



The Director

UNITED STATES OFFICE OF PERSONNEL MANAGEMENT
Washington, DC 20415

MAR 22 2024

The Honorable Marsha Blackburn
United States Senate

The Honorable Mike Braun
United States Senate

The Honorable Tom Cotton
United States Senate

The Honorable Ted Budd
United States Senate

The Honorable Roger Marshall, M.D.
United States Senate

The Honorable Mike Lee
United States Senate

The Honorable Tommy Tuberville
United States Senate

The Honorable Bill Hagerty
United States Senate

The Honorable James Lankford
United States Senate

The Honorable John Barrasso, M.D.
United States Senate

Dear Senators:

Thank you for your letter, dated December 14, 2023, regarding the U.S. Office of Personnel Management's (OPM) website modernization and reports on official time statistics. The OPM digital modernization project has been underway for over a year, and we are happy to share the steps we've taken and the impact those changes have had on our public facing websites.

In 2021, the National Academy of Public Administration (NAPA) issued a report that, among other items, strongly recommended OPM prioritize IT modernization and our website navigation.¹ OPM sought funding to begin work.² In October 2022, OPM received \$6 million in funding from the Technology Modernization Fund Board, which specifically cited challenges with OPM's website navigation and customer experience in their funding decision:

*Currently, customers experience difficulty navigating the site, using the tools effectively, and finding the information they need. The almost 20,000 pages on OPM.gov contain 3,600 dead links, creating a confusing user experience for current Federal employees, job seekers, and HR professionals who visit OPM.gov expecting up-to-date and easily accessible information.*³

¹ [Elevating Human Capital: Reframing the U.S. Office of Personnel Management Leadership Imperative](#)

² [OPM pushes for IT modernization working capital fund | FedScoop](#)

³ [HUD, Army, OPM receive extra technology modernization funding \(federalnewsnetwork.com\)](#)

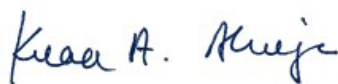
Pursuant to the 21st Century Integrated Digital Experiences Act (21st Century IDEA Act) and the Office of Management and Budgets (OMB) guidance (OMB Memorandum M-23-22), OPM began modernizing our digital ecosystem in 2022 to provide the public and other stakeholders with a better customer experience, including improved website navigation, resources, and search functions. OPM has detailed its vision for a modern digital ecosystem in press interviews.⁴ In order to modernize our digital ecosystem, OPM has already consolidated three websites into our main OPM.gov platform (Telework.gov, CyberCareers.gov, and FedsHireVets.gov); redesigned multiple landing pages for insurance carriers, retirees, and publicly available data; created new navigation pages for government hiring and government-wide intern experience; and is now in the process of redesigning our About Us, News, and Contact Us page for better user experience. OPM expects that its efforts to modernize OPM.gov will continue into the coming years.

As part of modernizing and consolidating our webpages, we routinely remove or migrate information to ensure our web content is up to date and to improve the customer experience. In the course of updating our website, official time reports were taken down from their original location. The most recent of those reports, from 2019, was migrated along with numerous other documents to the Agency Reports page of OPM's website.⁵ OPM made the decision to remove official time reports for the reasons described above; the decision was not based on any discussions with outside parties such as federal unions, other agencies, or the White House.

Annual reports on official time usage are not mandated by statute, and these statistics have not been reported on a consistent basis for more than decade. In the past ten years, official time reports have only been issued four times. The most recent estimates on official time are included in the Fiscal Year 2019 report. Agencies reported that bargaining unit employees spent a total of 2,606,390 official time hours representing 1,329,222 non-Postal federal civil service employees. This represents a decrease of 28.26 percent in the use of official time compared to the previous report, which covered Fiscal Year 2016.

Thank you for your inquiry into this important matter. If you have any further questions or concerns, please do not hesitate to contact Mr. Eric A. Bursch, Director, Congressional, Legislative, and Intergovernmental Affairs at (202) 606-1300.

Sincerely,



Kiran A. Ahuja
Director

⁴ Drew Friedman, *OPM Plans to Overhaul Main Website, Prioritize Customer Experience*, Federal News Network (Jan. 4, 2023) (online at <https://federalnewsnetwork.com/it-modernization/2023/01/opm-plans-to-overhaul-main-website-prioritize-customer-experience/>).

⁵ [About Us : Reports & Publications - OPM.gov](#)