



Phase 1 Key Accomplishments



Contact Center



- ✓ Created HUDCentral Management Prototype that provides organizational structure, operating model, and job descriptions to lead HUDCentral Contact Center.
- ✓ Developed an extensive Concept of Operations to provide specificity and direction for HUDCentral Management describing the operations that will be involved in the future Contact Center.
- ✓ Created an overall Change Management Plan that explains the impact of migrating to HUDCentral and develops a change management approach to minimize the impact.

Data Analytics



- ✓ Developed several advanced analytics prototypes (Single Family Claims, Lead-Based Paint NOFA, Housing Inspection Analytics).
- ✓ Appointed Acting Chief Data Officer and chartered HUD Data Governance Steering Committee (and corresponding infrastructure).
- ✓ Drafted data asset inventory and data quality requirements to support the Data Governance structure.

Customer Experience



- ✓ Through a human-centered design approach, worked with HUD staff across program areas to identify 20+ potential CX initiatives, and prototyped and tested one initiative.
- ✓ Ensured program goals and customer experience initiatives are aligned & integrated across HUD through establishment of the CX Advisory Board.
- ✓ Integrated Agency-wide initiatives into OMB A-11 HISP action plan, which directs more timely adoption of customer experience activities.

Cloud Adoption



- ✓ Demonstrated Forms as a Service (FaaS) capability through developing multiple proofs of concept (e.g., digital data collection for public housing authorities, lenders and small businesses).
- ✓ Proposed Forms as a Service (FaaS) capability for HUD to be implemented through Forms.gov; a new shared service offered by GSA for federal agencies with HUD as the lighthouse agency.