

Strengthening Federal Program Management During COVID-19 & Beyond



Agencies are adopting new tools, strategies & concepts to ensure project management is efficient, collaborative & transparent.

In government, program management requires coordinating multiple projects while considering cost, schedule and performance – and the pandemic made this job even more challenging. Program team members were working remotely and communication with industry partners was disrupted. So, the Office of Management and Budget issued guidance to help acquisition offices cope with these challenges.

Four government experts gathered at a recent FedInsider [webinar](#) to discuss how they're using cross-functional teams on shared platforms to manage programs and increase visibility for agency leadership.

The following are some of the most important aspects of those efforts.

Program Data Accessibility for Senior Leadership Decision Making

When Jason Martin took on his current position as the Defense Information Systems Agency's director of the development and business center and component acquisition executive, he began reshaping how DISA does program management.

Martin focused on acquisition guidance and governance, and how to keep leadership and the workforce informed.

DISA has about 130 active programs within the agency. "It's a lot of information that we really need to have a good handle on. We need to ensure we're constantly messaging, tracking metrics and having stakeholder feedback on a very regular basis that keeps us informed and ready to provide any relevant information," Martin said.

He set up a weekly interactive forum across leadership with program managers and workforce members to share program background, updates, challenges and funding. This is done both virtually and in-person when appropriate.

The Army Corps of Engineers is also focusing on data visibility. Dovarius Peoples, its chief information officer, said ensuring quality and accessible data is key to informed decision making. "We emphasize the visualization piece of data, being able to display it," Peoples said.

The Army Corps of Engineers builds solutions in dealing with the nation's toughest challenges like COVID-19 and disaster relief, and leaders must have access to data to make those informed decisions. "We have enabled them to do so by pulling data from many different sources and having one operating picture," Peoples said.

Data & Transparency Are the Foundation of Program Management

Ted Okada, chief technology officer for FEMA, recognizes that silos within a department can be natural due to cross-functional teams with multiple appropriates and mission sets. "The question is, how do we build trust?" Okada said.

FEATURED EXPERTS:

■ Dovarius Peoples

Chief Information Officer,
Army Corps of Engineers



■ Jason Martin

Director, Development
& Business Center
& Component Acquisition
Executive, DISA



■ Joe Puckett

Chief of Performance
Management &
Governance, USAF



■ Ted Okada

Chief Technology Officer,
FEMA



"As we gather, pull that data together, adjudicate it, really work – and that's where the open collaboration comes together. Communication and effective information sharing really helps us build that solid plan," Martin said.

The Army Corps of Engineers uses technology, business and category management to articulate and categorize

"I think for those looking at the new merger between IT and facilities, you're going to see greater loops of collaboration between those that manage the physical space, and those that manage the cyberspace," Okada said.

