

**Fiscal Year 2017 President's Budget  
Washington Headquarters Services (WHS)**



February 2016

**Operation & Maintenance, Defense-Wide**

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**Washington Headquarters Services  
Operation and Maintenance, Defense-Wide  
Fiscal Year (FY) 2017 President's Budget**

**Operation and Maintenance, Defense-Wide Summary (\$ in thousands)  
Budget Activity (BA) 4: Administrative and Service-Wide Activities**

	FY 2015 <u>Actual</u>	Price <u>Change</u>	Program <u>Change</u>	FY 2016 <u>Enacted</u>	Price <u>Change</u>	Program <u>Change</u>	FY 2017 <u>Estimate</u>
WHS	589,242	6,055	23,285	618,582	8,523	2,769	629,874

\* The FY 2015 Actuals column **includes** \$1,517 thousand of FY 2015 Overseas Contingency Operations (OCO) Appropriations funding (PL 113-235).

\* The FY 2016 Enacted column **excludes** \$2,102 thousand of FY 2016 OCO Appropriations funding (PL 114-113).

\* The FY 2017 Estimate column **excludes** \$3,137 thousand of FY 2017 OCO Budget request.

**I. Description of Operations Financed:**

The Washington Headquarters Services (WHS) was established on October 1, 1977, as a Department of Defense (DoD) field activity by DoD Directive 5100.4. In general, the organization represents a consolidation of functions providing over 160 administrative and operational support services for 70 distinct customers across the National Capital Region (NCR) to include the Office of the Secretary of Defense (OSD), the defense agencies, field activities, and other specified DoD components which do not have internal support capability. For reasons of economy and efficiency, the organizations that WHS supports are not authorized their own administrative capability. WHS enables centralized operational support functions for maximum efficiency and control, while adopting a business model based on the following Lines of Business (LoB):

**Compensation and Benefits:** WHS centrally manages its civilian compensation and benefits program which resources 1,384 direct FTEs.

**Facilities and Installation Management:** The funds associated with this program pay the OSD and WHS portions of rent for the Pentagon, including Raven Rock Mountain Complex, Mark Center, and leased space within the NCR. The rent payments cover costs for Facility

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**I. Description of Operations Financed (cont.)**

and Installation services to include space management, facility operation, maintenance, repair and alteration, minor construction, custodial, physical security, property management, safety, health, environmental management, fire protection and other support services.

**Financial Management:** Services include planning, programming, budgeting, execution, and accounting services for WHS and its customers. Develops policies for and performs the administration of funds, provides accounting support, and establishes reporting procedures for all funds allotted to OSD, WHS and selected DoD field activities. Key functions also performed include developing the Program Objective Memorandum, Budget Estimate Submission, and President's Budget; funds distribution and certification; financial reporting; civilian pay management; and leads the audit readiness effort. WHS maintains quality, efficiency, and effectiveness of financial operations through the delivery of timely, accurate, and reliable products and services. Increases are required to improve processes and system configurations in preparation for audit in FY 2018.

**Human Resources:** Provides support for executive, political, military and civilian personnel. Services and functions include: employee benefits, administration of the Drug-Free Workforce Program, advisory services on staffing activities, classification and management advisory on compensation, external recruitment efforts, personnel security and clearance appeals, work force development, awards and incentive programs, and labor and management employee relations services. Enables WHS to provide the appropriate level of executive and political personnel support for its client base which includes the OSD; the military departments; defense agencies and field activities; the National Security Council; White House Support Group; state, local and academic institutions; and other executive agencies and legislative bodies. This LoB also enables WHS to serve its OSD

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**I. Description of Operations Financed (cont.)**

and Fourth Estate customers, appropriately, for high demand services such as the hiring of consultants and experts; and Intergovernmental Personnel Act assignments.

**Information Technology:** The WHS Information Technology (IT) program provides IT infrastructure and office automation systems, supporting software, and IT support services for OSD, WHS, the Pentagon Force Protection Agency (PFPA), the DoD Consolidated Adjudication Facility (DoD CAF), and other WHS supported users and communities. This program provides support for approximately 13,000 IT customers, including service desk support, network management, system administration, hardware and software maintenance, continuity of operations (COOP) support, and the provisioning of networked personal computers, stand-alone personal computers, laptops, and peripherals. In addition, the WHS IT program solutions and services, among other support areas, includes support for over 24,000 workstations, application lifecycle support for approximately 154 mission applications, voice communications (landline and wireless) for over 21,000 devices, audio visual/video teleconference services for over 67,000 end users, and direct IT support to the immediate offices of the Secretary of Defense and Deputy Secretary of Defense. Increases are programmed in FY 2017 to support Defense Information Systems Network (DISN) Cost Recovery.

**WHS Operations:** Provides administrative and operational support to the Office of the Secretary of Defense (OSD) and its principal staff, certain DoD field activities, and other specified DoD activities. Other services include continuity of operations, planning and program evaluation, legal services, the Mass Transit Subsidy Program, and the automatic declassification program as required by Executive Order. Support is also provided for acquisition planning, technical guidance and business strategy development for all programs, historical services, and executive level advice and assistance on all procurement and contracting matters to the DCMO, WHS, and OSD.

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**I. Description of Operations Financed (cont.)**

**DoD Consolidated Adjudications Facility (DoD CAF):** Serves as the DoD executive organization for determining the security clearance eligibility, common access card credentialing, and suitability of non-Intelligence Agency DoD personnel, including eligibility for access to Sensitive Compartmented Information (SCI). These determinations, which total over 1 million cases annually, involve all applicants actively affiliated with the Department of Defense, to include Active Duty, National Guard, Reserve, civilian; and contractor personnel under the National Industrial Security Program. In addition to DoD employees, the DoD CAF supports the White House, Staff of the United States Senate and House of Representatives, the Congressional Budget Office, and the U.S. Capitol Police. The workload performed by the DoD CAF comprises nearly 95 percent of all adjudicative reviews performed within DOD and over 70 percent of those executed across the federal government. The DoD CAF is responsible to ensure that, based on all available information, the individual's loyalty, reliability and trustworthiness are such that entrusting an individual with classified information, assigning them to sensitive duties, or providing them physical and logical access to facilities and systems is clearly consistent with the interests of national security. Resources associated with the DoD CAF are aligned within the WHS Operations and Compensation and Benefits sub-activities.

**Changes from FY 2016 - FY 2017:** The FY 2017 budget estimate reflects a net increase of \$+11,292 thousand; the net price change of \$+8,523 thousand and a net program change of \$+2,769 thousand. The program changes below consist of:

(1) \$-10,088 net decrease in Compensation and Benefits, a net decrease of -6 civilian FTEs reflects efficiencies taken as a result of organizational delayering (-71 FTEs) and management headquarters reductions (-7 FTEs) offset by +50 FTEs for DoD CAF, +20 FTEs for

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**I. Description of Operations Financed (cont.)**

Financial Improvement and Audit Readiness (FIAR), and +2 FTE functional transfers, a 3 percent reduction in the average annual salary to reflect actual execution, and two fewer compensable days.

(2) \$-6,546 net decrease in the Facilities and Installation Management line of business is primarily driven by the near completion in FY 2016 of forced moves resulting from the expiration of three leases; reductions in some minor construction, furniture, and office reconfiguration costs, and deferring some lower priority projects.

(3) \$+18,356 net increase in Information Technology includes the Defense Information Systems Network (DISN) to accommodate the revised DISN services customer bills for the impact of the new DISN Cost Recovery Model based on customer consumption.

(4) \$+2,730 net increase in Financial Management for support with leading Financial Improvement Audit Readiness (FIAR) efforts, plus implementing the latest version of the EBAS-D software to support the FY 2018 audit requirements.

(5) \$-1,476 net decrease in WHS Operations is due to implementing efficiencies in contract service requirements, printing, supplies, and travel.

(6) \$-206 net decrease in Human Resources for support contracts and elimination of the courier function.

**II. Force Structure Summary:**

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II. Force Structure Summary (cont.)

N/A



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III. Financial Summary (\$ in thousands)

	FY 2016						
	FY 2015	Budget	Congressional Action			Current	FY 2017
			<u>Actual</u>	<u>Request</u>	<u>Amount</u>		
<b>A. BA Subactivities</b>							
Compensation and Benefits	175,451	190,700	-322	-0.2	190,378	190,378	183,179
Facilities/Installation Management	187,160	221,417	-2,784	-1.3	218,633	218,633	214,082
Financial Management	24,243	9,453	0	0.0	9,453	9,453	12,219
Human Resources	16,751	14,860	0	0.0	14,860	14,860	14,921
Information Technology	145,922	143,312	0	0.0	143,312	143,312	164,248
WHS Operations	39,715	41,946	0	0.0	41,946	41,946	41,225
<b>Total</b>	<b>589,242</b>	<b>621,688</b>	<b>-3,106</b>	<b>-0.5</b>	<b>618,582</b>	<b>618,582</b>	<b>629,874</b>

\* The FY 2015 Actuals column includes \$1,517 thousand of FY 2015 Overseas Contingency Operations (OCO) Appropriations funding (PL 113-235).

\* The FY 2016 Enacted column excludes \$2,102 thousand of FY 2016 OCO Appropriations funding (PL 114-113).

\* The FY 2017 Estimate column excludes \$3,137 thousand of FY 2017 OCO Budget request.

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III. Financial Summary (\$ in thousands)

<b>B. <u>Reconciliation Summary</u></b>	<b>Change</b>	<b>Change</b>
	<b><u>FY 2016/FY 2016</u></b>	<b><u>FY 2016/FY 2017</u></b>
<b>Baseline Funding</b>	<b>621,688</b>	<b>618,582</b>
Congressional Adjustments (Distributed)	-2,784	
Congressional Adjustments (Undistributed)		
Adjustments to Meet Congressional Intent		
Congressional Adjustments (General Provisions)	-322	
<b>Subtotal Appropriated Amount</b>	<b>618,582</b>	
Fact-of-Life Changes (2016 to 2016 Only)		
<b>Subtotal Baseline Funding</b>	<b>618,582</b>	
Supplemental	2,102	
Reprogrammings		
Price Changes		8,523
Functional Transfers		2,060
Program Changes		709
<b>Current Estimate</b>	<b>620,684</b>	<b>629,874</b>
Less: Wartime Supplemental	-2,102	
<b>Normalized Current Estimate</b>	<b>618,582</b>	

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**III. Financial Summary (\$ in thousands)**

<b><u>C. Reconciliation of Increases and Decreases</u></b>	<b><u>Amount</u></b>	<b><u>Totals</u></b>
<b>FY 2016 President's Budget Request (Amended, if applicable)</b>		<b>621,688</b>
1. Congressional Adjustments		-3,106
a. Distributed Adjustments		
1) Facilities - unjustified growth	-2,784	
b. Undistributed Adjustments		
c. Adjustments to Meet Congressional Intent		
d. General Provisions		
1) Section 8037 (Indian Lands)	-233	
2) Section 8024 (FFRDC)	-89	
<b>FY 2016 Appropriated Amount</b>		<b>618,582</b>
2. War-Related and Disaster Supplemental Appropriations		2,102
a. OCO Supplemental Funding		
1) OCO	2,102	
3. Fact-of-Life Changes		
<b>FY 2016 Baseline Funding</b>		<b>620,684</b>
4. Reprogrammings (Requiring 1415 Actions)		
<b>Revised FY 2016 Estimate</b>		<b>620,684</b>
5. Less: Item 2, War-Related and Disaster Supplemental Appropriations and Item 4, Reprogrammings		-2,102
<b>FY 2016 Normalized Current Estimate</b>		<b>618,582</b>
6. Price Change		8,523
7. Functional Transfers		2,060
a. Transfers In		
1) Pentagon Rent Cost Transfer	1,732	
Functional transfer from the Office of the Under Secretary of Defense (Intelligence) (OUSD(I) to WHS to support the increased Pentagon rent costs due to the move of some OUSD(I) personnel from leased space into the Pentagon.		

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**III. Financial Summary (\$ in thousands)**

<b>C. <u>Reconciliation of Increases and Decreases</u></b>	<b><u>Amount</u></b>	<b><u>Totals</u></b>
2) Resource Management Transfer	328	
Functional transfer from OSD Deputy Chief Management Office to WHS (+2 FTEs). (+2 FTEs)		
8. Program Increases		57,682
a. Annualization of New FY 2016 Program		
b. One-Time FY 2017 Increases		
c. Program Growth in FY 2017		
1) Defense Information Systems Network (DISN) Cost Recovery Model consumption Adjustments	21,511	
Increase represents a reallocation of baseline funding to customers to accommodate the revised DISN bills for the impact of the new DISN Cost Recovery Model. The new DISN Cost Recovery Model reallocates cost from a centrally managed and funded program, to customers based on consumption. This impacts IT Contract Support. (FY 2016 Baseline: \$0 thousand; +0 FTEs)		
2) IT Contract Support	13,658	
Reflects realignments of funds from Other Intra-Governmental Purchases to IT Contract Support Services for the Desktop Server Management program to more accurately reflect the OP-32 cost element. It is not an increase, but realignment between OP-32 lines. Resources are required to host, support, and maintain mission and enterprise applications for the WHS customers. This provides project management support to implement enterprise and business IT solutions to enable WHS customers to perform their mission effectively and efficiently. This impacts IT		

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<b>C. <u>Reconciliation of Increases and Decreases</u></b>	<b><u>Amount</u></b>	<b><u>Totals</u></b>
Contract Support Services. (FY 2016 Baseline: \$19,712 thousand; +0 FTEs)		
3) DoD CAF Continuing Evaluation and Resourcing (50 FTEs) The FY 2017 funding increase provides 50 FTEs and enables the DoD CAF to maintain its projected adjudicative workload and to support, in part, the Department's increased investment in Continuous Evaluation. (FY 2016 Baseline: \$76,539 thousand; +50 FTEs)	5,626	
4) Comprehensive Audit Readiness This increase funds contract support for financial system sustainment, integration and assertion of Washington Headquarters Services (WHS) and OSD financial statements by September 2018. Washington Headquarters Services is responsible for leading the audit readiness effort for the OSD, WHS, and PFPA financial statements. The funding provides support for developing and implementing corrective action plans for all audit weaknesses identified in current business processes in accordance with objectives and schedules established by OSD Comptroller Financial Improvement Audit Readiness (FIAR) guidance. This increase also funds deployment of the latest version of the commercial Enterprise Resource Planning System, EBAS-D. This upgrade will provide auditable financial processes that do not exist in the older version. This impacts IT Contract Support Services.	3,091	

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<b>C. <u>Reconciliation of Increases and Decreases</u></b>	<b><u>Amount</u></b>	<b><u>Totals</u></b>
(FY 2016 Baseline: \$5,479 thousand; +0 FTEs)		
5) Pentagon Rent - Additional Space Increase represents changes to the Pentagon rent in that OSD/WHS assumed additional space vacated by Defense Intelligence Agency. This space will be occupied by OUSD(I) and other OSD/WHS tenets. This impacts the Pentagon Rent line. (FY 2016 Baseline: \$132,750 thousand; +0 FTEs)	2,794	
6) Financial Improvement and Audit Readiness Current audit experience revealed that changes associated with developing the capability to become audit ready involve an additional level of effort to adjust business processes and actually conduct audits. This Increase provides the fourth estate with an additional 20 FTEs to support OSD Comptroller with full financial statement audits, oversight of examination contracts, remediation efforts and its statutory goal of a state of audit readiness by FY 2018. (FY 2016 Baseline: \$11,651 thousand; +20 FTEs)	2,613	
7) Leased Facilities Rent The increase reflects Pentagon Force Protection Agency operational changes to leased facilities to garner savings to pay for cost associated with Access Control, Intrusion Detection, and Physical Security programs to other delegated leased facilities and the Pentagon Reservation. The savings reduced the rate charged and realigned the savings to its customer to offset the cost increase of the aforementioned	2,378	

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<b>C. <u>Reconciliation of Increases and Decreases</u></b>	<b><u>Amount</u></b>	<b><u>Totals</u></b>
programs. (FY 2016 Baseline: \$57,980 thousand; +0 FTEs)		
8) Pentagon Rent - Access Control, Intrusion Detection and Physical Security A realignment of funding between customers to cover share of cost for improvements to access control, intrusion detection and physical security to the Pentagon Reservation. This impacts the Pentagon Rent line. (FY 2016 Baseline: \$132,750 thousand; +0 FTEs)	1,716	
9) Mandatory Declassification Review The OSD Mandatory Declassification Review (MDR) program is mandated by an Executive Order, 32 CFR, ISSO Instructions, and DoD guidance to process MDRs on behalf of OSD and Joint Staff. Contractor services are required to assist in the elimination of the program case backlog and then provide program sustainment to prevent future backlog. Current staffing was based on an annual caseload of 2,880 cases. The current annual caseload is 7,200 cases. This impacts Management and Professional Support Services. (FY 2016 Baseline: \$1,026 thousand; +0 FTEs)	979	
10) Pentagon Rent - Historian Office The increase reflects the Historian Office relocation from a non-cancellable lease to the Pentagon (\$+827 thousand). This impacts the Pentagon Rent line. (FY 2016 Baseline: \$132,750 thousand; +0 FTEs)	827	
11) Minor Construction The increase reflects planned construction at the	733	

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**III. Financial Summary (\$ in thousands)**

**C. Reconciliation of Increases and Decreases**

	<u>Amount</u>	<u>Totals</u>
<p>Mark Center to implement the Office of the Future space efficiencies strategies, such as altering building infrastructure to accommodate furniture, IT, power, etc. changes which will improve utilization rates of personnel to square footage. The increase also reflects an anticipated increase in minor construction requests due to the OSD reorganizations which will occur following the new administration change in FY 2017. This increase impacts Facilities Maintenance by Contracts. (FY 2016 Baseline: \$863 thousand; +0 FTEs)</p>		
12) Human Resources	732	
<p>The LMS is the primary vehicle for mandatory DoD training certification and compliance reporting and has increased in users resulting in a gap in on-line training capabilities. This increase will fund system maintenance, program support, and address training and competency gaps in the development of career SES personnel. This impacts Other Intra-Governmental Purchases and Other Services. (FY 2016 Baseline: \$2,243 thousand; +0 FTEs)</p>		
13) DoD CAF Continuing Evaluation and Resourcing.	611	
<p>Increase is for fit-up cost for additional office space needed for increase in personnel to support the DoD CAF in its ability to process its expected caseload, and to expand continuous evaluation to cover 500,000 cleared personnel in FY 2017. This impacts Facilities Maintenance by Contract, Management and Professional Support Services, Other</p>		



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**III. Financial Summary (\$ in thousands)**

<b>C. <u>Reconciliation of Increases and Decreases</u></b>	<b><u>Amount</u></b>	<b><u>Totals</u></b>
Intra-Governmental Purchases, and Other Services. (FY 2016 Baseline: \$8,641 thousand; +0 FTEs)		
14) SecDef Maintenance	291	
Maintenance costs for equipment no longer covered under warranties, and upgrades. This impacts Equipment Maintenance by Contract. (FY 2016 Baseline: \$10,087 thousand; +0 FTEs)		
15) Defense Ready	122	
This increase funds software licenses associated with automating manual processes in addition to combining five (5) human resource tools marked for decommissioning into one automated application. The Defense Ready application will include human resource functions such as Workplace, Security Management, Security and Policy Appeals, Reasonable Accommodations, Reports Tracking, Competitive level Codes, and Data migration. This impacts Supplies and Materials. (FY 2016 Baseline: \$174 thousand; +0 FTEs)		
9. Program Decreases		-56,973
a. Annualization of FY 2016 Program Decreases		
b. One-Time FY 2016 Increases		
1) Two fewer compensable days' pay.	-1,409	
The number of paid work days changes from 262 in FY 2016 to 260 in FY 2017.		
c. Program Decreases in FY 2017		
1) Compliance Move Project	-15,750	
Residual compliance move project, required due to three expiring leases, completed in FY 2016. This impacts Facilities Maintenance by Contract. (FY 2016		

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**III. Financial Summary (\$ in thousands)**

<b>C. <u>Reconciliation of Increases and Decreases</u></b>	<b><u>Amount</u></b>	<b><u>Totals</u></b>
Baseline: \$18,156 thousand; +0 FTEs)		
2) Desktop and Server Management Funds were realigned to IT Contract Support for the Centers of Excellence program. This impacts IT Contract Support Services. (FY 2016 Baseline: \$19,712 thousand; +0 FTEs)	-13,658	
3) Re-Pricing This decrease reflects re-pricing of Compensation and Benefits to bring the average annual rate per Full-time Equivalent down by 3 percent and in line with execution. (FY 2016 Baseline: \$190,378 thousand; +0 FTEs)	-8,615	
4) Workforce Efficiencies This decrease reflects the reduction of -71 FTEs for efficiencies taken as a result of the Budget Control Act and organizational delayering. (FY 2016 Baseline: \$190,378 thousand; -71 FTEs)	-7,704	
5) Telecommunications This reflects a reduction in the Information Technology Analytics (ITA) Ports Bill cost, based on a decrease in the amount of leased space used to operate the program. This impacts Purchased Communications. (FY 2016 Baseline: \$17,478 thousand; +0 FTEs)	-1,889	
6) Contractor Support Reductions Efficiencies were applied in the DoD CAF for contractor support to include administration, mailroom and call center support, facility, security and safety support, acquisition contracted personnel,	-1,127	

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<b>C. <u>Reconciliation of Increases and Decreases</u></b>	<b><u>Amount</u></b>	<b><u>Totals</u></b>
and other administrative contractor reductions. This impacts Facility Maintenance by Contracts, Management and Professional Support Services, Studies, Analysis and Evaluation, and Other Services. (FY 2016 Baseline: \$16,835 thousand; +0 FTEs)		
7) IT Efficiencies Additional decreases are due to planned IT efficiencies (\$-1,071). This impacts IT Contract Support Services and Other Intra-Governmental Purchases. (FY 2016 Baseline: \$30,486 thousand; +0 FTEs)	-1,071	
8) Service Requirement Review Board (SRRB) As part of the Department of Defense reform agenda, savings were identified during the SRRB process by reducing contract support and streamlining acquisition practices. Savings reflects a reduction in contract overhead and contract support for records and correspondence management, document conversions and e-records. This impacts Management and Professional Support Services. (FY 2016 Baseline: \$8,595 thousand; +0 FTEs)	-1,021	
9) Project Deferrals Deferred lower priority project requests and some furniture, carpeting, and draperies replacements. This impacts Purchased Utilities, Supplies and Materials, Facilities Maintenance by Contract, and Other Services. (FY 2016 Baseline: \$8,076 thousand; +0 FTEs)	-976	
10) Major Headquarters Activities	-927	

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<b>C. <u>Reconciliation of Increases and Decreases</u></b>	<b><u>Amount</u></b>	<b><u>Totals</u></b>
As part of the Department of Defense reform agenda, eliminates seven (7) civilian full-time equivalent positions and resources to maintain, with limited exceptions, major headquarters activities' civilian staffing at reduced level. Decrease reflects the Service's plan for Streamlining Management Headquarters. (FY 2016 Baseline: \$190,378 thousand; -7 FTEs)		
11) Continuing Efficiencies	-919	
This reflects decreases in printing and publishing, centralized subscription services, OSD credit cards, travel, and flexible spending. This impacts Supplies and Materials, Travel, and Other Services. (FY 2016 Baseline: \$5,482 thousand; +0 FTEs)		
12) Human Resources Support Contracts	-830	
Reductions in contracts, training, and awards implemented; funding redirected to higher priority Learning Management System. This impacts Other Intra-Governmental Purchases and Management and Professional Service Support Contracts. (FY 2016 Baseline: \$12,773 thousand; +0 FTEs)		
13) Enterprise Licensing Agreements	-608	
Decrease reflects projected savings from the Department's IT Consolidation initiative to combine enterprise licenses agreements under one agency. This impacts supplies and equipment maintenance by contracts. (FY 2016 Baseline: \$8,838 thousand; +0 FTEs)		
14) Defense Finance and Accounting Services (DFAS)	-361	

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C. Reconciliation of Increases and Decreases

Amount

Totals

Implementation of WHS Direct Treasury Disbursement initiative realigns the disbursing function from DFAS to WHS and will mitigate some DFAS labor costs. This impacts the Defense Finance and Accounting Services. (FY 2016 Baseline: \$2,307 thousand; +0 FTEs)

15) Courier Function

-108

Streamlined operations by eliminating the courier function to create efficiencies. Funding redirected to higher priority Learning Management System. This impacts Other Services. (FY 2016 Baseline: \$106 thousand; +0 FTEs)

**FY 2017 Budget Request**

**629,874**

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**IV. Performance Criteria and Evaluation Summary:**

The WHS provides administrative and operational support services to OSD as well as certain defense agencies and joint activities which do not have their own administrative support capability. WHS's objectives are to provide accurate and responsive support in civilian and military personnel services, information technology, facilities operations and management, acquisition and procurement, financial management, and other miscellaneous activities. Additionally WHS strives to ensure compliance with the 2007 National Security Presidential Directive (NSPD)-51 and Homeland Security Presidential Directive (HSPD)-20 risk management principles for continuing operations during the event of a national emergency.

In addition to these traditional services, WHS administers data systems in support of the OSD decision and policy making processes, provides automated data processing services, continuity integration enterprise-level storage devices, information technology resources, and manages Department of Defense-occupied, GSA-controlled space in common support facilities throughout the National Capital Region. WHS has also expanded its services to include the newly established DoD CAF.

The following identifies some of the more significant indicators for WHS Operations and Maintenance:

1) <u>Personnel Services and Personnel Security</u>	<b><u>FY 2015</u></b>	<b><u>FY 2016</u></b>	<b><u>FY 2017</u></b>
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**IV. Performance Criteria and Evaluation Summary:**

Percentage of SES hiring actions that meet the target cycle time of 95 business days or less.	90%	90%	90%
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Percentage of GS-15 and below hiring actions completed within 75 business days or less.	90%	90%	90%
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Percentage of interim clearances granted within 10 business days of NIP received to interim granted portion of the process.	90%	90%	90%
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2) Information Technology Support

**FY 2015**

**FY 2016**

**FY 2017**

Customer service in providing Account Management is a top priority. The standards for these services are as follows:

Account Creation - 8 business hours	90%	90%	90%
Account Modification - 12 business hours	90%	90%	90%
Account Disablement - 4 business ours	90%	90%	90%

The percentage of Tier 1 incidents resolved on the first call.	70%	70%	70%
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**FY 2015**

**FY 2016**

**FY 2017**

3) Facilities and Operational Services

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**IV. Performance Criteria and Evaluation Summary:**

Space Managed (square feet in 000)			
OSD/WHS Pentagon Assigned Square Footage*	1,147	1,150	1,208
OSD/WHS Mark Center Assigned Square Footage*	580	580	567
OSD/WHS Leased Space Assigned Square Footage*	706	706	615

Note: Adjustments from FY 2015 to FY 2016 reflect the results of MILCON project (PFPA Support Operations Center) coming online.

\*Figures include joint use space for all of the above.

4) <u>Acquisition and Procurement Support</u>	<b><u>FY 2015</u></b>	<b><u>FY 2016</u></b>	<b><u>FY 2017</u></b>
Total Percentage of all committed O&M Dollars obligated prior to expiration	100%	100%	100%
Percentage of Total Acquisitions awarded Within specified timeframes	80%	80%	80%
5) <u>Program, Budget and Accounting</u>	<b><u>FY 2015</u></b>	<b><u>FY 2016</u></b>	<b><u>FY 2017</u></b>



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**IV. Performance Criteria and Evaluation Summary:**

Program/Budget Coverage (Approp/Funds)	15	15	15
Installation Accounting (Allotments Processed)	14	14	14
Direct Program Transactions Processed	2,500	2,600	2,700
Reimbursable Program Transactions Processed	52,500	54,080	55,970
Agency Accounting Reports	1,817	1,908	2,000
6) <u>Mandatory Declassification Program Mgmt (MDR)</u>	<b><u>FY 2015</u></b>	<b><u>FY 2016</u></b>	<b><u>FY 2017</u></b>
Mandatory Declassification Cases Received	7,200	7,500	6,300
Annual Backlog (Open Cases greater than 1 year old as of October 1 <sup>st</sup> each year).	1,290 (18%)	1,440 (19%)	1,560 (20%)
7) <u>DoD Consolidated Adjudication Facility</u>	<b><u>FY 2015</u></b>	<b><u>FY 2016</u></b>	<b><u>FY 2017</u></b>
Number of personnel serviced	3,352,806	3,330,528	3,512,156
Number of adjudication determinations	840,000	848,000	836,000

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<b>V. <u>Personnel Summary</u></b>	<b><u>FY 2015</u></b>	<b><u>FY 2016</u></b>	<b><u>FY 2017</u></b>	<b><u>Change FY 2015/ FY 2016</u></b>	<b><u>Change FY 2016/ FY 2017</u></b>
<u>Active Military End Strength (E/S) (Total)</u>	<u>153</u>	<u>185</u>	<u>175</u>	<u>32</u>	<u>-10</u>
Officer	31	52	45	21	-7
Enlisted	122	133	130	11	-3
<u>Reservists on Full Time Active Duty (E/S)</u>	<u>1</u>	<u>1</u>	<u>1</u>	<u>0</u>	<u>0</u>
Enlisted	1	1	1	0	0
<u>Civilian End Strength (Total)</u>	<u>1,458</u>	<u>1,410</u>	<u>1,397</u>	<u>-48</u>	<u>-13</u>
U.S. Direct Hire	1,458	1,410	1,397	-48	-13
Total Direct Hire	1,458	1,410	1,397	-48	-13
Memo: Reimbursable Civilians Included	29	18	11	-11	-7
<u>Active Military Average Strength (A/S) (Total)</u>	<u>153</u>	<u>185</u>	<u>175</u>	<u>32</u>	<u>-10</u>
Officer	31	52	45	21	-7
Enlisted	122	133	130	11	-3
<u>Reservists on Full Time Active Duty (A/S) (Total)</u>	<u>1</u>	<u>1</u>	<u>1</u>	<u>0</u>	<u>0</u>
Enlisted	1	1	1	0	0
<u>Civilian FTEs (Total)</u>	<u>1,419</u>	<u>1,408</u>	<u>1,395</u>	<u>-11</u>	<u>-13</u>
U.S. Direct Hire	1,419	1,408	1,395	-11	-13
Total Direct Hire	1,419	1,408	1,395	-11	-13
Memo: Reimbursable Civilians Included	42	18	11	-24	-7
Average Annual Civilian Salary (\$ in thousands)	127.4	137.0	132.4	9.6	-4.6
<u>Contractor FTEs (Total)</u>	<u>831</u>	<u>814</u>	<u>851</u>	<u>-17</u>	<u>37</u>

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<b>V. Overseas Contingency Operations (OCO) <u>Personnel Summary</u></b>	<b><u>FY 2015</u></b>	<b><u>FY 2016</u></b>	<b><u>FY 2017</u></b>	<b><u>Change FY 2015/ FY 2016</u></b>	<b><u>Change FY 2016/ FY 2017</u></b>
<u>Civilian End Strength (Total)</u>	<u>15</u>	<u>17</u>	<u>23</u>	<u>+2</u>	<u>+6</u>
U.S. Direct Hire	15	17	23	+2	+6
Total Direct Hire	15	17	23	+2	+6
<u>Civilian FTEs (Total)</u>	<u>15</u>	<u>17</u>	<u>23</u>	<u>+2</u>	<u>+6</u>
U.S. Direct Hire	15	17	23	+2	+6
Total Direct Hire	15	17	23	+2	+6

\$-10,088 net decrease in Compensation and Benefits, a net decrease of -6 civilian FTEs reflects efficiencies taken as a result of organizational delayering (-71 FTEs) and management headquarters reductions (-7 FTEs) offset by +50 FTEs for DoD CAF, +20 FTEs for Financial Improvement and Audit Readiness (FIAR), and +2 FTE functional transfers, a 3 percent reduction in the average annual salary to reflect actual execution, plus two fewer compensable days.

The -7 reimbursable civilian FTEs reflect the removal of the Joint Forces Command support services transferred to the Defense Logistics Agency.

The increase of +37 contractor FTEs reflects the capture of the newly transferred Historian Office and other proper realignments.

The net of +6 OCO FTEs is as follows: An additional +10 OCO full-time civilians are to provide security program oversight and guidance to the multiple military commissions proceedings and process an anticipated surge of security clearance requests in

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preparation for the upcoming trials. The DoD CAF OCO eliminated -4 FTE billets effective 30 September 2016.

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**VI. OP 32 Line Items as Applicable (Dollars in thousands):**

<u>OP 32 Line</u>	<u>FY 2015</u> <u>Actual</u>	<u>Change</u> <u>FY 2015/FY 2016</u>		<u>FY 2016</u> <u>Enacted</u>	<u>Change</u> <u>FY 2016/FY 2017</u>		<u>FY 2017</u> <u>Estimate</u>
		<u>Price</u>	<u>Program</u>		<u>Price</u>	<u>Program</u>	
101 Exec, Gen'l & Spec Scheds	175,377	2,148	12,663	190,188	2,889	-10,088	182,989
107 Voluntary Sep Incentives	74	0	116	190	0	0	190
<b>199 Total Civ Compensation</b>	<b>175,451</b>	<b>2,148</b>	<b>12,779</b>	<b>190,378</b>	<b>2,889</b>	<b>-10,088</b>	<b>183,179</b>
308 Travel of Persons	749	13	797	1,559	28	-109	1,478
<b>399 Total Travel</b>	<b>749</b>	<b>13</b>	<b>797</b>	<b>1,559</b>	<b>28</b>	<b>-109</b>	<b>1,478</b>
417 Local Purch Supplies & Mat	496	8	-504	0	0	0	0
<b>499 Total Supplies &amp; Materials</b>	<b>496</b>	<b>8</b>	<b>-504</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
672 PRMRF Purchases	118,353	-1,444	15,618	132,527	3,883	7,069	143,479
680 Building Maint Fund Purch	28,921	659	28,400	57,980	-2,395	2,378	57,963
696 DFAS Financial Operation (Other Defense Agencies)	4,172	233	-2,098	2,307	-93	-361	1,853
<b>699 Total DWCF Purchases</b>	<b>151,446</b>	<b>-552</b>	<b>41,920</b>	<b>192,814</b>	<b>1,395</b>	<b>9,086</b>	<b>203,295</b>
912 Rental Payments to GSA (SLUC)	50	1	-51	0	0	0	0
913 Purchased Utilities (Non-Fund)	1,072	18	-562	528	10	-1	537
914 Purchased Communications (Non-Fund)	14,258	242	2,978	17,478	315	-1,872	15,921
915 Rents (Non-GSA)	23,754	404	-24,158	0	0	0	0
920 Supplies & Materials (Non-Fund)	20,121	342	-6,676	13,787	248	-1,665	12,370
921 Printing & Reproduction	1,425	24	-1,417	32	1	-33	0
922 Equipment Maintenance By Contract	4,445	76	734	5,255	95	15	5,365
923 Facilities Sust, Rest, & Mod by Contract	10,563	180	13,189	23,932	431	-15,006	9,357
925 Equipment Purchases (Non-Fund)	2,082	35	2,715	4,832	87	-107	4,812
932 Mgt Prof Support Svcs	56,190	955	-24,227	32,918	593	-5,738	27,773
933 Studies, Analysis & Eval	2,184	37	-181	2,040	37	672	2,749
934 Engineering & Tech Svcs	2,214	38	-2,252	0	0	0	0
960 Other Costs (Interest and Dividends)	26	0	-26	0	0	0	0
987 Other Intra-Govt Purch	33,904	576	7,045	41,525	747	-4,856	37,416

Exhibit OP-5, Operation and Maintenance  
Detail

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<u>OP 32 Line</u>	<u>FY 2015</u> <u>Actual</u>	<u>Change</u> <u>FY 2015/FY 2016</u>		<u>FY 2016</u> <u>Enacted</u>	<u>Change</u> <u>FY 2016/FY 2017</u>		<u>FY 2017</u> <u>Estimate</u>
		<u>Price</u>	<u>Program</u>		<u>Price</u>	<u>Program</u>	
989 Other Services	5,128	87	3,319	8,534	154	-1,506	7,182
990 IT Contract Support Services	83,684	1,423	-2,137	82,970	1,493	33,977	118,440
<b>999 Total Other Purchases</b>	<b>261,100</b>	<b>4,438</b>	<b>-31,707</b>	<b>233,831</b>	<b>4,211</b>	<b>3,880</b>	<b>241,922</b>
<b>Total</b>	<b>589,242</b>	<b>6,055</b>	<b>23,285</b>	<b>618,582</b>	<b>8,523</b>	<b>2,769</b>	<b>629,874</b>

\* The FY 2015 Actuals column includes \$1,517 thousand of FY 2015 Overseas Contingency Operations (OCO) Appropriations funding (PL 113-235).

\* The FY 2016 Enacted column excludes \$2,102 thousand of FY 2016 OCO Appropriations funding (PL 114-113).

\* The FY 2017 Estimate column excludes \$3,137 thousand of FY 2017 OCO Budget request.