FY 2018

CONGRESSIONAL BUDGET JUSTIFICATION

WORKING CAPITAL FUND PROGRAMS

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WORKING CAPITAL FUND PROGRAMS

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WORKING CAPITAL FUND PROGRAMS

AMOUNTS AVAILABLE FOR OBLIGATION (Dollars in Thousands)						
	FY 2016 Enacted		FY 2017 Full Year C.R.		FY 2018 Request	
	FTE	Amount	FTE	Amount	FTE	Amount
A. Appropriation	**0**	**$0**	**0**	**$0**	**0**	**$0**
DOL Reimbursements	816	$369,110	765	$403,883	751	$403,883
Unobligated Balances Carried Forward from Prior Year	0	$16,987	0	$17,067	0	$6,034
Transfer from Expired/Unexpired Accounts	0	$3,000	0	$3,000	0	$3,000
Recoveries	0	$6,819	0	$2,000	0	$7,000
Non-DOL Reimbursements	0	$1,500	0	$1,500	0	$1,500
B. Gross Budget Authority	**816**	**$397,416**	**765**	**$427,450**	**751**	**$421,416**
D. Total Budgetary Resources	**816**	**$397,416**	**765**	**$427,450**	**751**	**$421,416**
Unobligated Balance Un-Expiring and FTE lapse	-81	-$17,067	0	-$6,034	0	$0
E. Total, Estimated Obligations	**735**	**$380,349**	**765**	**$421,417**	**751**	**$421,416**
D. Total Budgetary Resources	**816**	**$397,416**	**765**	**$427,450**	**751**	**$421,416**
Unobligated Balance Un-Expiring and FTE lapse	-81	-$17,067	0	-$6,034	0	$0
E. Total, Estimated Obligations	**735**	**$380,349**	**765**	**$421,417**	**751**	**$421,416**

WORKING CAPITAL FUND PROGRAMS

SUMMARY OF CHANGES
(Dollars in Thousands)

	FY 2017 Full Year C.R.	FY 2018 Request	Net Change
Budget Authority			
General Funds	$421,417	$421,417	$0
Total	$421,417	$421,417	$0
Full Time Equivalents			
General Funds	765	751	-14
Total	765	751	-14

			FY 2018 Change					
Explanation of Change	FY 2017 Base		Trust Funds		General Funds		Total	
	FTE	Amount	FTE	Amount	FTE	Amount	FTE	Amount
Increases:								
A. Built-Ins:								
To Provide For:								
Costs of pay adjustments	755	$82,216	0	$0	0	$1,244	0	$1,244
Personnel benefits	0	$36,078	0	$0	0	$612	0	$612
Employee health benefits	0	$0	0	$0	0	$0	0	$0
Two days less of Pay	10	$3,361	0	$0	0	$0	0	$0
Federal Employees' Compensation Act (FECA)	0	$137	0	$0	0	$0	0	$0
Benefits for former personnel	0	$14	0	$0	0	$0	0	$0
Travel and transportation of persons	0	$1,558	0	$0	0	$0	0	$0
Transportation of things	0	$0	0	$0	0	$0	0	$0
Rental payments to GSA	0	$10,233	0	$0	0	$0	0	$0
Rental payments to others	0	$0	0	$0	0	$0	0	$0
Communications, utilities, and miscellaneous charges	0	$38,032	0	$0	0	$0	0	$0
Printing and reproduction	0	$27	0	$0	0	$0	0	$0
Advisory and assistance services	0	$51,394	0	$0	0	$0	0	$0
Other services from non-Federal sources	0	$31,175	0	$0	0	$0	0	$0
Working Capital Fund	0	$0	0	$0	0	$0	0	$0
Other Federal sources (DHS Charges)	0	$13,833	0	$0	0	$0	0	$0
Other goods and services from Federal sources	0	$29,960	0	$0	0	$0	0	$0
Research & Development Contracts	0	$0	0	$0	0	$0	0	$0
Operation and maintenance of facilities	0	$12,580	0	$0	0	$0	0	$0
Operation and maintenance of equipment	0	$99,450	0	$0	0	$0	0	$0
Supplies and materials	0	$1,523	0	$0	0	$0	0	$0
Equipment	0	$9,846	0	$0	0	$0	0	$0
Insurance claims and indemnities	0	$0	0	$0	0	$0	0	$0

WORKING CAPITAL FUND PROGRAMS

	FY 2017 Base		FY 2018 Change					
			Trust Funds		General Funds		Total	
Explanation of Change	FTE	Amount	FTE	Amount	FTE	Amount	FTE	Amount
Land and Structures	0	$0	0	$0	0	$0	0	$0
Built-Ins Subtotal	**765**	**+$421,417**	**0**	**$0**	**0**	**+$1,856**	**0**	**+$1,856**
B. Programs:								
Total Increase	**765**	**+$421,417**	**0**	**$0**	**0**	**+$1,856**	**0**	**+$1,856**
Decreases:								
A. Built-Ins:								
To Provide For:								
Built-Ins Subtotal	**0**	**$0**	**0**	**$0**	**0**	**$0**	**0**	**$0**
B. Programs:								
FTE Reduction to Absorb Inflationary Costs	0	$0	0	$0	-14	-$1,856	-14	-$1,856
Programs Subtotal			**0**	**$0**	**-14**	**-$1,856**	**-14**	**-$1,856**
Total Decrease	**0**	**$0**	**0**	**$0**	**-14**	**-$1,856**	**-14**	**-$1,856**
Total Change	**765**	**+$421,417**	**0**	**$0**	**-14**	**$0**	**-14**	**$0**

WORKING CAPITAL FUND PROGRAMS

SUMMARY BUDGET AUTHORITY AND FTE BY ACTIVITY (Dollars in Thousands)								
	FY 2016 Enacted		FY 2017 Full Year C.R.		FY 2018 Request		Diff. FY18 Request / FY17 Full Year C.R.	
	FTE	Amount	FTE	Amount	FTE	Amount	FTE	Amount
Financial and Administrative Services	**369**	**300,718**	**400**	**309,490**	**393**	**309,490**	**-7**	**0**
General Funds	369	300,718	400	309,490	393	309,490	-7	0
Field Services	**255**	**40,122**	**255**	**41,629**	**250**	**41,629**	**-5**	**0**
General Funds	255	40,122	255	41,629	250	41,629	-5	0
Human Resources	**111**	**39,753**	**110**	**34,534**	**108**	**34,534**	**-2**	**0**
General Funds	111	39,753	110	34,534	108	34,534	-2	0
Telecommunications	**0**	**32,390**	**0**	**34,264**	**0**	**34,264**	**0**	**0**
General Funds	0	32,390	0	34,264	0	34,264	0	0
Non-DOL Reimbursables	**0**	**1,500**	**0**	**1,500**	**0**	**1,500**	**0**	**0**
General Funds	0	1,500	0	1,500	0	1,500	0	0
Total	**735**	**414,483**	**765**	**421,417**	**751**	**421,417**	**-14**	**0**
General Funds	**735**	**414,483**	**765**	**421,417**	**751**	**421,417**	**-14**	**0**

NOTE: 2016 reflects actual FTE.

WORKING CAPITAL FUND PROGRAMS

			FY 2016 Enacted	**FY 2017 Full Year C.R.**	**FY 2018 Request**	**Diff. FY18 Request / FY17 Full Year C.R.**
BUDGET AUTHORITY BY OBJECT CLASS						
(Dollars in Thousands)						
	Full-Time Equivalent					
	Full-time Permanent		735	765	751	-14
	Total		735	765	751	-14
	Average ES Salary		$164,795	$166,937	$170,109	$3,172
	Average GM/GS Grade		12/7	12/7	12/7	0
	Average GM/GS Salary		$92,203	$93,402	$95,177	$1,775
11.1	Full-time permanent		87,137	83,510	83,510	0
11.3	Other than full-time permanent		51	283	283	0
11.5	Other personnel compensation		487	1,404	1,404	0
11.8	Special personal services payments		0	0	0	0
11.9	Total personnel compensation		87,675	85,197	85,197	0
12.1	Civilian personnel benefits		36,215	36,595	36,595	0
13.0	Benefits for former personnel		0	14	14	0
21.0	Travel and transportation of persons		2,389	1,558	1,558	0
23.1	Rental payments to GSA		10,178	10,233	10,233	0
23.2	Rental payments to others		0	0	0	0
23.3	Communications, utilities, and miscellaneous charges		37,369	38,032	38,032	0
24.0	Printing and reproduction		80	27	27	0
25.1	Advisory and assistance services		78,846	51,394	51,394	0
25.2	Other services from non-Federal sources		40,905	31,175	31,175	0
25.3	Other goods and services from Federal sources 1/		53,679	43,793	43,793	0
25.4	Operation and maintenance of facilities		17,734	12,580	12,580	0
25.5	Research and development contracts		0	0	0	0
25.7	Operation and maintenance of equipment		37,356	99,450	99,450	0
26.0	Supplies and materials		1,310	1,523	1,523	0
31.0	Equipment		10,747	9,846	9,846	0
32.0	Land and Structures		0	0	0	0
42.0	Insurance claims and indemnities		0	0	0	0
51.1	Benefits		0	0	0	0
	Total		**414,483**	**421,417**	**421,417**	**0**
1/Other goods and services from Federal sources						
	Services by Other Government Departments		39,626	29,960	29,960	0
	DHS Services		13,802	13,833	13,833	0

WORKING CAPITAL FUND PROGRAMS

AUTHORIZING STATUTES

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

WORKING CAPITAL FUND PROGRAMS

OVERVIEW

Introduction

The Working Capital Fund (WCF) was established by Public Law 85-67 and amended by Public Laws 86-703 and 91-204 to provide authority, without fiscal year limitation, for expenses necessary to provide certain services and activities on a centralized basis. Under the law, the WCF should be reimbursed in advance from funds available to bureaus, offices, and agencies within the Department for which centralized services are performed. Public Law 105-78 amended the WCF authorization in 1997 to authorize an annual transfer of up to $3,000,000 from unobligated balances in the Department's salaries and expenses account to the unobligated balances of the WCF.

Some of the essential administrative functions that are financed through the WCF are the Department's information technology operations and maintenance, Frances Perkins Building operations, payroll operations, procurement, and invoice payment services. These centralized services are performed at rates that will return all expenses of operations in full, including reserves for accrued leave.

The Working Capital Fund meets its responsibilities through four budget activities which include Financial and Administrative Services, Field Services, Human Resources Services, and Telecommunications.
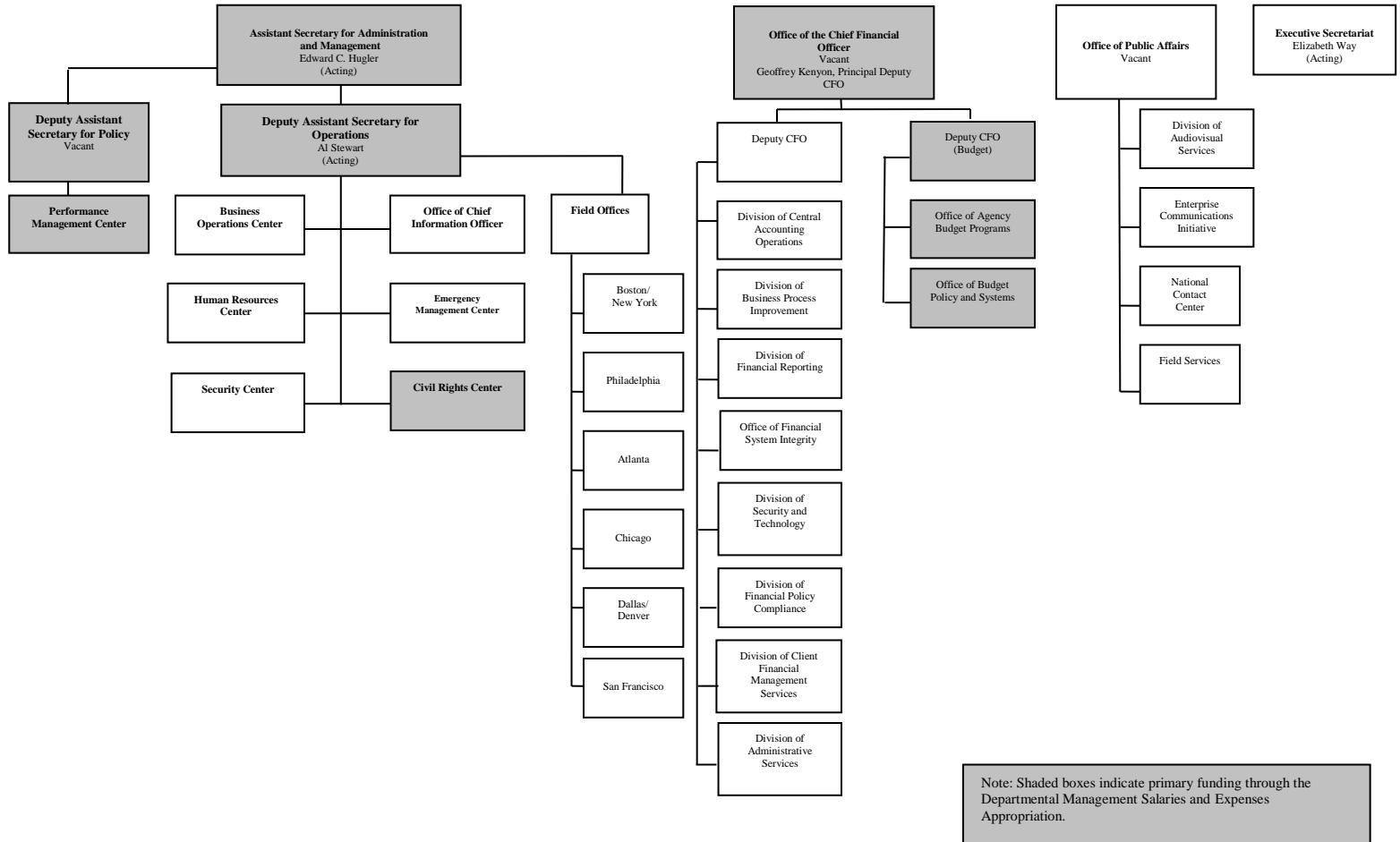
The Departmental agencies include in their budget requests an amount required to finance the WCF and to cover the services obtained from organizations financed through the WCF. This amount is subsequently advanced to the WCF after enactment of the Department's appropriation. WCF advances normally are obtained from DOL's agencies at the beginning of each quarter.

Due to inflationary cost increases related to compensation, FY 2018 request includes resources for built-ins. Funding for this cost is not included in the FY 2018 request, and the WCF will take a corresponding FTE decrease to absorb these costs.

The General Provisions include a proposal for the establishment of a non-recurring expenses fund, similar to that at other Departments. This authority will allow the Department to transfer expired discretionary funds before cancellation to a fund which will be used for information technology infrastructure and other capital acquisition. The General Provisions also include a proposal to remove the cap on unobligated balances which can be carried over in the Working Capital Fund. Both proposals will enable the Department to use previously appropriated resources to more effectively acquire necessary IT investments; with additional resources and additional flexibility the Department will be better able to plan for and implement IT infrastructure investments.

WORKING CAPITAL FUND PROGRAMS

ORGANIZATION CHART

Assistant Secretary for Administration and Management
Edward C. Hugler
(Acting)

Deputy Assistant Secretary for Policy
Vacant

Performance Management Center

Deputy Assistant Secretary for Operations
Al Stewart
(Acting)

Business Operations Center

Office of Chief Information Officer

Field Offices

Human Resources Center

Emergency Management Center

Security Center

Civil Rights Center

Boston/ New York

Philadelphia

Atlanta

Chicago

Dallas/ Denver

San Francisco

Office of the Chief Financial Officer
Vacant
Geoffrey Kenyon, Principal Deputy CFO

Deputy CFO

Division of Central Accounting Operations

Division of Business Process Improvement

Division of Financial Reporting

Office of Financial System Integrity

Division of Security and Technology

Division of Financial Policy Compliance

Division of Client Financial Management Services

Division of Administrative Services

Deputy CFO (Budget)

Office of Agency Budget Programs

Office of Budget Policy and Systems

Office of Public Affairs
Vacant

Division of Audiovisual Services

Enterprise Communications Initiative

National Contact Center

Field Services

Executive Secretariat
Elizabeth Way
(Acting)

Note: Shaded boxes indicate primary funding through the Departmental Management Salaries and Expenses Appropriation.

FINANCIAL AND ADMINISTRATIVE SERVICES

BUDGET AUTHORITY BEFORE THE COMMITTEE				
(Dollars in Thousands)				
	FY 2016 Enacted	FY 2017 Full Year C.R.	FY 2018 Request	Diff. FY18 Request / FY17 Full Year C.R.
Activity Appropriation	**300,718**	**309,490**	**309,490**	**0**
FTE	369	400	393	-7

NOTE: FY 2016 reflects actual FTE. Authorized FTE for FY 2016 was 337.

Introduction

The Financial and Administrative Services activity in the Working Capital Fund (WCF) provides a program of centralized services at both the national and regional levels. In FY 2018, components funded through the Financial and Administrative Services activity will continue to carry out and support the following priorities:

- Modernizing IT infrastructure;
- Improving hiring;
- Improving financial stewardship

Office of the Assistant Secretary for Administration and Management

The Office of the Assistant Secretary for Administration and Management (OASAM) provides the infrastructure and support that enables DOL agencies to perform the Department's mission. Within this budget activity, OASAM administers DOL business operations and procurement, information technology, reasonable accommodations, security, and emergency management. OASAM achieves its mission through service centers that are functionally organized, including the Business Operations Center (BOC), the Office of the Chief Information Officer (OCIO), the Emergency Management (EMC) and the Security Centers (SC), and the Civil Rights Center (CRC).

Business Operations Center
BOC provides a wide range of services in support of Department programs, including procurement oversight and management, acquisition services, small and disadvantaged business utilization, records management, employee safety and health, library and information services, mail management, facilities management and real property management, sustainability management, fleet management, personal property management, and general administrative and sustainability support and operation and maintenance of the Frances Perkins Building, the Department's National Headquarters.

Office of the Chief Information Officer (OCIO)
The Office of the Chief Information Officer (OCIO) provides the operations and maintenance of efficient and effective technology infrastructure to its customers, including the maintenance of the Department's host computer systems centralized cloud computing environment to include email, remote access, and file storage,. Through the development and implementation of the

FINANCIAL AND ADMINISTRATIVE SERVICES

DOL Enterprise wide cloud environment (shared services), DOL is able to streamline IT capabilities in the Office of the Chief Information Office across all 27 DOL agencies and their numerous critical workforce programs. OCIO continues to assess new opportunities to manage shared IT services more efficiently in order to implement cost avoidance strategies. Additionally, OCIO also has oversight responsibilities of the Department's Federal Telecommunications System (FTS) program.

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

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

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

Office of the Chief Financial Officer

The Office of the Chief Financial Officer (OCFO) ensures DOL compliance with the Chief Financial Officers (CFO) Act. Accordingly, OCFO manages the financial management system and leads the Department's efforts on the annual external audit and Agency Financial Report. OCFO leads efforts to examine, identify, and implement administrative cost reduction initiatives and improve efficiencies across DOL. The OCFO also manages the Working Capital Fund and e-Travel, an end-to-end travel management solution that allows for a more efficient and streamlined approach to travel management operations. OCFO's Departmental Budget Center manages the Departmental E-Business Suite (DEBS), an automated programming, budgeting, execution, and performance tool, which supports budget and performance management analysis and deliverables.

FINANCIAL AND ADMINISTRATIVE SERVICES

<u>Office of Public Affairs</u>

The Office of Public Affairs (OPA) develops and maintains the Department's web-based, digital/social media, audiovisual, contact center and other communication platforms. Furthermore, within this budget activity, OPA provides regional public affairs activities and administers press "lock-ups" where embargoed releases on sensitive economic data are provided to reporters.

<u>Executive Secretariat</u>

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

Five-Year Budget Activity History

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

FY 2018

$309,490,000 is provided for Financial and Administrative Services activities in FY 2018. This funding level will support 393 FTE. In FY 2018, FAS-funded centers will continue to support critical management functions, including management of the Department's financial system of record, information technology security, and procurement and other business operations activities.

FY 2017

Figures shown for FY 2017 reflect the annualized Continuing Resolution level, as a full-year appropriation had not been enacted at the time the budget was produced. The Department will provide an Operating Plan after a full-year appropriation bill is enacted.

FINANCIAL AND ADMINISTRATIVE SERVICES

DETAILED WORKLOAD AND PERFORMANCE				
		FY 2016 Enacted	**FY 2017 Full Year C.R.**	**FY 2018 Request**
		Target | **Result**	**Target**	**Target**
Financial and Administrative Services				
OASAM-WCF-BOC-1	Percentage of contracts per quarter awarded within target timeframes	90.00% | 98.00%	90.00%	90.00%
OASAM-WCF-BOC-12	DOL lost time injury and illness case rate	1.00 | 0.54	1.00	1.00
OASAM-WCF-CRC-P-17	Reasonable Accommodation: Percent of Reasonable Accommodations that have been Successfully Deployed	-- | --	[base]	TBD
OASAM-WCF-CRC-P-18	Reasonable Accommodation: Number of Reasonable Accommodation Requests Initialized	-- | --	[base]	TBD
OCFO-WCF-OCFO-1	Percentage of payments made without incurring prompt payment interest.	95.00% | 99.00%	95.00%	95.00%
OCFO-WCF-OCFO-2	Interest paid on vendor invoices (%)	0.0200% | 0.0008%	0.0200%	0.0200%
OCFO-WCF-OCFO-2	Percent of network and application services uptime - NCFMS	98.00% | 99.00%	98.00%	98.00%
OCFO-WCF-DBC-5	Percent of DEBS Helpdesk calls addressed within 1 day of receipt	95.00% | 100.00%	95.00%	95.00%
OCFO-WCF-DBC-6	Number of DEBS training sessions held (demand)	24[p] | 79	24[p]	24[p]
OPA-WCF-2	Abandonment Rate for National Contact Center (Hang-ups)	4.00% | 3.10%	5.00%	5.00%

FINANCIAL AND ADMINISTRATIVE SERVICES

DETAILED WORKLOAD AND PERFORMANCE		FY 2016 Enacted		FY 2017 Full Year C.R.	FY 2018 Request
		Target	Result	Target	Target
OPA-WCF-3	Trouble Tickets resolved on First Contact with the customer	80.00%	84.00%	80.00%	80.00%
OPA-WCF-4	Average Speed of Response (seconds)	30	19	30	30
OASAM-WCF-OCIO-3	Information Assurance: Number of vulnerabilities for which remediation has not occurred within 30 days of identification for DOL major information systems	0	0	0	0
OASAM-WCF-SC-1	Personal Identity Verification (PIV): Average number of days to submit a background security investigation request to OPM	14	23	14	14

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

FINANCIAL AND ADMINISTRATIVE SERVICES

Detailed Workload Performance Narrative

Office of the Assistant Secretary for Administration and Management

Business Operations Center

In FY 2018, BOC will continue to work with agencies across the Department to ensure that contracts are awarded in a timely manner and to maintain a low lost time injury and illness case rate for the Department. BOC exceeded both of its targets for these measures in FY 2016.

Office of the Chief Information Officer

Through a variety of ongoing operations and maintenance activities, OCIO supports Departmental operations by securely delivering mission critical ECN and Department-wide infrastructure services such as Internet, Remote Access, Blackberry, E-Mail, Desktop services, Applications, Intranet, Anti-SPAM, IT security services, and Local Area Network services to OASAM and the Departmental Management agencies/offices within DOL. In FY 2018, OCIO is committed to:
- Improving mission and customer experience
- Bolstering information security
- Improving operating efficiencies
- Supporting the maintenance and operations of the modernized IT infrastructure

In FY 2018, OCIO will continue to ensure that DOLNet is available 99 percent of the time. OCIO will continue to provide excellent customer service. In FY 2016, the Enterprise Service Desk responded to approximately 18,000 calls with an average resolution time of approximately 17 minutes, greatly minimizing lost productivity. FY 2016 was the first full year that the ESD provided IT support services to 24 DOL agencies that were previously serviced by six separate legacy IT help desks. DOL achieved significant cost avoidance via the consolidation of these six legacy help desks into a centrally managed service desk that has provided more efficient service, accelerated resolution, and maintained a customer satisfaction rating above 93% for the last 18 consecutive months. OCIO will also continue to minimize the number of vulnerabilities for which remediation has not occurred within 30 days of identification.

Security Center

The Security Center (SC) will continue to lead the Department's compliance with important security measures, including the background security investigations and the issuance of Personal Identity Verification (PIV) cards. SC will ensure the Department meets OPM mandates for background investigations and successfully meets demand for PIV cards. SC will maintain an average time of 14 days to submit a background security investigation to OPM between FY 2017 and FY 2018.

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Civil Rights Center

Since FY 2014, CRC has devoted significant time and effort to revising the Department of Labor Manual Series (DLMS) 4-306 on reasonable accommodation. The revised DLMS broadened the definition of disability to conform to the ADA Amendments Act of 2008. As such, the Reasonable Accommodation Resource Center (RARC) projects that a larger number of DOL employees and applicants will request reasonable accommodations. In response, RARC will develop training materials (including a PowerPoint and desk aids) for employees, managers, supervisors, and trainers. RARC will present these trainings in the national office and in each region. In FY 2017, RARC will develop new measures and re-baseline existing measures. RARC will use baseline results to establish targets for FY 2018.

Office of the Chief Financial Officer

Through consistent access to the financial system, the Department can better maintain timely and accurate financial information. OCFO will also keep the network and applications service up time for the NCFMS system at 98 percent in FY 2017 and FY 2018. In FY 2017 and FY 2018, OCFO will ensure that vendor invoices are paid on time and keep the Department's interest paid on vendor invoices at a low rate of 0.02 percent. OFCO's Departmental Budget Center (DBC) will continue to provide excellent customer service by addressing 95 percent of DEBS helpdesk phone calls within one day in FY 2017 and FY 2018. DBC projects providing 24 training sessions in FY 2017 and FY 2018 respectively.

Office of Public Affairs

In FY 2018, OPA will study and undertake a redesign of the dol.gov website to improve user more easily find the information they need; complete the transition of the dol.gov website to a new content management system to provide improved searches and content presentation to the public; and expand the use of a content management tool known as HootSuite to better meet the needs of the public and to track progress on digital performance metrics.

In FY 2017 and FY 2018, OPA will continue to keep a low abandonment rate for the national contract center of 5 percent, respond to phone calls to call center in 30 seconds, and resolve troubled tickets on first contact 80 percent of the time.

FINANCIAL AND ADMINISTRATIVE SERVICES

	BUDGET ACTIVITY BY OBJECT CLASS				
	(Dollars in Thousands)				
		FY 2016 Enacted	**FY 2017 Full Year C.R.**	**FY 2018 Request**	**Diff. FY18 Request / FY17 Full Year C.R.**
11.1	Full-time permanent	50,831	48,323	48,323	0
11.3	Other than full-time permanent	1	12	12	0
11.5	Other personnel compensation	477	949	949	0
11.8	Special personal services payments	0	0	0	0
11.9	Total personnel compensation	51,309	49,284	49,284	0
12.1	Civilian personnel benefits	21,482	20,053	20,053	0
13.0	Benefits for former personnel	0	14	14	0
21.0	Travel and transportation of persons	1,717	950	950	0
22.0	Transportation of things	0	0	0	0
23.0	Rent, Communications, and Utilities	0	0	0	0
23.1	Rental payments to GSA	4,797	5,026	5,026	0
23.2	Rental payments to others	0	0	0	0
23.3	Communications, utilities, and miscellaneous charges	4,559	5,828	5,828	0
24.0	Printing and reproduction	67	19	19	0
25.1	Advisory and assistance services	78,830	51,394	51,394	0
25.2	Other services from non-Federal sources	37,466	26,097	26,097	0
25.3	Other goods and services from Federal sources 1/	35,223	30,200	30,200	0
25.4	Operation and maintenance of facilities	17,734	12,580	12,580	0
25.5	Research and development contracts	0	0	0	0
25.7	Operation and maintenance of equipment	35,961	96,910	96,910	0
26.0	Supplies and materials	1,050	1,290	1,290	0
31.0	Equipment	10,523	9,845	9,845	0
42.0	Insurance claims and indemnities	0	0	0	0
	Total	**300,718**	**309,490**	**309,490**	**0**
1/Other goods and services from Federal sources					
	Services by Other Government Departments	34,635	29,696	29,696	0
	DHS Services	337	504	504	0

FINANCIAL AND ADMINISTRATIVE SERVICES

CHANGES IN FY 2018
(Dollars in Thousands)

Activity Changes
 Built-In
  To Provide For:

Costs of pay adjustments	$666
Personnel benefits	328
Two days less of Pay	0
Federal Employees' Compensation Act (FECA)	0
Benefits for former personnel	0
Travel and transportation of persons	0
Transportation of things	0
Rental payments to GSA	0
Rental payments to others	0
Communications, utilities, and miscellaneous charges	0
Printing and reproduction	0
Advisory and assistance services	0
Other services from non-Federal sources	0
Working Capital Fund	0
Other Federal sources (DHS Charges)	0
Other goods and services from Federal sources	0
Research & Development Contracts	0
Operation and maintenance of facilities	0
Operation and maintenance of equipment	0
Supplies and materials	0
Equipment	0
Insurance claims and indemnities	0
Built-Ins Subtotal	**$994**
Net Program	**-$994**
Direct FTE	**-7**

	Estimate	FTE
Base	**$310,484**	**400**
Program Increase	**$0**	**0**
Program Decrease	**-$994**	**-7**

FIELD SERVICES

BUDGET AUTHORITY BEFORE THE COMMITTEE				
(Dollars in Thousands)				
	FY 2016 Enacted	FY 2017 Full Year C.R.	FY 2018 Request	Diff. FY18 Request / FY17 Full Year C.R.
Activity Appropriation	**40,122**	**41,629**	**41,629**	**0**
FTE	255	255	250	-5

NOTE: FY 2016 reflects actual FTE. Authorized FTE for FY 2016 was 267.

Introduction

The Field Services activity provides a broad range of management and administrative services that support DOL agencies to successfully perform their missions, including administrative services; emergency management; financial services; human resources services; IT operations and support services; and safety and health services.

OASAM has regional offices in Boston, Philadelphia, Atlanta, Chicago, Dallas, and San Francisco. The Department's agencies rely on OASAM to serve as the focal point in their regional and field offices to ensure continuity of administrative operations. OASAM also serves as the liaison in the major regional cities to other Departments, serving as part of the Federal Executive Boards.

Five-Year Budget Activity History

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

FY 2018

$41,629,000 is provided for Field Services activities in FY 2018. This funding level will support 250 FTE. At this level, OASAM's regional offices will provide support for staff located in the field, while allowing programmatic staff to focus on their core work.

FY 2017

Figures shown for FY 2017 reflect the annualized Continuing Resolution level, as a full-year appropriation had not been enacted at the time the budget was produced. The Department will provide an Operating Plan after a full-year appropriation bill is enacted.

FIELD SERVICES

	FY 2016 Enacted		FY 2017 Full Year C.R.	FY 2018 Request
DETAILED WORKLOAD AND PERFORMANCE				
	Target	Result	Target	Target
Field Services				
OASAM-WCF-Region-1 — Average number of days to hire a new employee	80.0	86.5	80.0	80.0
OASAM-WCF-Region-5 — Interest paid on vendor invoices (%)	0.02%	0.02%	0.02%	0.02%
OASAM-WCF-Region-12 — Percentage of new hiring managers that attend "Essential HR Competency Training for New Supervisors"	[base]	51%	85%	85%

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

FIELD SERVICES

Detailed Workload Performance Narrative

In FY 2018, the OASAM regional offices will continue improvement of the Department's customer service initiative and conduct quarterly Administrative Officer meetings as a mechanism to increase communications and outreach with agency customers. The Department will maintain its performance levels between FY 2017 and FY 2018 on average number of days to hire new employees and percent of interest paid on invoices. The Field will strive to train 85 percent of new managers in FY 2017 and FY 2018 on "Essential HR Competency Training for New Supervisors."

FIELD SERVICES

		FY 2016 Enacted	**FY 2017 Full Year C.R.**	**FY 2018 Request**	**Diff. FY18 Request / FY17 Full Year C.R.**
	BUDGET ACTIVITY BY OBJECT CLASS (Dollars in Thousands)				
11.1	Full-time permanent	23,056	23,320	23,320	0
11.3	Other than full-time permanent	0	0	0	0
11.5	Other personnel compensation	0	321	321	0
11.8	Special personal services payments	0	0	0	0
11.9	Total personnel compensation	23,056	23,641	23,641	0
12.1	Civilian personnel benefits	10,731	12,700	12,700	0
21.0	Travel and transportation of persons	392	221	221	0
22.0	Transportation of things	0	0	0	0
23.1	Rental payments to GSA	3,763	3,653	3,653	0
23.3	Communications, utilities, and miscellaneous charges	409	277	277	0
24.0	Printing and reproduction	3	1	1	0
25.1	Advisory and assistance services	16	0	0	0
25.2	Other services from non-Federal sources	292	171	171	0
25.3	Other goods and services from Federal sources 1/	715	774	774	0
25.4	Operation and maintenance of facilities	0	0	0	0
25.7	Operation and maintenance of equipment	376	66	66	0
26.0	Supplies and materials	175	124	124	0
31.0	Equipment	194	1	1	0
32.0	Land and Structures	0	0	0	0
42.0	Insurance claims and indemnities	0	0	0	0
51.1	Benefits	0	0	0	0
	Total	**40,122**	**41,629**	**41,629**	**0**
1/Other goods and services from Federal sources					
	DHS Services	511	510	510	0
	Services by Other Government Departments	204	264	264	0

FIELD SERVICES

CHANGES IN FY 2018
(Dollars in Thousands)

Activity Changes
  Built-In
    To Provide For:

Costs of pay adjustments	$400
Personnel benefits	197
Two days less of Pay	0
Federal Employees' Compensation Act (FECA)	0
Travel and transportation of persons	0
Transportation of things	0
Rental payments to GSA	0
Communications, utilities, and miscellaneous charges	0
Printing and reproduction	0
Advisory and assistance services	0
Other services from non-Federal sources	0
Other Federal sources (DHS Charges)	0
Other goods and services from Federal sources	0
Operation and maintenance of facilities	0
Operation and maintenance of equipment	0
Supplies and materials	0
Equipment	0
Insurance claims and indemnities	0
Land and Structures	0
Built-Ins Subtotal	**$597**
Net Program	**-$597**
Direct FTE	**-5**

	Estimate	FTE
Base	**$42,226**	**255**
Program Increase	**$0**	**0**
Program Decrease	**-$597**	**-5**

HUMAN RESOURCES SERVICES

				Diff. FY18 Request / FY17
	FY 2016 Enacted	FY 2017 Full Year C.R.	FY 2018 Request	Full Year C.R.
BUDGET AUTHORITY BEFORE THE COMMITTEE (Dollars in Thousands)				
Activity Appropriation	**39,753**	**34,534**	**34,534**	**0**
FTE	111	110	108	-2

NOTE: FY 2016 reflects actual FTE. Authorized FTE for FY 2016 was 115.

Introduction

Human Resources Services provides resources for the Human Resources Center's operational activities. HRC provides leadership, guidance, and technical expertise in all areas related to the management of human capital for the Department of Labor. HRC provides policy and guidance in such areas as recruitment, pay, benefits, and development of staff, management of human resource/personnel systems, succession planning, and diversity and inclusion.

HRC focuses on strategic human capital planning, recruitment, and developing and retaining a high-quality diverse workforce that meets the mission requirements and program priorities of the Department. HRC also develops human resource programs, provides Departmental leadership, and directs HR services for staffing, classification, performance management, training and development and pay administration. HRC also assists DOL managers in executive resources management, provides advisory services relating to organizational design, performs related program analysis and evaluation, and manages human resources information systems.

The HRC also provides direct HR support to managers and employees with regard to classification and position management, staffing and recruitment, personnel records management, retirement, and benefits processing.

Five-Year Budget Activity History

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

FY 2018

$34,534,000 is provided for Human Resources Services activities in FY 2018. This funding level will support 108 FTE. At this funding level, HRC will continue to work with Departmental leadership and DOL agencies on workforce restructuring initiatives aimed at DOL wide initiatives and agency-specific efforts toward improving organization effectiveness and efficiency. The HRC will provide managers with data, analysis and tools to improve human resources planning, resources management and performance management. In addition, the HRC will continue to take a leadership role in the improvement of HR service delivery.

HUMAN RESOURCES SERVICES

FY 2017

Figures shown for FY 2017 reflect the annualized Continuing Resolution level, as a full-year appropriation had not been enacted at the time the budget was produced. The Department will provide an Operating Plan after a full-year appropriation bill is enacted.

HUMAN RESOURCES SERVICES

DETAILED WORKLOAD AND PERFORMANCE		FY 2016 Enacted		FY 2017 Full Year C.R.	FY 2018 Request
		Target	Result	Target	Target
Human Resources					
OASAM-WCF-HRC-1	Average number of days to hire SES employee (from time announcement opens to date of Secretary approval to hire/tentative offer to selectee)	90.0	97.8	90.0	90.0
OASAM-WCF-HRC-3	Average number of days to hire a new employee	80.0	108.3	80.0	80.0
OASAM-WCF-HRC-17	Percentage of hiring managers that attend "Essential HR Competency Training for New Supervisors" within 90 days of supervisory appointment	[base]	51%	100%	100%
OASAM-WCF-HRC-18	Percent of telework eligible employees with regular telework agreements	[base]	34%	34%	34%

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

HUMAN RESOURCES SERVICES

Detailed Workload Performance Narrative

HRC will support DOL-wide and Agency specific efforts to improve the organizational structure, recruitment, hiring and retention, classification, training and development, diversity, performance management, and the work environment through strategic consultation. HRC will continue to focus on hiring efficiency and effectiveness. HRC will maintain targets of 80 and 90 days for hiring new employees and SES employees respectively in FY 2017 and FY 2018.

Along with Departmental restructuring efforts, the HRC will improve its leadership succession planning by deploying better resource management/planning tools and maintaining the availability of high quality leadership training offerings. HRC will continue to develop and coordinate training offerings to meet both general and targeted leadership competency needs. HRC will continue to monitor new supervisor training compliance across the Department. HRC aims to train 100% of all new managers.

The HRC will continue to implement strategies toward improved HR services delivery. The office will evaluate the newly centralized classification unit to improve customer satisfaction and to explore other HR activities for improvement.

HUMAN RESOURCES SERVICES

		FY 2016 Enacted	FY 2017 Full Year C.R.	FY 2018 Request	Diff. FY18 Request / FY17 Full Year C.R.
BUDGET ACTIVITY BY OBJECT CLASS					
(Dollars in Thousands)					
11.1	Full-time permanent	13,250	11,867	11,867	0
11.3	Other than full-time permanent	50	271	271	0
11.5	Other personnel compensation	10	134	134	0
11.9	Total personnel compensation	13,310	12,272	12,272	0
12.1	Civilian personnel benefits	4,002	3,842	3,842	0
21.0	Travel and transportation of persons	280	387	387	0
23.1	Rental payments to GSA	1,618	1,554	1,554	0
23.3	Communications, utilities, and miscellaneous charges	11	0	0	0
24.0	Printing and reproduction	10	7	7	0
25.1	Advisory and assistance services	0	0	0	0
25.2	Other services from non-Federal sources	1,647	3,407	3,407	0
25.3	Other goods and services from Federal sources 1/	17,741	12,819	12,819	0
25.4	Operation and maintenance of facilities	0	0	0	0
25.7	Operation and maintenance of equipment	1,019	137	137	0
26.0	Supplies and materials	85	109	109	0
31.0	Equipment	30	0	0	0
	Total	**39,753**	**34,534**	**34,534**	**0**
1/Other goods and services from Federal sources					
	DHS Services	12,954	12,819	12,819	0
	Services by Other Government Departments	4,787	0	0	0

HUMAN RESOURCES SERVICES

CHANGES IN FY 2018
(Dollars in Thousands)

Activity Changes
  Built-In
    To Provide For:
    Costs of pay adjustments $178
    Personnel benefits   87
    Two days less of Pay   0
    Travel and transportation of persons   0
    Rental payments to GSA   0
    Communications, utilities, and miscellaneous charges   0
    Printing and reproduction   0
    Advisory and assistance services   0
    Other services from non-Federal sources   0
    Other Federal sources (DHS Charges)   0
    Other goods and services from Federal sources   0
    Operation and maintenance of facilities   0
    Operation and maintenance of equipment   0
    Supplies and materials   0
    Equipment   0
  Built-Ins Subtotal   **$265**

  Net Program   **-$265**
    Direct FTE   **-2**

	Estimate	FTE
Base	**$34,799**	**110**
Program Increase	**$0**	**0**
Program Decrease	**-$265**	**-2**

TELECOMMUNICATIONS

				Diff. FY18 Request / FY17
	FY 2016 Enacted	FY 2017 Full Year C.R.	FY 2018 Request	Full Year C.R.
BUDGET AUTHORITY BEFORE THE COMMITTEE (Dollars in Thousands)				
Activity Appropriation	**32,390**	**34,264**	**34,264**	**0**
FTE	0	0	0	0

Introduction

The WCF's Telecommunications budget activity provides payments to the General Services Administration (GSA) Federal Acquisition Services (FAS) for Departmental Federal Telecommunications under the Networx contract. FAS/Networx allows the Department an acquisition path for domestic, long-distance services provided by a commercial carrier under contract to GSA. The funding also provides support to all DOL agencies for IT services that are being migrated to a single, Department-wide solution.

Telecommunications Services/Networx (NTX)

The Department's long distance telecommunications program achieves a variety of departmental and administration priorities around best practices in management of Federal funds while achieving DOL's mission. It promotes the effective and efficient procurement and use of long distance telecommunications services by providing high- value, low-cost long distance telecommunications services and solutions to support DOL program activities; maintaining continuity of service for all long distance telecommunications services (both voice and data); reducing the cost of long distance services by fully participating in all strategic sourcing and government-wide procurement vehicles; and consolidating Departmental agencies' IT network resources.

In support of the departmental goals to leverage modern technologies to optimize IT infrastructure and prepare for the transition to cloud services, securing the IT infrastructure and a consolidated and integrated network infrastructure, the Department has begun the transition planning activities to move DOL telecommunications services from the expiring GSA Networx, WITS 3 and Regional Local Service Agreements contract vehicles to the GSA Enterprise Infrastructure Solutions (EIS) contract vehicle. EIS is a large undertaking with local and long distance telecommunications services to transition under the same contract vehicle. This transition effort to the EIS contract vehicle will require dedicated acquisition management support during fiscal year 2018 to prepare the acquisition packages and perform proposal evaluations. The Department's target for the award of most requirements is May 2018 with the physical transition starting at the beginning of FY 2019.

Network Operations Center (NOC) / Managed Services Group (MSG)

The role of the NOC\MSG is to implement the enterprise-wide, infrastructure consolidation projects for improved delivery of IT services across the Department. The office also serves as

the technical and project focal point for government-wide IT initiatives to deploy common, cost-effective, centrally managed solutions for the DOL IT infrastructure. The NOC\MSG provides technical support for the design, development and implementation of *DOLNet*, the Department's consolidated, single, wide-area network for data communications that is used by nine agency IT infrastructures. Additionally, the NOC\MSG supports government-wide initiatives, including secure domain name services (DNSSec), migration to IPv6, and the Managed Trusted Internet Protocol Service (MTIPS). The NOC\MSG is also responsible for Departmental projects which include the Universal Service Management Tool (USMT), on-going support for the IT Service Management committee, the Change Control Steering Committee (CCSC), along with piloting and implementing enterprise-wide services in support of the DOL IT Modernization Initiative.

Five-Year Budget Activity History

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

FY 2018

$34,264,000 is provided Telecommunications activities in FY 2018. In FY 2018, the NOC\MSG will evaluate and manage infrastructure to identify redundancy and adaptability in support of the DOL Enterprise Unified Communications initiative, pursuing technology enhancements and cost avoidance at each step. This initiative will ultimately provide a more centralized, flexible, and efficient infrastructure Department-wide, bringing together nine separate and distinct agency infrastructures into one and eliminating redundant processes. This will continue beyond FY 2018 in support of Unified Communications as well as a part of OCIO's commitment to data center consolidation efforts in general.

FY 2017

Figures shown for FY 2017 reflect the annualized Continuing Resolution level, as a full-year appropriation had not been enacted at the time the budget was produced. The Department will provide an Operating Plan after a full-year appropriation bill is enacted.

TELECOMMUNICATIONS

DETAILED WORKLOAD AND PERFORMANCE				
	FY 2016 Enacted		**FY 2017 Full Year C.R.**	**FY 2018 Request**
	Target	**Result**	**Target**	**Target**
Telecommunications				
Availability for Routine DOLNet sites	99.90%	99.70%	99.90%	99.90%
Availability for Critical DOLNet sites	99.90%	100.00%	99.90%	99.90%

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

TELECOMMUNICATIONS

Detailed Workload Performance Narrative

The Telecommunications Services activity ensures all of DOL's employees have the tools they need to get the job done. The ESO will also enhance existing services and add new services under its management in support of the DITIM investment, the DOL IT Modernization Initiative, and the Federal IT initiatives such as DCCI, MTIPS, and IPv6. The ESO will maintain its level of performance for FY 2018 at the same level of FY 2016 and FY 2017 performance making available routine DOLnet sites and critical DOLnet sites 99 percent of the time, and repairing outages in 3.5 hours.

TELECOMMUNICATIONS

	BUDGET ACTIVITY BY OBJECT CLASS				
	(Dollars in Thousands)				
		FY 2016 Enacted	**FY 2017 Full Year C.R.**	**FY 2018 Request**	**Diff. FY18 Request / FY17 Full Year C.R.**
11.1	Full-time permanent	0	0	0	0
11.9	Total personnel compensation	0	0	0	0
12.1	Civilian personnel benefits	0	0	0	0
23.3	Communications, utilities, and miscellaneous charges	32,390	31,927	31,927	0
25.1	Advisory and assistance services	0	0	0	0
25.7	Operation and maintenance of equipment	0	2,337	2,337	0
31.0	Equipment	0	0	0	0
	Total	**32,390**	**34,264**	**34,264**	**0**

TELECOMMUNICATIONS

CHANGES IN FY 2018
(Dollars in Thousands)

Activity Changes
  Built-In
    To Provide For:
    Costs of pay adjustments $0
    Personnel benefits 0
    Employee health benefits 0
    Two days less of Pay 0
    Communications, utilities, and miscellaneous charges ... 0
    Advisory and assistance services 0
    Operation and maintenance of equipment 0
    Equipment 0
  Built-Ins Subtotal **$0**

  Net Program **$0**
    Direct FTE **0**

	Estimate	FTE
Base	**$34,264**	**0**
Program Increase	**$0**	**0**
Program Decrease	**$0**	**0**