



# The IAE Digest

News and Program Updates from  
the Integrated Award Environment



Volume 2, Issue 4  
Summer FY2015

## From the Assistant Commissioner



### New Leadership at IAE and the Critical Role of our Stakeholders

Welcome to the latest issue of The IAE Digest. I am Eric Ferraro, the new Assistant Commissioner at the IAE. I am pleased to be penning the first article of many to come from my new spot in our open format office space.

I joined the Office of the Integrated Award Environment in July 2015 to oversee both the IAE's operations and modernization as well as the FAS System Transformation (FASST, formerly known as CAP).

Prior to joining the IAE, I spent nine years at the Department of the Navy where I was project director for the Navy's e-business systems. Before my time at the Navy, I worked at IBM and PricewaterhouseCoopers, where I supported the Navy's Standard Procurement System Implementation and Operations. Given that experience, it probably comes as no surprise to you that I'm also a retired Navy Supply Corps Officer.

I'm excited to be joining the IAE when the program is undertaking the important work of modernizing the systems we manage. A major part of my new role is to foster dialogue with all of the IAE's stakeholders. I want to know what you think about our systems as they stand now and our plans for moving to the new environment. I very much see this as a two-way conversation with the end goal of creating the most streamlined and user friendly environment we can for our users.

At the conclusion of our modernization effort, the IAE's current ten standalone systems will be consolidated into one streamlined environment under the banner of SAM.gov. This modernized environment will act as our data factory (or app store), and will offer many benefits to our users, including single sign-on, unified, built-in security, open data, APIs, standardized authentication and role processes, and standardized tools and business rules.

To get there, we need you! As we work toward our future state, we remain committed to having a deep understanding of our users: what you need, what you value, and what your abilities and limitations are. I was happy to host an IAE Industry Day (see the article on page six) in the 4<sup>th</sup> quarter where we discussed exactly these principles on which we are basing our new foundation. Ongoing dialogue will continue to be a mainstay of my time here in IAE.

### In This Issue:

- From the Assistant Commissioner
- IAE Agile Tip
- IAE Governance
- IAE Kicks Off System Modernization Work
- IAE Engages with Industry
- Quarterly System Updates
- IAE Team Member Spotlight

# The IAE Digest

Volume 2, Issue 4  
Summer FY2015



## From the Ass't Commissioner (continued)

With that in mind, I encourage you to share your thoughts with us at any time through the [IAE Interact community](#) or by emailing me at [IAEOutreach@gsa.gov](mailto:IAEOutreach@gsa.gov). I stand by ready to work with you to create a cutting-edge, high-quality product that works for everyone involved.

Eric Ferraro  
Assistant Commissioner  
Integrated Award Environment

### Visit the IAE's New Web Pages on GSA.gov!

It's here! The IAE recently launched its new web presence on GSA's website at [gsa.gov/iae](http://gsa.gov/iae). Here you will find up-to-date information about the organization, processes, and technologies that drive the operation and modernization of the ten federal award management systems that comprise the IAE. Bookmark this page, take a look through its content, and feel free to e-mail [IAEOutreach@gsa.gov](mailto:IAEOutreach@gsa.gov) if you have any questions or suggestions about our new web presence.

The screenshot shows the IAE website page. On the left is a navigation menu with items like Overview, Common Acquisition Platform (CAP), Governance and Guidance, Business Operations, IAE IT, Outreach and Stakeholder Management, Program Planning, Analysis, and Control, Mission, Vision, Values, Transparency Initiative, Architectural Principles, Systems and Services, and Information Kit. The main content area is titled 'Integrated Award Environment (IAE)' and contains a description of the IAE as a Presidential E-Government initiative managed by GSA. Below this is a section for 'The IAE Digest' newsletter, including contact information for Ken Goldman and a 'NEWS AND UPDATES' section.

## IAE Agile Tip: The IAE Agile Framework

The vision of the IAE Agile Framework is to align adoption of agile standards and practices throughout the enterprise to deliver the best quality and value to the IAE Program Management Office. This will provide more customer satisfaction on a shorter timeline by using processes designed to reduce waste.

The framework is being used for the design and deployment of the future environment, by executing business strategies with a collaborative team spirit, ongoing software delivery, continued stakeholder engagement, and a relentless desire to improve upon the status quo. The IAE has adopted a customized version of the Scaled Agile Framework (SAFe) as their enterprise solution for agile development to execute the IAE's mission and operations at an enterprise-wide level.

The framework also provides guidance to establish and maintain a consistent strategy to align the organization's mission and vision from the portfolio level to the program and team level. At each level, responsibilities, metrics, the requirements life-cycle management process and best practices are specified to ensure that solutions are built and delivered in a consistent manner that effectively meets business needs.

To learn more about the IAE's Agile Framework, please visit the [Information Kit](#) page on [www.gsa.gov/iae](http://www.gsa.gov/iae).

## IAE Governance

### The Change Control Board

Several bodies provide governance and guidance to the IAE program. The Change Control Board (CCB) is a body that is critical to the implementation of the IAE's strategic vision and expected outcomes. The purpose of the CCB is to be the decision-making body for proposed Change Requests that affect the IAE systems and the Federal Service Desk.

The IAE established a configuration management process to govern changes to the ten systems that provides for the systematic identification, evaluation, disposition, and implementation of changes to system processes, data, interfaces, reports, and documentation.

The CCB is primarily composed of one chairperson – the IAE Business Operations Director or his/her designee -- and voting members made up of one representative from each of the 24 Chief Financial Officer Act agencies and one non-CFO Act agency representative.

The CCB ensures that the IAE systems improve award management for acquisition and financial assistance, enhance the user experience, and are compliant with statutory and regulatory requirements.

“The CCB represents a very diverse, intra-government perspective on how the IAE can continually improve its systems, processes and services for all stakeholders,” said IAE Assistant Commissioner Eric Ferraro. “With the CCB’s commitment to our long term success, the IAE is well on its way to build the federal award management system of the future.”

The IAE CCB meetings are held once a month, with additional meetings set as needed. To learn more information about the CCB and their role with the IAE, please contact [IAEOutreach@gsa.gov](mailto:IAEOutreach@gsa.gov).



### Did You Know?

#### Do You Know What DevOps Is?

DevOps (development and operations) is a software development method that stresses communication, collaboration, and integration between software developers and information technology (IT) operations professionals. DevOps focuses on establishing an organizational culture that allows for rapid development and deployment of new functionality, bug fixes, and security vulnerability.

The mission of the DevOps team is to create and manage a multi-vendor, distributed, Continuous Integration environment. It will also guide the program to a rapid Continuous Deployment environment for testing bug fixes and delivering new features. DevOps enables IAE developers and operations teams to be responsive to issues and new feature releases outside of a traditional software release cycle.



## The IAE Awards CFDA and WDOL Core Modernization Work

### The Federal Award Management Platform of the Future

An important step in the modernization of IAE system functionalities begins with the award of the CFDA and WDOL Core Modernization Task Order to REI Systems, Inc.

The Integrated Award Environment's first Core Modernization task order marks a significant step in the modernization of the IAE system functionalities. The \$6.3 million contract was awarded under OCSIT BPA #GS1415HAAA0030/FSS to REI Systems, Inc. The base period of performance is September 1, 2015 through April 24, 2016.

The IAE is a Presidential E-Government initiative managed by the General Services Administration (GSA). We use innovative processes and technologies to improve ten federal award systems and operations for those who award, administer, or receive federal financial assistance (i.e.; grants, loans), contracts, and intergovernmental transactions.

This award will ensure the design, development, operations and maintenance of key functionalities of two of IAE's ten systems in the Common Services Platform (CSP): Wage Determinations Online (WDOL) and the Catalog of Federal Domestic Assistance (CFDA).

The CSP is the backend infrastructure that is being built to support open source operations of the IAE's federal award management platform of the future. This platform is envisioned to be a one-stop shop 'Data Factory' or 'App Store' for entities that have or want to do business with or seek financial assistance from the federal government.

The CFDA and WDOL Core Modernization Task Order is the first such task order - with several more slated to come - that will help the IAE

execute its operational strategy to design and develop the federal award management platform of the future. The IAE determined that key CFDA and WDOL functionalities should be the first 'dominoes to fall' in the design and development of the future environment. The IAE intends to apply lessons learned from the current modernization effort to guide and inform subsequent modernization efforts.

"We are excited about kicking off work under the first Core Modernization task order," said IAE Assistant Commissioner Eric Ferraro. "CFDA and WDOL functionalities are first in line for the modernization effort and we are excited to be working with REI to implement the transition using critical input we have garnered from our user communities."

The first applications will be slated for beta release in February 2016. A beta release is when software is pre-released to a large group of users in the award management community to try under real-life conditions. Beta versions of IAE software have gone through acceptance testing and are fairly close to the look, feel and function of the final product. The beta version of the software will co-exist with currently used or live software until stakeholder and IAE acceptance.

For questions about the IAE's Core Modernization strategy, please contact [IAEOutreach@gsa.gov](mailto:IAEOutreach@gsa.gov).

## The IAE Engages with Industry Partners

In the fourth quarter of 2015, the IAE had two opportunities to engage with industry. The IAE team was able to share insights with industry on cloud computing and user experience, both important elements of our modernization effort.

### The IAE Talks Cloud with Federal Computer Week

On July 21, Navin Vembar, director, GSA IT, participated in Federal Computer Week's webinar *Cloud: A Platform for Innovation*. Vembar spoke about the differences between cloud governance and traditional IT governance and how to make decisions when it comes to using the cloud. "Achieving such a level of innovation isn't easy. Getting the cloud right doesn't mean going to your nearest cloud provider URL and clicking start," Vembar stated. Vembar emphasized the importance of allowing architecture and governance to guide strategy. To listen to the full webinar, please visit [gsa.gov/iae](http://gsa.gov/iae) and click on "Cloud Computing: Platform for Innovation" in the News and Updates section.

### Industry Day 8 Focuses on User Experience

The IAE hosted its eighth Industry Day event on September 15, focusing on how IAE is soliciting feedback from the user community to ensure the modernized environment delivers a positive user experience. The IAE Assistant Commissioner Eric Ferraro provided an introduction, followed by Emily Gartland, user experience product owner, who discussed the IAE's user engagement and user experience approach. Gartland introduced nine of IAE's personas and how the persona library plays a critical role in informing user experience design. The presentation and an archived recording is available on [IAE's Interact community](#). IAE will be hosting another Industry Day event next quarter, so please look for additional information on Interact in the coming months.

## IAE By the Numbers

### Federal Service Desk 4<sup>th</sup> Quarter FY 2015

- Call volume was at an average of 94,000 calls in Q4 FY2015
- Average speed to answer was 43 seconds in Q4, compared to the industry standard of 30 seconds
- Average handle/talk time was at approximately 13.5 minutes in Q4 of FY2015 (up slightly from 13 minutes in Q3 FY2015)
- First call resolution rate increased slightly Q4 FY2015 to 94 percent, exceeding the industry standard of 80 percent

### System for Award Management 4<sup>th</sup> Quarter FY 2015

- Average number of registrations activated per month in 4Q FY2015:
  - New registrations: 7,173
  - Updated registrations: 48,141
- Average cycle time in 4Q FY2015 was 2.45 days
- Average number of site visits per month was 1,066,605
- Average number of searches performed per month was 5,430,168

## Quarterly System Updates

### SAM 'Fast Path' Release

This quarter, the IAE team worked on the System for Award Management (SAM) 'Fast Path' release for two requirements effective October 2015: Service Contracts Reporting (SCR) and the Inflation Adjustment of Acquisition-Related Thresholds.

### Service Contracts Reporting

By law, executive agencies covered by the Federal Activities Inventory Reform (FAIR) Act (Pub. L. 105-270) must prepare an annual inventory of their service contracts. The intent of this law is to determine if the mix of federal employees and contractors is effective to support the U.S. government's operations.

Certain entities are required to complete and submit service contract reports (SCRs) for all actions subject to Federal Acquisition Regulation (FAR) Subpart 4.17. On approximately October 10 an update regarding SCR availability will be sent to Federal Agencies and posted under News and Announcements at SAM.gov and FSD.gov, encouraging Contractors to [log into SAM](#) to see if they have actions enabled for SCRs.

### Inflation Adjustment of Acquisition-Related Dollar Thresholds

Effective October 1, the Department of Defense (DOD), General Services Administration (GSA), and National Aeronautics Administration (NASA) are issuing a final rule to amend the Federal Acquisition Regulation (FAR) to implement the inflation adjustment of acquisition-related dollar thresholds.

This amendment is taking place because a statute requires an adjustment every five years of acquisition-related dollar thresholds for inflation using the Consumer Price Index (CPI) for all urban consumers, with the following exceptions:

- Construction Wage Rate Requirements statute (formerly Davis-Bacon Act)
- Service Contract Labor Standards statute
- Trade agreements thresholds

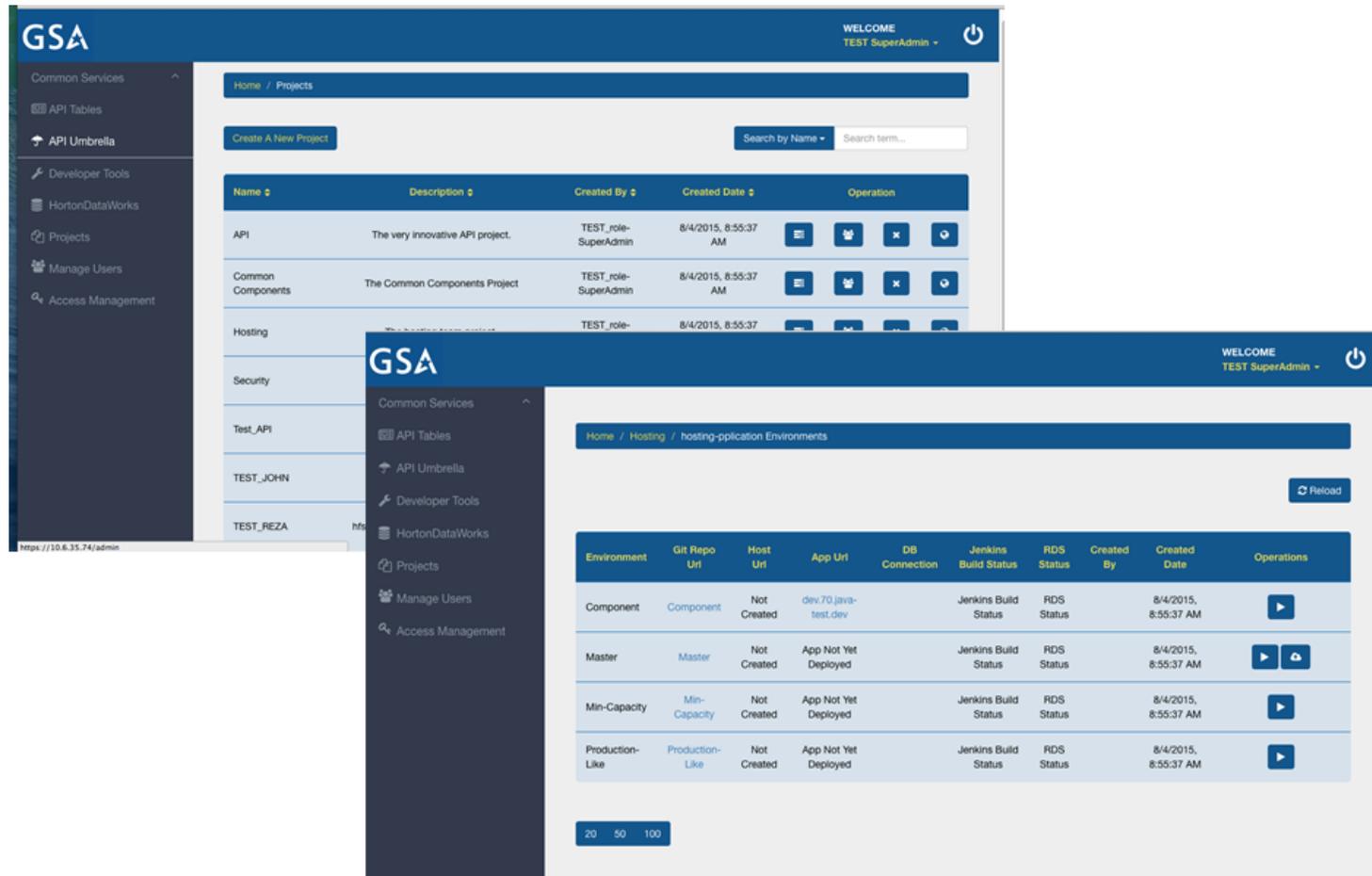
Please refer to the following chart to see the change in acquisition-related dollar thresholds:

THRESHOLD TITLE	FAR AUTHORITY	CURRENT THRESHOLD	FY 2016 THRESHOLD
Micro-purchase	FAR 2.101	\$3,000.00	\$3,500.00
Simplified Acquisition Threshold	FAR 2.101	\$150,000.00	No change
FBO pre award notice	FAR 5.2	\$25,000.00	No change
FBO post award notice	FAR 5.3	\$25,000.00	No change
Simplified Acquisition for Commercial test item program	FAR 13.500	\$150,000.01 up to \$12,000,000.00	\$150,000.01 up to \$13,000,000.00
Cost and pricing data	FAR 15.403-4	\$700,000.00	\$750,000.00
Subcontracting -products & services	FAR 19.702	\$650,000.00	\$700,000.00
Subcontracting-construction	FAR 19.702	\$1,500,000.00	No change
First-tier subcontract reporting including Executive Compensation	FAR 4.14	\$25,000.00	\$30,000.00
Davis Bacon	FAR 22	\$2000.00	No change
Service Contract Act	FAR 22	\$2500.00	No change
Trade agreements	FAR 25.4	Various thresholds	No change
Executive Compensation	FAR 4.14	\$25,000.00	\$30,000.00

## Quarterly System Updates

### Common Services Platform: Release 3

The Common Services Platform (CSP) concluded a successful Release 3 this quarter. Key to the release was demonstrating how application developers can use the CSP Marketplace to rapidly build their own platforms. In addition, the CSP completed its security assessment and its 'Authority to Operate' (ATO) is out for signature. An ATO means that Core Services developers -- those who will be working on Wage Determinations Online (WDOL) and Catalog for Domestic Assistance (CFDA) in the immediate future -- can actually use CSP Marketplace to build those system functionalities. For more information about CSP Release 3, please contact [IAEO outreach@gsa.gov](mailto:IAEO outreach@gsa.gov).



The top screenshot displays the 'Projects' page in the GSA CSP. It features a sidebar with navigation options: Common Services, API Tables, API Umbrella, Developer Tools, HortonDataWorks, Projects, Manage Users, and Access Management. The main content area shows a 'Create A New Project' button and a search bar. Below is a table of projects:

Name	Description	Created By	Created Date	Operation
API	The very innovative API project.	TEST_role-SuperAdmin	8/4/2015, 8:55:37 AM	[Icons]
Common Components	The Common Components Project	TEST_role-SuperAdmin	8/4/2015, 8:55:37 AM	[Icons]
Hosting		TEST_role-	8/4/2015, 8:55:37	[Icons]
Security				
Test_API				
TEST_JOHN				
TEST_REZA				

The bottom screenshot displays the 'hosting-application Environments' page. It features a sidebar with the same navigation options as the top screenshot. The main content area shows a 'Refresh' button and a table of environment configurations:

Environment	Git Repo Uri	Host Uri	App Uri	DB Connection	Jenkins Build Status	RDS Status	Created By	Created Date	Operations
Component	Component	Not Created	dev.70.java-test.dev		Jenkins Build Status	RDS Status		8/4/2015, 8:55:37 AM	[Play]
Master	Master	Not Created	App Not Yet Deployed		Jenkins Build Status	RDS Status		8/4/2015, 8:55:37 AM	[Play] [Refresh]
Min-Capacity	Min-Capacity	Not Created	App Not Yet Deployed		Jenkins Build Status	RDS Status		8/4/2015, 8:55:37 AM	[Play]
Production-Like	Production-Like	Not Created	App Not Yet Deployed		Jenkins Build Status	RDS Status		8/4/2015, 8:55:37 AM	[Play]

## IAE Team Member Spotlight



### Procurement Analyst Malissa Jones

Within the IAE lies the Outreach and Stakeholder Management Division, or OSM. OSM encompasses a wide variety of staff with various disciplines including outreach and communications, helpdesk management, user experience integration, and ensuring the IAE systems keep up to date with and in compliance with federal policy.

Malissa Jones is a key member of the policy team within OSM where she serves as a procurement analyst. Jones' work focuses on

the FAR and government-wide policy changes, such as those that would be mandated through FAR cases and Office of Management and Budget memorandums.

Jones is widely respected throughout GSA for her professionalism, strong analytical skills, attention to detail, FAR knowledge, and focus on the IAE's stakeholders. She joined the IAE in February 2015 with a strong background in Multiple Award Schedules procurement and policy.

"I wanted to work on a federal-wide program with wide impact," said Jones. "The IAE clearly presented me with that kind of opportunity. Not only that, but I knew this was a forward thinking program throughout, and I wanted to be part of the exciting work and changes coming from the IAE."

During her 11-year career at GSA, Malissa's focus has been on federal procurement policy and operations for a variety of acquisitions.

Prior responsibilities included procuring supplies and services as a contracting officer, leading an effort to digitize Federal Acquisition Service (FAS) contract files, and issuing FAS policy in the Office of Acquisition Management. She also led an effort to inform vendors about how to do business with GSA through a series of workshops called *Business Breakthrough*.

"I have been challenged and amazed at the progressive and innovative technologies being utilized in the IAE to enhance and evolve the federal procurement systems," said Jones.

When not in the office, Malissa spends her time cooking and running. She loves to travel and currently is looking for her next destination.

## Connect with IAE:

- ✓ Join our [Interact community](http://interact.gsa.gov) by visiting [interact.gsa.gov](http://interact.gsa.gov)
- ✓ Email [IAEOutreach@gsa.gov](mailto:IAEOutreach@gsa.gov)
- ✓ Suggest content for The IAE Digest using [this form](#)
- ✓ For information and assistance with the systems serviced by the Federal Service Desk, please visit [www.fsd.gov](http://www.fsd.gov)