- Simplified administration, reduced costs, secured the infrastructure, and maximized efficiencies through Agency modernization initiatives and consolidation of systems in line with OCIO's target architecture (e.g., Windows 10 version 1809 Upgrade and initiation of version 1909 end user testing).
- Initiated contract competition for EIS to consolidate aging infrastructure and extend the reach of its backbone network (DOLNet), while improving the level and quality of IT services to improve mission performance. EIS provided Agencies with a reliable, secure, and integrated IT infrastructure platform while transitioning off the expiring Networx, Washington Interagency Telecommunications System (WITS3), and the Regional Local Services Agreements (LSAs).
- Migrated to a hyper-converged, hybrid cloud data center environment (AWS, Azure, DOL Data Centers) with a goal to provide infrastructure as a service. Standardize technology on DELL/EMC using VMware, Windows, RedHat, and ServiceNow.
- Working on the creation of a cohesive application performance monitoring strategy that focuses on customers' digital experience, business transactions, application dependencies, and infrastructure performance, which are key to achieving application performance success. The goal is to be able to leverage this application monitoring tool to observe new applications during the development phase, DOL's mission-critical applications, and performance baselining of applications for SLA compliance.
- Closed 10 data centers and consolidated the Regional IT applications and services into the primary DOL data center facility in Ashburn, VA.

IT OPERATIONS

WORKLOAD AND PERFORMANCE SUMMARY					
		FY 2020 Revised Enacted		FY 2021 Enacted	FY 2022 Request
		Target	**Result**	**Target**	**Target**
Information Technology Services					
OASAM-WCF-OCIO-02	Percent of network and application services uptime	99.90%	99.98%	99.90%	99.90%
OASAM-WCF-OCIO-05	Availability for DOLNet sites	99.90%	99.94%	99.90%	99.90%

Legend: (r) Revised   (e) Estimate   (base) Baseline   -- Not Applicable   TBD - To Be Determined   [p] - Projection

IT OPERATIONS

Workload and Performance Narrative

The IT Operations activity ensures all of DOL's employees have the tools they need to get the job done. OCIO will continue to provide the modernized infrastructure, best practice procedures and processes to add new IT solutions in line with DOL's IT Strategic Plan and Federal IT initiatives such as Data Center Optimization Initiative, Cloud Computing, IPv6, and IT Asset Management.

In FY 2020 and 2021, OCIO has continued to make demonstrable and significant progress in the areas identified in the IT Strategic Plan. These accomplishments include:

- Establishing an Enterprise Architecture (EA) Program to accelerate the transformation of our strategies through optimized decision making that supports DOL's evolving business needs by improving the customer experience, digitizing processes, and achieving operational excellence. The EA Program will also help optimize the application portfolio and publish the initial Enterprise Service Catalog that can be utilized across the Department to help identify and leverage IT shared services.
- Driving digital transformation by utilizing to improve IT and enterprise service management with a powerful range of automation capabilities, including an IT Demand Management and Enterprise Project Management.
- Streamline process for IT service requests/incident resolution by replacing the legacy/unsupported ticketing system and initiating the implementation of the Configuration Management Database (CMDB).
- Provide Agencies with transparency and visibility into 94 active DOL IT projects providing project risk, issue, and milestone status for IT leadership by launching DOL's project management tool – Project Portfolio Management (PPM).
- Establishing a uniform DOL content review and approval workflow for content published to the DOL.gov public website to enforce OneWeb@DOL content management policies and design standards.
- Releasing the second wave of dashboards for C-suite level leadership (CxO) to agency stakeholders for administrative functions including for the Office of Human Resources (OHR), Departmental Budget Center (DBC), and Performance Management Center (PMC).

OCIO exceeded its DOL-wide network and application services uptime target with 99.96 percent uptime and will continue maintain uptime for these services at or above 99.90 percent in FY 2021 and FY 2022. The Enterprise Service Desk significantly exceeded its target for resolving OCIO Service Desk tickets through Tier 1 in FY 2019 and is driving towards even more efficient service through increased targets of 69 percent resolution in FY 2021 and 70 percent resolution in FY 2022.   OCIO is targeting 98 percent of its IT assets will have accurate assignment and location records in the new Property Asset Management System (PAMS) by the end of FY 2021 and will assess the feasibility of an increased target for FY 2022 during the fiscal year. In addition, OCIO will deploy Unified Communications to at least 2000 employees in FY 2021 and will assess its FY 2022 target during the fiscal year as it is nearing full deployment of these capabilities across the Department.

IT OPERATIONS

BUDGET ACTIVITY BY OBJECT CLASS
(Dollars in Thousands)

		FY 2020 Revised Enacted	FY 2021 Enacted	FY 2022 Request	Diff. FY22 Request / FY21 Enacted
11.1	Full-time permanent	19,827	20,593	21,453	860
11.3	Other than full-time permanent	0	0	15	15
11.5	Other personnel compensation	165	690	690	0
11.9	Total personnel compensation	19,992	21,283	22,158	875
12.1	Civilian personnel benefits	7,342	6,583	6,923	340
21.0	Travel and transportation of persons	60	375	375	0
23.1	Rental payments to GSA	2,500	2,082	2,082	0
23.3	Communications, utilities, and miscellaneous charges	0	350	350	0
24.0	Printing and reproduction	0	11	11	0
25.1	Advisory and assistance services	9,543	17,046	17,046	0
25.2	Other services from non-Federal sources	213	947	947	0
25.3	Other goods and services from Federal sources 1/	1,099	1,617	1,617	0
25.7	Operation and maintenance of equipment	102,633	104,194	104,299	105
26.0	Supplies and materials	0	333	353	20
31.0	Equipment	15,313	12,886	12,886	0
	Total	**158,695**	**167,707**	**169,047**	**1,340**
1/Other goods and services from Federal sources					
	DHS Services	154	1,030	1,030	0
	Services by Other Government Departments	945	587	587	0

IT OPERATIONS

CHANGES IN FY 2022
(Dollars in Thousands)

Activity Changes
  Built-In
    To Provide For:
    Costs of pay adjustments $267
    Personnel benefits 144
    Travel and transportation of persons 0
    Rental payments to GSA 0
    Communications, utilities, and miscellaneous charges 0
    Printing and reproduction 0
    Advisory and assistance services 0
    Other services from non-Federal sources 0
    Other Federal sources (DHS Charges) 0
    Other goods and services from Federal sources 0
    Operation and maintenance of equipment 0
    Supplies and materials 0
    Equipment 0
  Built-Ins Subtotal **$411**

  Net Program **$929**
    Direct FTE **6**

	Estimate	**FTE**
Base	**$168,118**	**150**
Program Increase	**$929**	**6**
Program Decrease	**$0**	**0**

TELECOMMUNICATIONS

	FY 2020 Revised Enacted	FY 2021 Enacted	FY 2022 Request	Diff. FY22 Request / FY21 Enacted
BUDGET AUTHORITY BEFORE THE COMMITTEE (Dollars in Thousands)				
Activity Appropriation	26,701	26,132	26,132	0
FTE	0	0	0	0

Introduction

The Telecommunications budget activity provides resources for the Networx and DOLNet payments to the General Services Administration (GSA). In partnership with GSA, the Department is transitioning to the Enterprise Infrastructure Solutions (EIS) model, surpassing the GSA set target of "50% transition of service by March 31st 2021" by over 25% (actual results:75.8%). This includes all Internet capacity and telephony costs and will provide telecommunications services to replace the Networx and DOLNet services, as well as regional local service agreements. DOL is currently migrating all telecommunications services to new EIS task orders across FY 2021 and FY 2022. This transition is scheduled to complete prior to the conclusion of the GSA Networx contract. DOL is also optimizing and moving all Internet capacity off of legacy agreements to new EIS task orders. The infrastructure build out, migration and the telecommunications management system is funded under IT Modernization, however the operation and maintenance of what is currently being used is covered by the WCF Telecommunications budget.

As a result of DOL's efforts in upgrading its infrastructure, the Department was able to quickly transition 95% of its workforce to a remote work environment at the start of the COVID-19 pandemic without interruption or impact to agency mission work. The Department continued to ensure support for the varying mission work of its 27 Agencies as they provided critical services for the American public, including ensuring workers received the minimum wage and overtime pay, protecting 401ks, inspecting mines, and ensuring workplace health and safety.
In the face of the considerable environmental challenges, the Department maintained mission activities by rolling out collaboration tools enterprise-wide to support its staff. The Department handled an influx of 259 million website sessions over the past year as people accessed weekly and monthly unemployment numbers reported by DOL Agencies. The Department successfully on-boarded almost 1,500 staff virtually and supported over 253,000 average daily VPN connections to its network for its staff, all while maintaining its security posture.

In FY 2021, OCIO will research and plan a 5G pilot. 5G technology is the latest evolution in mobile wireless connectivity, enabling wireless data transmission rates of up to 800 Mbps with expected peak data transmission rates to reach 10 gigabits per second as expansion continues to occur. OCIO is planning to pilot two types of deployments where the technology is available: (1) backup telecommunications connectivity to DOL sites to mitigate outages caused by fiber optic cable cuts and other carrier equipment failures; and (2) improved connectivity for mobile workers, such as inspectors, investigators, and data collection personnel.

TELECOMMUNICATIONS

	BUDGET ACTIVITY BY OBJECT CLASS (Dollars in Thousands)				
		FY 2020 Revised Enacted	**FY 2021 Enacted**	**FY 2022 Request**	**Diff. FY22 Request / FY21 Enacted**
11.1	Full-time permanent	0	0	0	0
11.3	Other than full-time permanent	0	0	0	0
11.9	Total personnel compensation	0	0	0	0
12.1	Civilian personnel benefits	0	0	0	0
23.3	Communications, utilities, and miscellaneous charges	26,701	23,201	23,201	0
25.1	Advisory and assistance services	0	484	484	0
25.7	Operation and maintenance of equipment	0	0	0	0
26.0	Supplies and materials	0	1,447	1,447	0
31.0	Equipment	0	1,000	1,000	0
	Total	**26,701**	**26,132**	**26,132**	**0**

TELECOMMUNICATIONS

CHANGES IN FY 2022
(Dollars in Thousands)

Activity Changes
  Built-In
    To Provide For:

Costs of pay adjustments	$0
Personnel benefits	0
Communications, utilities, and miscellaneous charges	0
Advisory and assistance services	0
Operation and maintenance of equipment	0
Supplies and materials	0
Equipment	0
Built-Ins Subtotal	**$0**
Net Program	**$0**
Direct FTE	**0**

	Estimate	FTE
Base	**$26,132**	**0**
Program Increase	**$0**	**0**
Program Decrease	**$0**	**0**

AGENCY APPLICATIONS

BUDGET AUTHORITY BEFORE THE COMMITTEE				
(Dollars in Thousands)				
	FY 2020 Revised Enacted	FY 2021 Enacted	FY 2022 Request	Diff. FY22 Request / FY21 Enacted
Activity Appropriation	32,230	193,922	231,294	37,372
FTE	0	151	157	6

Introduction

The Agency Applications budget activity provides resources for programmatic IT spending. This includes operations and maintenance spending for over 100 mission support applications, as well as development, modernization, and enhancement investments.

As part of the Enterprise Shared Services initiative, agency IT investments will continue to be realigned to this activity. Instead of directly funding IT, OCIO will be a shared services provider for all Departmental IT services and will include all FTE that are being realigned from the Agencies to this activity as part of the implementation of the Enterprise Shared Services model.

FY 2022

In FY 2022, $231,294,000 is requested for Agency Applications activities, supporting 157 FTE. Included is a scoring adjustment to reflect the general provision to amend the Department's authority to transfer unobligated balances into the WCF. The Department proposes to amend this authority by eliminating the fiscal year constraint and increasing the cap to $36 million. By eliminating the fiscal year constraint and enabling the Department to transfer funds appropriated prior to FY 2019, this proposal will have a score of $36 million.

The Department will use these resources to modernize a host of legacy agency applications. Without this increased authority, the Department will not have sufficient resources to modernize outdated agency applications. These legacy applications are costly to maintain, inefficient for both Federal staff and citizens to use, and are less secure than modernized alternatives. Investing in IT provides significant citizen-impacting benefits in many policy areas, including mine safety, visa processing, grants management, and retirement benefits assurance, among many others. If this authority is provided, significant cost increases and security risks will be avoided and citizens who rely on the Department's programs for employment, safety and health, and benefits will experience improved service and program outcomes.

Under the shared services model, DOL will leverage a structured approach to help objectively prioritize, analyze, and select which of the new proposed Agency initiatives go forward in FY 2022. The scoring methodology and criteria aims to assess each proposal against its alignment to Congressional, Administration, and DOL mission priorities (Mandates, Strategic Objectives, or Criticality to the public) and Implementation Feasibility (Cost, Risk, Benefit, Cross Cutting Share Service). This ability to rack and stack incoming requests aims to identify efficiencies, improve portfolio performance by optimizing the investment process, help drive strategic and meaningful business change, and reduce IT Operational Cost in future years.

AGENCY APPLICATIONS

The Department has prioritized modernization activities and is focused on consolidating, integrating, and updating the IT infrastructure to include DOL legacy systems and applications; building cloud-based and mobile capabilities; implementing a DOL-wide data strategy and analytics program; and enhancing the security of the IT infrastructure. The consolidation of duplicative systems, particularly in case management and data analytics, will lead to efficiencies in operations and maintenance (O&M) costs.

Modernizing the Agency's technology infrastructure is critical to DOL's success and a key factor in mitigating risk across the agency. Continuing with the current infrastructure not only hinders progress, but continuing to use outdated systems and business processes also becomes increasingly costly. Therefore, investments in modernization are mission-critical. System inefficiencies cost enforcement staff critical hours of time in the near-term, and in the long-term, may limit the agency's ability to effectively carry out the mission. Modernization will also increase the agency's ability to attract and retain top talent and allow the ability to continually adapt to economic and demographic trends. The work in this area represents one of the biggest opportunities to improve efficiencies. In doing so, DOL improves its abilities to be good stewards of taxpayer money and to provide the best possible service and results to those the agency is here to serve.

Expanding IT functionality for systems enabling mission critical activities around process automation, telecommunications, and expansion of web service offerings will not only assure compliance with arising legislative needs but will propel DOL forward in its ability to serve the American workers during a difficult time. Modernizing legacy systems and investing in online tool capabilities will help several Agencies within the Department conduct better and faster analysis, reach more individuals, support wider data use, and help to enable the culture change organizations are making to being more data informed.

The need for workers to adapt and reskill is accelerating due to the impacts of automation and artificial intelligence, as well as lingering reallocation of employment, with some industries and occupations having enduring employment declines, while others increase in share of total employment from the COVID-19 pandemic in 2020. The investment in improving eTools technologies seeks to increase DOL capacity to monitor changes in skill demands and to provide appropriate information and guidance to workers needing to change career fields or re-skill.

Investments in eTool and modernization expansion is particularly relevant in the aftermath of the pandemic. Previous recessions have seen 20 to 25 percent declines in the number of active apprentices (Urban Institute working paper). As workers seek to reenter the workforce following the economic disruption caused by the COVID-19 pandemic, DOL systems will provide new opportunities for Americans to earn a living while learning the skills needed in a changing job market. In these challenging times, the new apprenticeship, worker and veteran opportunities will open doors to good-paying jobs in industries such as telecommunications, health care, cybersecurity, and other sectors.

In light of the pandemic and increased telework, OFCCP needs to expedite the development of additional case management system functionality to fully support its national, regional, and field operations. With Affirmative Action Plan Verification Interface (AAVI), OFCCP will be able to

collect certifications and then prioritize more likely violators for future scheduling lists. Until contractors are required to submit information electronically, they will continue to submit paper files which increase the amount of data entry required, often resulting in data inconsistencies, as well as storage costs to maintain paper case files. AAVI would allow OFCCP to ingest and process its administrative data in a more uniform digital format. It will also allow staff to retrieve and store data in a central repository that will greatly sophisticate operations and enforcement by improving efficiency and increasing the number and depth of analytical assessments performed by the scheduling, policy, and enforcement branches.

FY 2021

In FY 2021, $193,922,000 is provided for Mission Support IT activities under the current Working Capital Fund structure. This funding level will support 151 FTE. In FY 2021, OCIO will continue to aggressively pursue its modernization agenda. FY 2021 funding priorities are dictated by Agency mission needs; notable agency-driven efforts include:

- Modernizing a 20-year-old Electronic Labor Organization Reporting System (e.LORS) for the authoritative repository of labor union financial filings. e.LORS was initiated to support the President's Management Agenda to expand electronic government by automating a paper-based reporting and public disclosure system under the Labor-Management Reporting and Disclosure Act (LMRDA). It also ensures compliance with the Government Paperwork Elimination Act, P.L. 105-277, Title XVII, by making required forms available for electronic submission.
- Initiating HHS GrantSolutions, a multi-year implementation of the designated Federal shared service to replace the legacy eGrants system. The HHS GrantSolutionsprovides the financial assistance management software platform to enable Federal agencies to manage grants and cooperative agreements through the entire award life cycle including pre-award, award, post-award, and closeout.
- Modernizing the 20 year old Wage Hour Investigative Support and Reporting Database (WHISARD)/Wage Determination System (WDS) case management system to a modern, multi-tier, cloud-based system using low-code business process management solutions to integrate all processes and workflows. The reengineered process and system will provide significant efficiency gains and operating cost savings.
- Transitioning legacy VETS and ETA grants administration and management to cloud-hosted solution in order to improve the performance of the grant award and management processes. The automated solutions will improve the quality and accuracy of the data as well as reduce the risk of data mismanagement.
- OSHA Information System (OIS) modernization aims to deliver a custom-built case management application to provide OSHA's employees the flexible and powerful analytical tools they need to help manage, track, and mitigate injury, illness, and fatality trends at state, local, and national levels.
- MSHA Standardized Information System (MSIS) Modernization, which supports a variety of critical functions that encompass the collection and maintenance of data for enforcement of safety and health standards; management of miner and instructor certifications; assessment of violation penalties; management of mine information; processing of contested violations; tracking required mine inspector training; and certification of mining equipment. These functions provide an effective means of

reducing the frequency and severity of accidents; minimizing health hazards; and promoting improved safety and health conditions at the nation's 15,000 mines.

FY 2020

Shared Services migrations were in process during the FY 2020 fiscal year which necessitated agencies to continue directly funding their mission IT support costs, rather than through the WCF.

Congressional Notification for FY 2022 WCF Unobligated Balances Transfer

While the Department proposes to increase the transfer authority, under current authorities, the Department plans to transfer a total of $15,000,000 in FY 2022 to pursue the goals of the Modernizing Government Technology (MGT) Act. Division H, Section 117 of the Department of Defense and Labor, Health and Human Services, and Education Appropriations Act, 2019 (P.L. 115-245) amended the WCF authorizing statute to authorize the Secretary to transfer not more than $9,000,000 from the Department's salaries and expenses accounts and not more than $9,000,000 from discretionary grants accounts to the WCF. In completing this action, the Department plans to transfer a total of $15,000,000 to a WCF account controlled by the CIO. The CIO has approved this plan.

The Department has already used this authority to execute a transfer of $2.0 million, per notification submitted in FY 2019. This amount is less than the notified amount due to the availability of funds. The Department will transfer additional resources later in FY 2021. These resources will be used to modernize a legacy case management system. The Department will report on the status of the project as it is executed.

In FY 2022, these resources will be used as follows:
- **Project Name:** Legacy Case Management System Initiative
  - **Funding Estimate**: $2,550,000
  - **Project/Activity Description:** The Department has a significant number of legacy IT case management mission applications. These applications are built on poor-performing and often obsolete client-server technologies that pose cost, security, and support challenges. By modernizing these applications, the systems will provide more efficient business workflows for agencies and reporting organizations. The public will also have a much improved interface to submit case information, search data, and assess the publicly reported data. DOL will allocate these resources to legacy case management systems based on DOL's Strategic Plan and IT Strategic Goals and Objectives.
  - **Outcomes/Benefits:** Examples of outcomes and benefits will include:
    - (1) Improved submission capability with lower error rate and verified submission.
    - (2) Modernized workflow systems to streamline validation efforts.
    - (3) Simplified data mining for the general public via improved search capability and data extract capabilities.

- ▪ (4) Leverages common DOL platform solutions which minimizes ongoing maintenance and unique upgrade requirements.
  - o **Estimated Start Date**: Projects across several agencies will be considered by Departmental leadership for a contribution matching the Agency investment. One Agency project is approved with 4 additional projects under assessment.
  - o **Estimate End Date**: Modernization plans for two major DOL systems span five years.
  - o **Percent Complete:** 0%

- • **Project Name:** Cybersecurity Enhancements
  - o **Funding Estimate**: $1,700,000
  - o **Project/Activity Description:** DHS continuously refines cybersecurity standards and operating guidelines. Agencies are mandated to operate a 24 hours x 7 days per week Security Operations Center (SOC). DOL plans are to initially enable the SOC towards the end of FY 2020 but will work to enhance monitoring and response capabilities in FY 2021.
  - o **Outcomes/Benefits:** Examples of outcomes and benefits will include:
    - ▪ (1) Establish and refine 24x7 cybersecurity monitoring capability.
    - ▪ (2) Maintain compliance with updated DHS cybersecurity monitoring toolset requirements.
    - ▪ (3) Enhance DOL cybersecurity incident response processes and capabilities.
  - o **Estimated Start Date**: Project will begin in September, 2020.
  - o **Estimate End Date**: Enhancements will be ongoing as guidance from DHS dictates.
  - o **Percent Complete:** 5%

- • **Project Name:** Remote Productivity and Unified Communications
  - o **Funding Estimate**: $2,000,000
  - o **Project/Activity Description:** DOL is working to enhance remote work capabilities across the Department. Over the last few years, DOL has been methodically upgrading locations with enhanced telecommunications capabilities that were instrumental in enabling the immediate transition to maximum telework. As the government transitions to a hybrid remote/onsite model, DOL is looking to accelerate deployments to smaller locations to facilitate seamless incoming and outgoing communications regardless of onsite or remote location.
  - o **Outcomes/Benefits:** Examples of outcomes and benefits will include:
    - ▪ (1) Increased number of DOL FTE enabled with softphone capability.
    - ▪ (2) Expand wi-fi enabled DOL office locations.
    - ▪ (3) Enable video conference capabilities with external entities.
    - ▪ (4) Establish electronic fax capability.
    - ▪ (5) Integrate Microsoft Teams with external video conference capabilities.
    - ▪ (6) Implement electronic white board capabilities.
  - o **Estimated Start Date:** Project continues from FY 2017
  - o **Estimate End Date**: Projected completion dependent on funding and both technical and financial viability of smaller locations.

- o **Percent Complete:** 50%

- **Project Name:** Shared Services Enablement
  - o **Funding Estimate**: $2,000,000
  - o **Project/Activity Description:** DOL is in the midst of establishing shared services for Human Resources, Procurement, Personnel Security, and Information Technology. This effort provides the opportunity for DOL to standardize and streamline processes. As a result of the combined services, the scale is such that automation of enterprise processes can drive accuracy and efficiency to help realize the promise of enterprise scale.
  - o **Outcomes/Benefits:** Examples of outcomes and benefits will include:
    - ▪ (1) Ease service request inception for all service types.
    - ▪ (2) Improve tracking and status reporting on in process requests.
    - ▪ (3) Facilitate and standardize enterprise workflows to accelerate request cycle times for all services.
  - o **Estimated Start Date:** FY 2021
  - o **Estimate End Date**: FY 2022
  - o **Percent Complete:** 0%

- **Project Name:** Grant Management Modernization
  - o **Funding Estimate**: $6,750,000
  - o **Project/Activity Description:** Nearly one-third of the Department's Agencies engage in grant awards which account for over half of the appropriated budget. Grant awards are administered on a set of legacy systems that are inefficient and inflexible. DOL plans to migrate the seven grant-awarding agencies to the Federal Shared Services GrantSolutions managed by the Department of Health and Human Services. This shared service application will provide a fully featured, modern, cloud-hosted application. Part of the shared service advantage is that the system will prioritize timely modifications to meet changing regulations.
  - o **Outcomes/Benefits:** Examples of outcomes and benefits will include:
    - ▪ (1) Improved award capability with accelerated time to award.
    - ▪ (2) Modernized workflow system to streamline validation efforts.
    - ▪ (3) Simplified data analysis and grantee validation and reporting capability.
  - o **Estimated Start Date**: Project will begin in FY 2020 with Program investments; FY 2021 migration costs will be shared by DOL agencies with a portion of the migration funded via MGT Act WCF.
  - o **Estimate End Date**: Migrations are projected to continue into FY 2023.
  - o **Percent Complete:** 5%

As projects move forward, OCIO will review funding estimates and adjust as necessary to meet operational needs. The total amounts will not exceed $15,000,000.

Below is the list of accounts that will transfer the expired unobligated balances into the FY 2022 WCF. The estimates are based on historical data on these accounts. In FY 2022, the Department will review the balances in each account and will adjust the transfer amounts accordingly. In

addition to the accounts list below, other grant accounts eligible for transfer in FY 2022 include the Training and Employment Service and State Unemployment Insurance and Employment Service Operations.

AGENCY APPLICATIONS

FY 2022 Estimated Unobligated Balances Available for Transfers

Appropriation	Account	Estimated Transfer
Bureau of Labor Statistics	016-2020-2020-0200	$500,000
Bureau of Labor Statistics	016-2019-2019-0200	$1,000,000
Departmental Management	016-2020-2020-0165	$300,000
Departmental Management	016-2019-2019-0165	$700,000
Employee Benefits Security Administration	016-2020-2020-1700	$150,000
Employee Benefits Security Administration	016-2019-2019-1700	$200,000
Employment and Training Admin.-Program Admin.	016-2020-2020-0172	$100,000
Employment and Training Admin.-Program Admin.	016-2019-2019-0172	$200,000
Employment and Training Admin.-Job Corps Admin.	016-2020-2020-0181	$100,000
Employment and Training Admin.-Job Corps Admin.	016-2019-2019-0181	$150,000
Mine Safety and Health Administration	016-2020-2020-1200	$500,000
Mine Safety and Health Administration	016-2019-2019-1200	$600,000
Office of Disability Employment Policy	016-2020-2020-0166	$40,000
Office of Disability Employment Policy	016-2019-2019-0166	$50,000
Office of Inspector General	016-2020-2020-0106	$100,000
Office of Inspector General	016-2019-2019-0106	$140,000
Office of Federal Contract Compliance Programs	016-2020-2020-0148	$300,000
Office of Federal Contract Compliance Programs	016-2019-2019-0148	$400,000
Office of Labor-Management Standards	016-2020-2020-0150	$30,000
Office of Labor-Management Standards	016-2019-2019-0150	$70,000
Occupational Safety and Health Administration	016-2020-2020-0400	$500,000
Occupational Safety and Health Administration	016-2019-2019-0400	$800,000
Office of Workers' Compensation Programs	016-2020-2020-0163	$300,000
Office of Workers' Compensation Programs	016-2019-2019-0163	$700,000
Veterans' Employment and Training Service	016-2020-2020-0164	$100,000
Veterans' Employment and Training Service	016-2019-2019-0164	$500,000
Wage and Hour Division	016-2020-2020-0143	$20,000
Wage and Hour Division	016-2020-2020-0143	$50,000
Wage and Hour Division	016-2019-2019-0143	$400,000
Subtotal, Salaries and Expenses		***$9,000,000***
Employment and Training Admin.-Job Corps Ops.	016-2019-2020-0181	$1,500,000
Employment and Training Admin.-Job Corps Ops.	016-2020-2021-0181	$1,500,000
Employment and Training Admin.-Training and Employment Services	016-2019-2020-0174	$1,500,000
Community Service Employment for Older Americans	016-2019-2020-0175	$1,500,000
Subtotal, Grants		***$6,000,000***
Total		***$15,000,000***

AGENCY APPLICATIONS

		FY 2020 Revised Enacted	FY 2021 Enacted	FY 2022 Request	Diff. FY22 Request / FY21 Enacted
BUDGET ACTIVITY BY OBJECT CLASS					
(Dollars in Thousands)					
11.1	Full-time permanent	24,295	21,898	22,765	867
11.3	Other than full-time permanent	0	0	15	15
11.5	Other personnel compensation	0	660	660	0
11.9	Total personnel compensation	24,295	22,558	23,440	882
12.1	Civilian personnel benefits	7,935	7,213	7,556	343
21.0	Travel and transportation of persons	0	260	260	0
25.1	Advisory and assistance services	0	4,341	4,341	0
25.2	Other services from non-Federal sources	0	504	504	0
25.3	Other goods and services from Federal sources 1/	0	1	1	0
25.7	Operation and maintenance of equipment	0	158,867	194,994	36,127
26.0	Supplies and materials	0	178	198	20
31.0	Equipment	0	0	0	0
	Total	**32,230**	**193,922**	**231,294**	**37,372**
1/Other goods and services from Federal sources					
	Working Capital Fund	0	1	1	0

AGENCY APPLICATIONS

CHANGES IN FY 2022
(Dollars in Thousands)

Activity Changes
  Built-In
    To Provide For:

Costs of pay adjustments	$274
Personnel benefits	147
Travel and transportation of persons	0
Advisory and assistance services	0
Other services from non-Federal sources	0
Working Capital Fund	0
Operation and maintenance of equipment	0
Supplies and materials	0
Equipment	0
Built-Ins Subtotal	**$421**
Net Program	**$36,951**
Direct FTE	**6**

	Estimate	FTE
Base	**$194,343**	**151**
Program Increase	**$36,951**	**6**
Program Decrease	**$0**	**0**