

U.S. General Services Administration

FEDERAL CITIZEN SERVICES FUND

Fiscal Year 2024 Congressional Justification

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Appropriations Language

For necessary expenses authorized by 40 U.S.C. 323 and 44 U.S.C. 3604; and for necessary expenses in support of interagency projects that enable the Federal Government to enhance its ability to conduct activities electronically through the development and implementation of innovative uses of information technology; \$90,000,000 to be deposited into the Federal Citizen Services Fund: Provided, That the previous amount may be transferred to federal agencies to carry out the purpose of the Federal Citizen Services Fund: Provided further, That the appropriations, revenues, reimbursements, and collections deposited into the Fund shall be available until expended for necessary expenses authorized by 40 U.S.C. 323 and 44 U.S.C. 3604 and for necessary expenses in support of interagency projects that enable the Federal Government to enhance its ability to conduct activities electronically through the development and implementation of innovative uses of information technology: Provided further, That the transfer authorities provided herein shall be in addition to any other transfer authority provided in this Act.

Program Description

Every interaction with the public is an opportunity to improve trust in the Government. GSA established the Technology Transformation Services (TTS) in 2016 to design and deliver a digital Government with and for the American people. Empowered by the Federal Citizen Services Fund (FCSF), the TTS enables digital public access to, and engagement with, the Federal Government. Through the FCSF, TTS makes Government services more accessible, efficient, and cost effective with modern applications, personnel, platforms, and software solutions.

The FCSF supports public-facing services and agency-facing programs that drive Government-wide transformation through shared services, platforms, and solutions that save money for taxpayers. The programs funded by the FCSF drive transformation by providing technical expertise to agencies to improve their operations and spur the adoption and improvement of digital services. This appropriation furthers the President's Management Agenda by supporting the *Executive Order 14058 on Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government* and making investments in shared services to allow High Impact Service Providers to deliver better customer facing services.

The FCSF appropriation provides for the salaries and expenses of staff and programs authorized by 40 U.S.C. 323 and 44 U.S.C. 3604. Reimbursements from Federal agencies pay for the costs of the services provided on behalf of the agencies such as contact center services. In Section 753 of the FY 2023 enacted omnibus appropriations act, the FCSF received additional authority to collect funding from across the Government, in coordination with the Office of Management and Budget (OMB), to carry out the purposes of the FCSF. The funding

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collected through this authority will be used to support Government-wide and other multi-agency financial, information technology, procurement, and other activities, as well help Federal agencies to take advantage of information technology in sharing information. This additional funding provided to the FCSF through the Section 753 authority will be referred to as “Agency Contributions” for the remainder of this document.

Amounts Available for Obligation

(Dollars in Thousands)

	FY 2022 Actual	FY 2023 Enacted	FY 2024 Request
<i>Appropriated Unobligated Balance, start of year:</i>			
Annual Appropriations (no year)	\$ 11,359	\$ 13,329	\$ 10,179
FCSF and TMF American Rescue Plan (multi-year).....	\$ 146,637	\$ 101,831	\$ 37,886
Total Unobligated Balance, direct, start of year.....	\$ 157,996	\$ 115,160	\$ 48,065
Discretionary authority:			
TMF American Rescue Plan Transfer (multi-year).....	\$ 10,000	\$ 4,500	\$ -
Annual Appropriations.....	\$ 55,000	\$ 90,000	\$ 90,000
Total Appropriated Authority.....	\$ 222,996	\$ 209,660	\$ 138,065
Total Collections:			
Reimbursable Services:			
Reimbursable Unobligated Balance, start of year	\$ 653	\$ 10,278	\$ 15,000
From Federal Agencies.....	\$ 16,556	\$ 70,219	\$ 87,691
From the Private Sector.....	\$ -	\$ -	\$ -
User Fees.....	\$ -	\$ -	\$ -
Gifts from the Private Sector.....	\$ -	\$ -	\$ -
Change in Unfilled Customer Orders.....	\$ -	\$ -	\$ -
Subtotal, reimbursable authority.....	\$ 17,209	\$ 80,497	\$ 102,691
Recovery of prior-year obligations.....	\$ 2,863	\$ -	\$ -
Unobligated balance, reimbursable.....	\$ (10,278)	\$ (15,000)	\$ (16,000)
Unobligated balance, direct.....	\$ (115,160)	\$ (48,065)	\$ 0
Total, obligations.....	\$ 117,629	\$ 227,093	\$ 224,756
Obligations, appropriated (no year).....	\$ 55,755	\$ 97,650	\$ 95,679
Obligations, appropriated (multi-year).....	\$ 54,806	\$ 63,945	\$ 42,386
Obligations, reimbursable.....	\$ 7,068	\$ 65,497	\$ 86,691
<i>Net Outlays.....</i>	<i>\$ 76,625</i>	<i>\$ 181,674</i>	<i>\$ 179,805</i>

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Explanation of Changes, Appropriated Dollars and FTE

(Dollars in Thousands)

	FTE	FY 2022 Actual	FTE	FY 2023 Enacted	FTE	FY 2024 Request
	67	\$48,853	119	\$90,000	145	\$90,000
Program Changes:						
Increase in Salary and Benefits and Contractual Services for the Business Management Portfolio					1.3	\$ 2,648
Increase in Salary and Benefits and Contractual Services for the Innovation Portfolio					4.2	\$ 2,492
Increase in Salary and Benefits and Contractual Services for USA.gov and Vote.gov					5.3	\$ 2,352
Increase in Salary and Benefits, Contractual Services, and Other Support Costs for the Data & Analytics Portfolio					1.8	\$ 2,099
Increase in Salary and Benefits and Contractual Services for the Accelerators Portfolio					4.0	\$ 1,218
Increase in Salary and Benefits for 10x					3.2	\$ 1,138
Increase to transition FTE, Salary and Benefits, and Contractual Services previously funded by the American Rescue Plan Act for the Public Benefits Studio					3.8	\$ 902
Increase in Salary and Benefits for the Secure Cloud Portfolio					1.8	\$ 712
Increase in Salary and Benefits for the MAX.gov PMO					0.8	\$ 258
Decrease in Contractual Services Support for 10x						\$ (1,138)
Decrease in Federal Audit Clearinghouse Support to shift to a fully reimbursable funding model						\$ (1,548)
Decrease in Secure Cloud Portfolio Support to partially fund FedRAMP through reimbursable agency contributions						\$ (11,133)
Subtotal, Program Changes					26.0	\$ -
Total Adjustments					26.0	\$0

Note: TTS is using American Rescue Plan funding to hire term employees in FY 2022, FY 2023, and FY 2024. That funding supports an additional 3 FTE in FY 2022, 18 FTE in FY 2023, and 9 FTE in FY 2024.

Summary of the Request

The rapid pace of digital advancement has made it more vital than ever to deliver trustworthy, secure, and intuitive digital services. Improved standards for digital services have increased the responsibilities for the programs funded by the FCSF, and the public and other Federal agencies increasingly rely on FCSF programs. GSA is requesting \$90 million in appropriations in FY 2024 to support the increased demand for FCSF-funded programs as well as the new programs created in response to Congressional and Administration priorities.

The FY 2024 request repeats the proposal in the FY 2022 and FY 2023 President’s Budget request to remove the cap on the total amount of funding (including collections) available in the fiscal year from the FCSF from the appropriations language. This flexibility is critical to ensure that all of the appropriations, revenues, reimbursements, and collections deposited into the fund are available when needed. The annual cap limits the amount of funding available for services from the FCSF, hampering the capacity to scale the level of support GSA can provide to the public and other agencies.

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The FCSF received broader reimbursable authority via an Administrative provision in the FY 2022 budget which specifically allows GSA to enter into agreements to provide services through the FCSF on a fully reimbursable basis. This authority enables TTS to adequately scale, maintain, and evolve the platforms and programs within the fund to better serve agencies and deliver value for the American people.

GSA will continue to operate Presidential Innovation Fellows and the U.S. Digital Corps within the FCSF as reimbursable programs. In addition, the Federal Audit Clearinghouse (FAC) was moved from Census to TTS in FY 2023. FAC has been funded via agency contributions since 2005, and TTS will begin billing agencies for FAC from the FCSF in FY 2024.

Additionally, TTS is looking to build off the Agency Contributions received in FY 2023 by proposing a \$14 million increase in those contributions in FY 2024, for a total of \$29 million in Agency Contributions.

Of the \$29 million in Agency Contributions proposed in the FY 2024 FCSF budget, GSA plans to use \$16 million to help fund mature, broadly used Government-wide programs. Specifically, these Agency Contributions will be used for the Federal Risk and Authorization Management Program (FedRAMP), and Data.gov. The remaining \$13 million of proposed Agency Contributions will be used to fund TTS support for OMB-designated High Impact Service Provider (HISP) partners.

The Agency Contributions will supplement FCSF appropriations and will encourage the adoption and scaling of TTS-provided shared services. This funding mechanism will help the Federal Government achieve economies of scale and avoid duplicative spending resulting in savings Government-wide.

Key Changes

The FY 2024 budget request is consistent with the FY 2023 enacted level. The appropriated funds will accommodate current demand in FCSF services, evolve capabilities in support of improving the public's experience when interacting with Government, and will accomplish the following objectives:

- **\$2.6 million increase** - to the Business Management Portfolio for the salary and benefit costs of 1.3 additional FTE, contractual services, and other support costs.
- **\$2.5 million increase** - to the Innovation Portfolio for salary and benefit costs of 4.2 additional FTE, contractual support, and other support costs.
- **\$2.4 million increase** - to the Public Experience Portfolio for salary and benefit costs of 5.3 additional FTE, contractual services, and other support costs.
- **\$2.1 million increase** - to the Data & Analytics Portfolio for salary and benefit costs of

1.8 additional FTE, contractual support, and other support costs. In addition to the direct appropriation, \$5.0 million of Data.gov's costs will be funded by Agency Contributions in FY 2024 instead of relying on appropriated funding.

- **\$1.2 million increase** - to fund 4.0 FTE in the Accelerators Portfolio, contractual services, and other support costs.
- **\$1.1 million increase** - to 10x for increased salary and benefit costs for 3.2 additional FTE.
- **\$902 thousand increase** - to transition 3.8 Public Benefits Studio FTE, their salary and benefits, contractual services, and other support costs from American Rescue Plan Act funding to annually appropriated FCSF funding.
- **\$712 thousand increase** - to the Secure Cloud Portfolio for increased salary and benefit costs for 1.8 additional FTE.
- **\$258 thousand increase** - to MAX.gov for increased salary and benefit costs for 0.8 additional FTE.
- **\$1.1 million decrease** - to 10x contractual services to offset the increase in salary and benefits.
- **\$1.5 million decrease** - to the Federal Audit Clearinghouse (FAC) while GSA works with customer agencies to achieve the full cost reimbursement model after the transition of the program from the US Census Bureau.
- **\$11 million decrease** - to reflect the partial transition of the FedRAMP program from using appropriations to Agency Contributions. This shift will allow FedRAMP to continue to scale and support the growth in agency and cloud service provider participation in the program and further automation initiatives to streamline the assessment and authorization process in support of the Administration's "Prioritizing IT Modernization and Cybersecurity" priority and Executive Order 14028, *Improving the Nation's Cybersecurity*.

In addition to supporting increased business volumes and new programs, the FY 2024 request is built to improve the public's experience when interacting with the Government. The requested direct appropriations funding level remains flat from the FY 2023 enacted level and includes funding to support the projected 5.2 percent pay raise for Federal employees.

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Obligations by Object Classification

(Dollars in Thousands)

		FY 2022 Enacted	FY 2023 Request	FY 2024 Request
11.1	Full-time, permanent	\$ 8,147	\$ 19,469	\$ 25,279
11.3	Other than full-time permanent	\$ 1,852	\$ -	\$ -
11.5	Other personnel compensation	\$ 196	\$ 428	\$ 758
11.9	Total personnel compensation	\$ 10,195	\$ 19,897	\$ 26,037
12.1	Civilian personnel benefits	\$ 3,523	\$ 6,814	\$ 10,112
21	Travel and transportation of persons	\$ 25	\$ 494	\$ 632
23.3	Communications and utilities	\$ 61	\$ 3	\$ 3
25.1	Advisory and assistance services	\$ 23,992	\$ 43,174	\$ 30,612
25.2	Other services	\$ 25	\$ 494	\$ 632
25.3	Goods & services from Gov't accounts	\$ 10,988	\$ 19,114	\$ 21,963
26	Supplies and materials	\$ 0	\$ 2	\$ 2
31	Equipment	\$ 45	\$ 8	\$ 8
99	Obligations, appropriated (no year)	\$ 48,853	\$ 90,000	\$ 90,000
	<i>Subtotal, PC&B</i>	<i>\$ 13,718</i>	<i>\$ 26,711</i>	<i>\$ 36,149</i>
	<i>Subtotal, Non-labor</i>	<i>\$ 35,136</i>	<i>\$ 63,289</i>	<i>\$ 53,851</i>
99	Obligations, appropriated (multi-year)	\$ 54,806	\$ 63,945	\$ 42,386
99	Obligations, reimbursable	\$ 7,068	\$ 65,497	\$ 86,691
99	Obligations, available from prior years	\$ 6,902	\$ 7,650	\$ 5,679
99.9	Total obligations	\$ 117,629	\$ 227,093	\$ 224,756
	<i>Full-Time Equivalent (FTE)</i>	<i>67</i>	<i>119</i>	<i>145</i>

Note: FY 2022 Actual appropriated obligations available from prior years include CARES Act obligations. TTS is using American Rescue Plan funding to hire term employees in FY 2022, FY 2023, and FY 2024. That funding supports an additional 3 FTE in FY 2022, 18 FTE in FY 2023, and 9 FTE in FY 2024.

Supporting Administration Priorities

The FY 2024 request funds work that underpins the major tenets of the President's Management Agenda, as well as the methods proposed to achieve those priorities, specifically: strengthening and empowering the Federal workforce; delivering excellent, equitable, and secure Federal services and customer experience; developing and supporting lasting interagency management Communities of Practice; enhancing Federal information technology (IT) and cybersecurity as key enablers of mission delivery; applying Federal data management and data science capabilities; and nurturing a culture of Evidence-Based policymaking and decision-making in Federal agencies. Finally, the FCSF request will enable several programs critical to creating a diverse and talented pipeline of public servants.

Strengthening and Empowering the Federal Workforce

U.S. Digital Corps

In FY 2022, the Federal Government faced an aging technology workforce, with only three percent of tech employees under the age of 30. The U.S. Digital Corps (USDC) recruits and develops diverse, highly-skilled, and mission-driven early career technologists to work across the Federal Government. USDC Fellows serve in diverse information technology roles including software engineering, data science, product management, design, and cybersecurity for two years. The USDC model embeds these recent graduates in other Federal agencies, while they receive professional development, mentorship, and other support from GSA. With its current hiring approach, USDC Fellows are eligible for conversion to the competitive service as career employees after the first year. At the program's conclusion after two years, Fellows can transfer permanently from GSA to their host agencies to continue their careers, strengthening the overall junior and mid-level Federal technology workforce, which has been a long-standing workforce challenge.

In FY 2023, the Digital Corps will hire its second cohort of Fellows from a pool of nearly 1,400 applications—25 percent more than in its inaugural cohort—while continuing to support and grow the 38 Fellows hired in FY 2022 in their second year of work. The inaugural cohort of USDC Fellows exceeded program goals for size as well as diversity, with a highly diverse cohort that is majority female and majority people of color, includes veterans and career changers, and is geographically distributed across the United States. Eighty three percent of the first class of Fellows are first-time Federal employees. The second cohort is anticipated to be larger than the first, allowing USDC to expand its impact and continue testing program design hypotheses that support a high-volume early-career technology talent pipeline for the entire Federal Government.

FY 2023 will show that USDC is building on the early successes in its pilot year—when it received over 1,000 applications and agency requests for over 160 Fellow placements, and placed 38 Fellows across 12 Federal agencies. The U.S. Digital Corps will continue to support agencies in key impact areas, including administration priorities such as customer experience, equity, cybersecurity, and open science. To date, over 65 offices have requested a total of 170 Fellows — showing that there remains significant demand for early-career technology talent provided by the Digital Corps. The program will continue to hire additional staff to support a growing number of Fellows, while optimizing the level of support Fellows require. In the long term, at a steady state scale, the U.S. Digital Corps will be able to bring hundreds of early-career technologists into Federal service each year by building a sustainable entry point for recent graduates and career changers with a pathway to permanent positions.

USDC is not requesting FCSF funding for FY 2024 as it operates as a reimbursable model paid for by agency fees, with initial program seed funding provided by the American Rescue Plan through the end of FY 2024.

Presidential Innovation Fellows

For over a decade, the Presidential Innovation Fellows (PIF) program has been the premier source of technology and innovation talent for the Federal Government. This highly competitive fellowship program recruits a diverse pool of senior and executive level technologists every year to embed in Federal agencies as entrepreneurs-in-residence and strategic advisors. Alongside their agency partners, PIFs advise, prototype, and scale solutions using industry best practices across data science, design, engineering, product, digital strategy, and systems thinking.

PIF is not requesting appropriated funding for FY 2024 as it operates as a reimbursable model paid by agency fees.

MAX.gov Shared Services

MAX.gov is an integrated suite of tools and shared services for cross-agency activities, including partnerships among Federal, State, local, Tribal, and other trusted partners. MAX.gov was initially developed for use by OMB's Budget Systems Branch (BSB) and the agency budgeting community in 2007 to meet the need for dynamic and flexible solutions for cross-agency authentication, collaboration, data collection, and analytics. MAX.gov capabilities and external customers have grown significantly over the past 14+ years and now include over 250,000 active users and a suite of 18 capabilities.

GSA will transition MAX.gov, MAX Authentication, from OMB to GSA, and will have created a funding approach, technical solution, and necessary authorities required to meet present-day agency needs.

Digital.gov

Digital.gov empowers Federal employees to deliver better digital services by organizing Government-wide Communities of Practice (CoP) to support and champion their work, providing centralized access to resources for creating digital services and complying with associated Federal web policy requirements, and collaborating on the development of digital guidance with Federal partners. Digital.gov partners with other TTS and GSA programs including the Presidential Innovation Fellows, the IT Modernization Centers of Excellence, and 18F, to produce collaborative resources and events that reach across the Federal space.

Digital.gov convenes seven Communities of Practice that provide guidance and discussion on digital services creation and related topics and policies such as plain language, accessibility, and the Paperwork Reduction Act. In FY 2022, membership in the CoPs grew by 17 percent from 8,349 to 9,748 members. More than 11,000 individuals attended Digital.gov events, and Digital.gov received more than a million page views.

In FY 2024, Digital.gov will continue to recruit new leads for the CoPs and engage with CoP members to research innovative ways to improve customer experience and make it easier for Federal workers to access and use resources and leverage communities. Digital.gov will focus on revamping best practice resources to drive improved agency adoption of the 21st Century Integrated Digital Experience Act (21st Century IDEA).

HISP Agency Contributions

The FCSF FY 2024 budget proposes to use \$13 million in Agency Contributions to fund targeted projects mutually agreed upon by Agencies, OMB, and GSA to support improvement efforts outlined in HISP FY 2024 CX Action Plans, building on discovery work GSA and agency teams have completed in FY 2022 and FY 2023. This funding will allow GSA to commit its staff to work alongside agency HISP staff, delivering targeted improvements to priority services while building HISP staff capacity to continually improve customer experience outcomes through new approaches.

OMB has identified the following agencies for customer experience investments via this line of funding for FY 2024. No direct appropriations are impacted.

Agency	HISP Contributions
DOI	\$2,500,000
DOL	\$4,000,000
DHS (TSA)	\$500,000
USDA	\$3,000,000
USAID	\$1,000,000
HUD	\$2,000,000

Delivering Excellent, Equitable, and Secure Federal Services and Customer Experience

USAGov

USAGov makes it easier for the public to find and understand the Government services and information they need— anytime, anywhere, any way they want. Through an omnichannel approach, the portfolio aggregates information from across the Government around different topics and answers the public’s most pressing questions in both English and Spanish. That’s why USAGov is known as the front door to Government information and services. The USAGov platform includes: 1) the official English and Spanish language websites for the U.S. Government: USAGov and USAGov en Español; 2) the national contact center at 1-844-USA-GOV1, and 3) a robust public engagement program consisting of digital outreach channels like email and social media in English and Spanish. USA.gov is an OMB-designated High Impact Service Provider (HISP) under the “Improving customer Experience (CX)” Executive Order.

At the end of FY 2022, TTS launched beta.usa.gov and beta.usa.gov/es, the newest iterations of USA.gov and USAGov en Español. These sites represent a complete overhaul of public-facing content, enable the development of interactive tools and guides, and are built on more secure and modern infrastructure. The newer version of the websites are intended to drive referrals to agencies by improving the organization and presentation of benefits information and ensuring the websites have the infrastructure to serve as the modern “Federal Front Door” as envisioned in Executive Order 14058, “Transforming Federal Customer Experience and Service Delivery To Rebuild Trust in Government.” Additionally, work done to increase the findability and usability of the information on the beta sites is expected to make it easier for commercial search engines to surface vital Government information to the public.

In FY 2024, USAGov will continue to play a key role in the Administration's efforts to improve the delivery, efficiency, security, and effectiveness of Government programs, with a commitment to advance equity and enhance the lives of those who have been historically underserved by the Government.

The FY 2024 request provides resources to continue to grow and maintain the newly reimagined USA.gov and USAGov en Español. In FY 2024, the USA.gov and USAGov en Español's beta sites will have graduated from beta status. USAGov will experiment with new interactive tools and functionality, such as accessible voice technology, and conduct further exploration in the creation of content standards for Federal web content, as well as in the Life Experiences space, better structuring benefits content to be more useful and accessible around key moments in people's lives. These experiments and the data USAGov gains from them will inform future feature development and increase the efficiency and effectiveness of Government digital services. USAGov also plans to conduct additional outreach campaigns in FY 2024 to increase public engagement with the new features and functionalities available on the websites.

The FY 2024 request includes additional funding for increased salary costs of FTEs hired in FY 2023 and additional contractual services. These new FTE and contractual services directly support the work of the Customer Experience EO, the President's Management Agenda and the EO on Advancing Racial Equity in order for USAGov to continue to experiment, grow and expand the reimagined websites and deliver improved customer experience for everyone.

Vote.gov

Vote.gov directs the public to official Federal and State government information on voting and elections. The site helps users learn about the election process, voter ID requirements, and how to register to vote in their state of residence.

Executive Order 14019, *Promoting Access to Voting*, directs GSA to modernize and improve the user experience of Vote.gov, which includes complying with accessibility standards, language translation services, and other modernization related to the 21st Century IDEA.

Vote.gov currently meets Section 504 and 508 compliance requirements. As functionality is added to the website, Vote.gov will continue to remain compliant while expanding the holistic experience of voter registration. Additionally, Vote.gov provides translations in all language groups covered under section 203 of the Voting Rights Act, and plans to expand to more languages. Further, as part of its modernization, Vote.gov will ensure continued compliance with all requirements of the 21st Century IDEA.

In FY 2024, Vote.gov will provide a modern and secure website to handle an anticipated increase in usage by the public for trustworthy voter registration information. Additionally,

Vote.gov will perform outreach activities to the public, especially underserved and limited English proficiency (LEP) populations, and leverage collaborations with other organizations to make them aware of Vote.gov's services.

Search.gov

Search.gov is a search engine service used by one-third of Federal domains. It provides a high-quality, standard search experience for the public as they interact with different Government websites. In 2022, Search.gov powered more than 280 million searches across one third of Federal domains. These search experiences allow the public to access everything from broad, all-of-government content to highly specific resource collections in more than 65 languages. This broad use gives insight into the services and information the public needs, and the ways in which people seek it out, which is invaluable data as the Government strives to implement customer-centric mandates like Executive Order 14058, Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government.

The public benefits in tangible ways from this Government-driven, civic-minded search engine. Always working in the public's interest, Search.gov can be relied on to provide a consistent, effective, and trustworthy experience in locating much needed help.

In FY 2023, Search.gov will release faceted search to allow the public to more easily find the information they are looking for by narrowing down their search results using checkboxes. Additionally, Search.gov will further expand multilingual search support to promote more equitable access to Government information and services. Later in FY 2023, Search.gov will begin work on synonym handling, so that people will be better able to locate what they need even when their understanding of it doesn't line up with how the information is conveyed by the agency.

The FY 2024 request includes appropriated funds to increase adoption to new departments and agencies. Greater market share will ensure better feedback loops for customer experience, revealing both trends in needs and search behavior during major life events and allowing agencies to continuously improve services and communication. By implementing a flexible system that agencies can adopt easily, Search.gov has reduced costs for commercial search results, serving major websites such as VA.gov, Justice.gov, Commerce.gov, and beyond. With greater market share, Search.gov will be able to improve search experiences and reduce the cost of search even further Government-wide.

Search.gov supports agencies in complying with the 21st Century IDEA, the OMB Policies for Federal Websites (M-17-06), the Zero Trust Strategy (M-22-09), and the Federal Internet Portal (44 USC Section 3501 204). To better support agencies in the implementation of the 21st

Century IDEA, in FY 2024, Search.gov will explore ways to improve access to Government information, including standards for structuring information across agency websites.

Federal Audit Clearinghouse

The modernization of the Federal Audit Clearinghouse (FAC) began in FY 2022 using ARP funding. The FY 2023 FCSF request included a request for FAC which is being used along with ARP funds to complete a minimum viable product. The transfer of responsibility for FAC from the Census Bureau to GSA is effective October 1, 2023.

In FY 2024 GSA will rely on a reimbursable agency funding model, supplemented with ARP funds for minor development to fund FAC. Based on agency partner and public stakeholder priorities, GSA will oversee improvements to the FAC in support of continuous improvement to the grants management business process, transparency over financial assistance spending, and leverage data as a strategic asset as codified in the Federal Funding Accountability and Transparency Act (FFATA), as amended by the Digital Accountability and Transparency Act (DATA Act), and the Grants Reporting Efficiency and Agreements Transparency Act (GREAT Act) and as referenced in OMB Memoranda M-19-16, *Centralized Mission Support Capabilities for the Federal Government*, and M-22-02, *New Financial Assistance Transparency Reporting Requirements*.

Section 508

The GSA's Office of Government-wide Policy is tasked with the responsibility of supporting Section 508 programs across Government, to ultimately ensure the accessibility of information and communication technologies for individuals with disabilities. In this capacity, they provide a full range of support services: policy and acquisition assistance, content strategy, design and development, testing, training, tools, and events.

In FY 2023 and FY 2024, GSA will use appropriated FCSF funding to support the Section 508 PMO to fully maximize the inherent relationship between FSCF-funded services (e.g., U.S. Web Design System, Search.gov, etc) and the important mission of the Section 508 PMO.

Feedback Analytics

TTS' Feedback Analytics Program is the primary shared service through which agencies collect, validate, and report quantitative and qualitative customer feedback. The program provides a lightweight, Paperwork Reduction Act (PRA) – friendly, digital customer experience tool which helps agencies measure their performance, create cross-agency benchmarks, and reduce the burden on the public – all of which fulfill requirements outlined in Section 280 of OMB Circular

A-11. This shared service offering is a simple, flexible, and convenient way to collect customer feedback, allowing agencies to focus on serving customers rather than managing surveys.

More than 900 instances of Touchpoints forms have been deployed across 80 agencies, with 500 users active within the last 3 months. More than 1.5 million responses have been recorded since program inception in early 2020, informing agencies of how their services and products are being experienced by users. Customer feedback data is critical to effective customer service improvement, decision-making, and performance reporting across Government. Data Collections supported by the Touchpoints application are central to the success of the Customer Experience Cross Agency Priority Goal, OMB Memo A-11, Section 280, and Executive Order 14058. The FY 2024 request includes appropriated funding to continue supporting this program.

U.S. Web Design System

The US Web Design System (USWDS) provides agencies a toolkit for common web components and patterns, making it easier to build accessible, inclusive, mobile-friendly websites that deliver great user experiences and comply with 21st Century IDEA and Section 508. 21st Century IDEA was signed into law in December 2018 and aims to improve the digital experience for the public and reinforce existing requirements for Federal public websites. Section 3(e) of 21st Century IDEA requires agencies to comply with TTS' website standards and use the U.S. Web Design System.

Almost 100 Federal agencies used the U.S. Web Design System (USWDS) to build 446 accessible, mobile-friendly Government websites in FY 2022.

In FY 2022, GSA released USWDS 3.0 with a more modular structure and modernized stylesheets. USWDS also released guidance on 17 common high-value interactions, such as navigating complex forms and entering user profile information. GSA completed an Inclusive Patterns guide with funding from the American Rescue Plan to develop tools and guidance for designing common tasks associated with transactional services such as applying for benefits to help the Federal Government provide customers a more equitable experience with respect to race, ethnicity, religion, income, geography, gender identity, sexual orientation, and disability.

The FCSF FY 2024 request includes funding to further develop components, patterns, design tokens, and utilities related to branding and digital experience. This work will help agencies meet the requirements of 21st Century IDEA.

Digital Analytics Program

Digital Analytics Program (DAP) offers web analytics tools, support, and training to Federal agencies. This program allows the Federal Government agencies to assess the performance of digital products and determine what content is most effective when communicating with the public – across more than 6,000 Federal websites and 32 billion page views. DAP has been used by more than 3,500 Federal agency staff. DAP allows agencies to track and measure opportunities for streamlining and improving the usability of Government websites, and is recognized as a best practice by the web standards mandated in the 21st Century IDEA. In addition, OMB M-17-06 *Policies for Federal Agency Public Websites and Digital Services* mandates Federal agencies' use of DAP on public-facing websites. In FY 2022, DAP played an integral role in the success of covidtests.gov by allowing the public to see over 1 million visitors concurrently applying. In addition, DAP has prepared and nearly completed code to migrate to GA4, which will replace Google Analytics in 2023. In FY 2023, DAP plans to redesign analytics.usa.gov, complete the migration to GA4, and offer agencies access to the DAP data via an external datastore.

In FY 2024, DAP will continue improvements to analytics.usa.gov, focusing on expanding access to public web analytics data and explore how to better meet the growing analytic demands of Government and strengthen privacy protections.

The FY 2024 request includes appropriated funding to continue supporting this program.

Site Scanning

The Site Scanning program performs a wide range of automated scans of public Federal websites to capture data about website health, policy compliance, and best practices including security, privacy, discoverability, analytics, and performance. The service offers access to data describing characteristics of the Federal web presence, including adoption of the Digital Analytics Program, the US Web Design System, Search.gov, search engine optimization, utilization of third party services, and more.

The FY 2024 request includes appropriated funding to continue supporting this program.

User Research Operations

The TTS Research Ops program is directly aligned to the Executive Order on Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government. The TTS Research Ops program ensures that empirical customer research is done consistently and will perform a wide range of tasks involved with doing research including participant management,

knowledge management, data governance, research training and competency. This is an opportunity to identify approaches to supporting user research at scale at TTS and as a shared service to Government agencies. The FY 2024 request includes appropriated funding to continue developing this critical capability.

Challenge.gov

Challenge.gov is the hub for federally sponsored prize competitions and challenges. A decade ago, the passage of the America COMPETES Reauthorization Act (P.L. 111-358) “authorized Federal agencies to award prizes competitively to stimulate innovation that has the potential to advance an agency’s mission.” COMPETES mandated that GSA “facilitate the use of prize competitions across Federal Government” and OMB’s M-10-11 Memorandum specified that “GSA will make available a web-based platform for prizes and challenges within 120 days,” driving the creation of Challenge.gov, a platform and a program that allows the Federal Government to directly crowdsource innovation and solutions to important problems from the public via prize competitions. These competitions address a vast array of topics like renewable energy, maternal and child health, autonomous vehicles, inclusive transportation, workforce development, agriculture, and the future of education. Prize authority granted through COMPETES allows for innovative sourcing outside of the more traditional mechanisms that are governed by the Federal Acquisition Regulations (FAR) and lower barriers to entry to promote rapid engagement between public sector innovators and the Federal Government.

GSA provides the platform at no cost to Federal agencies, and in the past decade Challenge.gov has hosted more than 1,650 prize competitions sponsored by 100+ Federal agencies.

In FY 2022, Challenge.gov launched a new dynamic platform and hosted 126 prize competitions from 17 agencies offering a total prize purse of more than \$105.4 million, plus many non-monetary awards. In the past year, public interest and awareness of Challenge.gov has generated over 5,000 new public solver accounts, more than 20,000 challenge follows and over 2,500 submissions to challenges hosted on the platform. GSA provides the Challenge.gov platform at no cost to Federal agencies as a shared service enabling prize managers to easily create and manage competition content and also allows members of the public to directly participate in and submit solutions. The Challenge.gov program office also provides guidance and support for Federal employees seeking to use prize authority via the Challenge and Prize Community of Practice (CoP).

The FY 2024 request includes appropriated funding to continue to support development of the Challenge.gov platform, and to support alignment with other open Government offices and projects in TTS.

CitizenScience.gov

CitizenScience.gov features case studies and a toolkit that outlines the basic processes for planning, designing, and managing a crowdsourcing or citizen science project. The Crowdsourcing and Citizen Science Act (15 U.S.C. §3724), included as part of the American Innovation and Competitiveness Act of 2017 (P.L. 114-329), established that GSA "...shall, at no cost to Federal science agencies, identify and develop relevant products, training, and services to facilitate the use of crowdsourcing and citizen science projects under this section, including by specifying the contract vehicles and organizational platforms to enhance the ability of Federal science agencies to carry out the projects under this section." To satisfy this requirement, GSA established CitizenScience.gov to provide support, training, and resources for Federal crowdsourcing and citizen science coordinators.

The platform hosts a catalog of federally-supported projects that engage the American public in addressing societal needs and accelerating science, technology, and innovation.

The Challenge.gov and CitizenScience.gov programs work closely with the White House Office of Science Technology and Policy and agency partners to support data collection for the Implementation of the Federal Prize and Citizen Science Authority Report Strategy, a Congressional requirement.

The FY 2024 request includes appropriated funding to continue to support alignment of CitizenScience.Gov with other open Government offices and projects in TTS.

10x

GSA believes that in order to truly transform Government technology, programs must take a full scale approach to change. Beyond development and delivery, there is an opportunity to be more agile in the selection, prioritization, and funding of new ideas.

The 10x program is an incremental investment program designed to support and develop ideas from Federal employees about how technology can improve the public's experience with the Government. From FY 2015 to FY 2023, the program has received over 1,550 ideas from 219 agencies and has funded 286 projects, for a total of \$28.2 million dollars invested in new, innovative solutions to improve Government. Through its rigorous evaluation process and gated approach, 10x has funded several Government-wide products that help agencies avoid costs and provide a best-in-class customer experience. 10x provided seed funding for tools such as Login.gov, (which provides authentication to well over a million customers); the SORN (Systems of Records Notices) Dashboard, which consolidates compliance documentation for privacy officers across Government at an estimated savings of over \$2.5 million per year; and U.S Notify, an opportunity to better leverage notifications to help the public get status updates on

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Government programs and services. 10x has published over 270 research briefs, with a prospectus covering topics from AI, data sharing, equitable delivery, benefits administration, and more.

10x invests in projects using a radically different approach, where investments are made incrementally -- with gated funding only granted as projects prove their merit and justify further investment. This approach prevents 10x from investing valuable tax dollars in cumbersome and protracted technology projects, and has been recognized nationally and internationally by such groups as the Organization for Economic Cooperation and Development and the American Council for Technology and Industry Advisory Council.

The selected projects from this program support the Administration's priorities and legislative mandates, such as the 21st Century IDEA, OPEN Government Data Act, Executive Order 13985, *Advancing Racial Equity and Support for Underserved Communities Through the Federal Government*; Executive Order 14008, *Tackling the Climate Crisis at Home and Abroad*; and Executive Order 14058 *on Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government*.

10x efforts align with the "Modernizing Public-Facing Websites, Digital Services, and Records Management", "Advancing Equity through the Federal Government", "Tackling the Climate Crisis," and "Prioritizing IT Modernization and Cybersecurity" priorities. The FY 2024 request is consistent with the FY 2023 enacted level to continue these activities.

Public Benefits Studio

The Public Benefits Studio works with current programs across GSA and across Government to simplify the public experience of navigating Government programs that help low income families and individuals. The Studio develops and supports adoption of technology tools, best practices, and improved policies in collaboration with benefits programs and service delivery experts to enable more effective delivery of public benefits.

The Studio affords both testing new ideas and products in the benefits space, and sustains and operates those that prove successful. Through FY 2023 and FY 2024, the Studio will explore opportunities to close the gap in adoption of plain-language, multi-channel/text notifications, starting by piloting a digital notifications service, which is currently called U.S. Notify.

This program closely aligns with the Executive Order 14058, *Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government* and *President's Management Agenda* in support of delivering excellent, equitable, and secure Federal services and customer experience to the public. The FY 2024 request includes appropriated funding to continue supporting this program.

Accelerate Federal Information Technology and Cybersecurity as Key Enablers of Mission Delivery

The Federal Risk and Authorization Management Program (FedRAMP)

FedRAMP is a Government-wide program that provides a standardized approach to security assessment, authorization, and continuous monitoring for cloud products and services. This program makes it easier for shared service providers and small companies to meet requirements for multiple agencies; historically about 30 percent of authorized vendors are small businesses. FedRAMP enables agencies to avoid spending duplicative funds for security-related costs as well as saving valuable time by establishing an “authorize once, reuse many times” security program. As of January 2023, over 294 unique cloud offerings have gone through the FedRAMP process and have been reused over 5,100 times across the Federal Government. Through the lifetime of the program, it is estimated that the program has helped the Government avoid over \$700 million in one-off Agency assessment and authorization costs.

Building on the role FedRAMP plays in securing cloud technologies, GSA is partnering with agencies and industry to identify new ways to approach security authorizations to increase efficiencies, incorporate automation, reduce the time to market, and minimize cost. As an example, FedRAMP continues to partner with stakeholders and the National Institute of Standards and Technology (NIST) to refine and deploy the Open Security Controls Assessment Language (OSCAL) to automate FedRAMP’s security materials into a standardized machine-readable language. Additionally, FedRAMP intends to address current critical business processes across the program through seeking end-to-end automation solutions to increase efficiencies. These improvements will provide the vendor and agency community the ability to reduce time and costs associated with manual, labor-intensive processes that exist today.

The program continues to experience growth in new products achieving FedRAMP authorization year after year (almost a 20 percent increase in FY 2022 alone) due to increased Agency and Cloud Service Provider participation. As part of the National Defense Authorization Act (NDAA) in FY 2023, the “FedRAMP Authorization Act” was established that codified the program as the authoritative standardized approach to security assessment and authorization for cloud computing products and services that process unclassified information. Additionally, as part of this legislation, GSA established the Federal Secure Cloud Advisory Committee to ensure the effective and ongoing coordination of agency adoption, use, authorization, monitoring, acquisition, and security of cloud computing products and services to enable agency mission and administrative priorities. In FY 2024, GSA plans on using direct appropriation as well as collecting \$11 million in Agency Contributions to fund FedRAMP’s continuous effort to scale and support the growth in agency and cloud service provider participation in the program and further automation initiatives to streamline the assessment and authorization process.

Development Tools/Software Factory

This effort will pilot a set of tools and processes that enable TTS software developers to securely deploy and manage code without having to build their own systems, allowing teams to build digital services faster and with less burden and be more responsive to agency and user needs. This initial internal step is also aligned with Congressional priorities for the FY 2023 Appropriations report language encouraging GSA to “review and consider the Department of Defense Software Factory approach across Federal civilian agencies to further accelerate adoption of modern technology.”

The FY 2024 request includes appropriated funding to continue developing critical software delivery capabilities across TTS first explored with American Rescue Plan funding.

API.Data.gov

API.data.gov is a shared service providing Application Programming Interface (API) management features to Federal agencies, including API analytics and API keys. APIs are a way for agencies to share data in machine readable formats, which empowers external application developers to leverage Government data and services. API.data.gov's service provides tools to make it easier for agencies to launch, secure, and manage their API programs, along with API analytics, which allow agencies to understand how their APIs are being used. The service currently supports about 133 API programs across 23 agencies. The FY 2024 request includes appropriated funding to continue supporting this program.

Strengthen Federal Data Management and Data Science Capabilities

Data.gov

Data.gov is the Federal Government's open data catalog. The Data.gov site provides access to datasets from across the Government on subjects such as health, education, climate and public safety, among others. The OPEN Government Data Act ([Public Law 115-435](#)) requires GSA to maintain a central Federal catalog, and for Federal agencies to make datasets available in an open, machine-readable format for inclusion in Data.gov.

A unified, searchable data catalog helps researchers, students, entrepreneurs, and the general public in making discoveries, building businesses, and making informed consumer choices. In addition to the catalog, Data.gov provides shared tools for agencies to assist them in achieving the goals of the OPEN Government Data Act. This law also tasks Data.gov with building and managing a “repository of tools, best practices, and schema standards” in collaboration with OMB and the Office of Government Information Services.

In FY 2023, Data.gov will launch a redesigned home page geared toward the most common uses of the site, implement additional enhancements to meet accessibility and usability requirements of 21st Century IDEA, and make improvements to the technology behind the catalog to improve the harvesting of metadata from agency sources to meet the requirements of the OPEN Government Data Act. Data.gov will also update the online repository of tools, guidance, and policies related to open data at resources.data.gov.

In FY 2024, Data.gov will expand on efforts to make the site more useful and responsive to the needs of public users. Data.gov will improve the search experience to help users more quickly find the datasets they need and develop new ways of presenting data through curated views or other frameworks as identified through user testing. Data.gov will also develop automated means sharing metrics that assist both public users and agency partners. The enhancements to Data.gov will improve the customer experience of public users and assist agencies in their efforts to make better use of their data.

The FCSF FY 2024 budget proposes using an estimated \$5 million in Agency Contributions to grow this program, enabling TTS to collect partial support for the program from agencies using reimbursable agreements as opposed to relying solely on direct appropriations as in FY 2023.

Open Government Secretariat

The Open Government Secretariat (OGS) is the PMO established in FY 2023 to support Government-wide open Government efforts with a particular focus on the Open Government National Action Plan (NAP). GSA serves as the primary point of contact for Government-wide Open Government efforts and coordinates across stakeholders and sectors including key agencies offices, civil society groups, the public at large, and outside groups and institutions, including the Open Government Partnership. GSA supported the development of the 5th National Action Plan (NAP), which was published in December 2022.

In FY 2024, OGS will coordinate with agency partners and stakeholders in their work on delivering on the commitments of the 5th NAP. As the NAP is based on commitments over two year cycles, in FY 2024, OGS will support efforts on building on the results of the 5th NAP and participate in the planning for the next round of open Government commitments for the subsequent National Action Plan.

American Rescue Plan Act of 2021

The American Rescue Plan Act signed by President Biden on March 11, 2021, delivered essential relief to families and communities hit hardest by the pandemic. It focused critical resources to strengthen the technology infrastructure Federal agencies use, including \$150 million for the FCSF.

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In FY 2023, the TTS ARP portfolio grew to include over 40 initiatives totaling more than \$145 million. While ARP investments initially focused on immediate needs related to recovery and rebuilding from the COVID-19 pandemic, additional opportunities continually emerge to strengthen how the Government designs and delivers the digital services the public increasingly relies on and expects. As such, TTS is also investing heavily in reimagining how the Government can improve long-term digital service delivery for the public.

ARP investments include new TTS programs like the US Digital Corps and Public Benefits Studio, as well as enhancements to longstanding programs like FedRAMP, search.gov and USA.gov. In FY 2024, the ARP program support office will focus on oversight, monitoring, and support for investments, and complete plans for activities' responsible transition from ARP funding to other sources where applicable.