U.S. General Services Administration

FEDERAL CITIZEN SERVICES FUND

Fiscal Year 2022 Budget Request

CONTENTS

Appropriations Language

*For expenses authorized by 40 U.S.C. 323 and 44 U.S.C. 3604; and for expenses authorized by law, not otherwise provided for, 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; **$59,200,000** 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 of Federal Citizen Services and other activities that enable the Federal Government to enhance its ability to conduct activities electronically: Provided further, That the transfer authorities provided herein shall be in addition to any other transfer authority provided in this Act.*

Program Description

The Federal Citizen Services Fund (FCSF) enables public access and engagement with the Government through an array of public and agency facing products and programs. The FCSF initiatives help individuals, businesses, other governments, and the media to easily interact with Federal information, services, benefits, and business opportunities. The FCSF supports agency facing programs that drive Government-wide transformation through shared services, platforms, and solutions. The programs funded by the FCSF also provide technical expertise to agencies to improve their operations and the public's experience with Government in support of the Administration's priorities and Cross-Agency Priority Goals. The FCSF supports extensive communities of practice to drive adoption and improvement of digital services while also helping agencies develop and share best practices. GSA will continue to leverage the FCSF to support initiatives that drive innovation in Government operations and improve the transparency, efficiency, and effectiveness of Federal operations and quality of Government services.

The FCSF funds a portion of the Technology Transformation Services (TTS), an organization within GSA's Federal Acquisition Service. 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 direct costs of the services provided on behalf of the agencies such as contact center services. The FCSF is also authorized to collect user fees from the public and to accept gifts for the purposes of defraying the costs of publishing and distributing consumer information and educational materials and undertaking other consumer information activities. The income from gifts does not have fiscal year limitations. Other TTS programs not funded by the FCSF are supported by the Acquisition Services Fund (ASF) as reimbursable services to agencies. The ASF-funded portion of TTS includes the Office of 18F, the Office of Acquisitions, the Centers of Excellence, the Presidential Innovation Fellows Program, Cloud.gov, and Login.gov.

Amounts Available for Obligation
(Dollars in Thousands)

	FY 2020 Actual	FY 2021 Plan	FY 2022 Request
Unobligated balance, start of year………………............	$ 18,904	$ 20,385	$ 142,020
Discretionary authority:			
CARES Act..	$ 18,650	$ -	$ -
American Rescue Plan (multi-year)...	$ -	$ 150,000	$ -
Annual Appropriations...	$ 55,000	$ 55,000	$ 59,200
Annual appropriation………………….......................	$ 73,650	$ 205,000	$ 59,200
Total Collections:			
Reimbursable Services:			
From Federal Agencies……………………........................	$ 4,414	$ 7,353	$ 7,353
From the Private Sector……………………........................	$ -	$ -	$ -
User Fees……………………...	$ -	$ -	$ -
Gifts from the Private Sector…………………….................	$ -	$ -	$ -
Change in Unfilled Customer Orders…………………........	$ -	$ -	$ -
Subtotal, reimbursable authority……………………...........	$ 4,414	$ 7,353	$ 7,353
Recovery of prior-year obligations………..........................	$ 2,263	$ -	$ -
Unobligated balance, reimbursable………………...............	$ (1,485)	$ -	$ -
Unobligated balance, direct………………..........................	$ (18,900)	$ (142,020)	$ (82,020)
Total, obligations………………………............................	$ 78,846	$ 90,718	$ 126,553
Obligations, appropriated (no year)…………………........	**$ 74,163**	**$ 68,365**	**$ 59,200**
Obligations, appropriated (multi-year)......................................	$ -	$ 15,000	$ 60,000
Obligations, reimbursable………………..........................	$ 4,683	$ 7,353	$ 7,353
Net Outlays..	*$ 62,802*	*$ 72,574*	*$ 107,242*

Note: FY 2020 Actual and FY 2021 Plan appropriated obligations include obligations from appropriations in prior years as well as obligations associated with the fund's CARES Act obligations.

Explanation of Changes, Appropriated Dollars and FTE
(Dollars in Thousands)

	FTE	FY 2020 Enacted	FTE	FY 2021 Enacted	FTE	FY 2022 Request
	65	$73,650	82	$55,000	130	$59,200

Program Changes:		
Increase in FedRAMP Contractual Services Support	$	3,244
Increase in Digital Services Funding	$	2,624
Increase in Experience Contractual Services Support	$	2,284
Net increase in Business Management Contractual Services Support	$	1,973
Net increase in Data & Analytics Contractual Services Support	$	886
Increase in PC&B to account for unfunded Prior Year Pay Raises	$	636
Increase in PC&B for 2.7% Pay Raise in FY 2022	$	272
Net increase in Accelerators/Innovation Contractual Services Support	$	237
Decrease in Identity Management and Artificial Intelligence Contractual Services Support	$	(463)
Net decrease in WCF Bill, ASF Overhead, and Rent	$	(512)
Decrease in .GOV Domain Contract Costs	$	(2,000)
Decrease in MAX.gov Contractual Services Support	$	(4,981)
Subtotal, Program Changes	$	4,200

Total Adjustments	**$4,200**

Summary of the Request

The FY 2022 request provides a total of $59.2 million for the FCSF to support ongoing Administration priorities and initiatives. The programs funded by the FCSF have seen an increase in responsibilities driven by legislation in the domain of standards for digital services, as well as an increasing reliance on programs such as the USAGov, U.S. Web Design System (USWDS), the Digital Analytics Program (DAP), and Data.gov. The requested funding is required to continue to support the increased growth in demand for FCSF-funded programs, especially in the Federal Risk and Authorization Management Program (FedRAMP).

The FY 2022 request repeats the proposal in the FY 2021 President's Budget request that the cap on the total amount of funding (including collections) available in the fiscal year from the FCSF be removed from the appropriations language. Given recent increases in the size and scope of projects funded by the FCSF, this flexibility is needed so that all of the appropriations, revenues, reimbursements, and collections deposited into the fund can be available without limitation. The funding cap limits the amount of funding available for services from the FCSF, unintentionally impacting the level of support GSA can provide for the current COVID-19 pandemic or a future crisis.

It is worth noting that implementation of Part B of Section 889 (effective August 13, 2020) is presenting a significant level of uncertainty regarding its impact on available vendors. It is likely to result in higher costs due to less competition resulting from a smaller vendor pool and vendors passing on their increased costs of complying with the provision.

Key Changes

The FY 2022 request is an increase of $4.2 million from the FY 2021 enacted appropriation. The requested increase accounts for $908 thousand for the FY 2022 pay raise of 2.7 percent and the impact of prior year un-budgeted pay raises. For the last few years, the FCSF has absorbed enacted pay raises within this account's available funding. This has had an adverse impact on maintaining current operations as well as funding new legislative requirements. GSA's FY 2022 request for this account adjusts for the impact on prior years.

In FY 2022, GSA is requesting a new Administrative Provision associated with the FCSF's reimbursable authority. GSA will be able to use the broader reimbursable authority to provide the ability to adequately scale, maintain, and evolve the platforms and programs within the fund in order to better serve agencies and deliver value for the American people.

Obligations by Object Classification

(Dollars in Thousands)

		2020 Actual	2021 Plan	2022 Request
11.1	Full-time, permanent	$ 8,235	$ 9,722	$ 10,410
11.3	Other than full-time permanent	$ 1,119	$ -	$ -
11.5	Other personnel compensation	$ 118	$ 227	$ 229
11.8	Special personnel services payments	$ (38)	$ -	$ -
12.1	Civilian personnel benefits	$ 3,057	$ 3,082	$ 3,300
13	Benefits for former personnel	$ -	$ -	$ -
21	Travel and transportation of persons	$ 46	$ 310	$ 310
22	Transportation of things	$ -	$ -	$ -
23.1	Rental payments to GSA	$ -	$ 606	$ 609
23.3	Communications and utilities	$ 243	$ 128	$ 128
24	Printing and reproduction	$ -	$ -	$ -
25.1	Advisory and assistance services	$ 28,166	$ 22,074	$ 28,426
25.2	Other services	$ 28	$ 179	$ 179
25.3	Goods & services from Gov't accounts	$ 18,267	$ 18,630	$ 15,567
25.7	Operation and maintenance of equipment	$ -	$ -	$ -
26	Supplies and materials	$ 7	$ 17	$ 17
31	Equipment	$ 3,857	$ 25	$ 25
32	Land and structures	$ -	$ -	$ -
42	Insurance claims and indemnities	$ -	$ -	$ -
43	Interest and Dividends	$ -	$ -	$ -
99	**Obligations, appropriated (no year)**	**$ 63,105**	**$ 55,000**	**$ 59,200**
	Subtotal, PC&B	*$ 12,491*	*$ 13,031*	*$ 13,939*
	Subtotal, Non-labor	*$ 50,614*	*$ 41,969*	*$ 45,261*
99	Obligations, appropriated (multi-year)	$ -	$ 15,000	$ 60,000
99	Obligations, reimbursable	$ 4,683	$ 7,353	$ 7,353
99	Obligations, available from prior years	$ 11,058	$ 13,365	$ -
99.9	Total obligations	$ 78,846	$ 90,718	$ 126,553
	Full-Time Equivalents (FTE)	*66*	*82*	*130*

Note: FY 2020 Actual appropriated obligations and FY 2021 estimated obligations available from prior years include CARES Act obligations.

American Rescue Plan Act of 2021

TTS intends to use the $150 million provided to the FCSF through the American Rescue Plan Act of 2021 to fund Government-wide citizen-facing services to help recover from the COVID-19 pandemic, and rebuild for more secure and effective public digital experiences. Additionally, funding will be utilized to reimagine the delivery of digital services to improve transparency, security, and efficiency to bolster public confidence in Government. TTS will continue to coordinate with agencies and the public to support urgent priorities related to the pandemic and respond to their needs.

FCSF-Funded Activities

TTS develops and maintains user-centric shared services, solutions, platforms, and practices to improve information and service delivery across the Government, enabling greater citizen access and engagement with the Government. The FY 2022 request will support TTS's continued delivery of these influential modernization products and platforms across the Government, including funding to implement new congressional mandates. TTS provides services and products in the following Solution Areas:

MAX.gov - provides expertise, in collaboration with other agencies, on developing options for the MAX.gov migration team to support a seamless transition of its content and users from the Office of Management and Budget (OMB) to GSA.

Infrastructure Optimization and Cloud - provides solutions and promotes frameworks to help the Government more quickly react and adjust as technology paradigms change through the FedRAMP program, making cloud computing the easy, secure, and default IT solution for today's Federal agencies.

Experience - implements technologies and processes to allow customers to have seamless interactions and experiences regardless of the channels they choose. Key programs include USWDS, USAGov and Contact Center, Search.gov, Vote.gov, and the Feedback Analytics Program.

Data and Analytics - helps the Government apply modern data-driven decision-making practices, through the ability to build systems driven by an Application Programming Interface (API), practice and promote open data and open government principles, and secure the data stored in TTS systems. Key programs include Data.gov, API.data.gov, and DAP.

Accelerators/Innovation - assists agencies in accelerating the delivery of value-based solutions to better meet customers needs through modern practices like agile acquisitions, human-centered design, Minimum Viable Product (MVP) prototyping, and incremental, risk-based investments in new programs. Key programs include 10X, Code.gov, Digital.gov, and the Open Innovation Program.

Artificial Intelligence (AI) - helps agencies accelerate the adoption of AI across Government and assists agencies early in their AI journeys to better understand how AI can assist with mission delivery.

Identity Management - collaborates with industry and other agencies working to address the challenge of identity management in order to deliver support and services to the Federal Government. In addition, TTS has initiated a pilot program for State, Local and Tribal Governments.

MAX.gov Shared Services
MAX.gov is an integrated suite of tools and services for cross-agency activities, including partnerships between Federal, State, Local and Tribal Governments as well as other trusted partners. MAX.gov was initially developed for use by OMB's Budget Systems Branch (BSB) and the Budgeting Community in 2007 to meet their needs for dynamic and flexible solutions for cross-agency authentication, collaboration, data collection, and analytics. The MAX.gov capabilities and external customers have grown significantly over the past 13 years, and now include over 250,000 active users and a suite of 18 applications. The shared services capabilities of MAX.gov will be transitioned from OMB to GSA's Federal Citizen Services Fund and will be managed by TTS.

Infrastructure Optimization and Cloud
Advancements in cloud technology have made it faster and easier to provision services online, improving the way citizens interact with the Government. As the marketplace of cloud providers and agency use of cloud continues to grow, the cloud is quickly becoming the status quo. The migration of Government information systems from Federal agency owned resources to commercial cloud-based technologies creates opportunities for improved service and efficiency but also creates new challenges.

The projects, programs, and initiatives supporting this solution area include the following activities:

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 has consistently grown year over year and continues to make improvements in FY 2021 to address consumer feedback.

Incorporating Automation into the Security Authorization Process
One of the barriers to the fast adoption of new technologies is the security authorization process, as defined by Federal law and policy. Building on the role FedRAMP plays in securing cloud technologies, TTS 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 partnered with the National Institute of Standards and Technology (NIST) to develop the Open Security Controls Assessment Language (OSCAL) to automate FedRAMP's security materials into a standardized machine-readable language. This improvement will provide the vendor and agency community the ability to reduce time and costs associated with manual, labor-intensive processes that exist today.

Experience
Individuals and businesses expect Government services to be efficient, intuitive, and seamless. With a focus on creating improved omnichannel experiences, TTS is seeking to unify, improve, and standardize the public's experience with the Federal Government.

The projects, programs, and initiatives supporting this solution area include the following activities:

U.S. Web Design System

USWDS is a toolkit of principles, guidance, and code that helps agencies build accessible, mobile-friendly Government websites for the public. Specifically, TTS is responsible for the "website standards" in Section 3(e) of 21st Century Integrated Digital Experience Act (IDEA). The standards require agencies to adopt USWDS principles, guidance, and code incrementally. In the first six months after the standards' release in January 2020, the number of sites and agencies using USWDS code increased by 74 percent and 45 percent, respectively. Community members also increased by 38 percent, from 629 to 868. This growth rate is expected to continue and likely accelerate in the coming years.

USAGov

The activities in this category include the suite of offerings under the USAGov platform, which include the official English and Spanish language websites for the Government. USAGov and USAGov en Español (formerly known as GobiernoUSA.gov) make it easy for the public to find and consume Government information and services on the web. In

FY 2020, USAGov connected people with Government information nearly 97 million times. In addition, during national emergencies, the USAGov team is a key player and leader supporting Emergency Support Function 15 (ESF-15), which is the Department of Homeland Security's (DHS) official communications team for Government information and services. During the COVID-19 pandemic, as with all national emergencies, the team coordinated messaging and content with DHS and OMB to stand up the USA.gov/Coronavirus page, which was the official Government communications channel for information. TTS will continue supporting ESF-15 and OMB in future fiscal years with communications responses to the public. In FY 2021 and FY 2022, USAGov will begin the process to explore expanding voter access utilizing Vote.gov. The program also intends to stand up a new, more user-friendly website with new tools to potentially include videos, chatbots, and the use of artificial intelligence to provide users with their search-related information. USAGov will continue to invest in and leverage digital platforms and tools such as chatbots to allow for 24x7 information dissemination.

USAGov Contact Center

USAGov is developing multiple shared services to leverage the benefits of large scale contact centers for smaller Government contact centers. It is difficult for small contact centers to attract industry partners and get good pricing, so the USAGov Contact Center offers a more economical solution. Other benefits include customer/public sentiment analysis, artificial intelligence and digital tools to reduce call time, and other shared services. In FY 2020, the USAGov team developed and launched two new Interactive Voice Response (IVR) services providing a new capability for the public to consume needed information without the need to speak with an agent. The first English IVR was

implemented on March 2, 2020, and was critical in USAGov's ability to manage the surge of inquiries to the contact center as a result of COVID-19. As a result of the implementation, more than 60 percent of customers contacting USAGov by phone received the information they needed via self-service. In addition, as a result of this implementation, customer wait times stayed within the required performance expectations. In FY 2021 and 2022, the USAGov team will continue modernization of the contact center and pursue opportunities to move information to digital platforms, enabling the public to obtain Government information via their channel of choice. Collaborating with the TTS Centers of Excellence, the USAGov Contact Center will continue to build on best practices and technology to provide the public with needed Government information and services.

USAGov Content and Public Engagement/Outreach Collaboration Efforts
USAGov partners with several Federal agencies to collaborate on content and public engagement initiatives. The goal of this collaboration is to assist other agencies in achieving their mission by amplifying an agency's message in order to reach a wider audience. These efforts primarily utilize digital channels, such as social media, email, and websites. Through these initiatives, USAGov also shares with agencies quantitative and qualitative data relevant to their mission so they can improve their public experience. In FY 2020, the team collaborated with the Federal Trade Commission to share and amplify information related to fraud on USA.gov, USA.gov/espanol, and other digital channels, as well as the Census Bureau to develop and disseminate information about the 2020 Census. In FY 2021 and FY 2022, the team will invest in tools and technologies to allow ease of data collection and synthesizing, which will allow the team to share more meaningful user stories and reports with Federal partners about the needs of the public.

Search.gov
Search.gov is a commercial-grade service that delivers thorough, cost effective, Government-centric results across 205 Federal agencies. Search.gov powers the search box on over 2,100 Federal Government websites, representing about 35 percent of the Federal market, to deliver fast, relevant search results to the public. The 21st Century IDEA requires that agency websites contain "a search function that allows users to easily search content intended for public use," which Search.gov easily provides. This legislation has led to greater demand for Search.gov as agencies modernize and streamline their websites. Additionally, Search.gov is powering the search box on the faq.coronavirus.gov website, and can provide frequent updates on COVID-19 search activity and trends. Recently, Search.gov has been highly successful in realigning costs for search to a more effective model that provides the best experience at the lowest overall cost to the Government by leveraging commercial search engines or their in-

house developed engine as appropriate to the needs of the website. Since FY 2017, the program has reduced costs for commercial search results by over 60 percent while expanding services to major websites such as VA.gov, FDA.gov, HHS OIG, StudentAid.gov, and most recently TSP.gov.

Feedback Analytics & Touchpoints
The Feedback Analytics Program develops and manages Government-wide services to collect, validate, and report quantitative and qualitative customer feedback; as well as aid service improvement and decision-making. These services include improving service design and delivery and advancing the maturity of agencies' focus on customer experience. Current capabilities include freely available feedback tools to embed on agency websites, and the ability to aggregate and analyze simple feedback data from

other sources. Touchpoints is a shared service offering that is a simple, flexible, and convenient way to start collecting customer feedback; and allows agencies to focus on serving customers rather than managing surveys. The Touchpoints product is managed by the Feedback Analytics program and supports the designated High Impact Service Providers and other agencies in delivering on the Customer Experience Cross Agency Priority Goal and associated requirements in OMB Memo A-11, Section 280. There are currently about 100 instances of Touchpoints deployed across 16 agencies.

Data and Analytics
TTS recognizes that the use of data is transforming society, business, and the economy. The Federal Government must work toward a robust, integrated approach to using data to deliver on mission, serve customers, and steward resources. TTS is empowering both the public and Federal agencies by making Government information more open, and leveraging data to enable more effective decision-making. TTS will become the premier partner in understanding the Federal digital footprint and how it can transform to promote accessible, usable, and interoperable data-driven services across Government.

TTS activities supporting this solution area include the following existing efforts:

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, and public safety. The OPEN Government Data Act requires 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. Data.gov also supports OMB leadership of the open data community in the Federal Government. In addition, the Foundations in Evidence-Based Policymaking Act of 2018 expands the Federal Data Catalog function to serve all agencies beyond the focus on CFO Act agencies in the Open Data Policy. 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. The repository at resources.data.gov is evolving as a central location for open data guidance, tools, and data interoperability for Federal agencies.

API.data.gov

API.data.gov is a shared service providing 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 80 API programs across 24 agencies.

Digital Analytics Program

DAP offers advanced web analytics tools, support, and training to Federal agencies. This program allows the Government to determine what content is most effective when communicating with the public on more than 5,800 Federal websites. 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, the Federal Web Policy memorandum mandates the use of DAP on Federal websites. In FY 2020, DAP held more than 10 online trainings and assisted OMB with data collection around performance of COVID-19 pages across Government.

Accelerators/Innovation

TTS helps agencies increase the speed in which they design, buy, develop, and deploy smart and scalable technology.

TTS projects, programs, and initiatives supporting this solution area include the following activities:

10x

The 10x program is an incremental investment program, which is funded through non-reimbursable Digital Services funding, to support and develop ideas from Federal employees about how technology can improve the public's experience with the Government. The program's projects support the Administration's priorities and legislative mandates, such as the 21st Century IDEA. Since FY 2015, the program has received over 800 ideas from 108 agencies and has funded 215 projects, for a total of $26 million dollars invested in new, innovative solutions to improve Government.

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 allows 10x to mitigate the risk of overinvestment of valuable tax dollars in cumbersome and protracted technology projects, and has been recognized nationally and internationally for its ingenuity by such groups as the Organization for Economic Cooperation and Development and the American Council for Technology.

Several of the high profile 10x launches include Federalist, Login.gov, code.gov, resources.data.gov, USWDS, and A Guide to the Paperwork Reduction Act. Each of these projects vastly improves the ways in which the Government delivers digital services. Projects under development include Combating Bias in Artificial Intelligence/Machine Learning Implementations, Privacy Dashboard, and Spotlight. These projects will help agencies use data as a strategic asset to deliver more efficient services.

Code.gov

As part of the implementation of OMB Memorandum M-16-21*, Federal Source Code Policy: Achieving Efficiency, Transparency, and Innovation through Reusable and Open Source Software*, Code.gov contains code inventories from 22 Federal agencies and provides a central location for Federal Government source code for agency reuse and public consumption. For example, the Analytics.USA.gov code has been reused 30 times by city, county, and Federal agencies; and the USWDS code snippets have been used by 150 Federal, State, and Local agencies. The time and cost savings resulting from code reuse will continue to grow, as agencies are required to make 20 percent of their code open source every year to comply with the Federal Source Code Policy.

Digital.gov

Digital.gov empowers Federal agencies to create deeper connections with the public they serve by bringing together communities of Government experts to drive adoption of best practices for designing, building, and deploying easy-to-use, online customer experiences. This collaboration is accomplished by publishing and sharing tips, tactics, best practices, case studies, events, and comprehensive resources based on community needs in context of the problems being addressed in Government. These communities of experts include representation from all branches of the Federal Government, every cabinet agency, every branch of the military, and 47 states, including the District of Columbia and Puerto Rico.

Digital.gov is a critical communication channel for implementing 21st Century IDEA and communicating digital policy to Federal web teams. This program serves a supporting role in Emergency Support Function 15 of the National Response Framework.

Open Innovation Program (Challenge.gov & Citizenscience.gov)

GSA's Open Innovation Program manages Challenge.gov and Citizenscience.gov. The program facilitates public engagement and problem solving through the use of crowdsourcing, citizen science, and prize competitions.

GSA created Challenge.gov, a platform and program that serves as the central hub for federally sponsored prize competitions in accordance with the America COMPETES Reauthorization Act of 2010. For about 10 years, Challenge.gov has facilitated the Federal Government's use of prize competitions as an innovation sourcing tool, and has provided a portal that incentivizes the public to engage with the Government to solve problems. The Open Innovation Program has supported over 100 Federal agencies in launching more than 1,100 prize competitions with cash awards totaling more than $250 million. The program promotes open innovation in the Federal workforce via workshops, a community of practice (720 members), and resources such as the Prizes Toolkit. For example, in FY 2020, the team partnered with several agencies to design multi-phase

technology development competitions, including the Veterans Employment Challenge, and the MENTAL Health Challenge.

In response to the American Innovation and Competitiveness Act (AICA), GSA established Citizenscience.gov. This is a catalog of federally supported projects, curated by the Federal Crowdsourcing and Citizen Science Community of Practice, that engages the American public in addressing societal needs and accelerating science, technology, and innovation. The platform and program facilitate the inclusion of crowdsourcing and citizen science into federally sponsored research projects and the scientific discovery process. The website draws on public participation to advance scientific knowledge research and supports open opportunities for the Government to pursue and strengthen interagency partnerships, as well as collaborate with industry, academia, and other organizations. Since FY 2017, the Open Innovation Program has supported agencies in listing over 400 federally sponsored citizen science projects on Citizenscience.gov, in the Citizen Science data catalog, and on Data.gov. In collaboration with the White House Office of Science Technology Policy, the team works with Federal agency coordinators to complete the biennial *Congressional Report: Implementation of Federal Prize and Citizen Science Authority*.

Artificial Intelligence (AI)
Artificial intelligence will bring about transformative change, including generating greater efficiencies, identifying new insights, and making better decisions. Greater use of AI does present challenges such as ensuring AI is used responsibly and without bias. While there are challenges, there are also significant opportunities for the Federal Government.

The AI Portfolio, was established in FY 2020 and offers resources to Federal agencies to address the challenges and opportunities related to AI. The Portfolio can help agencies develop their staff who can work with data and its enabling technologies, by providing training as well as best practices for attracting top talent. Additionally, given the vast amounts of data that are not labeled for machine learning, the Portfolio can help agencies build the technology to support greater use of AI.

Identity Management
The ability for the public to interact meaningfully with the Government online, and to participate in high-value transactions, depends on trust. Identity management is a critical part in building this trust. There has been a higher incidence of fraud and decreased trust in online interactions as methods for fraudulently presenting credentials, such as fake IDs and deepfake videos, have become more common on the black market, and phishing techniques are becoming increasingly sophisticated.

The Identity Portfolio, which was established at the end of FY 2019, allows TTS to focus efforts on broad engagement, awareness, documentation, and community-building in order to research, identify, and share modern identity proofing practices most suitable for use in the Federal Government. TTS staff engage with Federal practitioners, identity experts, and industry service providers to make identity proofing more secure, easier, and less expensive. TTS has initiated pilots with the Department of State and the US Postal Service to enable citizens to validate their identity data with the authoritative source. These pilots will tangibly reduce synthetic identities across Federal agencies while providing better coverage of identity validation data beyond current commercial offerings today.

TTS has also begun work on a multi-agency identity strategy with participation from the Internal Revenue Service, the Social Security Administration, DHS, the Department of Veteran Affairs, and the Department of the Treasury. This identity strategy will highlight the common challenges agencies have around "external" identities and develop solution sets that can be delivered as a service across all agencies. These identity solutions would then be leveraged across agencies to enhance efficiencies and provide a better citizen and business experience for the American public.

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