

**FY 2024**

**CONGRESSIONAL BUDGET JUSTIFICATION**

**WORKING CAPITAL FUND PROGRAMS**

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# WORKING CAPITAL FUND PROGRAMS

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## WORKING CAPITAL FUND PROGRAMS

<b>AMOUNTS AVAILABLE FOR OBLIGATION</b>						
(Dollars in Thousands)						
	FY 2022 Revised Enacted		FY 2023 Revised Enacted		FY 2024 Request	
	FTE	Amount	FTE	Amount	FTE	Amount
<b>A. Appropriation</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>
Expired Funds Transfer Authority	0	\$15,000	0	\$18,000	0	\$27,000
DOL Reimbursements	1,092	\$706,621	1,140	\$769,908	1,208	\$786,692
DOL Reimbursements - American Rescue Plan	31	\$0	24	\$0	0	\$0
Unobligated Balances Carried Forward from Prior Year	0	\$97,566	0	\$135,680	0	\$25,000
Recoveries	0	\$5,881	0	\$10,000	0	\$10,000
Technology Modernization Fund Transfer	0	\$0	0	\$7,100	0	\$0
Non-DOL Reimbursements	0	\$0	0	\$1,500	0	\$15,000
<b>B. Gross Budget Authority</b>	<b>1,123</b>	<b>\$825,068</b>	<b>1,164</b>	<b>\$942,188</b>	<b>1,208</b>	<b>\$863,692</b>
Unobligated Balances Carried Forward from Prior Year	0	-\$97,566	0	-\$135,680	0	-\$25,000
Transfer from Expired/Unexpired Accounts	0	-\$2,007	0	\$0	0	\$0
Recoveries	0	-\$5,881	0	-\$10,000	0	-\$10,000
Technology Modernization Fund Transfer	0	\$0	0	-\$7,100	0	\$0
<b>C. Obligational Authority</b>	<b>1,123</b>	<b>\$719,614</b>	<b>1,164</b>	<b>\$789,408</b>	<b>1,208</b>	<b>\$828,692</b>
Unobligated Balances Carried Forward from Prior Year	0	\$97,566	0	\$135,680	0	\$25,000
Transfer from Expired/Unexpired Accounts	0	\$0	0	\$0	0	\$0
Recoveries	0	\$5,881	0	\$10,000	0	\$10,000
Technology Modernization Fund Transfer	0	\$0	0	\$7,100	0	\$0
<b>D. Total Budgetary Resources</b>	<b>1,122</b>	<b>\$823,061</b>	<b>1,164</b>	<b>\$942,188</b>	<b>1,208</b>	<b>\$863,692</b>
Unobligated Balance Carried Forward and FTE lapse	1	-\$135,680	0	-\$25,000	0	\$0
<b>E. Total, Estimated Obligations</b>	<b>1,123</b>	<b>\$687,381</b>	<b>1,164</b>	<b>\$917,188</b>	<b>1,208</b>	<b>\$863,692</b>

# WORKING CAPITAL FUND PROGRAMS

## SUMMARY OF CHANGES

(Dollars in Thousands)

	FY 2023 Revised Enacted	FY 2024 Request	Net Change
<b>Budget Authority</b>			
General Funds	\$769,909	\$786,693	+\$16,784
Total	\$769,909	\$786,693	+\$16,784
<b>Full Time Equivalents</b>			
General Funds	1,164	1,208	44
Total	1,164	1,208	44

Explanation of Change	FY 2024 Change							
	FY 2023 Base		Trust Funds		General Funds		Total	
	FTE	Amount	FTE	Amount	FTE	Amount	FTE	Amount
<b>Increases:</b>								
<b>A. Built-Ins:</b>								
To Provide For:								
Costs of pay adjustments	1,164	\$130,508	0	\$0	0	\$0	0	\$0
Personnel benefits	0	\$54,860	0	\$0	0	\$0	0	\$0
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	\$1,760	0	\$0	0	\$0	0	\$0
Transportation of things	0	\$3	0	\$0	0	\$0	0	\$0
Rental payments to GSA	0	\$9,301	0	\$0	0	\$0	0	\$0
Rental payments to others	0	\$0	0	\$0	0	\$0	0	\$0
Communications, utilities, and miscellaneous charges	0	\$25,250	0	\$0	0	\$0	0	\$0
Printing and reproduction	0	\$42	0	\$0	0	\$0	0	\$0
Advisory and assistance services	0	\$65,372	0	\$0	0	\$0	0	\$0
Payments for medical care	0	\$8	0	\$0	0	\$0	0	\$0
Other services from non-Federal sources	0	\$59,312	0	\$0	0	\$0	0	\$0
Working Capital Fund	0	\$10,908	0	\$0	0	\$0	0	\$0
Other Federal sources (DHS Charges)	0	\$12,491	0	\$0	0	\$0	0	\$0
Other goods and services from Federal sources	0	\$837	0	\$0	0	\$0	0	\$0
Research & Development Contracts	0	\$0	0	\$0	0	\$0	0	\$0
Operation and maintenance of facilities	0	\$11,244	0	\$0	0	\$0	0	\$0
Operation and maintenance of equipment	0	\$369,954	0	\$0	0	\$0	0	\$0
Supplies and materials	0	\$3,049	0	\$0	0	\$0	0	\$0
Equipment	0	\$15,010	0	\$0	0	\$0	0	\$0
Insurance claims and indemnities	0	\$0	0	\$0	0	\$0	0	\$0

## WORKING CAPITAL FUND PROGRAMS

Explanation of Change	FY 2024 Change							
	FY 2023 Base		Trust Funds		General Funds		Total	
	FTE	Amount	FTE	Amount	FTE	Amount	FTE	Amount
Land and Structures	0	\$0	0	\$0	0	\$0	0	\$0
<b>Built-Ins Subtotal</b>	<b>1,164</b>	<b>+\$769,909</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>
<b>B. Programs:</b>								
Transforming Customer Experience	0	\$0	0	\$0	17	\$5,300	17	\$5,300
Language Access Services	0	\$0	0	\$0	4	\$4,000	4	\$4,000
Implementing the Departmental DEIA Strategic Plan	2	\$1,000	0	\$0	4	\$3,000	4	\$3,000
Building a Robust Centralized Internship Program	0	\$0	0	\$0	10	\$2,700	10	\$2,700
Talent Team	0	\$0	0	\$0	9	\$1,784	9	\$1,784
<b>Programs Subtotal</b>			<b>0</b>	<b>\$0</b>	<b>44</b>	<b>+\$16,784</b>	<b>44</b>	<b>+\$16,784</b>
<b>Total Increase</b>	<b>1,164</b>	<b>+\$769,909</b>	<b>0</b>	<b>\$0</b>	<b>44</b>	<b>+\$16,784</b>	<b>44</b>	<b>+\$16,784</b>
<b>Decreases:</b>								
<b>A. Built-Ins:</b>								
To Provide For:								
<b>Built-Ins Subtotal</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>
<b>B. Programs:</b>								
<b>Total Decrease</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>
<b>Total Change</b>	<b>1,164</b>	<b>+\$769,909</b>	<b>0</b>	<b>\$0</b>	<b>44</b>	<b>+\$16,784</b>	<b>44</b>	<b>+\$16,784</b>

## WORKING CAPITAL FUND PROGRAMS

<b>SUMMARY BUDGET AUTHORITY AND FTE BY ACTIVITY</b>								
(Dollars in Thousands)								
	FY 2022 Revised Enacted		FY 2023 Revised Enacted		FY 2024 Request		Diff. FY24 Request / FY23 Revised Enacted	
	FTE	Amount	FTE	Amount	FTE	Amount	FTE	Amount
<b>Financial and Administrative Services</b>	<b>391</b>	<b>171,269</b>	<b>398</b>	<b>176,298</b>	<b>419</b>	<b>185,598</b>	<b>21</b>	<b>9,300</b>
General Funds	391	171,269	398	176,298	419	185,598	21	9,300
<b>Field Services</b>	<b>99</b>	<b>21,540</b>	<b>98</b>	<b>22,454</b>	<b>98</b>	<b>22,454</b>	<b>0</b>	<b>0</b>
General Funds	99	21,540	98	22,454	98	22,454	0	0
<b>Human Resources</b>	<b>294</b>	<b>65,488</b>	<b>299</b>	<b>69,285</b>	<b>322</b>	<b>76,769</b>	<b>23</b>	<b>7,484</b>
General Funds	294	65,488	299	69,285	322	76,769	23	7,484
<b>IT Operations</b>	<b>188</b>	<b>167,022</b>	<b>204</b>	<b>174,065</b>	<b>204</b>	<b>174,065</b>	<b>0</b>	<b>0</b>
General Funds	188	167,022	204	174,065	204	174,065	0	0
<b>Telecommunications</b>	<b>0</b>	<b>27,047</b>	<b>0</b>	<b>20,004</b>	<b>0</b>	<b>20,004</b>	<b>0</b>	<b>0</b>
General Funds	0	27,047	0	20,004	0	20,004	0	0
<b>Agency Applications</b>	<b>151</b>	<b>252,755</b>	<b>165</b>	<b>306,303</b>	<b>165</b>	<b>306,303</b>	<b>0</b>	<b>0</b>
General Funds	151	252,755	165	306,303	165	306,303	0	0
<b>Non-DOL Reimbursables</b>	<b>0</b>	<b>1,500</b>	<b>0</b>	<b>1,500</b>	<b>0</b>	<b>1,500</b>	<b>0</b>	<b>0</b>
General Funds	0	1,500	0	1,500	0	1,500	0	0
<b>Total</b>	<b>1,123</b>	<b>706,621</b>	<b>1,164</b>	<b>769,909</b>	<b>1,208</b>	<b>786,693</b>	<b>44</b>	<b>16,784</b>
<b>General Funds</b>	<b>1,123</b>	<b>706,621</b>	<b>1,164</b>	<b>769,909</b>	<b>1,208</b>	<b>786,693</b>	<b>44</b>	<b>16,784</b>

NOTE: FY 2022 reflects actual FTE.



## WORKING CAPITAL FUND PROGRAMS

<b>BUDGET AUTHORITY BY OBJECT CLASS</b>					
(Dollars in Thousands)					
		<b>FY 2022 Revised Enacted</b>	<b>FY 2023 Revised Enacted</b>	<b>FY 2024 Request</b>	<b>Diff. FY24 Request / FY23 Revised Enacted</b>
	Full-Time Equivalent				
	Full-time Permanent	1,123	1,164	1,208	44
	Total	1,123	1,164	1,208	44
	Total Number of Full-Time Permanent Positions	1,123	1,164	1,208	44
	Average ES Salary	\$173,528	\$186,093	\$195,769	\$9,676
	Average GM/GS Grade	13	13	13	0
	Average GM/GS Salary	\$122,982	\$128,922	\$135,625	\$6,703
	Average Salary of Wage Grade Positions	0	0	0	0
11.1	Full-time permanent	152,449	126,608	132,493	5,885
11.3	Other than full-time permanent	71	79	134	55
11.5	Other personnel compensation	4,415	3,821	3,821	0
11.8	Special personal services payments	0	0	0	0
11.9	<b>Total personnel compensation</b>	<b>156,935</b>	<b>130,508</b>	<b>136,448</b>	<b>5,940</b>
12.1	Civilian personnel benefits	61,547	54,860	56,232	1,372
13.0	Benefits for former personnel	0	0	0	0
21.0	Travel and transportation of persons	1,626	1,760	1,760	0
22.0	Transportation of things	2	3	3	0
23.0	Rent, Communications, and Utilities	0	0	0	0
23.1	Rental payments to GSA	10,709	9,301	9,301	0
23.2	Rental payments to others	0	0	0	0
23.3	Communications, utilities, and miscellaneous charges	30,063	25,250	25,250	0
24.0	Printing and reproduction	40	42	42	0
25.1	Advisory and assistance services	53,952	65,372	74,844	9,472
25.2	Other services from non-Federal sources	48,129	59,312	59,312	0
25.3	Other goods and services from Federal sources 1/	21,833	24,236	24,236	0
25.4	Operation and maintenance of facilities	6,235	11,244	11,244	0
25.5	Research and development contracts	0	0	0	0
25.6	Medical Care	0	8	8	0
25.7	Operation and maintenance of equipment	297,505	369,954	369,954	0
26.0	Supplies and materials	2,917	3,049	3,049	0
31.0	Equipment	15,128	15,010	15,010	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
	<b>Total</b>	<b>706,621</b>	<b>769,909</b>	<b>786,693</b>	<b>16,784</b>
	1/Other goods and services from Federal sources				
	Services by Other Government Departments	1,124	0	0	0
	DHS Services	10,501	12,491	12,491	0
	CIGIE	456	837	837	0
	Working Capital Fund	9,727	10,908	10,908	0
	GSA Services	20	0	0	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 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. 26 29 USC 564			Mar. 5, 1970
Pub. L. 102-394	Working capital fund; comprehensive program of centralized services	Stat. 1798 29 USC 567			Oct. 6, 1992
Pub. L. 103-112	Working capital fund; establishment of an Investment in Reinvention Fund (IRF)	Stat. 1088 29 USC 563a			Oct. 21, 1993
Pub. L. 104-134	Working capital fund; amended statute to eliminate cap on carryover balances and increase unobligated balance transfer authority	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 for the maintenance and operating of a comprehensive program of centralized services. The WCF is reimbursed in advance from funds available to DOL customer agencies. These centralized services, and the associated reserve that must be maintained for workers' annual leave, compensation and depreciation of capitalized equipment, must not exceed the amount that has been advanced.

Some of the critical administrative functions that are currently financed through the WCF are the Department's information technology (IT), including infrastructure and most agency IT applications; human resources services; procurement; financial operations, including invoice payment services; space management and Frances Perkins Building operations; worker safety and health; and records management.

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.

Through the WCF, agencies receive crucial administrative support in ensuring the Department implements the President's priorities around equity. The WCF provides funding for the functions described below.

The Office of the Assistant Secretary for Administration and Management (OASAM) will focus on the following activities to support these priorities:

- Advance Diversity, Equity, Inclusion, and Accessibility at DOL
- Modernize legacy applications
- Leverage DOL's federal buying power while supporting small, women-owned, and minority-owned businesses
- Maintain a safe and secure workplace

The Office of the Chief Financial Officer (OCFO) provides financial management leadership, direction, and guidance to the Office of the Secretary of Labor and all DOL agencies on matters arising from financial statutes, as appropriate. Accurate and timely financial information is essential to DOL's accountability to stakeholders and facilitates data-driven operational, budget, and policy decisions. OCFO supports DOL's programs and operations by providing reliable, relevant, and timely financial information and analysis. OCFO fulfilling its responsibilities contributes directly to all the DOL agencies accomplishing their missions and allows the DOL agencies to collect and analyze data to better identify and understand the workers they serve, and the needs of the historically marginalized and underserved communities. OCFO supports DOL agencies' programs

## WORKING CAPITAL FUND PROGRAMS

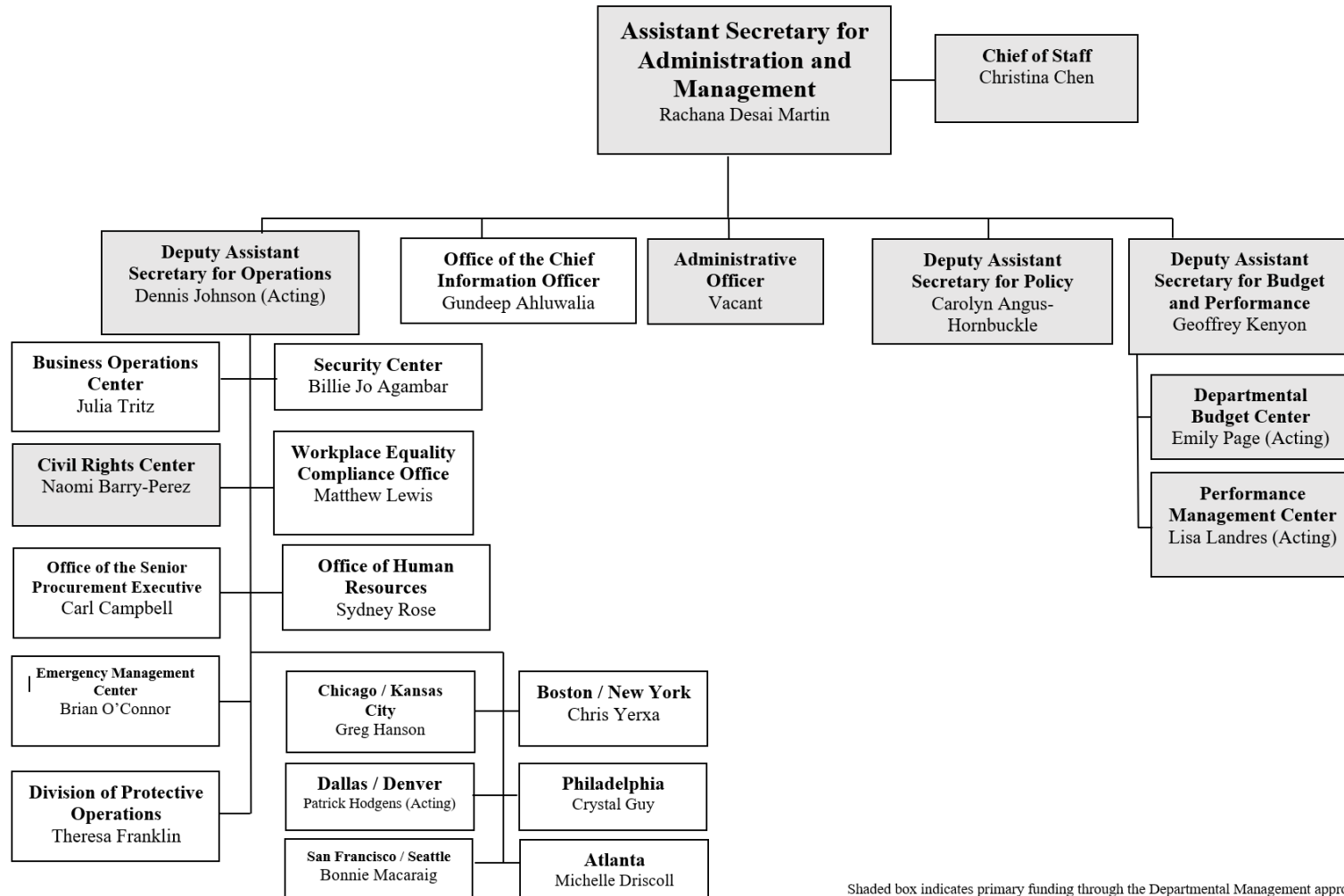
and operations which allows the Department to engage with underserved communities to advance equity.

The Office of the Secretary and the Executive Secretariat provide Departmental support through the facilitation of correspondence and communications. The Executive Secretariat equitably processes and provides procedures to assist agencies in producing timely, accurate, and quality responses to Executive Correspondence addressed to the Secretary, Deputy Secretary, and DOL's Executive Staff from stakeholders and constituents. The Executive Secretariat also secures appropriate clearance of decision memoranda and other documents requiring Secretarial or Deputy Secretarial signature and approval and assists the decision-making process by providing relevant policy and background information. Additionally, the Agency Liaison Officers (ALOs) within the Executive Secretariat cover assigned portfolios of Departmental agencies and assist in the processing and clearing of executive correspondence and decisions.

Finally, the Office of Public Affairs (OPA) supports equity through communication with external and internal stakeholders. In this role, OPA supports the goals of the Executive Orders by developing accessible content in plain language that amplifies departmental programs and initiatives. OPA aims its communication strategies to meet workers wherever they are, to resolve their inquiries on first contact and to uplift underserved and vulnerable populations by highlighting their cause whether through digital content, news releases, live events or on-camera messages. OPA issues news releases and conducts outreach on enforcement cases, which often involve the most vulnerable workers across industries. As a common practice, OPA uses BLS data when publicizing enforcement actions that often highlight the number of workers impacted when employers don't properly pay employees, fail to protect workers or misuse employee's pension or health contributions. In addition, OPA's National Contact Center (NCC) receives customer inquiries from workers across the United States. Basic customer information is tracked, analyzed and reported to DOL agencies which is then used strategically to identify the wage earners who are most vulnerable and in need of DOL services.

# WORKING CAPITAL FUND PROGRAMS

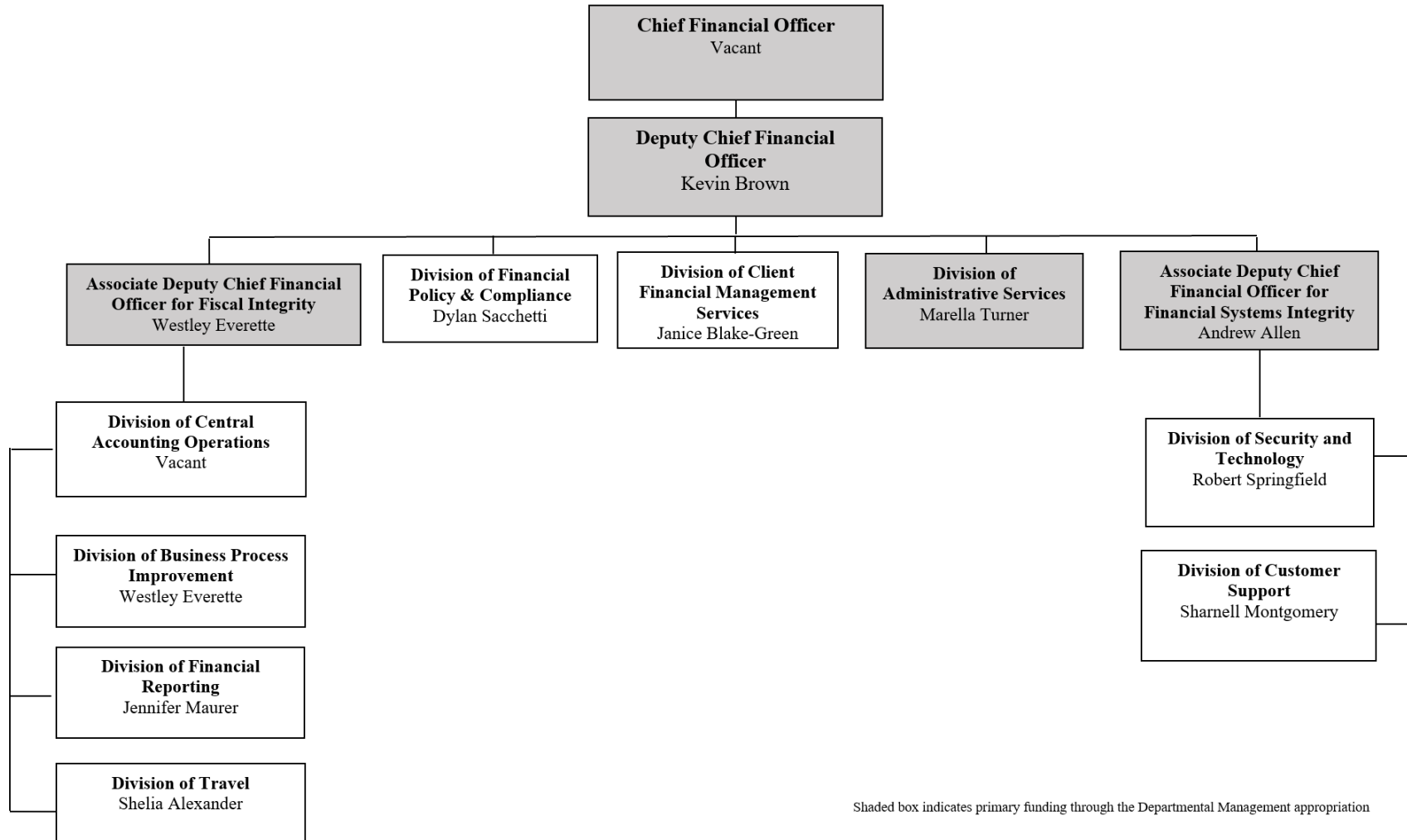
## OFFICE OF ASSISTANT SECRETARY FOR ADMINISTRATION AND MANAGEMENT



Shaded box indicates primary funding through the Departmental Management appropriation

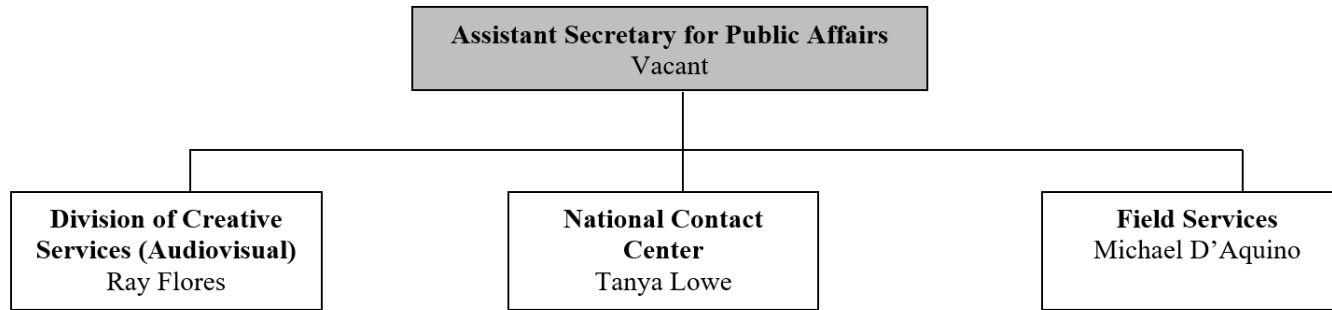
# WORKING CAPITAL FUND PROGRAMS

## OFFICE OF THE CHIEF FINANCIAL OFFICER



# WORKING CAPITAL FUND PROGRAMS

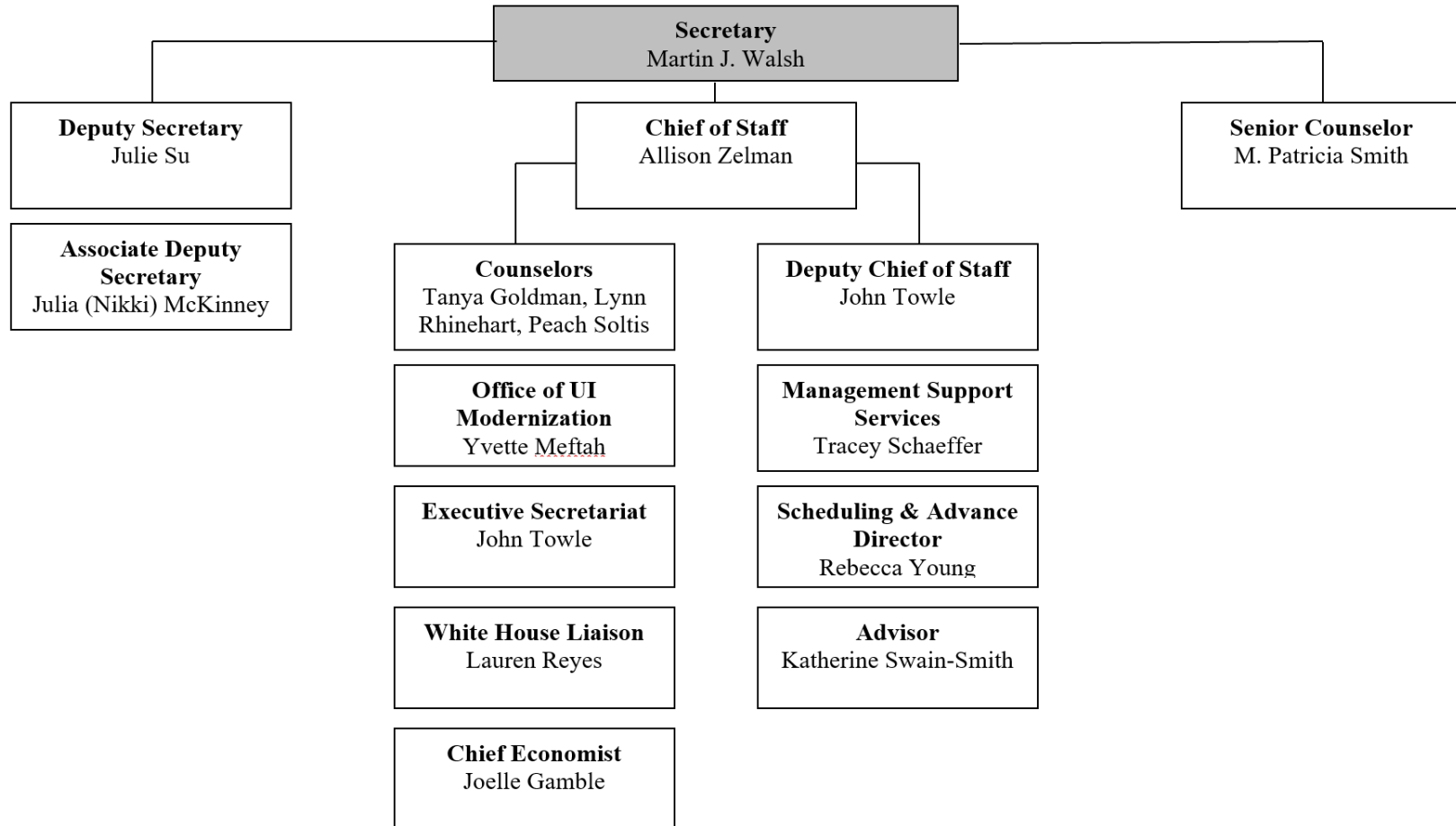
## OFFICE OF PUBLIC AFFAIRS



Shaded box indicates primary funding through the Departmental Management appropriation

# WORKING CAPITAL FUND PROGRAMS

## OFFICE OF THE SECRETARY





## WORKING CAPITAL FUND PROGRAMS

### OFFICE OF THE SECRETARY (Continued)

**Office of UI  
Modernization**  
Yvette Meftah

**Management Support  
Services**  
Tracey Schaeffer

**Executive Secretariat**  
John Towle

**Scheduling & Advance  
Director**  
Rebecca Young

**White House Liaison**  
Lauren Reyes

**Advisor**  
Katherine Swain-Smith

**Chief Economist**  
Joelle Gamble



## FINANCIAL AND ADMINISTRATIVE SERVICES

<b>BUDGET AUTHORITY BEFORE THE COMMITTEE</b>				
(Dollars in Thousands)				
	<b>FY 2022 Revised Enacted</b>	<b>FY 2023 Revised Enacted</b>	<b>FY 2024 Request</b>	<b>Diff. FY24 Request / FY23 Revised Enacted</b>
<b>Activity Appropriation</b>	<b>171,269</b>	<b>176,298</b>	<b>185,598</b>	<b>9,300</b>
FTE	391	398	419	21

NOTE: FY 2022 reflects actual FTE. Authorized FTE for FY 2022 was 399.

### **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.

### **Office of the Assistant Secretary for Administration and Management**

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 Office of Human Resources, Office of the Chief Information Officer, and Field Services is provided in other activities in the WCF budget.

#### *Business Operations Center*

The Business Operations Center (BOC) provides a wide range of customer-focused business services in support of Department programs, including employee safety and occupational health; workers’ compensation services; library and information services; mail management; facilities management and real property management; sustainability management and climate adaptation actions; fleet management; personal property management; and operations and maintenance of the aging Frances Perkins Building (FPB), the Department’s National Headquarters that was dedicated in 1974.

#### *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.

#### *Civil Rights Center*

The Civil Rights Center (CRC) is responsible for managing the Department’s Reasonable Accommodation Resource Center (RARC) and Centralized Accommodation Fund (CAF).

## FINANCIAL AND ADMINISTRATIVE SERVICES

Specifically, RARC provides guidance and information about, and facilitates the provision of, reasonable accommodations for DOL employees and applicants for DOL employment who have disabilities. By doing so, RARC supports the Department's commitment to persons with disabilities and efforts to create and maintain an inclusive, accessible work environment where all employees can reach their potential and maximize their contributions. Additionally, the RARC and CAF specifically serve to facilitate the Department's compliance with equal employment opportunity law by working to ensure that employees with disabilities are effectively accommodated.

In FY 2023, CRC worked to establish a Centralized Office of Language Assistance (COLA). COLA establishes and applies consistent standards to promote the effective delivery of language access services across agencies and regions depending on demographic representation and agency service delivery modes; provides technical assistance to DOL subagency staff responsible for implementing agency-specific LEP plans; develops and provides training to DOL employees on language access policies and procedures; oversees the ongoing translation of vital information on DOL's websites (e.g. dol.gov and worker.gov) and publications in coordination with OCIO; and works with OPA and others to ensure the Department's communications are reaching LEP communities. By doing so, COLA advances the commitments set forth in Executive Orders 13985 and 13166 by supporting underserved communities and improving access to DOL conducted programs and activities for LEP individuals.

### *Departmental Budget Center*

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

### *Emergency Management Center*

The Emergency Management Center (EMC) leads the Department's emergency management and continuity 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.

### *Security Center*

The Security Center (SC) provides leadership on all matters relating to physical and national security and is the shared services provider for personnel security and suitability for the Department of Labor. The SC is dedicated to ensuring a safe and secure workplace, and ensures Federal and contract employees are suitable and/or fit for employment with DOL. The SC develops and implements security policy and is responsible for the protection of employees, visitors, personal property, classified information, and manages the Insider Threat and Counterintelligence Programs. The SC manages the Homeland Security Presidential Directive (HSPD) 12 Program elements: employee identity verification, issuance and maintenance of the personal identity verification (PIV) cards for DOL, and Physical Access Control that includes the gates and guards at the DOL National Office. The SC is also responsible for life safety and emergency response in the Frances Perkins Building (FPB), and for occupant emergency planning in all DOL facilities.

## **FINANCIAL AND ADMINISTRATIVE SERVICES**

### *Workplace Equality Compliance Office*

The Workplace Equality Compliance Office (WECO) works in collaboration with the CRC, OHR, and the Office of the Solicitor to process reasonable accommodation requests; investigate and address complaints under the Secretary's Harassing Conduct policy; and facilitate the early resolution of EEO complaints through alternative dispute resolution for the client agencies it services.

### *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 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.

### Office of Public Affairs

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

### Executive Secretariat

The Executive Secretariat oversees correspondence control and the Department's management support unit. The Executive Secretariat also secures appropriate clearance of decision memoranda and other documents requiring Secretarial or Deputy Secretarial signature and approval and assists the decision-making process by providing relevant policy and background information. Additionally, The Executive Secretariat's Agency Liaison Officers (ALOs) cover assigned portfolios of Departmental agencies and assist in the processing and clearing of Executive correspondence.

### **Five-Year Budget Activity History**

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

## **FINANCIAL AND ADMINISTRATIVE SERVICES**

### **FY 2024**

In FY 2024, \$185,598,151 is requested for FAS activities, supporting 419 FTE. This funding level includes \$5,300,000 and 17 FTE for implementing customer experience improvement projects and providing training to DOL employees on process improvement, customer journey mapping, and human centered and behavioral design. This Department aims to transform customer experience and improve the timeliness and quality of services with these funds, while advancing the President's Management Agenda Priority 2, Delivering Excellent, Equitable, and Secure Federal Services and Customer Experience.

This request also includes \$4,000,000 and 4 FTE to expand the Centralized Office of Language Access (COLA), including to expanding its reach through the implementation of a comprehensive contract to facilitate translation and interpretation as well as provide related support to Departmental agencies so that Limited English Proficiency individuals can have meaningful access to the programs, services and information offered by the Department. COLA will also contribute to ongoing efforts to translate dol.gov and worker.gov into the languages most commonly used by vulnerable workers; provide technical assistance to DOL staff responsible for implementing agency-specific LEP plans; develop and provide training to DOL employees (and other stakeholders, if appropriate) on language access policies and procedures; provide support in the creation of tools that may assist the agency in providing services to LEP individuals; and, facilitate outreach and engagement with community-based organizations and LEP customers.

FAS will continue to support the Department's future of work planning and implementation; maintain an infrastructure and culture inclusive of all employees with disabilities; support small, women-owned, and minority-owned businesses; maintain a safe and secure workplace; and seek opportunities to improve and streamline services.

### **FY 2023**

In FY 2023, \$176,298,151 is provided for FAS activities, supporting 398 FTE.

Major priorities in FY 2023 for FAS include broadening access to information for workers with limited English proficiency; establishing a Department-wide infrastructure and culture inclusive of all employees with disabilities; guiding the Department's future of work planning and implementation; leveraging DOL's federal buying power, while supporting small, women-owned, and minority-owned businesses; maintaining a safe and secure workplace; and promoting a culture of customer service within the Department.

### **FY 2022**

In FY 2022, \$171,269,438 was provided for FAS activities, supporting 391 FTE. Major priorities in FY 2022 for FAS included promoting innovative procurement practices to streamline the acquisition process and leverage DOL's federal buying power; guiding the Department through reentry, post-reentry and future of work; maintaining a safe, sustainable, and secure workplace; promoting an equitable, inclusive, engaged, and accessible workplace; supporting small, women-

## **FINANCIAL AND ADMINISTRATIVE SERVICES**

owned, and minority-owned businesses; promoting a culture of customer service within the Department, and streamlining administrative services to improve the efficiency and quality of service delivery.

## FINANCIAL AND ADMINISTRATIVE SERVICES

<b>WORKLOAD AND PERFORMANCE SUMMARY</b>						
	<b>FY 2022 Revised Enacted</b>		<b>FY 2023 Revised Enacted</b>	<b>FY 2024 Request</b>		
	<b>Target</b>	<b>Result</b>	<b>Target</b>	<b>Target</b>		
<b>Financial and Administrative Services</b>						
<b>Strategic Goal ALL - All Strategic Goals</b>						
<b>Strategic Objective ALL.1 - All Strategic Objectives</b>						
OPA-WCF-3	Trouble Tickets resolved on First Contact with the customer		80.00%	93.00%	80.00%	80.00%
OPA-WCF-4	Average Speed of Response (seconds)		30	32	30	30
<b>Strategic Goal 5 - A Department Grounded in Innovation, Evidence, and Employee Engagement</b>						
<b>Strategic Objective OASAM M.1 - Drive innovation in administrative, management, and financial services.</b>						
OASAM- WCF-OSPE- 04	Percent of contracts awarded to small businesses (SB)		37.80%[r]	41.18%[r]	37.85%	TBD
OASAM- WCF-OSPE- 05	Percent of contracts awarded to small disadvantaged businesses (SDB)		28.00%	29.95%[r]	28.90%	TBD
OASAM- WCF-OSPE- 06	Percent of contracts awarded to small women owned businesses (WO)		5.00%	8.70%[r]	5.00%	5.00%
OASAM- WCF-OSPE- 18	Cumulative percent of addressable spend through Best In Class solutions		13.00%	13.72%	12.60%	TBD



## FINANCIAL AND ADMINISTRATIVE SERVICES

<b>WORKLOAD AND PERFORMANCE SUMMARY</b>					
		<b>FY 2022 Revised Enacted</b>		<b>FY 2023 Revised Enacted</b>	<b>FY 2024 Request</b>
		<b>Target</b>	<b>Result</b>	<b>Target</b>	<b>Target</b>
OASAM- WCF-OSPE- 19	Category Management: Cumulative percent of common spend that is under management, aligned to category management principles	56.00%	63.34%	62.00%	TBD
OASAM- WCF-BOC- 01	DOL Space Reduction	60,000	190,784	55,000	55,000
OASAM- WCF-BOC- 03	DOL total injury and illness case rate	1.00	1.45	1.00	1.00
OASAM- WCF-BOC- 06	Timely filing of wage-loss claims (form CA-7)	99.44%	100.00%	99.44%	99.44%
OASAM- WCF-BOC- 08	Carbon Emission Reductions in Electricity Purchases	[base]	--	2.00%[r]	TBD
OASAM- WCF-BOC- 09	DOL Fleet Zero Emission Vehicle (ZEV) Conversion	5.00%	0.00%	5.00%	TBD
<b>Strategic Objective OASAM M.3 - DOL as a model workplace</b>					
<b>4. Submit Background Investigation Request to DoD</b>					
OASAM- WCF-SC- 01S-DOL	Average number of days to submit a background security investigation request to DOD	14	4	14	14

## FINANCIAL AND ADMINISTRATIVE SERVICES

<b>WORKLOAD AND PERFORMANCE SUMMARY</b>					
		<b>FY 2022 Revised Enacted</b>		<b>FY 2023 Revised Enacted</b>	<b>FY 2024 Request</b>
		<b>Target</b>	<b>Result</b>	<b>Target</b>	<b>Target</b>
<b>3. Quality e-QIP Submissions</b>					
OASAM- WCF-SC- 02S-DOL	Percentage of quality e-QIP submissions sent to DoD from DPSS	95.00%	96.00%	95.00%	96.00%
<b>2. Adjudicate Background Investigation for Suitability</b>					
OASAM- WCF-SC- 03S-DOL	Average number of days to adjudicate a background investigation for suitability	90	39	90	90
<b>1. Adjudicate Background Investigation for National Security</b>					
OASAM- WCF-SC- 04S-DOL	Average number of days to adjudicate a background investigation for national security	20	2	20	20
OASAM- WCF-CRC- DEIA-21	RARC: Average number of days it takes for CRC to purchase equipment, services or assistive technology	--	--	[base]	TBD
OASAM- WCF-CRC- DEIA-22	Reasonable Accommodation: Average number of days for an RA request to be successfully deployed (by items)	37	37	35	34
<b>Strategic Objective OASAM M.2 - Strengthen the Department's commitment and capacity for evidence-based decision-making.</b>					
<b>Office of the Chief Financial Officer (OCFO)</b>					
<b>Strategic Goal 5 - A Department Grounded in Innovation, Evidence, and Employee Engagement</b>					

## FINANCIAL AND ADMINISTRATIVE SERVICES

<b>WORKLOAD AND PERFORMANCE SUMMARY</b>						
	<b>FY 2022 Revised Enacted</b>		<b>FY 2023 Revised Enacted</b>	<b>FY 2024 Request</b>		
	<b>Target</b>	<b>Result</b>	<b>Target</b>	<b>Target</b>		
<b>Strategic Objective OCFO M.2 - Strengthen the Department’s commitment and capacity for evidence-based decision-making.</b>						
<b>Strategic Objective OCFO M.1 - Drive innovation in administrative, management, and financial services.</b>						
<b>Financial Stewardship</b>						
1.1.2	Number of material weaknesses		0	1	0	0
3.1.2	Percentage of payments made without incurring prompt payment interest		98.00%	99.91%	98.00%	98.00%
3.M.1	Percent of discretionary appropriations returned to Treasury		1.50%	1.54%	1.45%	1.40%

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)

#### *Business Operations Center (BOC)*

BOC, through its real property portfolio management, sustainability and safety and occupational health functions, supports the Assistant Secretary for Administration and Management (ASAM) in their roles as Senior Real Property Officer, Chief Sustainability Officer and the Designated Agency Safety and Health Official. In an effort to reduce DOL office space by 55,000 square feet in FY 2023 and 55,000 in FY 2024, BOC will establish and track Departmental space reduction goals for rentable square feet. BOC will support the Department's efforts to reduce carbon emissions and to move the Department's fleet to zero emissions vehicles. 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 1.00 or less and to support the timely file 99.44 percent of wage-loss claims.

#### *Office of the Senior Procurement Executive (OSPE)*

OSPE continues to work with agencies across the Department to ensure that contract actions are awarded in a timely manner. Currently, OSPE supports the Department's multiple program activities by procuring needed goods and services, and by promoting and enforcing contracting activities' use of OMB designated Category Management 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 on Category Management solutions, which facilitates smart decision-making to buy similar goods and services through best value solutions. Based upon Category Management principles and OMBs annually established spend under management (SUM) and BIC goals, several measures are being tracked to ensure mission success. For FY 2023, DOL is working towards achieving OMB's established goal for cumulative percent of addressable spend through Best in Class solutions at 12.6 percent and achieving OMB's established goal for cumulative percent of common spend that is under management, aligned to category management principles, at 62 percent. OMB has not yet provided targets for FY 2024.

In line with Executive Order 13985, *Advancing Racial Equity and Support for Underserved Communities Through the Federal Government*, OSPE will ensure the advancement of equity through procurement in FY 2023 and FY 2024. To advance equity in DOL's procurement opportunities, OSPE will engage and collaborate externally with the Small Business Administration and other agencies, and internally with DOL's agencies on plans to provide equity for small, women-owned, and minority-owned businesses and others in underserved communities in DOL's contracts. To further this initiative, for FY 2023, OSPE is targeting 28.9 percent of contracts awarded to small disadvantaged businesses (SDB), 5.0 percent of contracts awarded to small woman-owned businesses (WO), and 37.85 percent of contracts awarded to small businesses (SB). OSPE will also look to provide training to its staff to promote equity. The WO target will remain at 5 percent for FY 2023 and FY 2024. The Small Business Administration has not yet provided targets for FY 2024 for SDB or SB.

## FINANCIAL AND ADMINISTRATIVE SERVICES

### *Civil Rights Center (CRC)*

During the maximum telework posture instituted due to the pandemic, CRC's Reasonable Accommodation Resource Center (RARC) quickly acted to accommodate employees with disabilities with needed equipment, including furniture and assistive technology. RARC also provided personal assistance services to DOL employees with targeted disabilities at home and secured vendors to provide virtual training on assistive technology software. These efforts assured that employees could continue to perform the core functions of their jobs and that the mission of DOL could continue to be fulfilled. In FY 2022, as staff returned on-site, RARC worked to meet the accommodation needs of staff working a hybrid schedule, both at home and on-site, which often prompted the need to purchase additional pieces of equipment, software, etc. RARC also provided situation-based training on the reasonable accommodation process; supported the Department's efforts to comply with recent Executive Orders related to Diversity, Equity, Inclusion, and Accessibility (DEIA), and revised RARC's intranet pages. In FY 2023, RARC will further develop its web presence to promote services and solutions on CRC's public website. CRC will develop updated training and disseminate information on the revised Department of Labor Manual Series (DLMS) (Departmental policy and procedures documents) on Reasonable Accommodations and Building Accessibility for stakeholders and continue to offer tailored, situation-based trainings on the reasonable accommodation process.

CRC will baseline the following measure in FY 2023: "Average number of days it takes for CRC to purchase equipment, services, or assistive technology." In FY 2023, and 2024, CRC will successfully deploy Reasonable Accommodation requests, on average, within 35 and 34 days respectively.

In FY 2023, to support the Department's commitment to advancing the goals set forth in Executive Orders 13985 and 13166<sup>1</sup> by supporting underserved communities and improving access to DOL conducted programs and activities for persons with limited English proficiency (LEP), a Centralized Office of Language Assistance Services (COLA) will be established. In FY 2023, COLA will lead the Department's efforts in drafting DOL's Language Access Plan; draft a DLMS on Language Access; develop and provide training to appropriate DOL stakeholders on language access policies and procedures; and work with agencies to identify which vital documents and information need to be translated and in what languages on DOL's website as well as support the development of outreach initiatives.

In 2024, COLA will further expand its reach as it transitions into a one-stop shop for language services. Specifically, in FY 2024, COLA will begin managing translation and interpretation services within the Department. Additional activities to be undertaken include: providing technical assistance to DOL subagency staff responsible for implementing their agency-specific LEP plans; managing the enterprise-wide blanket purchase agreements for language assistance

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<sup>1</sup> EO 13166, "Improving Access to Services for Persons with Limited English Proficiency" requires federal agencies and recipients of federal financial assistance to examine the services they provide, identify any need for services to LEP individuals, and develop and implement a system to provide those services so LEP individuals can have meaningful access to them.

## FINANCIAL AND ADMINISTRATIVE SERVICES

services and translation and interpretation services; oversee the ongoing translation of vital documents and information on DOL's website and publications in coordination with OCIO; and work with OPA and others to ensure the Department's communications are reaching LEP communities. In FY 2024, CRC will also work to develop new measures that will gauge program performance.

### *Security Center (SC)*

During FY 2022, Security Center (SC) worked to ensure DOL followed requirements outlined by the Office of the Director of National Intelligence (ODNI) Security Executive Agent, and Office of Personnel Management (OPM) Suitability and Credentialing Executive Agent, and Security, Suitability, and Credentialing Performance Accountability Council (PAC). For example, pursuant to Executive Order 13467, Trusted Workforce 2.0 (TW 2.0) is an initiative to reform the Government's vetting process for background investigations for national security, suitability, and fitness for employment, supporting agencies' missions by reducing the time required to bring new hires onboard, enabling mobility of the Federal workforce, and improving insight into workforce behaviors. The Biden-Harris Management Agenda Vision references and endorses the need for personnel vetting reforms such as those included in the TW 2.0 Implementation Strategy. In FY 2022, SC completed the enrollment of DOL national security populations into continuous vetting and FBI Rap Back, meeting is FY 2022 TW 2.0 milestones. SC continued to leverage OPM's authorized temporary vetting procedures during COVID-19 with prospective staff and followed-up to ensure full compliance with vetting requirements for staff onboarded using this process to support DOL agencies with meeting their mission. SC shared services portfolio was expanded to incorporate personnel security and suitability services for the Office of the Inspector General (OIG). SC also assisted the Employment and Training Administration (ETA) Office of Job Corps (OJC) with standing-up a new program to conduct background checks for student applicants that provides a single quality check and enhances OJC's decision-making process for eligibility for the program. To support continuous vetting efforts, SC also upgraded its case management system UpStart 1.0 (SharePoint platform) to Upstart 2.0 (Out systems platform) to track vetting applications for Service Level Agreements (SLAs).

In FY 2023, SC will continue to ensure the Department successfully meets the OPM, ODNI, and PAC mandates for background investigations, security clearances, TW 2.0 initiatives, and the demand for PIV cards. SC will meet and exceed service level agreements as a shared services provider by maintaining an average time of 14 days to submit a background investigation to the Defense Counterintelligence and Security Agency (DCSA), ensure a 95% quality submission rate, and ensure completed background investigations are adjudicated within mandated timeframes (i.e., 20 days for national security cases and 90 days for suitability cases). SC will also expand enrollments into the FBI's Rap Back program to new hires, as well as the existing public trust and low risk population. Finally, SC will monitor individuals hired via temporary vetting procedures during COVID-19 to ensure they complete fingerprint enrollment to fully comply with background investigation and PIV requirements. These SC efforts ensure DOL hires, maintains, and retains a safe and trusted workforce.

## FINANCIAL AND ADMINISTRATIVE SERVICES

### *Office of the Chief Financial Officer (OCFO)*

The New Core Financial Management Systems (NCFMS) supports critical functions within the Department. 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. In FY 2023 and FY 2024, OCFO will continue to ensure that the percentage of payments made without incurring prompt payment interest is at least 98 percent. In FY 2024, OCFO will eliminate any material weaknesses that are identified in the FY 2023 audit. To track spending efficiency, OCFO measures 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 2022, 1.54% of discretionary appropriations were returned to Treasury. The target for this measure is 1.45 percent in FY 2023, and 1.40 percent in FY 2024.

OCFO is baselining the following measure in FY 2023: "Percent of agencies that find that the Enterprise Risk Management (ERM) practices better inform strategic and operational decision-making." The target for this metric will be determined in FY 2024.

### *Office of Public Affairs (OPA)*

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 2022, OPA resolved 93% percent of trouble tickets on first contact. OPA targets a steady-state service level rate of 80 percent in upcoming years. In both FYs 2020 and FY 2021, OPA's average response time for calls was negatively impacted by the large increase of calls and emails related to the 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 answer significantly on a temporary basis. In FY 2022, the average speed of response was 34 seconds. In FYs 2023 and FY 2024, OPA targets a 30 second average response time for calls.

### *Executive Secretariat*

The Executive Secretariat will continue to oversee correspondence control and the Department's management support unit. The Executive Secretariat will provide and secure the appropriate clearance of decision memoranda and other documents requiring Secretarial or Deputy Secretarial signature and approval and assists the decision-making process by providing relevant policy and background information. Additionally, The Executive Secretariat's Agency Liaison Officers (ALOs) will cover assigned portfolios of Departmental agencies and assist in the processing and clearing of Executive correspondence. The Office of Management Support Services will provide exceptional customer service to the Office of the Secretary and Departmental agencies requiring access, events, logistics, and support from the Office of the Secretary, Deputy Secretary, Office of Public Engagement, White House Liaison, Chief Diversity, Equity, Inclusion and Accessibility Officer, Chief Economist, and Office of Unemployment Insurance Modernization.

## FINANCIAL AND ADMINISTRATIVE SERVICES

<b>BUDGET ACTIVITY BY OBJECT CLASS</b>					
(Dollars in Thousands)					
		<b>FY 2022 Revised Enacted</b>	<b>FY 2023 Revised Enacted</b>	<b>FY 2024 Request</b>	<b>Diff. FY24 Request / FY23 Revised Enacted</b>
11.1	Full-time permanent	46,002	38,576	41,276	2,700
11.3	Other than full-time permanent	71	79	99	20
11.5	Other personnel compensation	1,864	1,860	1,860	0
11.8	Special personal services payments	0	0	0	0
11.9	<b>Total personnel compensation</b>	<b>47,937</b>	<b>40,515</b>	<b>43,235</b>	<b>2,720</b>
12.1	Civilian personnel benefits	18,257	14,220	15,118	898
13.0	Benefits for former personnel	0	0	0	0
21.0	Travel and transportation of persons	430	471	471	0
22.0	Transportation of things	2	3	3	0
23.0	Rent, Communications, and Utilities	0	0	0	0
23.1	Rental payments to GSA	3,463	3,595	3,595	0
23.2	Rental payments to others	0	0	0	0
23.3	Communications, utilities, and miscellaneous charges	5,006	5,332	5,332	0
24.0	Printing and reproduction	20	21	21	0
25.1	Advisory and assistance services	31,800	38,932	44,614	5,682
25.2	Other services from non-Federal sources	40,298	45,071	45,071	0
25.3	Other goods and services from Federal sources 1/	10,288	10,907	10,907	0
25.4	Operation and maintenance of facilities	6,235	11,244	11,244	0
25.5	Research and development contracts	0	0	0	0
25.6	Medical Care	0	8	8	0
25.7	Operation and maintenance of equipment	5,566	3,746	3,746	0
26.0	Supplies and materials	758	920	920	0
31.0	Equipment	1,209	1,313	1,313	0
42.0	Insurance claims and indemnities	0	0	0	0
	<b>Total</b>	<b>171,269</b>	<b>176,298</b>	<b>185,598</b>	<b>9,300</b>
	1/Other goods and services from Federal sources				
	Services by Other Government				
	Departments	426	0	0	0
	DHS Services	111	0	0	0
	Working Capital Fund	9,726	10,907	10,907	0
	GSA Services	20	0	0	0



# FINANCIAL AND ADMINISTRATIVE SERVICES

## CHANGES IN FY 2024

(Dollars in Thousands)

### Activity Changes

#### Built-In

To Provide For:

Costs of pay adjustments	\$0
Personnel benefits	0
Federal Employees' Compensation Act (FECA)	0
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** **\$0**

**Net Program** **\$9,300**

**Direct FTE** **21**

	Estimate	FTE
<b>Base</b>	<b>\$176,298</b>	<b>398</b>
<b>Program Increase</b>	<b>\$9,300</b>	<b>21</b>
<b>Program Decrease</b>	<b>\$0</b>	<b>0</b>



## FIELD SERVICES

<b>BUDGET AUTHORITY BEFORE THE COMMITTEE</b>				
(Dollars in Thousands)				
	<b>FY 2022 Revised Enacted</b>	<b>FY 2023 Revised Enacted</b>	<b>FY 2024 Request</b>	<b>Diff. FY24 Request / FY23 Revised Enacted</b>
<b>Activity Appropriation</b>	<b>21,540</b>	<b>22,454</b>	<b>22,454</b>	<b>0</b>
FTE	99	98	98	0

NOTE: FY 2022 reflects actual FTE. Authorized FTE for FY 2022 was 107.

### **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. 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 2024**

In FY 2024, \$22,454,003 and 98 FTE is requested for Field Services. Major priorities for OASAM’s regional offices continue to be supporting the Department’s future of work implementation and maintaining a safe and secure workplace.

### **FY 2023**

In FY 2023, \$22,454,003 and 98 FTE is provided for Field Services. OASAM’s regional offices will provide support for staff located in the field, allowing programmatic staff to focus on their core work. Major priorities for OASAM’s regional offices include supporting the Department’s future of work implementation and maintaining a safe and secure workplace.

### **FY 2022**

In FY 2022, \$21,540,437 was provided for Field Services, which supported 98 FTE. With this funding, the Field Services-funded regions supported regional customers returning to onsite work. The OASAM Regions ensured relevant guidance and information was communicated from the National Office to regional leadership and staff, as appropriate. The OASAM Regions also collaborated with regional leadership on the implementation of DOL policies and procedures, to include appropriate signage, physical distancing, and reporting of hazards. Regional offices also supported and oversaw regional financial and travel services to client agencies in alignment with the Office of the Chief Financial Officer (OCFO) goals of

## **FIELD SERVICES**

maintaining fiscal integrity, providing outstanding customer service, and enhancing financial performance.

## FIELD SERVICES

<b>WORKLOAD AND PERFORMANCE SUMMARY</b>					
		<b>FY 2022 Revised Enacted</b>		<b>FY 2023 Revised Enacted</b>	<b>FY 2024 Request</b>
		<b>Target</b>	<b>Result</b>	<b>Target</b>	<b>Target</b>
<b>Field Services</b>					
<b>Strategic Goal 5 - A Department Grounded in Innovation, Evidence, and Employee Engagement</b>					
<b>Strategic Objective OASAM M.1 - Drive innovation in administrative, management, and financial services.</b>					
OASAM- WCF- Region-01	Percentage of regional workplace inspections conducted or overseen	100.00%	99.58%[r]	100.00%	100.00%
OASAM- WCF- Region-05	Interest paid on vendor invoices (%)	0.02%	0.00%	0.02%	0.02%

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

## FIELD SERVICES

### **Workload and Performance Narrative**

In FY 2024, 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 paid 0.00 percent in interest on vendor invoices in FY 2022 against a target of 0.02 percent and will target 0.02 percent paid in interest on vendor invoices in FY 2023, and FY 2024. In FY 2022, OASAM regions conducted or oversaw 99.58% of planned regional workplace inspections. OASAM regions did not meet the target of 100% due to four office closures occurring prior to their inspection. OASAM Regions will continue to target 100% of regional workplace inspections conducted or overseen in FY 2023 and FY 2024.

## FIELD SERVICES

<b>BUDGET ACTIVITY BY OBJECT CLASS</b>					
(Dollars in Thousands)					
		<b>FY 2022 Revised Enacted</b>	<b>FY 2023 Revised Enacted</b>	<b>FY 2024 Request</b>	<b>Diff. FY24 Request / FY23 Revised Enacted</b>
11.1	Full-time permanent	8,624	9,487	9,487	0
11.3	Other than full-time permanent	0	0	0	0
11.5	Other personnel compensation	326	271	271	0
11.8	Special personal services payments	0	0	0	0
11.9	<b>Total personnel compensation</b>	<b>8,950</b>	<b>9,758</b>	<b>9,758</b>	<b>0</b>
12.1	Civilian personnel benefits	6,817	7,362	7,362	0
21.0	Travel and transportation of persons	108	121	121	0
22.0	Transportation of things	0	0	0	0
23.1	Rental payments to GSA	4,087	3,095	3,095	0
23.3	Communications, utilities, and miscellaneous charges	251	237	237	0
24.0	Printing and reproduction	4	5	5	0
25.1	Advisory and assistance services	360	597	597	0
25.2	Other services from non-Federal sources	192	254	254	0
25.3	Other goods and services from Federal sources 1/	618	837	837	0
25.4	Operation and maintenance of facilities	0	0	0	0
25.6	Medical Care	0	0	0	0
25.7	Operation and maintenance of equipment	45	61	61	0
26.0	Supplies and materials	107	92	92	0
31.0	Equipment	1	35	35	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
	<b>Total</b>	<b>21,540</b>	<b>22,454</b>	<b>22,454</b>	<b>0</b>
	1/Other goods and services from Federal sources				
	DHS Services	79	0	0	0
	Services by Other Government Departments	83	0	0	0
	CIGIE	456	837	837	0

# FIELD SERVICES

## CHANGES IN FY 2024

(Dollars in Thousands)

### Activity Changes

#### Built-In

To Provide For:

Costs of pay adjustments	\$0
Personnel benefits	0
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** **\$0**

**Net Program** **\$0**

**Direct FTE** **0**

	Estimate	FTE
<b>Base</b>	<b>\$22,454</b>	<b>98</b>
<b>Program Increase</b>	<b>\$0</b>	<b>0</b>
<b>Program Decrease</b>	<b>\$0</b>	<b>0</b>



## HUMAN RESOURCES SERVICES

<b>BUDGET AUTHORITY BEFORE THE COMMITTEE</b>				
(Dollars in Thousands)				
	<b>FY 2022 Revised Enacted</b>	<b>FY 2023 Revised Enacted</b>	<b>FY 2024 Request</b>	<b>Diff. FY24 Request / FY23 Revised Enacted</b>
<b>Activity Appropriation</b>	<b>65,488</b>	<b>69,285</b>	<b>76,769</b>	<b>7,484</b>
FTE	294	299	322	23

NOTE: FY 2022 reflects actual FTE. Authorized FTE for FY 2022 was 284.

### **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, policy, and technical expertise in all areas related to the management of human capital and the Department’s human resources service delivery. OHR is the Department’s human resources shared services provider and provides policy and guidance in such areas as staffing, classification and analysis, executive resources, employee and labor-management relations, compensation and processing; retirement and benefits, management of human resource and personnel data, work-life and engagement, workforce development, performance management, and diversity, equity, inclusion and accountability to plan for targeted recruitment and outreach to attract a diverse applicant pool. OHR oversees accountability reviews and implements accountability processes to improve efficiency, effectiveness, and ensure compliance with laws and regulations and focuses on strategic human capital planning for the development and retention of a high-quality workforce that meets the mission requirements and program priorities of the Department.

As a central authority for DOL’s HR service delivery to implement workforce strategies, OHR continually focuses on enhancing and providing quality services in a streamlined, consistent, and efficient manner. This service delivery model is aimed at improving workforce alignment, talent management, and the overall customer experience, which allows the agencies to focus on their mission critical work.

### **Five-Year Budget Activity History**

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

### **FY 2024**

In FY 2024, \$76,768,677 and 322 FTE is requested for HRS activities. This funding level includes \$7,484,000 and 23 FTE as a program increase to support customer agency programs. This request includes:

- DEIA: The budget includes \$3,000,000 and 4 FTE to support DEIA work at the Department of Labor. This will provide resources to advance DEIA within the Department, as directed by Executive Order 14035, Diversity, Equity, Inclusion, and

## HUMAN RESOURCES SERVICES

Accessibility in the Federal Workforce. This request funds staff to implement the Department's DEIA Strategic Plan and provides resources for high-quality, effective DEIA department-wide training. These resources will allow the Department to expand targeted outreach and recruitment efforts to underserved communities, to increase the pipeline of diverse candidates, as well as implement oversight and reporting, and explore growth and improvement opportunities for building a diverse workforce. Successful agency DEIA programs promote a path for workforce diversity, workplace inclusion, and employee diversity that leads to an enhanced understanding of customer needs and opens new and reliable intelligence on social diversity across government and occupations, thereby, increasing employee engagement across the Department. In addition to promoting recruitment, the Department will invest resources for DEIA department-wide training, as it recognizes that building, advancing, and retaining a diverse workforce and cultivating an equitable, inclusive, and accessible workplace are critical to accomplishing its mission.

- **Internship Program:** This budget includes \$2,700,000 and 10 FTE to build a robust centralized internship program that is representative of the American public. Dedicated funding will be required to staff this program and to fund a contract to recruit and pay interns at least \$15 per hour. The funding will enable the Department to meet the goals of Executive Order 14035, Diversity, Equity, Inclusion, and Accessibility in the Federal Workforce by removing barriers to equal opportunity, reducing or eliminating unpaid internships that can create barriers for low-income students and first-generation professionals, and fairly compensating all public servants who work to support the Department's mission. The funding will also enable the Department to advance the goals set in Executive Order 13935, Advancing Racial Equity and Support for Underserved Communities Through the Federal Government, by allocating resources that will provide experiential learning and development opportunities for student interns particularly those from underserved communities. By centralizing the internship/fellowship program, the Department can develop and implement strategies that will provide more employment opportunities for individuals in underserved communities as well as support for their educational and long-term employment pursuits.
- **Talent Team:** The budget includes \$1,784,000 and 9 FTE to stand up a Talent Team. To continue implementing the Department's innovative hiring strategies, the Department requests resources to develop a Talent Team which will improve hiring outcomes by integrating effective assessments into the hiring process. This talent team is a complement to the request for additional resources to invest in the Department's Talent Acquisition System requested in the Agency Applications budget activity. Without the Talent Acquisition System, the Department will not be able to support a Talent Team.

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.

### **FY 2023**

In FY 2023, \$69,284,677 is provided for HRS activities, supporting 299 FTE. At this funding level, OHR will promote and implement innovative hiring and succession planning strategies;

## **HUMAN RESOURCES SERVICES**

promote fair outcomes and access to opportunities for DOL applicants and employees; and cultivate an inclusive workforce where employees' talents, skills, and lived experiences are respected and valued and employees feel heard, supported, and empowered.

### **FY 2022**

In FY 2022, \$65,487,968 was provided for HRS activities, supporting 294 FTE. At this funding level, OHR promoted and implemented innovative hiring and onboarding strategies to rebuild the DOL workforce; promoted an equitable, inclusive, engaged, and accessible workplace; engaged employees in building a model workforce; and developed a diversity, equity, and inclusion-focused organization.

## HUMAN RESOURCES SERVICES

<b>WORKLOAD AND PERFORMANCE SUMMARY</b>					
		<b>FY 2022 Revised Enacted</b>		<b>FY 2023 Revised Enacted</b>	<b>FY 2024 Request</b>
		<b>Target</b>	<b>Result</b>	<b>Target</b>	<b>Target</b>
<b>Human Resources</b>					
<b>Strategic Goal 5 - A Department Grounded in Innovation, Evidence, and Employee Engagement</b>					
<b>Strategic Objective OASAM M.1 - Drive innovation in administrative, management, and financial services.</b>					
<b>Strategic Objective OASAM M.3 - DOL as a model workplace</b>					
<b>Average number of days to hire a new employee</b>					
HR-03- DOL	Average number of days to hire a new employee	80	96	80	80
<b>Hiring Manager Satisfaction Index Score</b>					
HR-04- DOL	Hiring Manager Satisfaction Index Score	85%	80%	85%	85%
<b>EVS: DOL Agency Employee Engagement Index (annual)</b>					
HR-10- DOL	EVS: DOL Agency Employee Engagement Index (annual)	--	75%[r]	76%	76%
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 is the safety and security of the DOL workforce and continuity of the Department's operations. In FY 2022, OHR led significant engagement with client agencies, their staff, and labor unions on workplace flexibilities and the future of work for the Department. DOL management engaged with leadership from the National Council of Field Labor Locals (NCFLL), Local 12, American Federation of Government Employees (AFGE Local 12), and the National Union of Labor Investigators (NULI) beginning in November 2021 to negotiate over DOL's Future of Work, and the parties came to agreement on February 23, 2022. The memorandum of understanding (MOU) covers the following:

- DOL's flexible work schedules and expanded work schedule flexibilities
- Telework and remote work policy shifts

The MOU allows for greater flexibility for staff while still ensuring that DOL continues to meet its important mission. The agreement also paved the way for DOL to implement an electronic system for DOL employee telework agreements, which automates all parts of the telework program – known as TeleworkXpress.

OHR is leading the Department's efforts to hire thousands of additional employees through strategic agency engagement and recruitment planning to rebuild its workforce to support the American economy. In FY 2022, OHR established a new Recruitment and Outreach team to build long-term capacity to support the Department's recruitment and hiring initiatives through the development of strategic partnerships that will enable DOL to better reach diverse and inclusive talent pools reflective of the American public we serve.

To address agency needs to fill critical positions, skills, and competencies, OHR created Agency Hiring Plans to foster strategic planning, collaboration, and execution by OHR and customer agencies across the Department of Labor. The Hiring Plans identified onboard hiring goals, taking into account attrition, and setting monthly hiring targets. Since the beginning of the hiring surge there have been over 3,900 hires, with DOL's onboard population increasing by 1,090 employees. In FY 2023 and FY 2024, OHR will continue to target the OPM standard of 80 days to hire new employees and 90 days for average days to hire SES employees from the closing date of the vacancy announcement.

OHR continues 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 formalized HR's customer service support and increased communication efforts through the establishment of the Client Engagement Office and Concierge Service, to include a newly developed OHR Concierge Portal. In FY 2022, OHR established new supervisor communication methods through Empower Hour and ER Unplugged sessions, which provided a channel for supervisors to ask and engage with HR staff on a variety of

## **HUMAN RESOURCES SERVICES**

topics. Additionally, in FY 2022 and FY 2023, OHR developed new recruitment videos to strategically communicate with potential applicants and developed new pathways to share recruitment opportunities through LinkedIn. OHR continues to support leadership communication and strategic decision making through the HR Governance Board and Service Level Agreement (SLA) reporting.

OHR also supports efforts to improve employee engagement and develop a diverse, equitable, inclusive, and accessible workplace. The DOL DEIA Strategic Plan was approved and implemented in FY 2022, and OHR directly supports numerous initiatives to advance DEIA within the Department through policy, strategic planning, resource allocation, and business processes. To support these initiatives, OHR released new supervisory training through eCornell to provide DEIA Department-wide training and works to continue to develop this program and others.

OHR will measure success through a variety of measures, including Hiring Manager Satisfaction Index Scores and Employee Engagement Index results. The Department will target hiring manager satisfaction at 85% and the DOL Agency Employee Engagement Index at 76% in FY 2023 and FY 2024. 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.

## HUMAN RESOURCES SERVICES

<b>BUDGET ACTIVITY BY OBJECT CLASS</b>					
(Dollars in Thousands)					
		<b>FY 2022 Revised Enacted</b>	<b>FY 2023 Revised Enacted</b>	<b>FY 2024 Request</b>	<b>Diff. FY24 Request / FY23 Revised Enacted</b>
11.1	Full-time permanent	36,017	36,276	39,461	3,185
11.3	Other than full-time permanent	0	0	35	35
11.5	Other personnel compensation	875	383	383	0
11.9	<b>Total personnel compensation</b>	<b>36,892</b>	<b>36,659</b>	<b>39,879</b>	<b>3,220</b>
12.1	Civilian personnel benefits	12,677	11,989	12,463	474
21.0	Travel and transportation of persons	453	568	568	0
23.1	Rental payments to GSA	1,077	394	394	0
23.3	Communications, utilities, and miscellaneous charges	340	1,160	1,160	0
24.0	Printing and reproduction	5	6	6	0
25.1	Advisory and assistance services	-79	2,676	6,466	3,790
25.2	Other services from non-Federal sources	4,688	5,351	5,351	0
25.3	Other goods and services from Federal sources 1/	9,309	10,340	10,340	0
25.4	Operation and maintenance of facilities	0	0	0	0
25.6	Medical Care	0	0	0	0
25.7	Operation and maintenance of equipment	0	0	0	0
26.0	Supplies and materials	94	102	102	0
31.0	Equipment	32	40	40	0
	<b>Total</b>	<b>65,488</b>	<b>69,285</b>	<b>76,769</b>	<b>7,484</b>
	1/Other goods and services from Federal sources				
	DHS Services	9,281	10,340	10,340	0
	Services by Other Government Departments	28	0	0	0

# HUMAN RESOURCES SERVICES

## CHANGES IN FY 2024

(Dollars in Thousands)

### Activity Changes

#### Built-In

To Provide For:

Costs of pay adjustments	\$0
Personnel benefits	0
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** **\$0**

**Net Program** **\$7,484**

**Direct FTE** **23**

	Estimate	FTE
<b>Base</b>	<b>\$69,285</b>	<b>299</b>
<b>Program Increase</b>	<b>\$7,484</b>	<b>23</b>
<b>Program Decrease</b>	<b>\$0</b>	<b>0</b>



## IT OPERATIONS

<b>BUDGET AUTHORITY BEFORE THE COMMITTEE</b>				
(Dollars in Thousands)				
	<b>FY 2022 Revised Enacted</b>	<b>FY 2023 Revised Enacted</b>	<b>FY 2024 Request</b>	<b>Diff. FY24 Request / FY23 Revised Enacted</b>
<b>Activity Appropriation</b>	<b>167,022</b>	<b>174,065</b>	<b>174,065</b>	<b>0</b>
FTE	188	204	204	0

NOTE: FY 2022 reflects actual FTE. Authorized FTE for FY 2022 was 185.

### **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 Chief Information Officer (CIO) has established a plan for IT modernization at DOL – including but not limited to IT supporting operations – which is led by the OCIO in collaboration with agencies. In supporting the 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. The IT Operations budget activity supports all OCIO Technology goals by providing the necessary operations and maintenance resources to provide DOL-wide IT services.

### **FY 2024**

In FY 2024, \$174,064,505 is requested for IT Operations activities, supporting 204 FTEs. IT Operations continues to support ongoing 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 require infrastructure skillsets–IT Operations will also continue to support the Telecommunications services and IT personnel costs as described above. All of these efforts aim to smooth the eventual transition and account for minimal to no impact on the Department’s mission and support of the American workforce. Some operational enhancements planned for the budgeted year include:

- Internet Protocol version 6 (IPv6) is the most recent version of the Internet Protocol (IP), the communications protocol that provides an identification and location system for computers on networks and routes traffic across the Internet. DOL will continue building on the work from the last couple of years and target that at least 50% of IP-enabled assets on Federal networks are operating in IPv6-only environments, while also deploying standard and automated process for removing IPv4 from Local Area Network (LAN), Virtual LAN (VLAN), and Wide Area Network (WAN) sites and continuing to remove IPv4 from smaller WAN sites and from client VLANs in large

## IT OPERATIONS

sites and data centers

- 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.
- Responding to the Cybersecurity Executive Order (EO) 14028 with plans to achieve Zero Trust Architecture for the DOL Enterprise. The majority of this development work will be funded out of the IT Modernization fund, but will be maintained through the Working Capital Fund.
- Expanding Enterprise Application Monitoring – OCIO continues to shift to Zero-Trust Architecture therefore leverage monitoring tools to ensure service level compliance and remediation for:
  - New applications during the development phase.
  - DOL's existing mission-critical applications.
- Continuing the workstation refresh initiative. It essential for every organization to refresh their computers and serves every 3 to 4 years for hardware compatibility demands, security reasons and to enhance productivity. The new lease will be for 5 years, extending the active use time to 4+ years accounting for the end of lease turn-in. Starting in FY 2024, the refresh process will be set up on a 5-year release cycle, therefore generating a cadence of displacing/refreshing 1/5 to 1/4th of DOL's hardware on an annual basis.
- Creating an externally hosted marketplace where agencies can order peripherals (hardware, monitors, docking stations, printers, chairs, etc.) directly and ship to remote user locations rather than maintaining, managing, and shipping an inventory at DOL.
- Evaluating options for in new Video Teleconferencing (VTC) technology that is cost effective and can accommodate DOL's needs while providing the necessary quality of ongoing support and maintenance.
- Providing ongoing and continuous infrastructure and operational support to all of the Department's technology needs.

### **FY 2023**

In FY 2023, \$174,064,505 is provided for IT Operations activities, supporting 204 FTE. IT Operations continues to support ongoing implementation of an enterprise-wide shared services model by promoting a modern, secure, and innovative IT environment. Some operational enhancements remain in process, such as:

- Working toward the Internet Protocol version 6 (IPv6) target of having at least 20% of IP-enabled assets on Federal networks operating in IPv6-only environments. Begin removing IPv4 from client VLANs and entirely removing IPv4 from some very small WAN sites
- Maintaining the Simplified Sign-On (SSO) capability, extending the initiative to include global identity awareness across cloud and on-premises environments.
- Executing DOL's approach in implementing National Archives Records Administration (NARA)-compliant electronic records management processes.
- Consolidating and realigning the IT Investment Portfolio to ensure investments

## IT OPERATIONS

impacted by enterprise shared services improve their reporting on mission area IT spending and reflecting the reduction of IT infrastructure costs.

- Standardizing and simplifying reporting of investment-related artifacts by reviewing templates and document artifacts to seek areas for simplification and standardization of reporting while reducing reporting time and level of effort.
- Enterprise Application Monitoring – continuing to update its polling periods and processes while investing in proactive monitoring tools that help in flagging potential application and infrastructure issues early therefore enabling OCIO to respond quickly and ensuring service level compliance and remediation for:
  - New applications during the development phase.
  - DOL’s existing mission-critical applications
- Continuing the workstation refresh initiative on the entire fleet of equipment - 8,600 laptops remaining.
- Conducting research and analysis on creating an externally hosted marketplace where agencies can order peripherals (hardware, monitors, docking stations, printers, chairs, etc.) directly and ship to remote user locations rather than maintaining, managing, and shipping an inventory at DOL.
- Continuously monitoring and evaluating network bandwidth for increased capacity. Investing in PEXIP audio visual collaboration technology to empower DOL with face-to-face collaboration, no matter the location or technology. Its scalable, cloud-native platform enables high-quality video meetings, interoperability with Microsoft and Google solutions, and video system device registration.
- Streamlining and automating the process of engineering and deploying announcements and visual information to the digital signs.
- Conducting analysis on the best alternative solutions to the interactive voice response systems for the Department.
- Continue executing the blanket purchase agreement to manage hardware/workstation lifecycle refreshes through a leasing model. The new lease will be for 5 years, extending the active use time to 4+ years accounting for the end of lease turn-in.
- Deploying the latest significant version beyond 20H2 (Windows 11) to ensure DOL maintains its compliance with Microsoft’s Semi-Annual operating system releases.

### **FY 2022**

In FY 2022, \$167,021,543 was provided for IT Operations activities, supporting 188 FTE. IT Operations supported the implementation of an enterprise-wide shared services model by promoting a modern, secure, and innovative IT environment. As part of this strategy, OCIO developed standardized processes supported by workflow automation; some of these efforts required infrastructure skillsets. IT Operations also continued to support the Telecommunications services and IT personnel costs as described in this document. Some operational activities included:

- Established an internal working group focused on the implementation and testing activities that will verify IPv6 as the next generation Internet-bound transport protocol used within DOL, as required by OMB mandate.

## IT OPERATIONS

- Developed an implementation plan to fully enable native IPv6 operation
- Performed discovery sessions in preparation for implementation of an electronic records management platform that was stood up in Q3 FY 2022.
- Maintained the 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 leveraged monitoring tools to ensure service level compliance and remediation for:
  - New applications during the development phase.
  - DOL's existing mission-critical applications.
- Awarded 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).
- Completed 5,000 hardware/workstation lifecycle refreshes.
- Established a Community of Practice for all IT Investment Managers to improve collaboration and knowledge transfer among IT Investment Managers, Project Managers and Capital Planners involved in management or reporting responsibilities of IT investments and agencies' IT portfolios.
- Building out hoteling space at FPB with fully accessible cubicles equipped with the necessary tools (networks, peripherals, desks), to include:
  - expanded Conference Rooms configured for hybrid meetings and capabilities such as conference center and hoteling reservation software,
  - increased bandwidth to all locations to support more normal videoconferencing capabilities,
  - full implementation of digital signage in buildings across every DOL facilities, and
  - technology services that include wayfinding in buildings to guide users to conference rooms when return to work occurs.

# IT OPERATIONS

<b>WORKLOAD AND PERFORMANCE SUMMARY</b>					
	<b>FY 2022 Revised Enacted</b>		<b>FY 2023 Revised Enacted</b>	<b>FY 2024 Request</b>	
	<b>Target</b>	<b>Result</b>	<b>Target</b>	<b>Target</b>	
<b>Information Technology Services</b>					
<b>Strategic Goal 5 - A Department Grounded in Innovation, Evidence, and Employee Engagement</b>					
<b>Strategic Objective OASAM M.1 - Drive innovation in administrative, management, and financial services.</b>					
<b>2. Scheduled Network Availability</b>					
OASAM- WCF- OCIO-01S- DOL	Percentage of Scheduled Network Availability	99.90%	99.96%	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, Zero Trust, and IT Asset Management.

In FY 2022, DOL OCIO has continued to make demonstrable and significant progress in the in the following areas:

- The Enterprise Architecture (EA) Program has made strides in helping optimize the application portfolio through development of an 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.
- EA analysis and engagement, in response to agency IT Demand requests, to ensure technology alignment with both DOL Roadmap and or existing and planned capabilities where appropriate.
- Producing DOL's Enterprise Placemat and agency placemats that list all current projects would take considerable space, so OCIO allows agencies to set agency priorities and focuses on certain projects in the DOL Enterprise Placemat.
- Working with a temporary, manual inventory solution to prioritize projects for future IT modernization until its automated enterprise architecture tool is finalized and goes live.
- The OCIO Enterprise Architecture (EA) group refined the inventory of current systems and applications that are currently tracked in an IT Prioritization List spreadsheet. The development of the IT Modernization Prioritization List was designed to enhance interoperability, mission effectiveness, cybersecurity, and financial efficiencies to shape future technology transitions through guided investment portfolio strategies and decisions based on joint capability and interoperability requirements.
- Modernization and redesign with a completely new platform instance of the Configuration Management Database (CMDB), resulting in the enablement of 7 core applications across IT Service, Operations, Portfolio, and Asset Management – aligned with a customer-facing Portal and Services Catalog. The new platform enables the Common Services Data Model (CSDM) by establishing the Technology Business Management (TBM) framework as part of the Configuration Management Database (CMDB) which are now the foundation for supporting Service Portfolios and Services, empowering financial and functional data-driven workflows across portfolio, program, investments, and application support.
- Enhanced Cybersecurity efforts to ensure DOL network security for staff and continue to enable critical mission work for Americans without disruption.
- Continuing to improve and standardize DOL enterprise collaboration platforms for possible maximum telework and more efficient office space utilization.

## IT OPERATIONS

- Improved technical support for DOL staff by increasing training offerings, communicating changes around IT applications and services, and simplifying workflow processes affecting everyday work.

OCIO exceeded its DOL-wide scheduled network availability target with 99.96 percent uptime and will continue to maintain uptime for these services at or above 99.9 percent in FY 2023 and FY 2024. Also, in FY 2022 the Enterprise Service Desk (ESD) has on-boarded and off-boarded over 1,814 and 2,586 employees respectively. DOL will continue to support higher levels of operational activity due to dramatic increases in Federal staffing levels across the Department. As DOL's federal workforce has grown, OCIO has successfully anticipated and supported enterprise needs, to include IT equipment and technical support, as well as programmatic demands.

### *Unified Communications*

In FY 2022, completed deployment at 227 offices (14,000+ DOL staff), refreshed 8,000 laptops in FY 2022 with new equipment and projected to complete 8,600 in FY 2023.

In FY 2023, the UC program will accomplish many outcomes to include: deploying UC to 9 standalone OIG offices and potentially 9 BLS regional offices; deploying 32 VTC systems at the Frances Perkins Building for OSHA, SOL and ILAB; supporting 40 space utilization actions; developing a strategy to expand Informacast to all OASAM Regional Offices; improving 911 notifications and wireless-based calling; moving phone platforms to the cloud; expanding international reach for ILAB; and piloting technology tests for Software-defined Wide Area Network (SD-WAN), Zero Trust, and Wi-Fi 6.

### *Office 365*

DOL has fully deployed the transition to Office 365 as the standard product across the Department as of March FY 2022. The new office suite is now offered as Software as Service product which does not require future version upgrades and will be upgraded and enhanced on a continual basis. Office 365 will provide cloud centric collaboration within the office products making sharing and collaboration much easier.

### *Microsoft Windows 20H2*

DOL completed its enterprise upgrade by moving to the next version of the Microsoft Windows Operating System (OS)—20H2 in FY 2022

## IT OPERATIONS

<b>BUDGET ACTIVITY BY OBJECT CLASS</b>					
(Dollars in Thousands)					
		<b>FY 2022 Revised Enacted</b>	<b>FY 2023 Revised Enacted</b>	<b>FY 2024 Request</b>	<b>Diff. FY24 Request / FY23 Revised Enacted</b>
11.1	Full-time permanent	19,908	20,371	20,371	0
11.3	Other than full-time permanent	0	0	0	0
11.5	Other personnel compensation	690	647	647	0
11.9	<b>Total personnel compensation</b>	<b>20,598</b>	<b>21,018</b>	<b>21,018</b>	<b>0</b>
12.1	Civilian personnel benefits	6,583	4,076	4,076	0
21.0	Travel and transportation of persons	375	340	340	0
23.1	Rental payments to GSA	2,082	2,217	2,217	0
23.3	Communications, utilities, and miscellaneous charges	350	320	320	0
24.0	Printing and reproduction	11	10	10	0
25.1	Advisory and assistance services	17,046	10,470	10,470	0
25.2	Other services from non-Federal sources	947	6,632	6,632	0
25.3	Other goods and services from Federal sources 1/	1,617	2,151	2,151	0
25.6	Medical Care	0	0	0	0
25.7	Operation and maintenance of equipment	104,194	112,899	112,899	0
26.0	Supplies and materials	333	310	310	0
31.0	Equipment	12,886	13,622	13,622	0
	<b>Total</b>	<b>167,022</b>	<b>174,065</b>	<b>174,065</b>	<b>0</b>
	1/Other goods and services from Federal sources				
	DHS Services	1,030	2,151	2,151	0
	Services by Other Government Departments	587	0	0	0



# IT OPERATIONS

## CHANGES IN FY 2024

(Dollars in Thousands)

**Activity Changes**

**Built-In**

To Provide For:

Costs of pay adjustments	\$0
Personnel benefits	0
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** **\$0**

**Net Program** **\$0**

**Direct FTE** **0**

	Estimate	FTE
<b>Base</b>	<b>\$174,065</b>	<b>204</b>
<b>Program Increase</b>	<b>\$0</b>	<b>0</b>
<b>Program Decrease</b>	<b>\$0</b>	<b>0</b>



## TELECOMMUNICATIONS

<b>BUDGET AUTHORITY BEFORE THE COMMITTEE</b>				
(Dollars in Thousands)				
	<b>FY 2022 Revised Enacted</b>	<b>FY 2023 Revised Enacted</b>	<b>FY 2024 Request</b>	<b>Diff. FY24 Request / FY23 Revised Enacted</b>
<b>Activity Appropriation</b>	<b>27,047</b>	<b>20,004</b>	<b>20,004</b>	<b>0</b>
FTE	0	0	0	0

NOTE: FY 2022 reflects actual FTE. Authorized FTE for FY 2022 was 0.

### **Introduction**

The Department continues 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. The Telecommunications budget activity provides resources for the Networkx and DOLNet payments to the General Services Administration (GSA). In partnership with GSA, the Department is transitioning to the Enterprise Infrastructure Solutions (EIS) model. This includes all Internet capacity and telephony costs that provide telecommunications services to replace the Networkx and DOLNet services, as well as regional local service agreements. DOL is currently migrating all telecommunications services to new EIS task orders with expected transition completion in FY 2022. EIS will be a driver to provide DOL Agencies with a reliable, secure, and integrated IT infrastructure platform after transitioning off the expiring Networkx, Washington Interagency Telecommunications System (WITS3), and the Regional Local Services Agreements (LSAs). DOL will continue using the EIS contract to expand its telecom needs in FY 2023 contemplating moving to SDWAN and 5G implementation. 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.

In FY 2022, DOL implemented the pilot for targeted office locations with limited wiring capacity, this resulted in the organization moving to a new renovation standard to minimize the number of wired connections to end user workstations within federal facilities. Moving to a wireless model has helped reduce sunk costs and recurring costs associated with building infrastructure. Additionally, 5G was implemented as a backup solution to provide connectivity when wireline services fail resulting from infrastructure issues (cable cuts, failed equipment, etc.). 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 piloted two types of deployments where the technology was 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. OCIO continued with its policy in favor of wireless access points in federal facilities eliminating the need for running low voltage wire to end user desktops into FY 2022 and FY 2023, for all space renovations. Moving to a wireless model will help reduce sunk costs and recurring costs associated with

## TELECOMMUNICATIONS

building infrastructure.

In FY 2023 and FY 2024, OCIO continues its progress on reducing its on-prem footprint by migrating additional applications to the Department cloud while leveraging a hyper-converged infrastructure to quickly and easily implement application hosting; whether dedicated, virtualized, or cloud-hosted. OCIO will continue to refresh all mobile devices and streamlining contracts accordingly.

## TELECOMMUNICATIONS

<b>BUDGET ACTIVITY BY OBJECT CLASS</b>					
(Dollars in Thousands)					
		<b>FY 2022 Revised Enacted</b>	<b>FY 2023 Revised Enacted</b>	<b>FY 2024 Request</b>	<b>Diff. FY24 Request / FY23 Revised Enacted</b>
11.1	Full-time permanent	0	0	0	0
11.3	Other than full-time permanent	0	0	0	0
11.9	<b>Total personnel compensation</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
12.1	Civilian personnel benefits	0	0	0	0
23.3	Communications, utilities, and miscellaneous charges	24,116	18,201	18,201	0
25.1	Advisory and assistance services	484	356	356	0
25.6	Medical Care	0	0	0	0
25.7	Operation and maintenance of equipment	0	0	0	0
26.0	Supplies and materials	1,447	1,447	1,447	0
31.0	Equipment	1,000	0	0	0
	<b>Total</b>	<b>27,047</b>	<b>20,004</b>	<b>20,004</b>	<b>0</b>

# TELECOMMUNICATIONS

## CHANGES IN FY 2024

(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
<b>Base</b>	<b>\$20,004</b>	<b>0</b>
<b>Program Increase</b>	<b>\$0</b>	<b>0</b>
<b>Program Decrease</b>	<b>\$0</b>	<b>0</b>

## AGENCY APPLICATIONS

<b>BUDGET AUTHORITY BEFORE THE COMMITTEE</b>				
(Dollars in Thousands)				
	<b>FY 2022 Revised Enacted</b>	<b>FY 2023 Revised Enacted</b>	<b>FY 2024 Request</b>	<b>Diff. FY24 Request / FY23 Revised Enacted</b>
<b>Activity Appropriation</b>	<b>252,755</b>	<b>306,303</b>	<b>306,303</b>	<b>0</b>
FTE	151	165	165	0

NOTE: FY 2022 reflects actual FTE. Authorized FTE for FY 2022 was 145.

### **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-wide Shared Services initiative, agency IT investments will continue to be realigned to this activity. Instead of directly funding IT, OCIO serves as a shared services provider for all Departmental IT services including all FTEs that were realigned from the Agencies to this activity as part of the implementation of the Enterprise-wide Shared Services model.

The Department will use these funds to modernize a host of legacy agency applications. DOL’s 27 agencies have developed and maintained distinct, customized systems and applications to meet the unique requirements of their respective missions, but many of these systems and applications are outdated and quite cumbersome by modern standards. These legacy applications are costly to maintain, inefficient for both Federal staff and citizens to use, and are less secure than modernized alternatives. By investing in and promoting DOL’s centralized IT platform, the Department has established common foundational components that are being leveraged across the Department to ensure scalability, reliability, innovative development, and rapid deployment. DOL’s platform and standardized process to consolidate disparate and outdated systems, enables data sharing and component re-use – allowing DOL to be forward-focused and on the forefront of innovation with capabilities such as data analytics, case management, artificial intelligence, machine learning, and Robotic Process Automation. In addition to access to this standardized process and best practices, agencies have access to optimized infrastructure in a hyper- converged, hybrid-cloud data center environment and technologies that facilitate design of an overall improved user experience to allow employees to focus on mission work instead of technology. The cloud-based platform has helped achieve DOL-wide operational efficiencies in support of mission-driven IT applications resulting in consolidated resources, eliminated redundancies, accelerated modernization, and enhanced security.

DOL has an extensive list of legacy systems requiring modernization overhauls. By applying a set of common criteria, DOL prioritized legacy systems for modernization. DOL maintained five FITARA “A” grades across seven total categories, ranking DOL among the top one-third of federal agencies and departments assessed on the implementation of IT modernization and cybersecurity FITARA directives. Consolidating, integrating, and updating DOL’s legacy systems improves DOL’s security posture with capabilities such as standardized PIV-based

## AGENCY APPLICATIONS

application access, multi-factor authentication, Continuous Diagnostics & Mitigation (CDM) for cyber incident detection and response, and real-time vulnerability and threat monitoring. Investing in information technology provides significant citizen-impacting benefits in many policy areas, including mine safety, visa processing, grants management, and retirement benefits assurance, among many others. This funding will enable DOL to modernize systems to ease citizen access to DOL services, mitigate security issues due to legacy technologies, and reduce the increasing costs of supporting incompatible and obsolete technologies. Each effort will improve reliability and accessibility for citizens to the Department's programs for employment, worker safety and health, and benefits.

### **FY 2024**

In FY 2024, \$306,302,873 is requested for Agency Applications activities, supporting 165 FTE.

The Department has prioritized modernization activities and is focused on consolidating, integrating, updating and enhancing the security of DOL's IT, including legacy systems and applications; building cloud-based and mobile capabilities; implementing a DOL-wide data strategy and analytics program. The consolidation of duplicative systems, particularly in case management and data analytics, will lead to efficiencies in operations and maintenance (O&M) costs. Under the shared services model, DOL has leveraged a structured approach to help objectively prioritize legacy IT needs for modernization. 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) Mission Risk, Organizational Impact and Project Readiness. 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.

Modernizing the Agency's aging technology is critical to DOL's success and a key factor in mitigating risk across the agency. Continuing with the current outdated legacy systems and business processes not only hinders progress but 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.

### **FY 2023**

In FY 2023 \$306,302,873 is estimated for Agency Applications activities, supporting 165 FTEs. This year the Department continues to focus on high-priorities activities such as 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



## AGENCY APPLICATIONS

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.

FY 2023 funding priorities are dictated by agency mission needs; notable agency-driven efforts included (but not limited to items listed below):

- Modernization of the Department's Talent Acquisition System which started in FY 2022 and is slated to be completed by September of 2023. The Department is committed to using effective assessments to rebuild its workforce. Unfortunately, the Department's current system for talent acquisition is antiquated and does not provide the robust assessment tools needed to meet Executive Order 13932 on Modernizing and Reforming the Assessment and Hiring of Federal Job Candidates. The system has no formalized tracking mechanism and critical hiring information for eligibility selections is disjointed, which causes errors and presents challenges and barriers to the efficient hiring of personnel. An end-to-end hiring and assessment tools/modules solution is a critical need for the more efficient and optimal talent acquisition/personnel processing that DOL needs to undertake.
- Occupational Safety and Health Administration (OSHA) Information Management System Investment (OIS): The data modernization and transparency initiative will help with the agency's ability to store data, retrieve it in the most applicable form for operational use, and provide it in the most user-friendly format for the public. Easier accessibility paired with standardized data output from the OSHA systems, will result in more efficient searches and better ability to analyze the data to lead to swifter decision making. Easier public access to this information could provide OSHA staff with insight into the types of violations they might find at a facility or enable a compliance assistance specialist to provide best practices to abate hazards most likely to be found at the worksite. These efficiencies will lead to improved performance and cost savings will be realized in the higher utilization by OSHA data stakeholders of standardized reports with reliable information. This is an ongoing, multi-year product support effort including operations, maintenance, and Development Modernization & Enhancement (DME) actions for Occupational Safety and Health Information System (OIS) application. FY 2023 planned activities include eCasefile implementation, case diary capabilities, and migration of legacy functionality for OSHA's Response Application, Medical Access Orders, and others.
- Education and Training Administration (ETA) Grants: The GrantSolutions grant module was deployed to ETA, Women's Bureau, and ODEP in the second quarter of FY 2023, and will be deployed to BLS, MSHA, ILAB, and OSHA in the third quarter. Additionally, ETA will be implementing a grants risk monitoring service in March 2023 to regional staff in support of grantees.
- Office of Federal Contract Compliance Programs (OFCCP) Case Management System Investment: The Contractor Portal (formerly known as Affirmative Action Verification Initiative (AAVI)) is being modernized to 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 improve operations and enforcement by driving efficiency and increasing the number and depth of analytical assessments

## AGENCY APPLICATIONS

performed by the scheduling, policy, and enforcement branches. Once development is completed, the ongoing costs will be operations and maintenance, and a fraction of the help desk service. The total operating cost is anticipated to be reduced by approximately 65%, assuming no further development efforts. FY 2023 activities include Contractor Portal Integrations with SharePoint, data exchange, ingestion/ingestion errors, contractor bulk upload, and monitoring ongoing enhancements.

- Office of Worker’s Compensation Program (OWCP) Energy Compensation System (ECS): The General Medical module will be added to the Ancillary Medical Benefits (AMB) module to allow Medical Benefit Examiner (MBEs) to process benefits for Pharmacy, Supplies, Transplant and Procedure Exception Service Types. The Medical Travel Module will also be added to the existing AMB Module. This module will provide the ability for users to add Medical Travel Claims and perform different travel claims actions. FY 2023 activities include:
  - OWCP Energy – Energy Compensation System (ECS); Black Lung/Automated Support Package (ASP) - Improve the customer experience (CX) through increased use of digital signatures by increasing the number of Energy Employees Occupational Illness Compensation Program Act (EEOICPA) documents allowing the use of digital signatures and widen use to the Black lung program.
  - OWCP: Modernization of OWCP Workers' Compensation System (OWCS)/ Integrated Federal Employees' Compensation System (IFECS)/ASP: Plan for further application improvements via cloud migrations and license consolidations by decommissioning/retiring legacy systems and baselining projected costs and utilization and identifying opportunities for further cost savings.
- MSHA MCAS Modernization -MSHA application improvements focus on increasing efficiency, improving access and user functionality, establishing higher security and flexibility, eliminating redundant processes and reporting, improving data sharing, and reducing errors and improving error handling. FY 2023 activities include: Modernization of nine application modules: Issuances, Enforcement Improvements (Events, Weekly Activity, HCC, Assets), Alternate Case Resolution Contests, Education Field and Small Mine Services Time and Activity, Samples, Common Utilities, Inspection Inquiry System, Qualifications & Certifications/MSHA Individual Identification Number, and Misc. Small Projects (Sentinels, Emergency Tenant Protection Act (eTPA), Impoundments, Diesel Inventory).

### FY 2022

In FY 2022, \$252,754,728 was estimated for Agency Applications activities, supporting 151 FTEs. The need for workers to adapt and reskill accelerated 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. The investment in improving eTool technologies focused on increasing DOL’s 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 modernizing legacy systems was particularly relevant in the aftermath of the pandemic. Previous recessions have seen 20 to 25 percent declines in the number of active

## AGENCY APPLICATIONS

apprentices (Urban Institute working paper). As workers were seeking to reenter the workforce following the economic disruption caused by the COVID-19 pandemic, DOL systems aimed to 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 opened doors to high-quality jobs in industries such as telecommunications, health care, cybersecurity, and other sectors.

FY 2022 funding priorities were dictated by Agency mission needs; notable agency-driven efforts included (but not limited to items listed below):

- Occupational Safety and Health Administration (OSHA) Information Management System Investment: FY 2022 activities included migration to cloud, whistle blower module deployment, and e-file capabilities.
- Wage and Hour Division (WHD) Wage Determination System Investment: FY 2022 activities included the modernization of Electronic Case Filing and WISE Conciliation Cases. Modernizing the agency's technology infrastructure is critical to WHD's success and a key factor in mitigating risk across the agency. With the recent implementation of the Electronic Case File (ECF), WHD is realizing the ways in which streamlined business processes and more agile technology can revolutionize and bring value to the agency's work. In doing so, WHD 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.
- ETA Grants: The OCIO Team deployed the Announcement Module of GrantSolutions to the participating grant-making agencies at DOL. This module supports the announcement of available grants for government funded programs, provides transparency into Funding Opportunity Announcements (FOAs), and integrates with Grants.gov for the public to access information about opportunities in one location. The team also deployed the Grants Management module for VETS and CEO.
- Office of Federal Contract Compliance Programs (OFCCP) Case Management System Investment: The Contractor Portal (i.e. formerly known as Affirmative Action Verification Initiative (AAVI)) is modernization need that 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 improve operations and enforcement by driving efficiency and increasing the number and depth of analytical assessments performed by the scheduling, policy, and enforcement branches. Once development is completed, the ongoing costs will be operations & maintenance, and a fraction of the help desk service. FY 2022 planning activities included the development of the roadmap, Affirmative Action Program (AVP) submission development and initial system design for AAP submission updates, complaint form updates and revisions system updates requirements and design.
- OWCP Release the Employees' Compensation System (ECS) 3.5.0: This deployment improved the ARTS QA Module by adding three additional categories for District Office review. These additional categories allow users to separate Release Decision evaluation by Accept, Deny, and Letter Decisions, enhancing audits. FY 2022 activities include: the full deployment and completion of this effort.

## AGENCY APPLICATIONS

- Wage and Hour Division (WHD) Released United States-Mexico-Canada Agreement (USMCA) Verification 1.0 module to automate WHD's ability to verify whether a covered vehicle producer/manufacturer complies with the high-wage components of the Labor Value Content (LVC) rule. The LVC rule requires that 40 to 45 percent of auto content be made by workers earning at least \$16 per hour. The application enables WHD users to register producers, create verification cases, add documents/comments to cases, review and finalize cases. The application also provides capabilities for WHD to assign cases to offices and investigators, manage users, record JRC conclusions, navigate email notifications, log site visits, and track producer protest on the verification cases. FY 2022 activities included: the full deployment and completion of this effort.

## AGENCY APPLICATIONS

### Congressional Notifications for WCF Unobligated Balances Transfer: Activities in FY 2023 and Planned Transfer for FY 2024

The transfer authority provided to the Department in the Department of Defense and Labor, Health and Human Services, and Education Appropriations Act, 2019 (P.L. 115-245) and expanded in Consolidated Appropriations Act, 2022 (P.L. 117-103) has enabled the Department to make significant progress in modernizing legacy IT systems. This progress will only accelerate in FY 2024 and future years as the resources available to transfer increase and the projects are completed. The Department will continue to use the Working Capital Fund (WCF) Unobligated Balances Transfer authority (“Expired Funds”) to improve the delivery of services for America’s workers.

#### *Activities in FY 2023*

In FY 2023, the Department proposes to improve the effectiveness of the Expired Funds program, expanding usage to enterprise-wide legacy systems and services and to acquire Federal staff to oversee, manage and execute the Departments’ modernization initiatives as authorized in 29 U.S. Code § 563 - *Working capital fund; establishment; availability; capitalization; reimbursement*. Using Expired Funds to modernize the Department’s infrastructure and invest in systems and services that bring value to the Department as a whole not only bolsters DOL’s overall security posture to mitigate risk across the Department, but also is critical to DOL’s success in delivering needed shared capabilities to all of its agencies. Hiring Federal IT staff provides the benefit of enhancing the Federal IT workforce by enabling greater continuity, expertise, and oversight of resources throughout the technology lifecycle. As the Department invests in more modernization initiatives using this authority, the need to have federal staff to manage and execute these projects, and provide critically needed contract oversight, continues to grow. In utilizing the Expired Funds authority to its full potential, DOL will lessen the need for its agencies to reprioritize mission critical program funds to bring critically needed operational enhancements and federal oversight to the Department.

Under current authorities, the Department will transfer a total of \$18,000,000 in FY 2023 to pursue the goals of the Modernizing Government Technology (MGT) Act to a WCF account controlled by the CIO. Beginning in FY 2023, the CIO will also use the transferred funds to cover the salaries of the staff who will manage the projects that are funded from the transferred resources. The CIO has approved this plan.

The agency applications that have benefited from this increased budget authority include (but are not limited to):

#### Wage and Hour Division (WHD) Wage Determination System (WDS)

**Description:** Replace WHD’s Wage Determination Systems (WDS), which supports the Davis-Bacon Act (DBA) and the Service Contract Act (SCA).

**Approach:** Renovate all aspects of WDS processes including re-inventing how and when WHD conducts surveys, streamlining the process and timing of surveys, expanding data analysis.

## AGENCY APPLICATIONS

**Result:** The request will increase participants' ability to respond to surveys and communicate with the agency and improve business operations by decreasing the processing time for new DBA wage determinations and SCA wage rates. It will improve customer experience by increasing the timeliness of the wage determinations and rates published each year.

### Wage and Hour Division (WHD) WISE 2.0

**Description:** Modernize the Financial interface in WISE 2.0 to process investigations and take actions on employers, to support Enforcement Case Management System (CMS) with less risk on the current business line.

**Approach:** Build reengineered financial functions (core enforcement screens) with no dependency on legacy systems and integration, while iteratively making enhancements.

**Result:** WHD would be able to sunset major legacy systems like Back Wage Financial System (BWFS), Back Wage Follow Up (BWFU) and Civil Money Penalty (CMP). It will help WHD to accomplish major goals in Wage Hour Integrated Services Platform (WHISP) modernization.

This is the first replacement of the legacy system (WHISARD) and includes 3 API integrations and a Conciliation case management system that allows WHD to enter conciliable complaints and move them through the full Conciliation lifecycle. Conciliations account for 34% of all WHISARD cases and this will be a steppingstone for a full WISE 2.0 system replacing the remaining legacy system.

### Office of Labor Management Systems (OLMS): eLORS (OLIVIA)

The Department has already used this authority to execute a transfer of \$2,000,000, per notification submitted in FY 2019. These funds were obligated in FY 2022 to modernize partial functionality of the Electronic Labor Organization Reporting System (e.LORS) legacy system concerning Election and Audit Case Management, Document Management, and supporting administrative system functions. The first project phase started in FY 2022 and will be completed in FY 2023. The full eLORS modernization effort is slated to be completed incrementally with a target completion of FY 2026.

**Description:** Modernize the Labor-Management Reporting and Disclosure Act (LMRDA), the only system supporting the OLMS mission and its nationwide staff of investigators, managers, policy analysts, auditors, and administrative employees to implement and enforce compliance with the LMRDA. The current 20+ year old unsupported (obsolete) client server technology system is becoming obsolete. If it crashes, unions would be unable to file financial reports electronically and union financial data would not be available for public disclosure or enforcement purposes.

**Approach:** Transition legacy system functionalities and supporting database to modernized Appian and Enterprise Data Platforms; transition public-facing web applications to the Drupal eFile/eServe web Platform

**Benefit:** OLMS will increase electronic filing capabilities, enabling electronic filing for all 12 of the forms currently required under the LMRDA and enhance the filer experience. OLMS expects the cost savings and ease afforded by electronic filing will eventually increase the electronic percentage to 95% or more beginning shortly after full implementation.

## AGENCY APPLICATIONS

### Office of Administrative Law Judges (OALJ) CTS

**Description:** Replace and modernize both the Boards' (Administrative Review Board, Benefits Review Board, and Employees' Compensation Appeals Board) 11-year-old system and the Office of Administrative Law Judges' (OALJ) Case Tracking System (CTS) originally developed in the 1990s.

**Approach:** Procure a Commercial-off-the-shelf (COTS) Software as a Service (SaaS) Case Management System (CMS). Each agency will determine its individual requirements and then will work collaboratively to implement common requirements while maintaining the necessary independence for the trial and appellate functions

**Benefit:** Systems will allow judges and legal staff to work more efficiently and effectively to increase the productivity of case dispositions. DOL receives over 9,000 cases per year which originate in various DOL agencies (e.g., EBSA, ETA, OSHA, WHD, OWCP). Modernization will improve customer service by supporting video hearings and collection of additional case and hearing data. The initiative will improve DOL business processes by allowing for the collection of metadata for electronic records management purposes, allowing for complex workflows with overlapping and intersecting tasks, and allowing for improved data capture points through task management capabilities which improves case processing timelines.

### Office of the Solicitor (SOL) MMS

**Description:** Modernize the Matter Management System (MMS) supporting DOL's ability to track and manage legal matters

**Approach:** Replace the legacy case and matter tracking system with a DOL cloud-based system.

**Benefit:** Will mitigate security risks and improve DOL business operations by providing enhanced and more effective functionalities resulting in reduced processing time and enhanced reporting capabilities for SOL and Department leadership.

As projects move forward, OCIO will review funding estimates and adjust as necessary to meet operational needs. The total amounts will not exceed \$18,000,000.

### *Planned Transfer in FY 2024*

In FY 2022, Congress increased the Department's authority, permitting the Department to transfer up to \$36 million, an increase of \$18 million for funds appropriated in FY 2022 or later. In FY 2024, the Department will transfer up to \$27,000,000 to complete the projects listed above and advance other high-priority IT projects. Below is the list of accounts that will transfer the expired unobligated balances into the WCF in FY 2024. The estimates are based on historical data on these accounts. In FY 2024, 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 2024 include the Training and Employment Service and State Unemployment Insurance and Employment Service Operations. As outlined in the FY 2023 section, the Department will use a small portion of the transferred funding to cover the costs of the staff used to oversee the projects.

## AGENCY APPLICATIONS

### FY 2024 Estimated Unobligated Balances Available for Transfers

Agency	Type	Year Appropriated	Account	Amount
Employee Benefits Security Administration	S&E	FY 2019	016-2019-2019-1700	\$500,000
Wage and Hour Division	S&E	FY 2019	016-2019-2019-0143	\$1,000,000
Office of Federal Contract Compliance Programs	S&E	FY 2019	016-2019-2019-0148	\$1,000,000
Occupational Safety and Health Administration	S&E	FY 2019	016-2019-2019-0400	\$1,000,000
Mine Safety and Health Administration	S&E	FY 2019	016-2019-2019-1200	\$2,000,000
Departmental Management	S&E	FY 2019	016-2019-2019-0165	\$1,000,000
Employment and Training Admin. (Prog. Admin.)	S&E	FY 2019	016-2019-2019-0172	\$500,000
Employment and Training Admin. (Job Corps)	S&E	FY 2019	16-2018-2019-0181	\$2,000,000
<i>S&amp;E Subtotal</i>				<b>\$9,000,000</b>
Employment and Training Admin. (Training and Employment Service)	Grants	FY 2020	016-2020-2020-0174	\$7,000,000
Employment and Training Admin. (Training and Employment Service)	Grants	FY 2021	016-2021-2021-0174	\$2,000,000
<i>Grant Subtotal</i>				<b>\$9,000,000</b>
Employee Benefits Security Administration	S&E	FY 2022	016-2022-2022-1700	\$112,500
Office of Workers Compensation Programs	S&E	FY 2022	016-2022-2022-0163	\$112,500
Wage and Hour Division	S&E	FY 2022	016-2022-2022-0143	\$112,500
Office of Federal Contract Compliance Programs	S&E	FY 2022	016-2022-2022-0148	\$225,000
Occupational Safety and Health Administration	S&E	FY 2022	016-2022-2022-0400	\$750,000
Mine Safety and Health Administration	S&E	FY 2022	016-2022-2022-1200	\$1,125,000
Bureau of Labor Statistics	S&E	FY 2022	016-2022-2022-0200	\$1,125,000
Departmental Management	S&E	FY 2022	016-2022-2022-0165	\$225,000
Office of Inspector General	S&E	FY 2022	016-2022-2022-0106	\$75,000
Employment and Training Admin. (Prog. Admin.)	S&E	FY 2022	016-2022-2022-0172	\$75,000
Employment and Training Admin. (Job Corps)	S&E	FY 2022	12-16-2021-2022-0181	\$3,000,000
Employment and Training Admin. (Job Corps)	S&E	FY 2022	16-2021-2022-0181	\$2,062,500
<i>S&amp;E Subtotal</i>				<b>\$9,000,000</b>
<i>Total</i>				<b>\$27,000,000</b>



## AGENCY APPLICATIONS

<b>WORKLOAD AND PERFORMANCE SUMMARY</b>				
	<b>FY 2022 Revised Enacted</b>		<b>FY 2023 Revised Enacted</b>	<b>FY 2024 Request</b>
	<b>Target</b>	<b>Result</b>	<b>Target</b>	<b>Target</b>
<b>Agency Applications</b>				
<b>Strategic Goal 5 - A Department Grounded in Innovation, Evidence, and Employee Engagement</b>				
<b>Strategic Objective OASAM M.1 - Drive innovation in administrative, management, and financial services.</b>				
OASAM- WCF-OCIO- 52S	Average percentage of availability for identified agency applications	99.500%	99.849%[r]	99.500%
OASAM- WCF-OCIO- 53S	Average time in hours to triage emergency events for identified agency applications	1.000	0.460[r]	1.000

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

# AGENCY APPLICATIONS

## **Workload and Performance Narrative**

OCIO monitors the performance of agency applications based on two metrics. Average percentage of availability for identified agency applications measures the amount of time essential mission applications are up and running to facilitate the mission critical work of DOL subagencies. Average time to triage emergency events for identified agency applications measures how quickly OCIO reacts to, and begins to resolve, events that significantly impact the availability of those same systems. In FY 2022, mission application availability was maintained well above the target of 99.5% at an average of 99.849%. Also, in FY 2022, OCIO triaged emergency events well under the target of 1 hour with an average response time of 0.469 hours. In FY 2023 and FY 2024, OCIO will maintain or improve its high level of performance relative to the established targets for both of these metrics.

## AGENCY APPLICATIONS

<b>BUDGET ACTIVITY BY OBJECT CLASS</b>					
(Dollars in Thousands)					
		<b>FY 2022 Revised Enacted</b>	<b>FY 2023 Revised Enacted</b>	<b>FY 2024 Request</b>	<b>Diff. FY24 Request / FY23 Revised Enacted</b>
11.1	Full-time permanent	41,898	21,898	21,898	0
11.3	Other than full-time permanent	0	0	0	0
11.5	Other personnel compensation	660	660	660	0
11.9	<b>Total personnel compensation</b>	<b>42,558</b>	<b>22,558</b>	<b>22,558</b>	<b>0</b>
12.1	Civilian personnel benefits	17,213	17,213	17,213	0
21.0	Travel and transportation of persons	260	260	260	0
25.1	Advisory and assistance services	4,341	12,341	12,341	0
25.2	Other services from non-Federal sources	504	504	504	0
25.3	Other goods and services from Federal sources 1/	1	1	1	0
25.6	Medical Care	0	0	0	0
25.7	Operation and maintenance of equipment	187,700	253,248	253,248	0
26.0	Supplies and materials	178	178	178	0
31.0	Equipment	0	0	0	0
	<b>Total</b>	<b>252,755</b>	<b>306,303</b>	<b>306,303</b>	<b>0</b>
	1/Other goods and services from Federal sources				
	Working Capital Fund	1	1	1	0

# AGENCY APPLICATIONS

## CHANGES IN FY 2024

(Dollars in Thousands)

**Activity Changes**

**Built-In**

To Provide For:

Costs of pay adjustments	\$0
Personnel benefits	0
Travel and transportation of persons	0
Advisory and assistance services	0
Other services from non-Federal sources	0
Working Capital Fund	0
Other goods and services from Federal sources	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
<b>Base</b>	<b>\$306,303</b>	<b>165</b>
<b>Program Increase</b>	<b>\$0</b>	<b>0</b>
<b>Program Decrease</b>	<b>\$0</b>	<b>0</b>