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ADMINISTRATION AND MANAGEMENT
U.S. DEPARTMENT OF LABOR**

**BEFORE THE
SUBCOMMITTEE ON GOVERNMENT OPERATIONS
COMMITTEE ON OVERSIGHT AND REFORM
U.S. HOUSE OF REPRESENTATIVES**

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Introduction

Thank you Chairman Connolly, Ranking Member Hice, and Members of the Subcommittee for the opportunity to speak here today about the state of the Department of Labor's (DOL or Department) Information Technology (IT). I also want to thank our Secretary, Assistant Secretaries, DOL leadership, and our staff for their hard work and dedication in driving our modernization efforts, as well as the Congress for your continued support with the Federal Information Technology Acquisition Reform Act (FITARA) and resources for IT modernization as a whole.

The Department of Labor has been able to leverage these tools and apply an IT strategy to continuously strive for data-driven decision making and digitization in support of the business processes of our mission areas, which support wage earners, job seekers, and retirees.

FITARA Accomplishments

FITARA as a snapshot helps showcase an agency's IT success and growth, as well as areas that may need improvement, and the Department of Labor's high marks in implementing FITARA are a testament to the Department's commitment to IT modernization. The Department of Labor is the only agency of the 24 assessed in the recent 11.0 scorecard to receive "A" grades in six of the seven categories scored.

When looking across the categories, the Modernizing Government Technology Act (MGT Act) has been a key part of the Department's IT strategy and DOL was among the first agencies to set up and utilize the Working Capital Fund authority. In the Data Center Optimization Initiative category, the Department improved by a full letter grade to an "A" by closing a total of 73 data centers to date, reducing its physical footprint and energy consumption, and allowing the Department to realize over \$75 million in cost savings and avoidance. For the Portfolio Review category, in addition to the Data Center Optimization Initiative savings and avoidance, the Department was able to consolidate contracts and services used among several DOL agencies,

enhance its infrastructure, leverage operational efficiencies, and take steps to modernize mission applications to reduce operations and maintenance costs, resulting in further cost savings and avoidance.

Under the Agency CIO Authority Enhancements category, the Department has ensured IT projects use an incremental development methodology. This facilitates a regular cadence of new functionality and continuous feedback to ensure the desired outcome of program areas during the development stage. The goal is to deliver value over time. In the Transparency and Risk Assessment category the Department re-evaluated and refined its risk assessment criteria for major IT investments to allow the Department to apply an appropriate level of focus based on the varying level of risk.

In the newest category, Transition off Network, the Department was ranked second among the 17 large agencies. The Department transitioned and disconnected 70% of its telecommunications network circuits over to the new General Services Administration (GSA) contract vehicle ahead of last month's established milestone for government agencies. The Department also used the modernization opportunity to help minimize costs through the use of GSA's resources for acquisition planning and solicitation development, and improved DOL's tracking of inventory through the use of a new billing and budget management tool for telecommunications expenses. Additionally, the effort supported the Department's IT strategy in building for the future and served as an incentive for modernizing the Department's wide-area network infrastructure.

In the Cybersecurity category, DOL also improved its FITARA score by a full letter grade, becoming one of only six agencies to score a "B" or higher. The Department achieved its highest Federal Information Security Modernization Act (FISMA) maturity rating to date with two of five control areas rated as Level-4 *Managed and Measureable* by the DOL Office of Inspector General. The Department completed the implementation of account management tools throughout DOL to achieve another of the President's Management Agenda Cross-Agency Priority (CAP) goals. The Department is now meeting nine of 10 CAP goals overall. Additionally, the Department expanded the capability of its Security Operations Center to provide 24x7 incident detection and response coverage, implemented Simplified-Sign-On access to over 50 applications, and achieved a 98% adoption rate for multi-factor authentication and self-service password reset capabilities.

The Department of Labor's Pandemic Response

As a result of DOL's efforts in implementing FITARA and upgrading its infrastructure, the Department was able to quickly transition 95% of its workforce to a remote work environment at the start of the pandemic without interruption. The Department continued to ensure support for the varying mission work of its 27 agencies as they provided critical services for the American public including ensuring workers received the minimum wage and overtime pay, protecting 401ks, inspecting mines, and ensuring workplace health and safety.

In the face of the considerable environmental challenges, the Department maintained mission activities by rolling out collaboration tools enterprise-wide to support its staff. The Department handled an influx of 259 million website sessions over the past year as people accessed weekly

and monthly unemployment numbers reported by DOL agencies. The Department successfully on-boarded almost 1,500 staff virtually and supported over 253,000 average daily VPN connections to its network for its staff, all while maintaining its security posture.

Labor's IT Modernization Strategy and Approach for Paying Down Technological Debt

The Department's focus in recent years has been on paying down its technological debt, enabling its IT strategy, and utilizing the tools Congress has provided with FITARA, the MGT Act, and the Technology Modernization Fund (TMF). It is important to note that investing in IT modernization is not a "one-and-done" scenario. Sustained effort is instrumental in driving any digital transformation journey.

In addition to innovative contracting strategies, the Department coupled its Working Capital Fund authority with appropriations funding and utilized TMF funding opportunities to drive modernization. For example, in 2018 the Department used TMF funding to streamline the work visa application from a paper-based process to a digital process, resulting in \$2 million in annual savings.

The Department's journey began with investing in and upgrading its IT infrastructure over the past few years. The Department has focused on modernizing legacy IT mission applications and migrating them to the cloud while enhancing its cybersecurity posture through the integration of additional identity access management solutions. To date, the Department has migrated over 30 applications to the cloud. By starting with its infrastructure upgrades, the Department has been able to absorb increased operations and maintenance costs and built a foundation for modernizing mission-critical applications throughout the Department.

The Department is nearing completion of an initiative to provide information technology, human resources, and procurement as centralized functions serving the needs of the Department as a whole. To date, this consolidation has helped the Department avoid \$275 million in costs and positioned it to drive efficiencies. The Department of Labor will continue to leverage the tools provided by Congress to modernize mission-critical systems.

DOL's Digitization Success

DOL is proud of the digitization successes it has achieved by modernizing the DOL.gov website and associated agency mission websites to positively impact workers, employers, and the American public. For example, the Department developed a one-stop-shop website with a user-friendly design to bring together educators, employers, and job seekers to easily provide and search over 24,000 apprenticeship program opportunities based on location.

The Department also created an electronic boarding pass for the temporary work visa certification process, reducing processing time and the need for manual printing and shipping. This eliminated reliance on expensive security paper that was needed for printing certifications and allowed for faster validation by U.S. Citizenship and Immigration Services and the Department of State. It is also integrated with the Department of Agriculture's Farmers.gov system. This initiative was supplemented through the Department's first TMF award.

Conclusion

With Congress's continual support of the federal government in offering tools and funding mechanisms, government agencies can make much needed progress in paying down technological debt. The Department of Labor will continue to move forward with its modernization efforts and has been successful in large part due to the funding mechanisms this Committee has enacted and supported.

In fact, the Department is grateful to have recently received TMF funding for its enterprise data modernization initiative, which marks the second TMF award for the Department. It will support the Department's mission areas by allowing for the more effective deployment of DOL resources, unlocking the Department's enterprise data sources, creating data management capacity, and ensuring timely delivery of appropriate information to the right Department of Labor staff and customers in a secure manner.

Thank you for your time today, and your continued support of FITARA and IT modernization efforts, and I look forward to your questions.