

Data Quality Record for Long-Term Performance Goals

Long-Term Performance Goal Text: By September 30, 2026, automate all priority internal administrative processes.

Corresponding Annual Performance Goal: Percentage of priority internal administrative processes automated.

Goal Number/Objective: Cross-Agency Strategy 3

NPM Lead: Office of Mission Support (OMS)

1a. Purpose of Long-Term Performance Goal:

The intent of reporting on this long-term performance goal (LTPG) is to monitor the progress of transitioning high priority administrative forms or paperwork to more streamlined and efficient paperless processes.

Once this long-term performance goal is complete, agency employees will spend less time and resources completing, printing, and routing forms. Automating these administrative tasks will also allow the data within these targeted forms to be more accessible and useful.

This project will also signal a culture change within EPA. Converting paper-based forms to fillable PDFs is an easy, yet inefficient way to adapt to a hybrid work environment. The Agency will modernize these administrative tasks to be digital workflows, thereby affirming a commitment to protecting the environment, improved productivity and effectiveness while firmly stepping into the future of work.

1b. Performance Measure Term Definitions:

A form is defined as an agency-based administrative document, paper or otherwise, which is not automated to include workflow, data usage, and records.

For this LTPG, internal will mean used within EPA by Agency employees, contractors, or grantees only.

Priority is a combination of impact on employees in terms of time consumed completing a process and the total number of employees affected.

Automation is to be understood as removing the portions of a process that require human input such as printing or manually emailing a document for signature.

Other considerations which may affect the processes targeted are the potential future uses for data that have been liberated from individual forms and made searchable in a centralized database. If a process is already undergoing a transition to automation and modernization, this will be considered as well.

1c. Unit of Measure:

The percentage of processes that have been automated. The Agency has identified 10 priority processes to be automated.

2a. Data Source:

The Office of Information Management report quarterly to the Office of Resources and Business Operations on the status of their work.

2b. Data needed for interpretation of (calculated) Performance Result:

There are no results prior to FY 2023 for this initiative. The novelty of this LTPG and its self-contained nature does not make for easy comparison between other endeavors.

3. Calculation Methodology:

The performance results will be the number of processes automated divided by the 10 processes targeted for automation.

4. Quality Assurance/Quality Controls:

A process will be considered complete as related to this long-term performance goal when the former manner in which the administrative task was accomplished is retired.

5. Data Limitations/Qualifications:

There is a possibility of processes becoming redundant, retired, or otherwise unnecessary during this effort. Though impossible to predict with perfect accuracy, these potential outcomes will be considered when determining which processes should be targeted. Should this happen, the process would be removed from the target group and would not be counted towards the total number of processes completed.

This long-term performance goal is not factoring the total number of administrative processes within EPA as the universe; nor is it counting the total number of processes that have transitioned to automated and paperless workflows. The LTPG will be working with a specific, pre-determined number of processes.

6. Technical Contact:

Dwane Young (OMS), Office of Information Management, 202-566-1214

7. Certification Statement/Signature:

I certify the information in this DQR is complete and accurate.

DAA Signature Original signed by Vaughn Noga **Date** 1/30/2024