



441 G St. N.W.
Washington, DC 20548

April 27, 2020

The Honorable Gerald E. Connolly
Chairman
Subcommittee on Government Operations
Committee on Oversight and Reform
House of Representatives

Dear Chairman Connolly:

On March 4, 2020, the Subcommittee on Government Operations held a hearing entitled, "Making IT a Priority for the Federal Government." The attachment contains my response to the question for the record following my testimony at this hearing. If you have any questions regarding this response, please contact me at (202) 512-4456 or HarrisCC@gao.gov.

Sincerely yours,

A handwritten signature in black ink, appearing to read 'C. Harris'.

Carol C. Harris
Director
Information Technology Acquisition Management Issues

Enclosure

cc: The Honorable Jody Hice, Ranking Member
Subcommittee on Government Operations, Committee on Oversight and Reform

Question for the Record – Submitted by Representative Mark Meadows
Subcommittee on Government Operations
Hearing: “Making IT a Priority for the Federal Government”
Hearing Date: March 4th, 2020

Question for Ms. Harris

- 1. GSA said that their milestones for Enterprise Infrastructure Solutions (EIS) implementation are different from what GAO used in their report. Why did GAO use milestones that are not in line with what GSA is trying to achieve?**

In our report,¹ we used the milestones that are published on GSA’s EIS transition timeline website.² This website states that the timeline is as of March 5, 2019 and also states that GSA last reviewed the information on the website on April 1, 2020. GSA did not make us aware of any other implementation milestones that it is using for the EIS transition.

In addition, we provided GSA an opportunity to review a draft of our report before it was issued. GSA responded in February 2020 that it did not have any comments on the report. Given that our reported information about the milestones matches what is currently on GSA’s website, and the agency did not indicate to us any differences when it reviewed our draft report, we had no basis to use different milestones.

¹GAO, *Telecommunications: Agencies Should Fully Implement Established Transition Planning Practices to Help Reduce Risk of Costly Delays*, GAO-20-155 (Washington, D.C.: Apr. 7, 2020).

²<https://www.gsa.gov/technology/technology-purchasing-programs/telecommunications-and-network-services/enterprise-infrastructure-solutions/eis-transition/transition-timeline>