

# **FY 2025-2026 Performance Oversight Response: Office of the Chief Technology Officer**

COMMITTEE ON PUBLIC WORKS & OPERATIONS  
COUNCILMEMBER BRIANNE K. NADEAU, CHAIR

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**FY 2025-2026 Performance Oversight Pre-Hearing Questions**  
*Office of the Chief Technology Officer*

**GOVERNANCE AND PERSONNEL**

1. Please provide a complete and current organizational chart for the agency and each division and subdivision within the agency, including:
  - a. The names and titles of all senior personnel;
  - b. A description of the roles and responsibilities for each division and subdivision;
  - c. A narrative explanation of any changes to the organizational chart made in the last calendar year; and
  - d. An indication of whether any positions in the chart are vacant.

**Response:** Current Organization Chart attached.

- a. Attachment Q1a – TO0 Organization Chart, listing senior personnel.
- b. Attachment Q1b – TO0 Organization Roles and Responsibilities (By Division and Subdivision).
- c. No changes were made in the last year.
- d. Vacancy Update:
  - Seven (7) locally funded vacant positions are being actively recruited
  - These positions are expected to be filled by the end of Q2
  - The agency plans to maintain a min (2%) percent vacancy savings rate. This will serve as a buffer for unexpected personnel costs like:
    - Overtime expenses
    - Terminal leave payouts (paying out unused leave when employees separate)
    - Other unplanned personnel-related costs

IT industry’s best practice recommends maintaining between (8) to ten (10) percent vacancy rate.

Table 1 – Current Vacancy List

Position Number	Position Title	Vacancy Date
<b>00044049</b>	Associate Chief Infrastructure	4/15/2023
<b>00045348</b>	IT Specialist (Systems Analysis	3/23/2025
<b>00012603</b>	IT Project Mgr (Application)	6/1/2025
<b>00088450</b>	Supervisory IT Specialist	7/3/2025
<b>00088626</b>	Project Coordinator	9/25/2025
<b>00090897</b>	Supervisory IT Specialist	10/14/2025
<b>00088731</b>	Writer Editor	11/1/2025

2. Please provide a complete, up-to-date list of contract workers working directly for your agency, ordered by program and activity, and including the following information for each position:

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- a. Title of position;
- b. Indication that the position is filled or vacant;
- c. Date employee began in the position;
- d. Whether the position must be filled to comply with federal or local law;
- e. If applicable, the federal or local law that requires the position be filled;
- f. The entity from which they are contracted; and
- g. The contracted annual cost.

**Response:** Reference Attachment Q2 – List of Engaged Contract Workers.

3. Please provide, for each month of FY25 through FY26 to date, the net number of personnel separated from and hired to the agency.

**Response:** FY25 through FY26 Year to date a net total of twenty-two (22) personnel were separated and eighteen (18) new personnel were hired.

4. Does the agency conduct annual performance evaluations of all its employees? If so, who conducts such evaluations? What steps are taken to ensure that all office employees are meeting individual job requirements?

**Response:** Yes, the agency conducts annual performance evaluations for all employees in accordance with DC performance evaluation system governed by Chapter 14 of the District of Columbia Municipal Regulations (DCMR), Title 6 – Personnel.

Performance evaluations are conducted by each employee’s direct supervisor or manager, who assesses performance against established job requirements, competencies, and goals set at the beginning of the performance period. All evaluations are reviewed by senior management and the Human Resources division to ensure consistency and compliance with established standards.

To ensure all office employees are meeting individual job requirements, OCTO has implemented the following steps:

- Clear Performance Standards - Each position has defined job descriptions with specific performance expectations and measurable objectives
- Regular Performance Monitoring
- Supervisor Training - All managers receive training on the performance evaluation process, ensuring fair and consistent assessments across the agency
- Performance Improvement Plans - When employees do not meet job requirements, supervisors work with HR to develop Performance Improvement Plans (PIPs) with clear expectations and timelines
- Documentation - All evaluations are formally documented and maintained in employee personnel files

This comprehensive approach ensures accountability, supports employee development, and maintains workforce effectiveness across the agency.

5. Please provide the following for each collective bargaining agreement that is currently in

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effect for agency employees:

- a. The bargaining unit (name and local number);
- b. The start and end date of each agreement;
- c. The number of employees covered;
- d. Whether the agency is currently bargaining;
- e. If currently bargaining, anticipated completion date;
- f. For each agreement, the union leader's name title and contact information; and
- g. A copy of the ratified collective bargaining agreement.

**Response:** OCTO's non-supervisory attorneys are within the bargaining unit for the American Federation of Government Employees (AFGE), Local 1403, AFL-CIO. The compensation agreement is effective from October 1, 2024, through September 30, 2026. OCTO has 2 current employees in the bargaining unit.

Reference Attachment Q5g – Collective Bargaining Agreement.

6. Please list all employees currently detailed to or from your agency. For each detailed employee, include:
  - a. The reason for the detail;
  - b. The job duties if detailed to your agency;
  - c. The start date of detail;
  - d. The agency the employee is detailed to/from; and
  - e. The projected date of return.

**Response:** The agency does not have any employees detailed at this time.

7. Please provide a copy of your agency's Schedule A, as of the date of receipt of this questionnaire.

**Response:** Reference Attachment Q7 – TO0 Schedule A (as of January 16, 2026).

8. Please provide a list and description of all memorandums of understanding and memorandums of agreement in effect during [previous fiscal year] and [current fiscal year], to date.

**Response:** Reference Attachment Q8 – FY25 and FY26 YTD List of Memorandum of Understanding (Inter-agency).

OCTO executes various types of Memoranda of Understanding (MOUs) in a fiscal year with DC government agencies and external partners (including Federal partners under the Economy Act). These agreements primarily impact the technology services provided by DC-Net for voice and data services and all other technology services provided by OCTO. The main categories of Technology Services MOUs that OCTO executes include, but limited to:

- Infrastructure and network connectivity
- Enterprise application access and services

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- Technical support and consulting services
- Technology evaluation and advisory services
- Internet and telecommunications services
- Data center and co-location services

These MOUs ensure proper authorization, define service levels, establish budgetary accountability, and maintain security compliance across the District’s technology ecosystem.

**FINANCE AND BUDGET**

9. Please provide a status report, including timeframe of completion, for all projects for which your agency currently has capital funds available.

**Response:** Table 2 – List of Active Capital Project Status

<b>Project Title</b>	<b>Project Timeline</b>	<b>Project Status</b>
CDE23C.CLOUD DATA EXCHANGE	Multi-Year	The goal is to implement a Districtwide cloud data exchange platform to allow more efficient and cost-effective data integrations and data transformations between agencies and their various IT systems. The project is on schedule. The fund balance will support continued migration of existing integrations from software to be retired and new integration developments through FY2027.
DSM20C.DIRECTORY SERVICES MODERNIZATION	Complete FY2026	This is a multi-year project to implement a modernized consolidated Active Directory (AD) environment. A consolidated AD enables user mobility, common user provisioning processes, consolidated reporting, and unified management of machines as well as Single Sign-On (SSO). Project is scheduled to continue through end of FY2026.
DSM22C.DIGITAL SERVICES MODERNIZATION	Multi-Year	Implement a Resident Portal to create a single, user-friendly platform that makes it easier for residents to find information, access various government services, and enroll in programs online. This initiative aims to streamline the digital experience for DC residents, who currently may have to navigate multiple, separate agency portals. The deliverables include DC.Gov website enhancements. Project scope through FY 2028.
ENS16C.SMALL BUSINESS IT SYSTEM	Complete FY2026	Continue supporting DSLBD with their modernization efforts for the District’s Enterprise System (DES).
ESI00C.MP - ENT CYBER SECURITY INITIATIVE	Multi-Year	End of Life Network replacement Master Project. Project on target.
HCM21C.HCM ENTERPRISE APPLICATION MODERNIZATION	Complete FY2026	Continue with application modernization efforts. Project will be completed by end of FY26.

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N2518C.DATA CENTER RELOCATION	Closeout Phase	Data center fully migrated in November 2021. The fund balance is utilized for continuous hardware refresh and post migration work.
N2522C.DATA CENTER RELOCATION (REEVES CENTER)	Closeout Phase	The Reeves Center, originally built in 1986, is undergoing site redevelopment for the site to achieve its full development potential. Phase I of the hardware procurement and deployment is underway.
N7001C.INFRASTRUCTURE SYSTEM UPGRADE - DOC	Muli-Year	DOC owned and implemented project. OCTO consults in an advisory capacity.
N8005C.DCPS IT INFRASTRUCTURE UPGRADE	Muli-Year	Continue with DCPS IT Modernization efforts. Multi-Year initiative.
NPR15C.IT INFRASTRUCTURE AND SECURITY - DPR	Muli-Year	Infrastructure modernization efforts at select DPR sites on schedule.
NTU02C.UPGRADE END OF LIFE NETWORK ELECTRONICS	Muli-Year	The Core Infrastructure Network Upgrade Master project will provide the necessary budget for a group of projects supporting the District's central IT network modernization efforts. Multi Year effort scheduled for upgrades through FY30. OCTO has already completed or initiated network refresh work at several major locations; 899 North Capitol NE, 1100 Alabama Ave SE (St. Elizabeths Hosp.), PSCC, Waterfront East and West Towers and DOC to name a few.
NWI01C.NETWORK & WIFI UPGRADE - IMPROVED PUBLIC SAFETY	Complete FY2026	WIFI modernization efforts at select MPD sites on schedule.
CIE25 - CYBERSECURITY INFRASTRUCTURE	Muli-Year	Replace end-of-life security, network appliances, software and conduit buildout to support hardening and reliability of DC's cyber and network infrastructure.
DAS25 - DISTRUBUTED ANETENNA SYSTEMS	Muli-Year	FY 2026 new project to upgrade and implement new distributed antenna systems (DAS) to improve the reliability of cellular and radio communications in District government buildings. Project completion date FY2027.
IT Related for Network Switches at New Beginnings and YSC	Complete FY2026	Upgrading essential network equipment in the main buildings and primary telecommunications closets at both campuses as part of Phase 1 for FY26. Will conduct full-site evaluations with DYRS to identify any future capital requests.

10. Please provide copies of all budget enhancement requests (The Form B or similar form) submitted in the formulation of the FY25 and FY26 proposed budgets.

**Response:** This request asks for information that is protected from disclosure by the deliberative process and executive privileges.

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11. Please list all budget enhancements in FY26 and provide a status report on the implementation of each enhancement.

**Response:** The FY26 enhancements are in various stages of deployment and will be completed by the end of the fiscal period.

FY 26 ENHANCEMENT TITLE	AMOUNT
Support Phase I HR Service Delivery (HRSD) to automate, and centralize HR processes and employee requests through a unified portal	\$ 1,024,000.00
Critical District-wide Camera Replacement (Phase I) - Modernizes surveillance infrastructure across all eight wards, replacing outdated cameras to enhance public safety operations and protect District assets and residents citywide	\$ 2,413,000.00
Operational maintenance and support for critical CCTV Security Cameras replaced during Phase I deployment	\$ 1,372,000.00
Deploy Power Platform Security & Acceleration for District-wide operations.	\$882,700.00
Operating and maintenance support for critical cybersecurity infrastructure deployed for citywide operations	\$791,652.00

12. Please fill out the attached spreadsheet titled “Question 12 Grants Received,” and list all federal and/or private grants received by your agency in FY25 and FY26 to date, current balances, and indicate any that lapsed during or at the end of [previous fiscal year].

- a. Please submit the completed document in both Excel and PDF formats.
- b. Please include your Agency Code in the filename (e.g., question\_12\_AB0\_2026.xls).

**Response:** Please reference Attachment Q12 – Grant Received.

13. List all grants issued by your agency in FY25 and FY26, to date in the attachment labeled “Question 13 Grants Issued”.

- a. Please submit the completed document in both Excel and PDF formats.
- b. Please include your Agency Code in the filename (e.g., Question\_13\_AB0\_2026.xls).

**Response:** OCTO did not issue any grants in FY25 and FY26 YTD.

**OPERATIONS**

14. Please provide the Committee with a list of all vehicles owned or leased by the agency; the purpose of the vehicle; the division the vehicle is assigned to, if applicable; and whether the vehicle is assigned to an individual employee.

**Response:** Table 3 – Current OCTO Vehicle Listing

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<b>Ownership Status</b>	<b>Program Assignment</b>	<b>Tag Number</b>	<b>Vehicle Make/ Model</b>	<b>Assigned Driver</b>
<b>OWN</b>	DC Net	77-13405	Ford Transit Cargo Van	Employee
<b>LEASED</b>	DC Net	77-12553	Dodge RAM 1500	Employee
<b>OWN</b>	DC Net	77-13406	Ford Transit Cargo Van	Employee
<b>LEASED</b>	DC Net	77-11995	Toyota Corolla	Employee
<b>LEASED</b>	DC Net	77-12592	Dodge RAM 1500	Employee
<b>LEASED</b>	DC Net	77-12484	Dodge Grand Caravan	Employee
<b>LEASED</b>	DC Net	77-12020	Toyota Corolla	DC Net Pool
<b>OWN</b>	DC Net	77-12193	Toyota PRIUS V	DC Net Pool
<b>OWN</b>	DC Net	77-12192	Toyota PRIUS V	DC Net Pool
<b>LEASED</b>	DC Net	77-12019	Dodge Grand Caravan	DC-NET Pool
<b>LEASED</b>	DC Net	77-11919	Dodge Grand Caravan	DC-NET Van Pool
<b>LEASED</b>	DC Net	77-11912	Grand Caravan	Employee
<b>LEASED</b>	DC Net	77-11921	Dodge Grand Caravan	Employee
<b>OWN</b>	DC Net	77-13409	Ford Transit Cargo Van	Employee
<b>OWN</b>	DC Net	77-13407	Ford Transit Cargo Van	Employee
<b>LEASED</b>	DC Net	77-11930	Dodge Grand Caravan	Employee
<b>OWN</b>	DC NET	77-12466	Ford Transit Cargo Van	Employee
<b>OWN</b>	DC Net	77-12467	Ford Cargo Van	Employee
<b>OWN</b>	DC Net	77-13412	Ford Transit Cargo Van	Employee
<b>OWN</b>	DC Net	77-13413	Ford Transit Cargo Van	Employee
<b>OWN</b>	DC Net	77-11544	Isuzu Box Truck	Logistic Support Vehicle
<b>OWN</b>	DC Net	77-13410	Ford Transit Cargo Van	Employee
<b>OWN</b>	DC Net	77-13408	Ford Transit Cargo Van	Employee
<b>LEASED</b>	DC Net	77-11993	Toyota Corolla	Employee
<b>LEASED</b>	DC Net	77-11911	Dodge Grand Caravan	Employee
<b>OWN</b>	DC Net	77-13411	Ford Transit Cargo Van	Employee
<b>LEASED</b>	ECIS	77-11926	Dodge Grand Caravan	Employee
<b>LEASED</b>	Facilities & Support Services	77-11916	Dodge Grand Caravan	Logistic Support Vehicle
<b>LEASED</b>	Facilities & Support Services	77-11917	Dodge Grand Caravan	Logistic Support Vehicle
<b>OWN</b>	Facilities & Support Services	77-6649	Isuzu Box Truck	Logistic Support Vehicle
<b>LEASED</b>	Facilities & Support Services	77-12552	Dodge RAM 1500	Logistic Support Vehicle
<b>LEASED</b>	Network Operations Center	77-11929	Dodge Grand Caravan	Employee
<b>LEASED</b>	Network Operations Center	77-12486	Dodge Grand Caravan	Employee
<b>LEASED</b>	OCTO Helps -Tier II Support	77-11992	Toyota Corolla	Employee

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<b>LEASED</b>	OCTO Helps -Tier II Support	77-12016	Toyota Corolla	Employee
<b>LEASED</b>	OCTO Helps -Tier II Support	77-11937	Dodge Grand Caravan	Employee
<b>LEASED</b>	OCTO Helps -Tier II Support	77-12023	Toyota Corolla	Employee
<b>LEASED</b>	OCTO Helps -Tier II Support	77-12424	Toyota Corolla	Employee
<b>LEASED</b>	OCTO Helps -Tier II Support	77-12431	Toyota Corolla	Employee

15. For each objective and activity in the agency’s FY25 Performance Plan, please list:
- a. The measure of greatest improvement for the agency, and the actions the agency took to improve that measure’s outcome, efficiency or quantity; and

**Response:** OCTO Improved Customer Support Performance in FY25.

OCTO increased same-day ticket resolution from 67.5% in FY24 to 85.48% in FY25 through three key areas of improvement:

- **Better Ticket Categorization** OCTO implemented precise tagging to route requests faster. Common issues like password resets, printer problems, and software installations are now automatically classified as “standard support,” ensuring immediate assignment to the right technician.
- **Increased Automation** Automated workflows now handle routine requests. Password resets trigger self-service portal links for instant resolution, while software deployment requests auto-queue to designated technicians, cutting processing time significantly.
- **Team Restructuring and Training** OCTOHelps reorganized into specialized teams focused on endpoints, applications, and network connectivity. Staff received targeted training.
- **Refined Metrics** OCTO redefined its performance measure to focus specifically on standard support requests, excluding complex infrastructure projects that require multi-day resolution. This provides more accurate reporting and accountability.

- b. For all measures with missed targets (if any), explain the actions the agency is taking to improve that measure’s outcome, efficiency, or quantity.

**Response:** Improvement measures for missed targets

<b>Metric</b>	<b>FY25 Result</b>	<b>Challenge</b>	<b>Corrective Action</b>
<b>Urgent requests resolved within 4 hours</b>	Below target	Staffing shortages and increased ticket volume delayed non-critical urgent requests	Implementing shift scheduling adjustments and cross-training technicians for FY26

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<b>First-call resolution rate</b>	Below target (improved in Q3-Q4)	Outdated troubleshooting scripts; technicians lacked authority to resolve common issues without escalation	Updated knowledge base; expanded technician resolution authority; provided targeted training
<b>Routine web updates within 24 hours</b>	48–72-hour average	Web team responded to unprecedented emergencies and launched DC.gov redesign while migrating agency websites	Continue to invest in the team to increase capacity
<b>Annual cybersecurity training completion</b>	92% (target: 100%)	Gap from field staff without regular computer access (public works, transit, emergency responders) and employees on extended leave	Deploy additional support to ensure full completion of training without disrupting essential services.

16. List all new objectives, activities and projects in the agency’s [FY26] Performance Plan and explain why they were added.

**Response:** OCTO added the District-wide Camera Replacement project to its FY26 performance plan. Phase 1 modernizes surveillance infrastructure across all eight wards, replacing outdated cameras with systems that deliver real-time incident alerts, proactive maintenance monitoring, and rapid deployment capabilities. This upgrade enhances public safety operations and protects District assets and residents citywide.

17. Describe problems and challenges, including chronic maintenance issues and design flaws, in agency-owned or leased facilities.

- a. What capital or operating projects arose from these issues in FY25 and FY26 to date, including cost and actions taken?

**Response:** Department of General Services (DGS) manages the District of Columbia’s owned and leased facilities.

18. Please list each new initiative implemented by the agency during FY25 and FY26 to date.

For each new initiative, please provide:

- c. A description of the initiative;
- d. Actual start date;
- e. Actual or anticipated end date;
- f. The funding required to implement the initiative;
- g. Whether the initiative was mandated by legislative action;
- h. Problems or challenges faced in the program’s implementation;
- i. The metrics the agency is collecting to measure the initiative’s success; and
- j. An assessment of the initiative’s success thus far.

**Databricks Enterprise Service Rollout**

<b>Component</b>	<b>Details</b>
Project Description	Rollout of Databricks as an enterprise service for data sharing, analytics and governance
Project Start Date	October 2024
Availability to agencies	February 2025
Project End Date	Ongoing (no end date for agency on-boarding)
Budget	\$250,000
Key Challenge	Limited staff resources
Performance Metrics	Number of agencies on-boarded
Assessment	DME’s ETEP system using deployed infrastructure, 10 agencies using platforms and facilitating data sharing, governance, analytics, DOB/DC Water collaboration, Amazon connect metrics

19. Please list any legislation that impacts your agency from FY25 and FY26 and provide a status report on the agency’s implementation related to each piece of legislation.

**Response:** Though not a legislative update, OCTO’s access to, and use of, funding under the federal Infrastructure Investment and Jobs Act is impacted by developing guidance issuances from the National Telecommunications and Information Administration (NTIA). OCTO continues to adapt its grant planning to comply with NTIA issuances as they are released.

20. Customer feedback

- a. How does the agency solicit feedback from customers (i.e., District residents served)? Please describe.

**Response:** OCTO primarily engages District residents through community programs and digital literacy initiatives. For example, the DC State Broadband Office (SBO) under OCTO conducts Digital Literacy Training workshops targeting covered populations such as seniors, veterans, people with disabilities, ESL speakers, returning citizens, and individuals living below the federal poverty level. These sessions provide opportunities for residents to share their experiences and needs directly with OCTO staff.

- b. What has the agency learned from this feedback?

**Response:** Feedback from these programs has highlighted the critical need for accessible technology education and support for vulnerable populations. Residents expressed challenges with connectivity, device usage, and navigating online services. This input reinforced OCTO’s focus on bridging the digital divide and tailoring training to meet the needs of diverse communities

- c. How has the agency changed its practices because of such feedback?

**Response:** In response, OCTO expanded its outreach and training programs, increasing the

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number of workshops and prioritizing locations such as senior centers. For instance, in FY25, OCTO conducted 177 Digital Literacy Training Tech Workshops, with over 70% held at DCAL Senior Centers. This shift demonstrates OCTO's commitment to meeting residents where they are and addressing barriers identified through feedback.

**LAWS, AUDITS, AND REPORTS**

21. Please identify any legislative modifications that would enable the agency to better meet its mission.

**Response:** OCTO has no current recommendations for legislative modifications to enable the agency better to meet its mission.

22. Please identify any regulatory impediments to your agency's operations.

**Response:** OCTO has no current recommendations for regulatory modifications to enable the agency better to meet its mission.

23. Please list and describe any ongoing investigations, audits, or reports on your agency or any employee of your agency, or any investigations, studies, audits, or reports on your agency or any employee of your agency that were completed during FY25 and FY26 to date.

**Response:** The only ongoing investigations of OCTO which OCTO is aware of are its own internal, routine, human resources investigations. Because HR matters are confidential OCTO cannot disclose them publicly but can share that they involve routine misconduct under Chapter 16 of the District Personnel Manual, like insubordination and timecard fraud. None involve allegations of sexual harassment as defined by Mayor's Order 2023-131.

Concerning audits, OCTO provides information in the District's annual ACFR and SOC 2 audits and is working with DC's OIG on a confidential cybersecurity audit.

24. Please identify and provide an update on what actions have been taken to address all recommendations made during the previous three years by:

- a. Office of the Inspector General;
- b. D.C. Auditor;
- c. Internal audit; and
- d. Any other federal or local oversight entities.

**Response:** Concerning the routine ACFR, the outside auditor selected by the District is currently reviewing whether prior year findings are still relevant. ACFR auditors did issue new recommendations in 2025. OCTO reviewed and provided responses to the recommendations. Concerning DC OIG's confidential cybersecurity audit, any findings or responses cannot be publicly disclosed unless and until OIG issues a public report.

25. Please list all pending lawsuits in which the agency, or its officers or employees acting in their official capacities, are named as defendants, and for each case provide the following:

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- a. The case name;
- b. Court where the suit was filed;
- c. Case docket number;
- d. Case status; and
- e. A brief description of the case

**Response:** Outside of confidential administrative review of HR matters, OCTO is party to two lawsuits. The first is a FOIA lawsuit wherein a special interest group seeks to redefine “document” to include all documents capable of being generated from data in the custody or control of the District. The case is *D.C. Open Government Coalition v. District of Columbia*, DC Superior Court Case No. 2023-CAB-007251. The second is an employment lawsuit concerning the termination of an employee for repeated refusal to appear for a disciplinary interview concerning his alleged bullying of other employees. That case is *D.C. Office of the Chief Technology Officer v. D.C. Office of Employee Appeals*, Superior Court Case No. 2026-CAB-000345.

In October 2025, OCTO won a case before OEA in which a former employee failed her performance improvement plan and contested the resulting termination, and in November 2025, OCTO won an OEA appeal in which a former employee contested his termination for timesheet fraud. Finally, in December 2025, OCTO prevailed in an unemployment benefits appeal, where a former employee resigned and then sought improper unemployment compensation.

26. Please list the total amount of money the agency or the District, on behalf of the agency, expended to settle claims against it, or its officers or employees acting in their official capacities, in FY25 and FY26 to date.

**Response:** OCTO did not expend funds to settle claims against it, its officers, or its employees acting in their official capacities, in FY25 and FY26 to date. In the case *George Walker v. Office of the Chief Technology Officer*, OEA Matter No. 1601-0046-97R21, OAG and ORM reached a tentative agreement with the plaintiff to settle for \$975,000. It is our understanding that the money would be paid out of the Settlement and Judgment Fund.

27. Please list each settlement the agency or the District, on behalf of the agency, entered into in FY25 and FY26 to date that involved claims against the agency, or its officers or employees in their official capacity, including any settlements covered by D.C. Code § 2-402(a)(3). For each settlement, provide:

- a. The amount of the settlement;
- b. If related to litigation, the case name and brief description; and
- c. If unrelated to litigation, please describe the underlying issue or reason for the settlement (e.g. administrative complaint, etc.).

**Response:** In the case *George Walker v. Office of the Chief Technology Officer*, OEA Matter No. 1601-0046-97R21, OAG and ORM reached a tentative agreement with the plaintiff to settle for \$975,000. The case arises from a 1996 separation.

28. Please list all administrative complaints or grievances that the agency received in FY25 and

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FY26 to date. For each complaint, list:

- a. The source of complaint;
- b. The process utilized to respond to the complaint or grievance;
- c. Any changes to agency policies or procedures that resulted from the complaint or grievance; and
- d. If resolved describe the resolution.

**Response:** The only administrative complaints or grievances filed against OCTO in FY25 and FY26 to date have been confidential HR appeals of terminations. None of which involved allegations of sexual harassment under Mayor’s Order 2023-131.

29. Is the agency currently party to any active non-disclosure agreements? If so, please provide all allowable information on all such agreements, including:

- a. The number of agreements;
- b. The department(s) within the agency associated with each agreement; and
- c. Whether any agreements are required for specific positions (please list each position by division and program and indicate whether the position is contracted)

**Response:** OCTO employees and contractors are required to sign a non-disclosure agreement because, inter alia, because their work requires them to have technical access to some statutorily and regulatorily protected material. OCTO is in the process of updating its standard NDA and re-executing with each employee and contractor. OCTO expects to have completed this update before the date of this hearing.

**DATA**

30. In filterable and sortable spreadsheet, please list all electronic databases maintained by your agency, including the following:

- a. A detailed description of the information tracked within each system;
- b. The age of the system and any discussion of substantial upgrades that have been made or are planned to the system; and
- c. Whether the public can be granted access to all or part of each system.

**Response:** Reference Attachment Q30 – OCTO Enterprise Dataset Inventory

- All datasets classified as Level 0 are available to the public.

31. Please provide a list of all studies, research papers, and analyses (“studies”) the agency or an agency’s employee requested, prepared, presented or contracted for during FY25. For each study please list:

- a. The status;
- b. The purpose; and
- c. A link (if published) to the study, research paper or analysis.

**Response:** No formal studies, research papers, and analyses (“studies”) were requested, prepared, presented or contracted for during FY25.

**CLIENT AGENCIES**

32. Please list and describe all types of services provided by OCTO for client agencies. Indicate whether or not the agency is charged for the service, and if so, whether the service uses fixed pricing or variable pricing.
- a. If pricing is variable, please describe the basis for pricing (e.g., number of users, agency size, usage levels, or other factors).

**Response:** OCTO establishes its rate structure using a cost-recovery model designed to cover actual operational expenses. Rates are calculated to recover the full cost of service delivery, including direct labor expenses such as staff salaries and benefits, technology infrastructure costs including servers, storage, and network equipment depreciation, software and tool licensing fees, allocated facilities and utilities expenses, and necessary overhead and administrative costs.

OCTO leverages economies of scale through enterprise purchasing and shared infrastructure investments, which reduces per-unit costs below what agencies would pay for comparable commercial alternatives. Unlike private sector vendors who include profit margins in their pricing, OCTO operates strictly on a cost-recovery basis, ensuring agencies pay only for the actual cost of services delivered. Additionally, OCTO's rates reflect the value of guaranteed service level commitments, 24/7 support availability, and District-specific customization that commercial providers typically cannot offer. This approach ensures cost-effective, reliable technology services tailored to the unique needs of DC government agencies.

Please reference Attachment Q32 – OCTO Service Catalog

33. For FY24, FY25, and FY26 to date, please provide the total amount billed by OCTO to each District agency, broken out by service category. Please specify whether the service is provided to each agency by OCTO directly, through an independent contractor or external vendor, or a combination of both.
- a. If it is a combination of both, please provide the portion of costs attributable to each.

**Response:** as indicated in earlier responses OCTO establishes its rate structure using a cost-recovery model designed to cover actual operational expenses. Total costs are fully loaded and calculated to recover the full cost of service delivery, including direct labor expenses such as staff salaries and benefits, technology infrastructure costs including servers, storage, and network equipment depreciation, software and tool licensing fees, allocated facilities and utilities expenses, and necessary overhead and administrative costs.

Please reference Attachment Q33 – FY24, FY25 and FY26 YTD List - Buyer Agency Billing Data

34. Please explain the process by which OCTO determines whether a service will be provided in-house or through an independent contractor or external vendor. Please provide a copy of any decision tree or similar tool OCTO utilizes to direct this type of decision.

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**Response:** OCTO determines how to provide services through three standard engagement models: OCTO-led, OCTO-counseled, OCTO-enabled.

1. **OCTO-Led** - OCTO takes full ownership and leads the technology initiative or procurement on behalf of the agency
2. **OCTO-Counseled** - OCTO provides advisory support and guidance to agencies while they maintain primary responsibility for execution
3. **OCTO-Enabled** - OCTO provides tools, frameworks, and resources that enable agencies to independently execute technology decisions

These engagement models allow OCTO to tailor its level of involvement based on agency capabilities, project complexity, and strategic priorities, ensuring optimal support across the District's technology ecosystem.

Additionally, OCTO decides whether to deliver a service in-house or through a vendor using a structured approach based on strategic value, capability, and risk. Services that are core to OCTO's mission, such as network architecture and cybersecurity are usually kept in-house to maintain control and security. For supporting or specialized services, OCTO evaluates whether outsourcing offers better cost, speed, or expertise without compromising compliance.

The decision process follows industry best practices like ITIL and the Build-Buy-Partner models.

We evaluate:

- Is the service going to require scaling citywide?
- Do we have or can we build the capability quickly?
- Would a vendor provide superior performance or cost savings?
- Risk factors such as security, compliance, and continuity are also assessed.

35. Please describe the process and criteria that OCTO uses to select a contractor or vendor for a particular service.

**Response:** OCTO evaluates contractors and vendors using comprehensive criteria to ensure optimal service delivery and value for the District.

**For Hardware/Software Vendors:** Market trends, technical capabilities, scalability, security controls (NIST/FedRAMP compliance), total cost of ownership, and alignment with agency/District requirements.

**For Service Contractors:** Technical expertise and certifications, past performance with DC government and comparable jurisdictions, ability to meet deployment schedules, and client references.

**CBE Preference:** District Certified Business Enterprises (CBEs) are prioritized as resellers for hardware/software and preferred for contractor-based services, in accordance with DC procurement regulations.

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All selections follow competitive procurement processes as required by District regulations.

36. For each service that relies on an external vendor, (e.g., telecom, cloud hosting, software licensing, etc.) please provide in an excel spreadsheet:
- a. Which agencies are clients of the service;
  - b. # of users by agency
  - c. How much each agency was billed for the service in FY25
  - d. How much the vendor billed OCTO for the service in FY25; and
  - e. An explanation for any difference.

**Response:** OCTO uses a structured decision framework to determine use of external vendors when:

- The service is a commodity or industry-standard solution
- Building in-house would be significantly more expensive or time-consuming
- Specialized expertise or infrastructure is required beyond OCTO's core competencies
- The vendor provides continuous innovation and updates
- Risk can be better managed through vendor SLAs and accountability

OCTO uses the district's standard MOU process to bill back agencies to recover the cost of the services. Please reference Attachment Q33 – FY24, FY25 and FY26 YTD List - Buyer Agency Billing Data for detailed breakdown.

37. Please provide copies of the vendor contracts or pricing schedules that inform OCTO's rate-setting for services that rely on external vendors.

**Response:** Attachment Q37 – List of Active Technology Contracts.

38. Please describe OCTO's rate-setting process for services charged to agencies, including who is involved, how frequently rates are reviewed, and any internal or external guidance OCTO uses to determine pricing.

**Response:** OCTO's rate-setting process for services charged to agencies include the rates for contractors or FTEs, software licenses utilization and the use of external partners. Program managers and Enterprise Contracts and Licensing staff determine service charges back to agencies. Rates are reviewed annually to ensure alignment with government and industry recommendations.

39. Please provide copies of any data OCTO utilizes to compare OCTO's rates to those of other state or municipal IT offices, federal services, or private-sector services.
- a. For services where no comparisons have been conducted, please explain why and provide any available justification for the current rate structure.

**Response:** OCTO conducts periodic benchmarking of its rates and services against comparable jurisdictions and industry standards to ensure competitive and cost-effective service delivery to District agencies.

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OCTO utilizes the following data sources for rate comparisons:

**Municipal and State Government Benchmarking:**

- National Association of State Chief Information Officers (NASCIO) surveys and reports
- Government Technology Leadership Network peer comparisons
- Metropolitan Washington Council of Governments (MWCOG) engagements

**Federal Services Comparisons:**

- General Services Administration (GSA) Schedule pricing for IT services and products
- GSA IT Category pricing for cloud services, software licenses, and telecommunications

**Private Sector Market Data:**

- Gartner IT market research and pricing benchmarks

**Specific Service Benchmarking:**

- Cloud Hosting: AWS, Azure, and Google Cloud public pricing; GSA cloud SINs
- Software Licenses: Microsoft Enterprise Agreement pricing; Adobe VIP pricing; GSA software schedules
- Telecommunications: Commercial carrier rates; Comcast, Verizon business services

**DATA PRIVACY**

40. Please describe OCTO's role in ensuring District agencies' compliance with District data policy, particularly around the proper handling and protection of private identifying information.

**Response:** OCTO has a role in several aspects of compliance with the District Data Policy. Our initial role is to lead the collection and classification of the data from every agency in the district. Further, we educate agencies on the classification of their data and ensure that the Enterprise Dataset Inventory (EDI) is available to our Security Operations Team. The EDI also requires annual review by agency general counsels to ensure classifications are accurate on all recorded datasets.

Our most important role to ensure compliance is the education of our users on the importance of the security of District Data and Systems. We accomplish this through our *Cyber Awareness Training* that occurs every year and demands 100% agency compliance.

Our final role is for our Security Operations team to lead the response to any incident where data is not handled properly. This would be with data containing personally identifiable information (PII) or any other classification of sensitive data whether it was exposed accidentally or through a cyber security incident.

OCTO provides a standard Data Sharing Framework to help guide agencies unfamiliar with data sharing through the negotiation, execution, and performance of data sharing agreements, which is publicly available at: <https://opendata.dc.gov/documents/data-sharing-framework/about>. OCTO also provides guidance and implementation for security protocols such as encryption of

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data within OCTO systems at rest and in transit across the DC network and the discovery of databases and other datasets containing PII.

41. Without compromising data security, please describe OCTO's involvement in mitigating the damage of any data breaches that occurred at District agencies during FY25 or FY26 to date, as well as any changes to protocol or best practices as a result of these breaches.

**Response:** Agencies under the purview of OCTO Security Services did not report any data breach in FY25 and FY26 YTD. There were a few accidental data exposure incidents reported that were attributed to human error. OCTO worked with these agencies to remediate reported incidents and ensure they are aware of and make use of additional training available to agencies that handle PII and other sensitive data.

OCTO continually works on enhancing security monitoring and controls to combat evolving threats including but not limited to replacing critical end of life devices, periodic review and updates to system configuration, performing timely upgrades, tracking, and updating end of life systems.

OCTO works closely with the agencies outside of OCTO's security purview that had data breach incidents to provide technical leadership and management support of incident response activities. Additionally, OCTO provides guidance to these agencies on adapting best practices with management of networks, systems, user accounts, adoption of security controls and tool sets.

42. Please describe how OCTO incorporates "privacy by design" into District IT systems, including new IT infrastructure, security policies, and data sharing.

**Response:** OCTO incorporates "privacy by design" into District IT systems by applying technologies and techniques across all phases of system implementation to maximize security and minimize risk for the exposure of data. This includes data minimization, collecting only the data that is required, encryption of data at rest and in-transit, anonymization of data where required, audit logging and role-based access controls. Security policies align with government and industry's best practices including organizations such as NIST. Data sharing agreements provide purpose limitation to define what data is needed and why it is being collected.

43. Please indicate whether OCTO has conducted a privacy impact assessment (PIA) of District agencies or is aware of other District agencies conducting one. If yes, please provide the findings by agency.

**Response:** OCTO has not conducted a privacy impact assessment (PIA) of District agencies or is aware of other District agencies conducting one.

44. Please describe any steps OCTO has taken to identify District data assets that contain personal data (personal data are any information which are related to an identified or identifiable natural person). Please indicate whether the datasets with personal data have been classified according to risk level and whether OCTO has identified who has access to the high-risk data assets.

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**Response:** Agencies are responsible for reporting their data assets as part of the Enterprise Dataset Inventory process. An agency's general counsel makes the determination of a dataset's classification based on the information within the dataset and the classification levels from the DC Data Policy. Access to high-risk data assets is defined by data sharing agreements or memorandum of understanding between two or more agencies.

45. Please describe and provide a copy of any data privacy protections in place for District residents navigating government agency services or online tools.

**Response:** To the extent private information is introduced into an enterprise dataset through a resident's use of the District's online tools, that private information is protected through the Enterprise Data Inventory process described in Mayor's Order 2017-115.

46. Please detail guidelines for how long agencies retain personal data, how a resident or consumer can request to delete their personal data or control the usage of their personal data, and any guidelines for how agencies process, store, and handle personal data beyond what are listed in the DC Data Policy.

**Response:** Pursuant to DC Official Code §§ 2-1701 *et seq.*, records retention is defined by records retention schedules on file with the Office of the Secretary Office of Public Records. OCTO has no authority unilaterally to amend a records retention schedule, regardless of whether a record contains data that identifies or could be used to identify a person.

47. Please describe what data and types of data agencies are permitted to sell to third parties.

**Response:** District Government Agencies are not permitted to sell any data to third parties.

48. Please list the District data centers maintained and overseen by OCTO in FY 25 and FY 26, to date.

**Response:** The District has a presence in two data center locations and both are maintained and overseen by OCTO:

- Data Center (DC1) located in Washington, DC.
- Data Center (DC2) located in Virginia.

**Artificial Intelligence (AI)**

49. OCTO recently launched M365 Copilot Chat for all DC Gov user accounts. Please explain the purpose of launching this AI chat tool, including the specific use cases it is intended to support and what outcomes OCTO expects to see from its use.

**Response:** Copilot chat was launched as a workplace AI productivity assistant that can help DC gov users research, communicate, brainstorm, and analyze information – all while keeping work secure within DC government systems. Specific use cases include the summarization of documents, generation of creative content and written materials, providing quick answers to questions and explanations on various topics, enhancing productivity and helping with research.

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OCTO expects to see increased creativity by providing insights and suggestions that can help users think outside the box, boost productivity, and enable focusing.

50. Please describe how OCTO analyzed pertinent data and consulted with District employees to determine that the AI chat tool would augment District employees' work. Please provide a copy of any findings supporting this determination.

**Response:** OCTO does not assign AI tool licenses to the employees of other agencies; it provides licenses upon request from other agencies. Microsoft includes access to CoPilot chat as part of all M365 licenses available under DC's existing contract.

51. Please describe any beta testing conducted with potential users of the AI tool and the outcomes.

**Response:** OCTO conducted a pilot program engaging pilot users across selected agencies to test the tool and relevant use cases prior to rolling out the tool across all agencies.

52. Please describe what criteria OCTO used to determine that this AI tool was the best fit for DC government users over alternatives and provide any information collected on alternatives.

**Response:** Copilot Chat is deployed with enterprise data protection enabled. Employee conversations and organizational data stay secure within the DC Gov IT environment—information never leaves our systems or goes to the public web to train Microsoft's AI model.

53. Please provide a copy of any findings or estimates on the environmental impact of training the AI tool, and of each search request. Please include the freshwater usage and carbon and energy impact.

**Response:** Model developers generally do not release freshwater use, carbon effluent, or energy consumption data, and OCTO lacks access to data and resources necessary to generate such an estimate. However, the Mayor's Order on Artificial Intelligence requires that agencies seeking to deploy an AI tool evaluate the tool against a series of values, including sustainability.

54. Please list and describe any data sets used to train the AI tool and explain why those data sets were chosen.

**Response:** OCTO did not train any neural network in FY25 or FY26 to date. OCTO does not anticipate having the financial or technical resources to perform parametric updates of neural networks at any point in the foreseeable future.

55. Please provide any data gathered on the accuracy of the responses given by the AI tool.

**Response:** Data cannot be gathered on the accuracy of responses given by a neural network in a systematic or complete way. The tokenwise domain of a neural network is defined by its total token vocabulary at a given position (or "v") raised to the power of the number of token positions its context window can accommodate (or "c"). For every foundational model currently

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available, no search for a statistically significant portion of  $v^c$  is computationally tractable. In part because of this mathematical impossibility, at no point in FY25 or FY26 to date has it been OCTO's policy to permit employees or contractors to make use of the outputs of neural networks without human review.

56. Please describe in detail how search prompts and related personal data are stored, processed, and utilized, including a list of all agencies, contractors, and individuals who have access to this information.

**Response:** OCTO does not own or operate a frontier model. For a given AI tool, the model operator stores, processes, and generally makes use of user provided prompts according to an enterprise license agreement. Depending on the tool, a developer may flag prompt language that triggers automated safety and cybersecurity filters, where such prompts might constitute violations of that tool's terms of use. In the interest of supporting the District's cybersecurity posture, OCTO cannot publicly confirm whether OCTO receives any such flags.

57. Please list how many trainings have been provided to government employees on the safe usage and protocols of the AI tool, including the date of the trainings, the agency involved, and estimate of the number of attendees.

**Response:** The Tech Enablement Team at OCTO offered 9 different trainings concerning Microsoft 365 CoPilot specifically, across 16 different sessions, training over 850 individuals. Additionally, OCTO hosted 3 workshops, across 10 sessions, attended by over 800 individuals on Artificial Intelligence broadly. OCTO is preparing to offer mandatory AI training to all DC government employees beginning in FY26 Q2. In partnership with the DC Bar, a member of OCTO provides an annual, 8-hour Continuing Legal Education Course on AI fundamentals, free to all District government attorneys.

58. Please describe how FOIA-responsive inputs and responses related to the AI tool can be made available when appropriate.

**Response:** OCTO does not centrally collect or retain possession, custody, or control of user queries to AI tools, and OCTO cannot provide legal advice to prospective FOIA requesters on how best to frame or direct a future FOIA request.

## COMMUNITY PROGRAMS

59. How many small group trainings with the Department of Aging and Community Living's Tech Talk series has OCTO administered in FY 25 and FY 26, to date?

**Response:** OCTO through its DC State Broadband Office (SBO) provides Digital Literacy Training for District residents. Attendees include members of "covered population" groups (seniors, veterans, people with disabilities, ESL speakers, Returning Citizens, and people living below the federal poverty index).

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OCTO-DC SBO for FY 25 conducted a total of 177 Digital Literacy Training Tech Workshops, with 127 of those training being held at DCAL Senior Centers (71.3%.) For FY 26 (to date) OCTO/DC SBO has conducted a total of 71 Digital Literacy training sessions, with 50 of those trainings being held at DCAL Senior Centers (70.4%).

For the “Tech Talk” series for FY25 OCTO-DC SBO has conducted (9) events, and for FY 26 (1) event.

60. Please provide an updated list of Wifi Hotspots administered by or in partnership with OCTO that currently exist within the District, broken down by ward.

**Response:** Table 4 – List of WiFi Hotspots

Ward	Outdoor WiFi Hotspots
1	75
2	103
3	66
4	81
5	119
6	96
7	108
8	175
<b>Total Count</b>	<b>823</b>

61. Please list any accomplishments of the Tech Together DC initiative in FY 25 and FY 26, to date.

**Response:** OCTO’s DC SBO has accomplished a number of significant achievements from FY25 and FY26 to date most notably: successfully organizing and conducting digital literacy training and workshops across all eight Wards; furthering the Tech Together DC partnership for collaborating with the industry, government, nonprofits, and academia, which facilitates meaningful engagement about digital inclusion with community members by regularly engaging with communities impacted by the digital divide; hosting community conversations focused on digital inclusion; and maintaining a public website ([tegether.dc.gov](http://tegether.dc.gov)) dedicated to digital inclusion.

62. Please provide an update on the agency’s Community Internet Program efforts.

**Response:** OCTO through its DC SBO continues to collaborate with the Department of General Services (DGS) in an effort to facilitate the Community Internet Program (CIP). CIP allows fixed wireless ISPs to place fixed wireless radios and equipment on the roofs of DC government buildings in exchange for providing low-cost connectivity to district residents. Since its inception CIP has only had one provider, which was a fixed wireless provider called WeLink. WeLink ended its service to District residents as of June 2025. OCTO has been actively searching for new fixed wireless entities to join the CIP program. OCTO is discussing this effort through: DC

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SBO's Tech Together partners (which include various fixed wireless providers), during Tech Together webinars, and by meeting directly with fixed wireless providers serving the District. Providers have not been favorably responsive thus far, but DC SBO remains optimistic that this will change and continues to promote opportunities under the CIP program.

63. Please provide an update on OCTO's plans for and use of federal Infrastructure Investment and Jobs Act (IIJA) funds?

**Response:** OCTO was awarded a total allocation of \$100,694,786.93 to spend on Broadband Equity, Access, and Deployment (BEAD) Program activities as a result of the 2021 Infrastructure and Jobs Act (IAJA). To date these funds are in various stages of National Telecommunications and Information Administration (NTIA) approval. Of the roughly \$100 million, \$5 million was allocated and approved towards planning, which also includes administration and staffing and consulting costs for the life of the grant. \$911,000 has been preliminarily awarded to the BEAD Deployment subgrantee, Constituent Services Worldwide (CSW) to ensure high-speed internet to every District resident and Community Anchor Institution. This award was determined as a result of conducting a second round of our "Benefit of the Bargain" competitive bid process, which was requested by NTIA, and concluded on October 5th, 2025, and was transmitted to NTIA in our Final Report on October 30th, 2025. We are currently awaiting NTIA's final approval on our Final Report and receipt of the District's award notification.

Lastly, due to NTIA's nationwide pause on BEAD Non-Deployment funding, \$90 million planned for the District's non-deployment activities remain on hold pending further guidance from NTIA. OCTO had initially begun the process to conduct a competitive bid process for these funds to be used for digital skills training for all ages, workforce development – especially related to careers in technology and healthcare, device access, and telehealth resources for seniors, before the grant was paused. These funds would have significant positive impacts for District residents if allowed to proceed. In the meantime, DC SBO awaits further guidance from NTIA on the allowable uses of these funds.