

HUD Handbook 3440.1 Rev. 1

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1. Introduction

The Office of the Chief Information Officer (OCIO) TechStat Policy of the U.S. Department of Housing and Urban Development (HUD) is based on the TechStat process that has been put into practice by the Office of Management and Budget (OMB). This policy contains specific guidance and responsibilities for the TechStat Accountability Session (TechStat). The OCIO TechStat Reference Guide contains specific guidance in applying and managing the TechStat process and procedures; however, this policy does not describe TechStat processes or actions at other agencies or at the OMB.

A TechStat¹ is a 60-minute, face-to-face, evidence-based accountability review of an information technology (IT) investment that includes one or more troubled or failing programs or projects. A realistic, data-driven assessment of the investment is performed to either:

- (1) identify weaknesses in the investment that includes the failing program or project and recommend corrective actions that helps it to achieve success; or
- (2) halt or terminate the IT investment.

The OMB implemented the Federal TechStat process to strengthen IT governance and to improve accountability for IT investments at Federal agencies. The TechStat Toolkit was released on January 28, 2011 to provide guidance that helps Federal agencies to implement the TechStat process. Both the TechStat Toolkit and the OMB guidance for the application of the TechStat serve as the basis for HUD's OCIO TechStat Policy and process.²

The requirements for managing IT investment portfolios to reduce waste and to increase cost savings are set forth in the Federal Information Technology Acquisition Reform Act (FITARA).³ The OMB guidance in implementing FITARA, as covered in OMB Memorandum M-15-14, "*Management and Oversight of Federal Information*," serves as the basis for HUD's use of Electronic Capital Planning and Investment Control

¹ OMB, Federal CIO Council: TechStat, Washington, DC: OMB. Retrieved from https://www.cio.gov/fed-it-topics/sustainability-transparency/techstat.

² OMB, Federal CIO Council: TechStat Toolkit, Washington, DC: OMB. Retrieved from https://www.cio.gov/fed-it-topics/sustainability-transparency/techstat/browse-toolkit. See also U.S. Office of the Federal Chief Information Officer, Introduction letter for the TechStat Toolkit. Washington, DC: OMB, January 28, 2011. Retrieved from https://s3.amazonaws.com/sitesusa/wp-content/uploads/sites/1151/2012/09/Introduction.pdf.

³ Federal Information Technology Acquisition Reform Act (FITARA), Section VIII, Subtitle D of the National Defense Authorization Act (NDAA) for Fiscal Year 2015, Pub. L. 113-291, December 19, 2014. Retrieved from https://policy.cio.gov/fitara.

⁴ OMB, *Management and Oversight of Federal Information Technology: A New Foundation for Technology Management*, OMB Memorandum M-15-14. Washington, DC: OMB, June 10, 2015. Retrieved from https://management.cio.gov/implementation/#OMB-Memorandum-M-15-14.

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(eCPIC) processes and the Federal IT Dashboard (FITDB).⁵ These requirements help determine when an automatic TechStat is required to identify potential program or project candidates within the investment before that investment automatically requires a TechStat review. OMB Memorandum M-15-14 mandates reporting through the quarterly Integrated Data Collection (IDC) and use of the "Investment and Portfolio Management Maturity Framework" in Attachment E of the memorandum for investments that are subjected to TechStat reviews.⁶

2. Purpose

The HUD OCIO TechStat Policy governs the process of implementing the TechStat process at HUD. This policy sets forth the process for evaluating and resolving poorly performing programs and projects that are part of IT investments. The major goal of the HUD OCIO TechStat Policy is to aid decision-making by HUD leadership in determining the resolution of a poorly performing IT investment that reduces the total cost implications and accelerate deliverables for a failing program or project. This can be done by (1) reducing wasteful spending and by turning around the troubled program or project, or (2) halting or terminating the failing program or project in the IT investment that is not producing results.

The HUD OCIO TechStat process can also help the failing IT investment succeed by strengthening relationships and collaboration between the leadership of the program or project and the OCIO by (1) assessing the planned and continued business impact, operations, execution path, and technical implementation of the investment and (2) identifying lessons learned to manage Federal IT investments better. This will aid HUD leadership to conclude with tangible actions and decisions about outcomes, rather than follow-up and recommendations for another governing body.

TechStats are managed by the processes and procedures that are defined in this policy and the HUD OCIO TechStat Reference Guide. The HUD OCIO TechStat Reference Guide provides information that establishes business rules and guidelines that ensure consistency and compliance in executing the TechStat process and its procedures. The HUD OCIO TechStat Policy also supports the Federal Information Technology Acquisition Reform Act (FITARA) to reduce waste and to increase cost savings for systems, service lines, programs, and projects that use IT as part of their development, operations, and maintenance.⁷ As such, both the HUD OCIO TechStat Policy and HUD

⁵ Federal Information Technology Dashboard. Retrieved from https://www.itdashboard.gov.

⁶ Office of the Federal Chief Information Officer, Federal Information Technology Acquisition Reform Act (FITARA), Attachment E: *Investment and Portfolio Management Maturity Framework*. Retrieved from https://policy.cio.gov/fitara/#Attachment-E.

⁷ Federal Information Technology Acquisition Reform Act, Section VIII, Subtitle D of the National Defense Authorization Act (NDAA) for Fiscal Year 2015, Pub. L. 113-291, December 19, 2014.

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OCIO TechStat Reference Guide shall be considered together with other IT Management (ITM) Framework⁸ policies and guides.

3. Rescission

This handbook represents the initial version of HUD's OCIO TechStat Policy. No other handbook precedes this version of the policy.

4. Applicability

The provisions of this HUD OCIO TechStat Policy, together with the HUD OCIO TechStat Reference Guide, shall apply to all HUD IT investments and their programs and projects (including pilots and prototyping projects) throughout their entire life cycle. This policy applies to any HUD IT program and project that is part of an IT investment, regardless of the source of funding or resources, whether owned and operated by HUD or operated on behalf of HUD, except for those IT programs and projects to develop, operate, maintain, or support Government National Mortgage Association's (Ginnie Mae) secondary mortgage activities. The HUD OCIO TechStat Policy also applies to all HUD employees, developers, service providers, and other personnel who plan, develop, maintain, operate, support, or work with HUD's IT programs and projects that are part of HUD's IT investments.

Updates to, and distribution or transmittal of, the HUD OCIO TechStat Policy are governed by the provisions of the HUD Directives System in Handbook No. 000.2 Rev. 3, dated March 2012.

5. Effective Implementation Date

This handbook represents the initial version of the HUD OCIO TechStat Policy, becoming effective upon the date of Departmental Clearance approval. The HUD OCIO TechStat Policy applies to all HUD programs and projects that are part of IT investments, in conjunction with established Federal statutes, regulations, authorities, guidance, and applicable collective bargaining agreements.

⁸ HUD Policy for Information Technology Management version 1.0, Handbook No. 3400.1, 3. Washington, DC: HUD, April 2011. Retrieved from https://www.hud.gov/sites/documents/34001CIOH.PDF. See also IT Management Framework Concept of Operations (CONOPS). Washington, DC: HUD. Retrieved from https://www.hud.gov/program offices/cio/ITMHOME/Conops.

⁹ Title III, Section 309 of the National Housing Act exempts all systems that are leased, owned, or operated for or on behalf of Ginnie Mae, a wholly-owned corporate instrumentality of the United States within the Department of Housing and Urban Development.

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6. Policy

All TechStats shall be conducted in accordance with Federal mandates, OMB requirements, and agency procedures. According to eCPIC guidance, the Chief Information Officer (CIO) evaluations shall be reported to the FITDB for all major investments and shall reflect the CIO's assessment of current risks associated with a major investment's ability to accomplish its established goals based on the following evaluation factors:

- a. Risk Management
- b. Requirements Management
- c. Contractor Oversight
- d. Performance, and
- e. Human Capital.

Other factors that are included in this assessment include factors that the CIO deems important to forecasting the future success of the IT investment. Data will be provided to the CIO as part of the Capital Planning and Investment Control (CPIC) periodic review and update processes. If at any given time during this review the CIO receives new information that affects the assessment, the CIO will work with the Investment Management Division (IMD) to update the investment's rating and provide a narrative that explains the reasons behind the change. If no change occurs over a three-month period, the investment's CIO evaluation will be updated on the FITDB to report current status and progress of the investment.

The IT investment that includes the failing program or project may be referred to the HUD CIO for an internal TechStat or referred to the OMB for an external TechStat review if the investment with the troubled or failing program or project shows any of the following conditions:

- a. A major investment with a troubled or failing program or project has a rating of 1 (High risk) or 2 (Medium risk) on the FITDB for three consecutive months.
- b. A major investment with a troubled or failing program or project has a rating of 1 (High risk) on the FITDB for one month and there are indications that this rating will continue unless action is taken.
- c. Multiple Baseline Change Requests (BCRs) have been submitted within a 12-month period for a major investment with a troubled or failing program or project due to financial or schedule issues.¹⁰

¹⁰ See OMB, Information Technology Investment Baseline Management Policy, OMB Memorandum M-10-27. Washington, DC: OMB, June 28, 2010. Retrieved from https://www.whitehouse.gov/sites/whit

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- d. Recommended corrective actions have been performed and have proved unsuccessful in turning around a major or non-major investment with a troubled or failing program or project.
- e. The CIO, the Investment Management Division (IMD), the Technical Review Sub-Committee (TRC), or the Performance and Risk Management Branch (PRMB) initiates a TechStat review of a troubled or failing program or project for an investment due to concerns over cost, schedule variance or dependencies, performance, technical feasibility, or organizational impact.

For any TechStat review by the OMB, the TechStat Lead Analyst (commonly referred to as the TechStat Lead) shall contact <u>ofcio@omb.eop.gov</u> at least two weeks before the TechStat session, with the subject line "[Agency Acronym] TechStat Notification.¹¹

Once the need for a TechStat has been determined, the TechStat shall be performed according to HUD's TechStat process, the HUD OCIO TechStat Reference Guide, and Federal TechStat procedures. The Federal TechStat procedures are based on the "TechStat Toolkit" at https://www.cio.gov/fed-it-topics/sustainability-transparency/techstat/browse-toolkit.

The TechStat Lead shall report the outcomes and outputs of all TechStat sessions through the quarterly IDC. This report shall be based on an assessment of the investment using OMB's template for the Investment and Portfolio Management Maturity Framework. This assessment shall include the following information:

- a. the root causes of the high-risk level for the investment;
- b. the extent to which corrective action plans can address the root causes of issues that affected the investment;
- c. a timeline for implementing corrective actions for the investment; and
- d. the probability of future success for the IT investment.

7. Roles and Responsibilities

Standard invitations to a TechStat include the CIO, the Principal Deputy CIO, the TechStat team, Investment Manager, Customer Relationship Coordinator (CRC), the IT Program or Project Manager (PM), Business Lead, Segment Owner, and Business Area representatives. It is expected that TechStat reviews will be open to Federal employees only (except TechStat contract staff). Much of the preparation for a TechStat review will be performed by the TechStat team and the project team, with support from

¹¹ Office of Management and Budget, *FY 2020 IT Budget Guidance*, 13, 37. Washington, DC: OMB, 2018. Retrieved from https://www.whitehouse.gov/wp-content/uploads/2018/06/fy-2020-it-budget-guidance.pdf. *See also* OMB, Section 55, Information Technology Investments, *Preparation, Submission, and Execution of the Budget*, Circular No. A-11. Retrieved from https://www.whitehouse.gov/wp-content/uploads/2018/06/s55.pdf.

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Investment Managers and Segment Sponsors. The roles and responsibilities are described below in Table 1 for tasks within the TechStat process:

- OCIO Co-Chairs (PRMB and TRC);
- Investment Review Sub-Committee (IRC);
- HUD's TechStat Lead;
- PRMB Members; and
- IT Program or Project Manager and Business Process Owner for the investment.

Table 1.TechStat Roles and Responsibilities

Responsibility	TechStat Team (PRMB, Project Management Branch (PMB))	CIO	Investment/ IT Project Manager	Investment Review Board (IRB) Membership	Technical Review Sub-Committee (TRC)
Identify investments for TechStat	Primary	✓		✓	✓
Lead the documentation review, perform critical analysis, and provide briefing materials to the IRB prior to the meeting	Primary				✓
Support documentation review	Primary	✓	✓	✓	✓
Track and monitor action items resulting from TechStats	Primary	✓			
Brief leadership (CIO, etc.) before the meeting	Primary				✓
Provide full and complete documentation to support a given review	√		Primary		✓
Coordinate staffing necessary to support a review	✓	Primary	✓		
Execute Action Plan resulting from TechStat Reviews			Primary		
Present findings to IRB	Primary		✓		✓
Coordinate and facilitate TechStat meeting	Primary	✓			✓
Lead TechStat meeting and ask probing questions	✓	Primary			✓

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Responsibility	TechStat Team (PRMB, Project Management Branch (PMB))	CIO	Investment/ IT Project Manager	Investment Review Board (IRB) Membership	1111/6/
Provide expert advice and objective recommendations that assist the IRB in decision-making	√	✓			✓
Ensure decisions are consistent with the Agency and IT strategic plans, policies and guidelines	√	✓			
Notify Investment of TechStat	Primary				
Document decisions and action plan resulting from TechStat	Primary	✓			
Attend TechStat and contribute to group decisions	✓	✓	✓	√	✓

In addition, the following parties shall be in attendance during a TechStat session:

- additional members of the Integrated Project Team (IPT) for the IT investment that includes a program or project that is the subject of the TechStat;
- subject matter experts (SME) who supported the TechStat analysis and who need to be available for questions;
- PRMB Analysts who will provide meeting support; and
- the eCPIC team that will provide meeting support for the TechStat session.

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8. Definitions

Term	Definition
Baseline	a standard for measuring the actual work of an investment or a program or project within the IT investment in terms of its approved schedule, cost, technical scope, and business-related performance metrics
Baseline Change Request (BCR)	a formal request to a Change Control Board or other change management authority to change or update the schedule, cost, technical scope, or business-related performance metrics for an investment, program, or project
	Elements of a BCR that may be affected include the budgeted cost, contingency funds, management reserve, undistributed budget, total project cost, scope, and schedule.
Capital Planning and Investment Control (CPIC)	a decision-making process ensuring that a Federal agency integrates management of Information Technology, Strategic Planning, Budgeting, and Procurement for IT investments in support of its mission and business needs
Electronic Capital Planning and Investment Control (eCPIC)	a web-based, government-owned and operated software as a service (SaaS) to help agencies manage Capital Planning and Portfolio Management processes and Investment Management strategies for their IT programs and projects
Federal Information Technology Dashboard	a website that enables Federal agencies (and members of the public with this ability) to view details and track online the performance and progress over time for IT investments
(FITDB)	FITDB is also known as the Information Technology Dashboard.
Integrated Data Collection (IDC)	a data collection provided by an agency with details about the progress in meeting IT strategic goals, objectives, metrics related to IT investments, and cost savings and cost avoidance resulting from IT management actions
	The IDC draws on information that was once reported under PortfolioStat, the Federal Data Center Consolidation Initiative (FDCCI), the Federal Digital Government Strategy, quarterly Federal Information Security Management Act (FISMA) metrics, the Federal IT Dashboard, and selected human resource, financial management, and procurement information asked for by the OMB.

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Term	Definition
Integrated Project Team (IPT)	a multi-disciplinary team led by an IT program manager or IT PM who is responsible and accountable for planning, budgeting, procurement and life cycle management of the investment, program, or project to achieve its cost, schedule, and performance goals
	An IPT typically includes a dedicated IT Program or Project Manager, Business Owner or Sponsor, Contracting Specialist if applicable (such as a Contracting Officer or Contracting Officer's Representative), IT Security Specialist, and subject matter experts for business, technology, and system architecture.
Major IT Investment	any IT system or investment in an agency's portfolio that (a) requires special management attention because of its importance in an agency's mission or function of the Federal government; (b) was a major investment in the previous budget submission and is continuing; (c) is for financial management and spends more than \$500,000; (d) is directly tied to the top two layers of the Federal Enterprise Architecture (Services to Citizens and Mode of Delivery); (e) is an integral part of the agency's modernization blueprint (enterprise architecture); (f) has significant program or policy implications; (g) has high executive visibility; (h) has high development, operating, or maintenance costs; (i) has an unusual funding mechanism; or (j) defined by the agency as major IT investment regardless of the funding threshold
	A Major IT Investment is also known as a "Major IT Business Case." HUD considers any investment with a cumulative cost or amount budgeted and/or spent that equals or exceeds \$5 million to be a major investment that must also be reported on the Federal IT Dashboard.
Non-Major IT Investment	any IT investment in the agency's IT portfolio that does not meet the definition of either a major IT investment (see definition for "Major IT Investment"), funding transfer investment, or an IT migration investment*
	* A <i>funding transfer investment</i> is the portion of funding contributed by a partner agency to an IT investment in another agency's IT investment portfolio summary. An <i>IT migration investment</i> , on the other hand, is the portion of a larger asset for which a business case exists for the overall asset. The latter type of investment may also represent a portion of a larger asset used to track migration costs related to systems in the partner agency that have not been captured by either the managing

partner or the interfacing systems.

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Term	Definition
TechStat	a 60-minute, face-to-face, evidence-based accountability review of an IT investment that includes a troubled or failing program or project
	A TechStat is also known as a TechStat accountability session.
	During a TechStat, HUD leadership works with the investment, program, or project team to identify weaknesses and to determine corrective actions or changes needed to turnaround the investment performance. In certain cases, HUD leadership may decide instead to halt or terminate the program or project that is included in the IT investment if the program or project is failing or not producing results that return business value to HUD, its customers, and the public.

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9. Authorities and References

Authorities:

- Capital Planning and Investment Control, 40 U.S.C. § 11302
- E-Government Act of 2002, Pub. L. 107–347, 44 U.S.C. § 101
- Federal Information Technology Acquisition Reform Act (FITARA),
 Section VIII, Subtitle D of the National Defense Authorization Act (NDAA)
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- Federal Managers Financial Integrity Act of 1982, 31 U.S.C. § 3512
- General Services Administration (GSA), Electronic Capital Planning and Investment Control (eCPIC). Washington, DC: GSA, https://www.digitalgov.gov/services/electronic-capital-planning-and-investment-control-ecpic
- Government Paperwork Elimination Act, Pub. L. 105–277, Title XVII
- Government Performance and Results Modernization Act of 2010 (GPRMA), Pub. L. 111 352, January 4, 2011
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- Paperwork Reduction Act of 1995, 44 U.S.C. § 3501 et seq.
- Program Management Improvement and Accountability Act of 2015,
 Pub. L. 114-264, December 14, 2016

References:

- General Services Administration, PortfolioStat: Integrated Data Collection (IDC), <u>https://www.gsa.gov/about-us/organization/office-of-the-chief-information-officer/office-of-enterprise-planning-and-governance/enterprise-architecture-policy-planning/portfoliostat</u>
- HUD ITM Framework Overview. Washington, DC: HUD, February 10, 2011
- Information Technology Dashboard, https://www.itdashboard.gov
- National Institute of Standards and Technology (NIST), Information Technology Library, Computer Security Resource Center Glossary. Washington, DC: NIST, 2019, https://csrc.nist.gov/glossary/term/Major-IT-investment
- Office of Management and Budget, Federal CIO Council: TechStat Toolkit. Washington, DC: OMB, https://www.cio.gov/fed-it-topics/sustainability-transparency/techstat/browse-toolkit

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10. Glossary – Acronyms and Abbreviations

Abbreviation	Definition
BCR	Baseline Change Request
CIO	Chief Information Officer
CPIC	Capital Planning and Investment Control
CRC	Customer Relationship Coordinator
eCPIC	Electronic Capital Planning and Investment Control
FDCCI	Federal Data Center Consolidation Initiative
FISMA	Federal Information Security Management Act
FITARA	Federal Information Technology Acquisition Reform Act
FITDB	Federal Information Technology Dashboard
GAO	Government Accountability Office
HUD	Department of Housing and Urban Development
IDC	Integrated Data Collection
IMD	Investment Management Division
IPT	Integrated Project Team
IRB	Investment Review Board
IRC	Investment Review Sub-Committee
IT	Information Technology
ITM Framework	Information Technology Management Framework
NDAA	National Defense Authorization Act
OCIO	Office of the Chief Information Officer
OMB	Office of Management and Budget

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Abbreviation	Definition
PM	Project Manager
PMB	Project Management Branch
PPM	Project Planning and Management
PRMB	Performance and Risk Management Branch
Pub. L.	Public Law
SaaS	Software as a Service
SME	Subject Matter Expert
TRC	Technical Review Sub-Committee
U.S.	United States
U.S.C.	United States Code