

attack by our adversaries, including China, Russia, Iran, and North Korea.

FBI Director Christopher Wray recently warned Americans of the cyber threat that China poses, declaring that China's hackers are preparing to wreak havoc and cause real-world harm to American citizens and communities.

□ 1545

Yet, despite warning after warning of the rising threats to our Nation's cyber infrastructure, our Federal agencies remain dangerously vulnerable to future, potentially devastating cyberattacks.

Every year, the Federal Government spends over \$100 billion on IT and cybersecurity. Nonetheless, 80 percent of this spending goes to operating and maintaining outdated, obsolete legacy systems. These aging systems not only waste taxpayer money but also leave us exposed to our enemies.

These IT systems also require specific technical knowledge to operate and update, which creates enormous procurement and hiring challenges, leaving agencies scrambling to find vendors and employees with the necessary skills. In addition to the upfront costs associated with updating legacy IT, many of these systems continue to run with known security vulnerabilities and unsupported hardware or software. This is a ticking time bomb.

In an effort to bring the Federal Government up to speed with the challenges of modern-day cyber threats, Congress established the technology modernization fund to help eliminate these vulnerabilities and provide funding to improve, retire, or replace antiquated Federal IT systems and strengthen our agencies' cyber defenses, all without additional expense to the American taxpayer.

That is why reauthorizing and reforming the technology modernization fund is essential to our future success. Under this legislation, Federal agencies can continue the modernization process and adopt newer, safer technology in a rapidly advancing and increasingly dangerous world, all with greater congressional oversight to keep these efforts on track.

As my colleagues have already mentioned, this bill also establishes a Federal legacy IT inventory, a new oversight tool that will enable Congress to evaluate agency and government-wide efforts to modernize legacy IT technology and ensure that such critical modernization efforts are being done the right way.

Madam Speaker, our national security is at stake. We can't afford to become complacent while our adversaries plot against us.

Madam Speaker, I urge my colleagues to take our cybersecurity seriously and support H.R. 5527.

Mr. RASKIN. Madam Speaker, I have no further speakers. I yield myself such time as I may consume for the purpose of closing.

Madam Speaker, I urge everybody to support this fine legislation, and I yield back the balance of my time.

Ms. MACE. Madam Speaker, I yield myself such time as I may consume for the purpose of closing.

Madam Speaker, H.R. 5527 helps ensure the TMF can continue to address the legacy IT modernization efforts reducing Federal cyber risk and inefficiencies in Government operations.

Madam Speaker, I thank my colleagues, again, across the aisle for their support. I encourage all of my colleagues to support this very necessary legislation, and I yield back the balance of my time.

Mr. CONNOLLY. Madam Speaker, I rise today in support of the Modernizing Government Technology Reform Act (H.R. 5527) and thank Chairwoman Mace for partnering with me on this very important piece of legislation.

In 2017, Republican Representative Will Hurd and I coauthored the original MGT Act, which did two fundamental things.

First, it authorized all CFO Act agencies to establish IT Working Capital Funds (WCF), which the Subcommittee has historically tracked through the FITARA Scorecard.

Second, the bill established a centralized Technology Modernization Fund (TMF) and a governing board for the TMF.

While we have never been able to get sufficient support for the TMF from our colleagues on the Appropriations Committee, the Biden Administration saw the value of the Fund when it requested \$9 billion for the TMF as part of its COVID recovery plan.

We were ultimately able to secure \$1 billion in the American Rescue Plan Act (117-2).

The TMF has used that funding to help bring agencies into the 21st century.

Examples include digitizing the Department of Veterans Affairs' (VA) customer support and Better Veterans Benefits Management systems, modernizing the U.S. Office of Personnel Management's (OPM) website, and implementing a zero-trust architecture at the U.S. Agency for International Development (USAID).

Building off the original MGT Act's success, the MGT Reform Act will extend the authorization for the TMF through 2031 and sustain this critical IT investment tool for federal agencies.

The bill also directs agencies to create legacy federal IT inventories that includes information about each high-risk legacy information technology system used, operated, or maintained by an agency.

This legacy federal IT inventory provision could be critical to finally retiring all unsupported and costly legacy systems from government use.

We cannot afford to wait until we are in the midst of the next global disaster to modernize federal IT.

I strongly urge my colleagues to vote yes on the passage of the Modernizing Government Technology Reform Act.

The SPEAKER pro tempore. The question is on the motion offered by the gentlewoman from South Carolina (Ms. MACE) that the House suspend the rules and pass the bill, H.R. 5527, as amended.

The question was taken; and (two-thirds being in the affirmative) the rules were suspended and the bill, as amended, was passed.

A motion to reconsider was laid on the table.

GOVERNMENT SERVICE DELIVERY IMPROVEMENT ACT

Ms. MACE. Madam Speaker, I move to suspend the rules and pass the bill (H.R. 5887) to amend chapter 3 of title 5, United States Code, to improve Government service delivery, and build related capacity for the Federal Government, and for other purposes, as amended.

The Clerk read the title of the bill.

The text of the bill is as follows:

H.R. 5887

Be it enacted by the Senate and House of Representatives of the United States of America in Congress assembled,

SECTION 1. SHORT TITLE.

This Act may be cited as the "Government Service Delivery Improvement Act".

SEC. 2. FEDERAL GOVERNMENT SERVICE DELIVERY.

(a) AMENDMENT.—Chapter 3 of title 5, United States Code, is amended by adding at the end the following:

"SUBCHAPTER III—FEDERAL GOVERNMENT SERVICE DELIVERY

"§ 321. Definitions

"In this subchapter:

"(1) AGENCY.—The term 'agency' has the meaning given that term in section 3502 of title 44.

"(2) DIRECTOR.—The term 'Director' means the Director of the Office of Management and Budget.

"(3) GOVERNMENT SERVICE DELIVERY.—The term 'Government service delivery' means any action by an agency related to providing a benefit or service to an individual, business, or organization (such as a grantee or State, local, or Tribal entity), including any such action of a contractor or nonprofit organization acting on behalf of the agency or administering a federally-funded program.

"(4) GOVERNMENT SERVICE DELIVERY CHANNEL.—The term 'Government service delivery channel' means the format or medium of an interaction or transaction with the Federal Government, including in-person, through the mail, through a digital service, by telephone, through a contact center, on a website, through outreach and communication, and through collaboration with a third party, or through other ways in which an individual or entity significantly interacts with the Federal Government.

"(5) HIGH IMPACT SERVICE PROVIDER.—The term 'high impact service provider' means an agency program identified by the Director due to the scale and impact of the public-facing services of the program.

"§ 322. Federal Government service delivery

"(a) FEDERAL GOVERNMENT SERVICE DELIVERY LEAD.—The Director shall designate or appoint a senior official as the Federal Government Service Delivery Lead within the Office of Management and Budget whose responsibility is to coordinate governmentwide efforts to improve Government service delivery by agencies. The individual shall have the following duties and authorities:

"(1) Facilitate and coordinate governmentwide efforts to improve Government service delivery provided by agencies, particularly with respect to high impact service providers.

"(2) Carry out the duties and powers prescribed by the Director.

"(3) Serve as the lead, governmentwide official responsible for supporting Government service delivery.

"(4) Advise the Director concerning the improvement of Government service delivery provided by agencies.

“(5) In consultation with each lead agency service delivery official and any other agency stakeholder as appropriate, develop and oversee the implementation of government-wide Government service delivery standards, policies, and guidelines for services and programs provided by agencies, including standards, policies, and guidelines to—

“(A) understand the needs of an individual, business, or organization interacting with an agency;

“(B) solicit and consider voluntary feedback on the Government service delivery by the agency;

“(C) assess Government service delivery processes;

“(D) consider the factors of ease, efficiency, transparency, accessibility, fairness, burden (as defined in section 3502 of title 44), and duration, including wait and processing times, with respect to Government service delivery; and

“(E) encourage the adoption of commercial products and services in accordance with section 3307 of title 41.

“(6) Collect and report qualitative and quantitative information or data on Government service delivery through existing reporting mechanisms.

“(7) Evaluate the quality of Government service delivery, including through the establishment of performance metrics developed using the standards, policies, and guidelines developed pursuant to paragraph (5) and the information or data collected and reported pursuant to paragraph (6).

“(8) Engage with stakeholders to identify leading practices in service design and delivery that would improve Government service delivery across and within agencies.

“(9) Ensure agency service delivery initiatives, including those related to the 21st Century Integrated Digital Experience Act (15 U.S.C. 3501 note; Public Law 115-336), are identified in agency congressional budget justifications.

“(10) Coordinate with Office of Management and Budget stakeholders and other agency stakeholders on Government service delivery.

“(11) In collaboration with relevant agency officials as appropriate, and in coordination with relevant Office of Management and Budget stakeholders, ensure that websites of agencies, including those associated with high impact service providers, are consistent with the objectives of this subchapter, the 21st Century Integrated Digital Experience Act, and any other applicable law.

“§ 323. Lead agency officials for Government service delivery

“(a) **RESPONSIBILITY FOR GOVERNMENT SERVICE DELIVERY.**—The head of each agency shall be responsible for the Government service delivery of the agency which shall, at a minimum, include improving and enhancing Government services to better achieve the mission of the agency and build and maintain trust, transparency, and accountability.

“(b) **LEAD AGENCY SERVICE DELIVERY OFFICIALS.**—Not later than one year after the date of the enactment of this subchapter, the head of each agency shall designate or appoint a senior official of the agency (who may be the deputy head of the agency) to implement this subchapter who shall have the following duties and authorities:

“(1) Report directly to the head or deputy head of the agency.

“(2) Possess sufficient operational authority to effectuate implementation of Government service delivery improvements within the agency, particularly with respect to high impact service providers.

“(3) Coordinate and execute, as appropriate, under the direction of the head of the agency, and in collaboration with relevant

agency officials as appropriate, efforts to improve and enhance the Government service delivery and Government service delivery channels of the agency.

“(4) At the direction of the Federal Government Service Delivery Lead, submit an implementation plan for improving agency Government service delivery.

“(5) Coordinate the collection and reporting of the data and information required pursuant to section 322 and use such data and information to improve Government service delivery.

“(6) Facilitate collaboration among and between offices, and components within the agency and with other agencies as appropriate, in coordination with the Federal Government Service Delivery Lead, to improve and enhance Government service delivery.

“(7) Assist with the implementation by the agency of the 21st Century Integrated Digital Experience Act (15 U.S.C. 3501 note; Public Law 115-336).

“(8) Assist in the incorporation of the Government service delivery requirements established under this subchapter in agency plans (such as strategic plans or annual performance plans).

“§ 324. Rule of construction

“Nothing in this subchapter may be construed to diminish or reduce the authority of agency Chief Information Officers for information resources management provided in section 11315 of title 40 or those authorities to manage information resources to accomplish agency missions as established in section 3502 of title 44.”

(b) **CLERICAL AMENDMENT.**—The table of sections for chapter 3 of title 5, United States Code, is amended by adding at the end the following:

“SUBCHAPTER III—FEDERAL GOVERNMENT SERVICE DELIVERY

“321. Definitions.

“322. Federal Government service delivery.

“323. Lead agency officials for Government service delivery.

“324. Rule of construction”.

(c) **GAO REPORT.**—Not later than 2 years after the date of the enactment of this Act, the Comptroller General of the United States shall submit to the relevant congressional committees a report that includes the following:

(1) An assessment of the implementation and effectiveness of subchapter III of chapter 3 of title 5, United States Code, as added by subsection (a).

(2) Specific recommendations to further the implementation and effectiveness of such subchapter.

(d) **AGENCY REPORT.**—Not later than 1 year after the date of the enactment of this Act, the Director of the Office of Management and Budget, in coordination with the Federal Government Service Delivery Lead, shall submit to the relevant congressional committees a report that includes the following:

(1) An assessment on the implementation and effectiveness of subchapter III of chapter 3 of title 5, United States Code, as added by subsection (a).

(2) Specific recommendations to further the implementation and effectiveness of such subchapter.

(3) A summary and assessment of the usefulness of the metrics such subchapter requires the Federal Government Service Delivery Lead to establish and report for the purpose of assessing the quality of Government service delivery provided by agencies, including metrics to assess the efforts of high impact service providers in improving services.

(e) **NO NEW FUNDS AUTHORIZED.**—No new funds are authorized to be appropriated by this Act or any amendment made by this Act

and the head of each agency shall comply with this Act and any amendment made by this Act using existing funds.

(f) **DEFINITIONS.**—In this section:

(1) **AGENCY.**—The term “agency” means each agency listed in section 3502 of title 44, United States Code.

(2) **GOVERNMENT SERVICE DELIVERY; HIGH IMPACT SERVICE PROVIDER.**—The terms “Government service delivery” and “high impact service provider” have the meaning given those terms in section 321 of title 5, United States Code, as added by subsection (a).

(3) **RELEVANT CONGRESSIONAL COMMITTEES.**—The term “relevant congressional committees” means the Committee on Oversight and Accountability of the House of Representatives and the Committee on Homeland Security and Governmental Affairs of the Senate.

The SPEAKER pro tempore. Pursuant to the rule, the gentlewoman from South Carolina (Ms. MACE) and the gentleman from Maryland (Mr. RASKIN) each will control 20 minutes.

The Chair recognizes the gentlewoman from South Carolina.

GENERAL LEAVE

Ms. MACE. Madam Speaker, I ask unanimous consent that all Members have 5 legislative days in which to revise and extend their remarks and include extraneous material on this measure.

The SPEAKER pro tempore. Is there objection to the request of the gentlewoman from South Carolina?

There was no objection.

Ms. MACE. Madam Speaker, I yield myself such time as I may consume.

Madam Speaker, I rise today in support of H.R. 5887.

Outdated bureaucratic government processes make it challenging and costly to deliver government services. This wastes taxpayer dollars and creates opportunities for fraud and abuse.

These processes do not change because Federal agencies lack a single, designated official that Congress can hold accountable for program service delivery, including agency-wide backlogs, unprocessed applications, or improperly delivered benefits.

Many agency officials, program managers, policymakers, and human resource managers, are responsible for specific parts of the problem, but developing solutions to poor government service delivery will require someone to be responsible for agency-wide coordination.

The Government Service Delivery Improvement Act addresses this problem by requiring the Office of Management and Budget and Federal agencies to designate a senior official accountable for improving government service delivery and facilitating process reforms.

The government-wide official will develop standards, policies, and performance metrics to ensure agency progress.

Also under the bill, senior agency officials designated to be responsible for improving government service delivery will also be required to coordinate with other existing agency officials, such as

the chief information officer, chief procurement officer, and program managers as they work to improve agency operations and implement policy reforms.

H.R. 5887's expansion of the Bipartisan 21st Century Integrated Digital Experience Act of 2018 will improve congressional oversight over the administration's government service delivery reform efforts.

I am thankful for the work of my colleagues, Representatives KHANNA and TIMMONS, for their work on this important legislation. Of course, I encourage all of my colleagues to support this commonsense, bipartisan bill, and I reserve the balance of my time.

Mr. RASKIN. Madam Speaker, I yield myself such time as I may consume.

Madam Speaker, I thank the distinguished gentlewoman, again, from South Carolina, and I thank my wonderful colleague from California, Mr. RO KHANNA, for his leadership on H.R. 5887, the Government Service Delivery Improvement Act. I am really proud to declare our support for this bipartisan legislation.

Federal Government services should be accessible and responsive to the American people. This means ensuring agencies have the resources and staffing they need to fulfill their missions, as well as the infrastructure and technology they need to have effective interactions with the public. Committee Democrats have fought for adequate funding so that the government makes the necessary Federal IT modernization investments that our agencies need to deliver for the people. It also means strengthening and standardizing Federal agencies' efforts to improve the delivery of government services.

Mr. KHANNA's bill would create a Federal Government service delivery lead position in the Office of Management and Budget to coordinate government-wide efforts to improve the delivery of services. Working with lead service delivery officials designated at each Federal agency, the service delivery lead at OMB would develop and oversee the implementation of government-wide standards, policies, and guidelines to improve government service delivery, and would evaluate agency progress, including by collecting and reporting information, data, and metrics.

This bipartisan bill will help ensure the Federal government is providing the best service possible to the people and that it is acting in transparent, methodical, and accountable ways to improve our delivery of government services.

I urge all my colleagues to support H.R. 5887.

Madam Speaker, I yield 3 minutes to the distinguished gentleman from California (Mr. KHANNA).

Mr. KHANNA. Madam Speaker, I rise today in strong support of the Government Service Delivery Improvement Act, H.R. 5887. I did want to say a word

about our ranking member. I appreciate his support, but I have also come to appreciate at these times his erudition from the House floor. Every time he speaks about history, I learn something, and I have really appreciated his leadership and statements recently.

I appreciate Representative MACE, Representative TIMMONS, Representatives DONALDS, LOUDERMILK, and, of course, our Ranking Members RASKIN and CONNOLLY for truly making this a bipartisan effort, and Selene Ceja on our team and the Oversight and Accountability Committee staff who have been incredible on both sides.

I am proud to say that this bipartisan legislation passed unanimously in the House Committee on Oversight and Accountability with a vote of 44-0.

The Government Service Delivery Improvement Act builds upon the progress made by the 21st Century Integrated Digital Experience, or 21st Century IDEA. While the IDEA Act primarily focused on digital services, this bill takes the next step by addressing all service channels, including online, in-person, and by phone.

What sets this bill apart is its whole-of-government approach. It recognizes that improving service delivery requires collaboration. The bill directs the head of Federal agencies to each designate a senior official responsible for improving services, and it requires the Office of Management and Budget to select a senior official to coordinate efforts across Federal agencies.

We really appreciated working with the OMB and with both the Democratic and Republican oversight staffs who have been excellent. These officials will help agencies implement best practices, measure progress, and enhance coordination.

The Government Service Delivery Improvement Act prioritizes constituents' experience by mandating agencies to incorporate service delivery into their strategic plan.

Madam Speaker, the Government Service Delivery Improvement Act represents a significant step forward in creating a more responsive, efficient, and service-delivery oriented Federal Government. It is a commonsense approach to improving government services.

I thank, again, Representative MACE, who has always been a pleasure to work with, and our lead, Ranking Member RASKIN.

Madam Speaker, I urge all my colleagues to join me in voting "yes" on H.R. 5887.

Ms. MACE. Madam Speaker, I yield 3 minutes to the gentleman from South Carolina (Mr. TIMMONS).

Mr. TIMMONS. Madam Speaker, I thank my colleague, RO KHANNA, for his leadership on this bill.

Over the past year and a half, the Oversight and Accountability Committee has investigated numerous instances of our government failing to provide adequate service to the American people. From passport backlogs to

delays for veterans requesting personnel records, we simply need to do better.

As Members of Congress, some of our most rewarding work is helping our constituents who are caught up in the web of government red tape. Whether they are a small business trying to get records from the IRS, someone in need of an emergency passport, or a senior requiring a long overdue answer from Social Security, our assistance is often how we make our most immediate impact on our communities. However, frankly, many of these issues we deal with most shouldn't require our assistance at all. They are a failure of agencies to prioritize innovation and customer service.

In order to fix this failure, this Government Service Delivery Improvement Act tasks OMB with designating a senior official to coordinate agency efforts to work more efficiently and deliver services in a timely and un wasteful manner. This bill will also require the designation of a senior official for every Federal agency that will be responsible for improving the service delivery of that particular agency.

This bill allows Congress to further hold agency heads accountable to drive necessary changes, enhance services, and ultimately foster greater trust with the people they serve.

The Government Service Delivery Improvement Act isn't just about streamlining processes, it is about rebuilding trust between the government and its people. It is about ensuring that when Americans turn to their government for assistance, they are met with efficiency, reliability, and, above all, respect.

With that, Madam Speaker, I, again, thank my friend, Mr. KHANNA, for his leadership on this bill and Chairman MACE for her assistance in bringing this to the floor.

Madam Speaker, I urge all Members of this House to support the bill.

Mr. RASKIN. Madam Speaker, I urge everyone to support the legislation, and I yield the back the balance of my time.

Ms. MACE. In closing, Madam Speaker, I encourage all my colleagues to support this bill which will improve Federal Government programs service delivery for the American people, and I yield back the balance of my time.

The SPEAKER pro tempore. The question is on the motion offered by the gentlewoman from South Carolina (Ms. MACE) that the House suspend the rules and pass the bill, H.R. 5887, as amended.

The question was taken; and (two-thirds being in the affirmative) the rules were suspended and the bill, as amended, was passed.

A motion to reconsider was laid on the table.

FEDERAL PRISON OVERSIGHT ACT

Ms. MACE. Madam Speaker, I move to suspend the rules and pass the bill