

# CASE STUDY

## OFFICE OF THE CHIEF INFORMATION OFFICER PROGRAM MANAGEMENT SUPPORT

DEPARTMENT OF HEALTH  
AND HUMAN SERVICES

OCTO 



### THE PROBLEM:

HHS sought to improve its program management and execution as well as its strategic use of IT. In addition, the HHS needed support to ensure its compliance with a wide range of regulations, including FITARA and the MEGABYTE Act of 2016. The office also wanted solutions that support the use of data to drive informed, sound decisions.

### THE SOLUTION:

Octo provided management and subject matter expertise to improve OCIO's performance. We streamlined the portfolio management process to guide the agency's transition to **Agile, developed implementation roadmaps to comply with legislative requirements**, developed the IT Strategic plan, and assisted with Shared Services implementation.

### THE BENEFITS:

By developing and executing an **implementation plan for FITARA scorecard improvement, HHS successfully increased their score from a D- to a B+**. This resulted in an organizational and cultural shift in environment. We also designed and implemented an Agile IT strategy, ensuring the agency realizes the full benefits of IT.

### KEY TAKEAWAYS



Octo **developed a Technology Business Model (TBM) implementation plan**, an Enterprise Agile Playbook, and an IT Portfolio Dashboard.



Octo **established the OCIO IT Policy Office** and created a consistent method for cataloguing, reviewing, and updating enterprise IT policies.



We **streamlined the Information Technology Acquisition Review (ITAR) process** by developing a ServiceNow application to manage the workflow.

### CAPABILITIES SHOWN:



Data  
Analytics