

Technology Modernization Fund
IMPACT REPORT



FISCAL YEAR
23



OUR MISSION

Enable agencies to reimagine and transform the way they use technology to deliver their mission and services to the American public in a simple, seamless, and secure manner.



WHO WE ARE

An interdisciplinary group of senior officials, technical experts, program managers, and policy professionals across the TMF Board, the General Services Administration, and the Office of Management and Budget. We listen, coach, demystify, collaborate, and connect.



WHAT WE DO

We invest in the most promising legacy system modernization, cybersecurity, data protection, interoperability, and digital experience projects. We help implement information technology (IT) solutions across the government that:

- Improve agency processes and systems
- Use taxpayer dollars more efficiently
- Deliver simple, seamless, and secure experiences to the American public



TMF BY THE NUMBERS

TMF FY23

***\$177M**

Invested

***18**

New Projects

17

Agencies

* All projects were made with ARP funding

TMF PMO PERFORMANCE

****95%**

Of our Investment partners would recommend TMF to their colleagues

17 business days faster

Reduced average initial transfer time from FY22 to FY23

** Based on results from 43 respondents to TMF PMO surveys

IN FY23

The TMF Board scaled our investment and program impact, focusing on customer experience, data protection, and accessibility of systems.

Cybersecurity was also a top priority for us. We invested in 10 projects that advance cybersecurity protections across the federal enterprise and supports agencies in adopting a zero trust architecture.



NEW TMF/ARP FUNDED INVESTMENTS FY23

The American Rescue Plan (ARP) Act of 2021 provided \$1 billion in TMF funds to address urgent IT modernization challenges, bolster cybersecurity defenses, and respond to the COVID-19 crisis.

The investments below cut across agencies, address immediate security gaps, and improve the public's ability to access services.

CYBERSECURITY INVESTMENTS

Total Investments: 10

Amount Invested: \$114.2M

Featured investment

U.S. Environmental Protection Agency (EPA)

Securing Data Availability and Integrity

This project modernizes and better secures the Analytical Radiation Data System (ARadDS) to minimize risk to the availability and integrity of radiation data important to protecting public health and the environment.

Other Investments

- Federal Trade Commission (FTC)
[Securing and Modernizing the Registration Number System](#)
- Social Security Administration (SSA)
[Personal Data Security for Public Benefits Processing](#)
- U.S Agency for Global Media (USAGM)
[Improving IT Security with Zero Trust Architecture](#)
- U.S. Department of Defense (DoD)
[Critical Infrastructure Cyber Protection](#)
- U.S. Department of Health & Human Services (HHS)
[Securing Public Health Information with Mature Zero Trust](#)



NEW TMF/ARP FUNDED INVESTMENTS FY23 (continued PT.1)

Other Investments (cont.)

- U.S. Department of Housing and Urban Development (HUD)
[Identity Credential Access Management Modernization \(ICAM\) for FHA Connection](#)
- U.S. Department of Labor (DOL)
[Enhancing Security of DOL Data and Applications](#)
- U.S. Department of Transportation (DOT)
[Improving Mission Support with Modernized Applications](#)
- U.S. Department of the Treasury (Treasury)
[Secure Cloud National Intelligence Sharing](#)

MODERNIZING HIGH-PRIORITY SYSTEMS INVESTMENTS

Total Investments: 2

Amount Invested: \$7.7M

Featured investment

U.S AbilityOne Commission (AbilityOne)

Development of the Next Generation PLIMS 2.0

This project modernizes the Procurement List Information Management System (PLIMS) which is responsible for connecting the Commission with the program's nonprofit agency employers of people who are blind or have significant disabilities and their federal agency customers.

Other Investments

- U.S. Agency of International Development (USAID)
[CRM system](#)



NEW TMF/ARP FUNDED INVESTMENTS FY23 (continued PT.2)

PUBLIC-FACING DIGITAL SERVICES INVESTMENTS

Total Investments: 6

Amount Invested: \$55.5M

Featured investment

U.S. Department of Veteran Affairs (VA)

Digitizing Forms and Personalizing Experiences for Better Veterans Benefits Management and Customer Support

This project creates a unified system for digitizing VA forms that reduces burdens for both veterans using paper forms and the VA employees who must process those forms.

Other Investments

- National Transportation Safety Board (NTSB)
[Improving CX with Digital Content Delivery](#)
- Railroad Retirement Board (RRB)
[Citizen-Centric Online Self-Services](#)
- U.S. Department of the Interior (DOI)
[Digitizing Records for Easier Public Access](#)
- U.S. Department of Transportation (DOT)
[Protecting Aviation Consumers and Streamlining Regulated Entity Interactions Through Human-Centered Design](#)
- U.S. Office of Personnel Management (OPM)
[Website and Digital Modernization](#)



TMF INVESTMENT IMPACT

The two featured investments below highlight some of the work TMF is doing with agencies across the federal government. Although many of our investments are still actively underway, we've already seen our approach result in improved outcomes, enabling agencies to get to meaningful results quickly and improve mission delivery.

National Archives and Records Administration (NARA) HIGH VALUE ASSET (HVA) MISSION ESSENTIAL SYSTEMS

Our \$9.1M investment helps the agency to digitize their records request process, improving the customer experience for veterans and their families, and allowing agency staff to fulfill record requests quickly, remotely, securely and fully digitally.



U.S. Agency for International Development (USAID) CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SYSTEM

Our investment of \$5.9M accelerated USAID's creation of the CRM database which benefits over 90 USAID locations worldwide, saves 1000 total employee hours each month by streamlining the public-private partnerships (PPPs) process, and reduces processing for assistance requests from countries by 10 days.





LOOKING TO THE FUTURE

TMF will continue to make strategic investments to **accelerate IT modernization** while **decommissioning legacy systems**, **strengthening cybersecurity**, and **enhancing digital experience** to deliver a government that meets today's expectations. Every day we are working to transform the way agencies deliver accessible, secure, people-first services to the American public. We are focused on getting to great proposals faster, and ensuring the success of our investments.