Office of Management and Budget

FY 2008 Report to Congress on Implementation of The E-Government Act of 2002

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INTRODUCTION

The use of information technology to provide consistent access to and dissemination of government information is essential to promote a more citizen-centered government in a cost-effective manner. Agencies manage web-based technologies and services to help citizens obtain government information and services. In addition, agencies use information technology to communicate with the public and gather feedback to determine whether Federal programs are achieving results and meeting user needs. E-Government is the result of this use of information technology to improve citizen access to government information and services.

To ensure agencies apply E-Government principles and use information technology to the fullest potential, agencies measure results to verify progress and planned performance improvement. This allows agencies to better manage their information resources including their investments in information technology. The Office of Management and Budget (OMB) works with agencies to systematically track and measure whether resources used by programs help achieve intended goals and results.

The Federal Government continues to deploy industry-leading information technologies to more effectively manage and deliver government information and services. As a result Federal programs have more effective and transparent operations with an increased ability to manage the risks associated with information technology and protect information in care of the Federal government. Greater access to government information benefits the country by sustaining an informed citizenry, aiding government decision-makers, and supporting the economy, all of which are fundamental to a healthy democracy.

The President committed to the American people that the Federal government will provide an unprecedented level of openness, collaboration, and efficiency and effectiveness through the use of information technology (IT). We will modernize the government's systems to deliver more information to citizens, in more modern, user-friendly ways that engage them more effectively in their government, than ever in the past. We are planning new initiatives to support the President's commitments including gaining efficiencies in IT infrastructure through cloud computing, providing more open access to government information, and promoting IT innovation within the federal government. We will also evaluate each of the existing e-Government initiatives and lines of business to determine their status, value, and future direction. We look forward to working with the Congress to implement these important actions to improve our service to the citizens and the performance of their government.

ABOUT THIS REPORT

This is OMB's sixth annual progress report on implementation of the E-Government Act of 2002 (Pub. L. No. 107-347; Dec. 17, 2002) (the "E-Government Act") as required by 44 USC 3606. This report describes activities completed in fiscal year (FY) 2008, and is among a series of reports produced by OMB to describe the Administration's use of E-Government principles to improve government performance and the delivery of information and services to the public.

Most prominent among these other reports are:

1. The January 2009 report, "Expanding E-Government: Achieving Results for the American People," highlighting E-Government accomplishments and setting goals;[1]
2. The 2009 "Report to Congress on the Benefits of the E-Government Initiatives," describing the economic value of multi-agency and cross-government E-Government activities;[2] and
3. OMB's FY 2008 report, "Federal Information Security Management Act," describing agency privacy programs, including compliance with section 208 of the E-Government Act of 2002.[3]

This report comprises three sections. Section I describes certain technical requirements of the E-Government Act and also describes related activities complementing specific requirements and objectives of the Act. Section II discusses the government's efforts over the past year to implement electronic government initiatives. Finally, Section III details use of the E-Government Fund established by Section 3604 of the E-Government Act.

This report, other reports referenced here, and OMB's prior reports on implementation of the E-Government Act (i.e., for FY 2003 through FY 2007) are available on OMB's website and have been provided to the Government Printing Office (GPO) for distribution to Federal Depository Libraries.[4] The reader is encouraged to refer to all of them for a complete picture of past, current, and planned Administration efforts.

[1] This report can be found at: http://www.whitehouse.gov/omb/assets/egov_docs/2009_Expanding_E-Gov_Report.pdf.
[2] Information on compliance with Section 206 of the E-Government Act can be found in this report. This report can be found at: http://www.whitehouse.gov/omb/assets/egov_docs/FY09_Benefits_Report.pdf.
[3] This report can be found at: http://www.whitehouse.gov/omb/e-gov/.
[4] Information on compliance with Sections 203, 210, 211, and 215 of the E-Government Act can be found in prior reports at: http://www.whitehouse.gov/omb/e-gov/.

SECTION I: COMPLIANCE WITH SPECIFIC GOALS AND PROVISIONS OF THE ACT

Improving Public Access to Government Information

Information is the result of processing, gathering, analyzing and organizing data to convey knowledge to the receiver. Federal Government information is a public resource which has value and associated costs. Considering the magnitude of government information and the breadth of the Federal Government's program activities, it is crucial for Federal agencies to strategically manage their information resources to achieve their missions and program goals, and preserve information for the future.

Effective management of information resources requires programs designed to disseminate and provide the public with access to government information. The Federal Government continues to improve the methods by which government information is disseminated and made available to the public. By utilizing Federal agency public websites and partnership agreements to complement effective Freedom of Information Act (FOIA) operations, agencies can maximize the usefulness of their information while minimizing the costs for the American taxpayer.

Helping the Public Locate Government Information

Federal agency public websites and portals are valuable information dissemination tools which allow greater access to government information and services and allow the public to participate and become more involved in its government. At the same time, the public increasingly uses commercial search engines as a primary portal into agency websites, rather than more traditional access via agency homepages.

OMB Memorandum M-06-02, "Improving Public Access to and Dissemination of Government Information and Using the Federal Enterprise Architecture Data Reference Model," [5]promotes greater access to government information by requiring agencies to publish all public information directly to the Internet. This procedure exposes information to freely available search engines and organizes and categorizes agency information thereby improving the public's access to government information. To demonstrate effort towards meeting this requirement, agencies updated and published their Information Resources Management Strategic Plan, describing how such activities accomplish the agency's mission.[6] Agency plans also describe how the respective agency ensures the activities are integrated with organizational planning, budget, procurement, financial management, human resources management, and program decisions.

A significant development in assisting the public to locate government information has been the increasing prevalence and sophistication of commercial and governmental search engines. By having a presence online, agencies are able to leverage the benefits from advances in search technology to allow for more timely and accurate retrieval of information on agency websites.

[5] OMB Memorandum M-06-02 can be found at: http://www.whitehouse.gov/omb/memoranda_default/.
[6] A link to each agency's strategic plan can be found in the individual agency E-Government Act Report. The links to these reports can be found in Section II of this report.

Some examples of more agency-specific efforts to assist the public in locating government information include:

- The Veterans Benefits Administration (VBA) provides a direct link to a query system in order to allow public access to resource materials relative to VBA. http://www.vba.va.gov/ ;
- The Small Business Administration (SBA) provides the news media and the general public with easy access to information regarding SBA programs and activities through the SBA Newsroom online portal. http://www.sba.gov/news/ ; and
- The Department of Education offers a one-stop system for ordering Department publications which are provided at no cost. http://edpubs.ed.gov/webstore/Content/search.asp.

The Federal Internet Portal

USA.gov

As the official Internet portal to government information, USA.gov provides a centralized point of entry where the public can locate government information, benefits, and services. This can reduce time spent by individuals trying to locate government information of interest to them.

The public has embraced the usefulness of USA.gov and in FY 2008, it received approximately 116 million visits during the year, or 2.2 million visits per week. USA.gov has also received numerous national recognitions for the quality and effectiveness in providing government information to the public and was highlighted in July 2007, by Time Magazine in an article entitled, "25 Sites We Can't Live Without."

New search tools and technologies have been added to USA.gov to aggregate and present information on jobs, weather, congressional contact information, Federal forms and Frequently-Asked-Questions from over 40 Federal agencies. USA.gov's search functions have recently been expanded to include authoritative news and image searches of government information. USASearch.gov provides tailored responses to ensure high-priority information is highlighted in response to search queries during times of national emergencies or high interest stories.

The National Contact Center supports USA.gov through 1-(800)-FED-INFO and serves as a single telephone number to obtain official information about State, local, and Tribal benefits, providing services in both English and Spanish. GobiernoUSA.gov provides links to Spanish-language government information and the ability to search across the government online in Spanish. Additionally, the public now has the ability to chat interactively with agents in the National Contact Center through USA.gov or with government bloggers at www.GovGab.gov. This online chat ability provides an immediate response to questions about Federal agencies, programs, benefits, or services through an "instant messaging-like" interface. There are currently just over 1200 chats per week.

USA.gov provides an inventory of websites managed by agency consortia integrating similar information products by topic, published by disparate programs.[7] These interagency websites aggregate various data sources and make them readily accessible to the public. Similar programs operating at different agencies can better coordinate their activities and tailor their information products.

Executive Order 13392, "Improving Agency Disclosure of Information"

Executive Order 13392[8], "Improving Agency Disclosure of Information," established a citizen-centered and results-oriented framework for agencies to improve their Freedom of Information Act (FOIA) operations. The Executive Order required agencies to designate a chief FOIA officer and FOIA public liaison, establish FOIA requester service centers, conduct a review of FOIA operations, and create FOIA improvement plans. These measures were designed to make FOIA operations more results oriented.[9]

On May 30, 2008, the Attorney General, in accordance with the Executive Order, published the third and final report summarizing the Executive Branch's implementation of the Order.[10] The report states that overall, agencies made sustained and measurable progress addressing multiple aspects of FOIA administration through multiple initiatives.

Effective agency FOIA programs complement effective dissemination activities by locating records in public demand. In turn, agencies publish popular records directly to their website in anticipation of additional requests for the same records.[11]

The Attorney General's May 2008 report indicates that agencies have widely embraced the area of technology and automation as a vital means to improving their FOIA operations. This has consistently been viewed as the improvement area that holds the most promise for agencies in improving both the speed and the quality of their responses to FOIA requests. Some examples from this report from agencies reporting significant improvements through the innovative use of technology include:

- The Department of Transportation has established a system to allow FOIA requesters to make electronic payment of their FOIA fees and reported making progress in adding additional components to that system.

- In the Department of Justice, the Office of Information and Privacy made extensive progress toward its goal of securing a comprehensive electronic processing and tracking software package by completing a feasibility study and a market assessment. In a related

[7] For more information see: http://www.usa.gov/Topics/Cross_Agency_Portals.shtml.
[8] The full text of EO 13392 can be found at: http://edocket.access.gpo.gov/2005/pdf/05-24255.pdf.
[9] See Section 1(c) of EO 13392.
[10] The Attorney General's Report to the President pursuant to Executive Order 13392 can be found at: http://www.usdoj.gov/oip/ag-rpt08/ag-report-to-president06012008.pdf.
[11] The website link where frequent requests for FOIA records can be found is located in the individual agency's E-Government Act Report. The links to these reports can be found in Section II of this report.

IT initiative, it also completed all the requirements necessary to install hardware and software for scanning documents and saving them directly into the computer network.

- Other agencies, such as the Department of the Treasury, as well as the CIA and NRC reported progress and successes in the area of technology.

Financial Accountability and Transparency

On September 26, 2006, the President signed the "Federal Funding Accountability and Transparency Act of 2006" (Pub. L. No. 109-282), to improve the quality and accessibility of information on Federal spending.[12] The Act required OMB to oversee development of a website through which the public can readily access information about grants and contracts provided by the entire Federal government.[13]

This website was launched at www.USASpending.gov, ahead of schedule, on December 13, 2007. Specifically, the website provides, for each Federal award exceeding $25,000, the following information:

A. The name of the entity receiving the award;
B. The amount of the award;
C. Information on the award including transaction type, and funding agency;
D. The location of the entity receiving the award; and
E. A unique identifier of the entity receiving the award.

Some remaining challenges include incorporating business information already collected, but not required by the statute, such as competition information and actions below the dollar threshold. Another challenge is including agencies unfamiliar with reporting spending information. Overall the goal to improve transparency is embraced by agencies wanting to use this tool to fulfill accessibility objectives.

Organizations Complementing Federal Agency Information Dissemination Programs

Agencies use a number of different channels to effectively disseminate information to the public, such as Federal and non-Federal government libraries, and the private sector. By utilizing these entities, agencies can leverage outside skills and resources to provide the public with multiple sources for accessing information and manage their information resources in a more cost-effective manner.

There are many dissemination channels available for agencies, including popular commercial search engines (e.g., MSN, Google, and Yahoo search engine services), USA.gov, and many

[12] The full text of the Federal Funding Accountability and Transparency Act can be found at: http://frwebgate.access.gpo.gov/cgi-bin/getdoc.cgi?dbname=109_cong_public_laws&docid=f:publ282.109.pdf.
[13] More information on the development of this website can be found at: http://www.USASpending.gov.

others.[14] Community technology centers sponsored by the Department of Education, public libraries, research rooms at the National Archives and Records Administration (NARA), and Federal Depository Libraries managed by the Government Printing Office complement agency dissemination programs. The information technology resources of these organizations combined with the assistance of organization staff and volunteers provide increased access to government information.

Agencies are establishing innovative partnerships with nonprofit and private sector entities to improve access to and dissemination of government information. For example:

- The International Trade Administration has arranged cooperative marketing agreements with Google, FedEx, UPS and PNC Bank to reach as many small and medium-sized businesses as possible with export and marketing information;
- The Department of Justice has partnered with the National Center for Missing and Exploited Children to provide resources and services to help protect children from harm and disseminate child protection information;
- The Department of Housing and Urban Development participates in over 30 professional organizations related to housing and community development to increase the number of communication channels to deliver information to the public;
- The Office of Personnel Management has a formal agency agreement with Monster Government Solutions to provide world-wide access to job postings for employment opportunities throughout the Federal government;
- The Environmental Protection Agency sponsors, through a cooperative agreement with the Advertising Council, a national childhood asthma campaign to provide timely information to the media and the public on issues that adversely affect children with asthma and their families; and
- Through partnerships with organizations like Google, Footnote.com, the Genealogical Society of Utah (GSU), and The Generations Network (TGN), NARA has digitized and made available tens of millions of documents online.

OMB continues to encourage strategic partnerships, including those mentioned above, to support the principles of E-Government by maximizing the usefulness of government information while minimizing the cost to agencies and the public.

Public Access to Electronic Federal Records

Effective management of government records ensuring proper documentation of the policies and transactions of the Federal Government allows the Federal Government to review and improve its programs, and helps the public obtain information about such programs. To achieve these benefits, agencies systematically manage all of their records regardless of form and medium (e.g., paper and electronic form) throughout the information life cycle.

[14] To learn more about organizations complementing Federal information dissemination, see: OMB's April 15, 2005 report, "Organizations Complementing Federal Agency Information Dissemination Programs." The report can be found at: http://www.whitehouse.gov/omb/.

In their 2008 E-Government Act Reports, agencies were required, under section 207(e) of the E-Government Act to describe how they were fulfilling their responsibilities to develop records schedules for all records in existing electronic information systems and establish procedures for addressing records management for new electronic systems. All major agencies are actively engaged with NARA to prioritize existing systems and schedule records.

In FY 2008, NARA continued its partnerships with Federal agencies to increase the number of electronic records series and systems scheduled across the Government, and to increase the number of permanent electronic records transferred to the National Archives. Continuing the approach begun last year, NARA is focusing on the electronic records of the CFO Act agencies to ensure that such records are covered by records schedules before the E-Government Act deadline of September 2009, and that electronic records scheduled as permanent are transferred to the National Archives in a timely manner. These efforts will ensure that agency business assets are maintained for as long as needed, to protect the legal and financial rights of the Government and its citizens, and to preserve records of enduring historical value. Additional information may be found in NARA's FY 2008 Performance and Accountability Report, pp. 96-101.[15]

Access to Federally Funded Research and Development

Dissemination of and access to information about Federally funded research and development (R&D) stimulates the exchange of new scientific information and technologies, and provides opportunities for understanding and applying knowledge towards the advancement of science and the development of innovative products and services[16]. Federal agency R&D activities are an essential component of many agency missions resulting in a broad variety of federally funded R&D. Many Federal agency public websites disseminate and provide access to Federal R&D information and as a result, agencies can better:

- Coordinate Federal R&D activities;
- Collaborate among those agencies conducting R&D;
- Disseminate Federal R&D activities to the public;
- Transfer technology among Federal agencies and the public; and
- Access information about R&D activities.

To increase public access to R&D information, agencies disseminate information through multiple channels, including public libraries and federally funded R&D dissemination websites. For example:

- Science.gov provides search capability across 30 Federal agency R&D databases and provides links to science websites and scientific databases so citizens can access the results of Federal research.[17]

[15]NARA's FY 2008 Performance and Accountability Report can be found at: http://www.archives.gov/about/plans-reports/performance-accountability/2008/par-2.pdf.
[16] This section includes information on compliance with Section 207(g) of the E-Government Act.
[17] The list of databases can be found at: http://www.science.gov/searchdbs.html.

- Research.gov provides agencies and grantees access to streamlined research grants management services and other resources for multiple federal agencies in one location.

OMB continues to monitor current solutions and possible future ones, to most effectively disseminate R&D information to the general public.

Some examples of Federal agency efforts to disseminate R&D information include:

- The Department of Health and Human Services maintains the CRISP (Computer Retrieval of Information on Scientific Projects) searchable database website to provide information on Federally funded biomedical research projects conducted at universities, hospitals, and other research institutions. http://crisp.cit.nih.gov/ ;
- The Department of Transportation's Research and Innovative Technology Administration maintains a Hydrogen Portal to provide information about Federal government activities related to hydrogen and fuel cells. http://www.rita.dot.gov/ordt/hydrogen_portal/; and
- NASA maintains an R&D portal which enables scientists, researchers, technologists, and the general public to discover how NASA works with industry, academia, and Federal and State entities to perform breakthrough research, develop cutting edge technologies, and incorporate them into commercially viable products. http://www.nasa.gov/audience/forresearchers/features/index.html.

Ensuring Accessibility to Government Information and Information Technology for People with Disabilities

Agencies must disseminate information on equitable and timely terms, regardless of the type, medium and technology, to all members of the public including those with disabilities. Consistent with section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d), as amended ("Section 508"), agencies must ensure that the development, procurement, and use of electronic and information technology provides access to government information and data to the disabled.

The General Services Administration (GSA) and the Access Board (an independent Federal agency devoted to accessibility for people with disabilities), share a statutory obligation to provide technical assistance to agencies in support of their implementation of Section 508. The Access Board, acknowledging the convergence of software and websites, is currently leading the effort to draft new Section 508 standards to help clarify E-Government requirements and eliminate the overlap found in the current regulations. GSA facilitates the Federal agency network of Section 508 Coordinators whose focus is to ensure the accessibility of E-Government applications.[18]

Furthermore, OMB's Office of Federal Procurement Policy (OFPP) and the Office of E-Government and Information Technology jointly released a memo on November 6, 2007, reminding agencies of their responsibility to ensure Section 508 compliance when procuring new information systems.[19]

[18] Additional information and services for agencies can be found at: http://www.section508.gov.
[19] This memo can be found at: http://www.whitehouse.gov/omb/procurement/508/electronic_info_technologies.pdf.

Common Protocols for Geographic Information Systems

Effective and efficient development, provision, and interoperability of geospatial data and services serves both the Nation's interest and the core missions of Federal agencies and their partners. Cross-agency coordination of geospatial activities can identify, consolidate, and reduce or eliminate redundant geospatial investments.

The Federal Geographic Data Committee (FGDC) has been essential to the development of recommendations for better management of technologies, policies, and people to promote the sharing of geospatial data throughout all levels of government, the private and nonprofit sectors, and the academic community. The FGDC was organized in 1990 under OMB Circular A-16, "Coordination of Geographic Information, and Related Spatial Data Activities." The FGDC serves as an interagency group with representatives from Federal agencies, as well as numerous stakeholders representing the interests of State and local government, industry, and professional organizations. The 2002 revision of OMB Circular A-16 assigns the Deputy Director for Management of OMB as Vice-Chair of the FGDC

As part of the President's 2008 budget, the Geospatial Line of Business (LoB) continues to enable geospatial interoperability across Federal programs through interagency cooperation, and enhanced capacity for understanding and use of information in terms of its relevant geography. Twenty-six Federal agencies participate in an interagency task force seeking to identify opportunities to optimize and standardize, to develop accountability and improved performance in Federal geospatial activities, and to support the further development of the National Spatial Data Infrastructure (NSDI).

In FY 2008, the Geospatial LoB Interagency Task Force, led by the Department of the Interior:

- Published the Geospatial Line of Business strategic plan.
- Drafted OMB Circular A-16 guidance for agencies.
- Worked with the General Services Administration (GSA) SmartBUY Team to implement a multivendor blanket purchase agreement (BPA) to provide Government users a common portfolio of geospatial technology options that benefit small-, medium-, and large-size agencies.
- Developed the GEospatial Application Registry (GEAR) to give Government geospatial users the ability to nominate, share, and discuss geospatial software products and associated geo-enabling best practices.
- Developed the Geospatial Profile of the Federal Enterprise Architecture (FEA) Version 2.0.
- Developed the Geospatial LoB Communications Strategy and Implementation Plan.
- Completed the Geospatial LoB Performance Management Plan.
- Helped develop requirements for the Geospatial One-Stop (GOS) portal (www.geodata.gov) to improve portal capabilities to locate and satisfy grants, cooperative agreements, and contracts compliance requirements.

An annual report published by the FGDC identifies additional key accomplishments and planned milestones to coordinate nationally the development, use, sharing, and dissemination of

geospatial data.[20] To ensure agencies' initiatives increase access to geospatial information and effectively invest in geospatial resources, the planned milestones coordinate with existing E-Government initiatives, including Geospatial One-Stop and the Geospatial Line of Business.[21]

Information Technology Workforce Development

On April 25, 2007, OFPP issued a memorandum titled, "The Federal Acquisition Certification for Program and Project Managers," which called for an interagency working group to develop common, essential competencies for the certification of program and project managers. This certification is required for program and project managers assigned to major information technology acquisitions as defined in OMB Circular A-11, exhibit 300.[22]

Integrating and Reporting Pilot Projects

OMB's Federal Enterprise Architecture (FEA)[23] helps identify the relationships between business/ management processes and information technology systems so agencies can better align their technology investments with their agency. By combining and analyzing these relationships from a government-wide perspective, agencies are able to determine how much information technology spending is occurring in support of specific lines of business or services, including those which may transcend agency boundaries (e.g. environmental management, law enforcement, human resources, supply chain management, and security management). This analysis also identifies redundancies among information technology investments (within an agency, or across agencies), thereby highlighting opportunities for potential consolidation, collaboration, or re-use of information technology assets.

In support of this purpose OMB, with the support of the General Services Administration and the CIO Council, uses five key mechanisms to implement the FEA Program:

1. Federal Segment Architecture Methodology (FSAM) – codifying best practices across the Government and enabling sharing and reuse of agency architectures;
2. Segment Architecture Reporting Process – a consistent reporting method for detailing agencies segment architectures, allowing a view across agencies activities, grounded in the FSAM;
3. EA Assessment Framework v3.0, *Improving Agency Performance through the Use of Information and Information Technology* – OMB's management framework, featuring key performance indicators based on reported segment architecture data.
4. Practical Guide to Federal Service Oriented Architecture (PGFSOA) – clarifying Federal-specific issues and referencing proven practices to accelerate adoption of this new paradigm; and
5. The IPv6 Business Case and Roadmap – illustrating the benefits and approach for agencies to holistically plan for and realize benefits from the next steps in IPv6 adoption.

[20] The FGDC 2008 Annual Report can be found at: http://www.fgdc.gov/library/whitepapers-reports/annual%20reports/2008/index_html.
[21] The Geospatial OneStop initiative promotes interagency partnerships and a single point of access to map-related data found at: http://www.geodata.gov.
[22] This memo can be found at: http://www.whitehouse.gov/omb/procurement/workforce/fed_acq_cert_042507.pdf.
[23] The FEA is described in more detail at http://www.whitehouse.gov/omb/e-gov/fea/.

OMB also continues to work with agencies to evaluate and improve their agency enterprise architectures. During the most recent evaluation (March 2008), OMB originally assessed 24 of 26 agencies' enterprise architectures as "effective" as part of the President's Expanded E-Government Scorecard.[24] These architectures sufficiently describe the agency mission and the resources needed to achieve them, and have been used to drive satisfactory program performance and/or cost savings. OMB continues to work with the remaining 2 agencies to work toward an "effective" rating for the May 2009 assessment.

Use of Information Technology to Enhance Crisis Management

Federal agencies use information technology to improve the coordination and dissemination of disaster preparedness, response, and recovery information. Three Presidential E-Government initiatives, Disaster Management, SAFECOM, and the Disaster Assistance Improvement Plan (DAIP) are working to improve information sharing and communications related to crisis management. These initiatives are led by DHS and are supported by other Federal agencies with similar responsibilities and partnerships with State, local, and Tribal organizations where appropriate.

Disaster Management

Disaster Management (DM) is a program of FEMA under DHS. DM aims to improve preparation, mitigation, response, and recovery for all hazards by creating the capability to seamlessly and securely share incident information across the Nation's emergency response community in an effort to minimize the loss of life and property. The Disaster Management Interoperability Services (DMIS) incident management platform provides emergency managers with the ability to collaborate and share information with other DMIS users within their own organizations and with external organizations. The Open Platform for Emergency Networks (OPEN) system allows the exchange of information between different systems complying with DM standards. FEMA is working collaboratively with the Office for Interoperability and Compatibility, within the DMIS toolset, and with the OPEN backbone to allow agencies to communicate efficiently with local communities during an emergency, increasing the effectiveness of disaster response.

SAFECOM

SAFECOM provides research, development, testing and evaluation, guidance, tools, and templates on interoperable communications-related issues to Federal, State, Tribal, and local emergency response agencies. These services create more effective and efficient interoperable wireless communications, and as a result improve public safety response.

SAFECOM is working with existing Federal communications initiatives and key public safety stakeholders to enhance the cross-jurisdictional and cross-disciplinary coordination of interoperable communications. The scope of this community is broad and the customer base

[24] The results of the March 2008 Enterprise Architecture assessment can be found at: http://www.whitehouse.gov/omb/e-gov/fea/.

includes over 50,000 local and State public safety agencies and organizations and over 100 Federal agencies are engaged in public safety disciplines, including law enforcement, firefighting, public health, and disaster recovery.

To address the most urgent interoperability needs, SAFECOM is supporting DHS' Office of Emergency Communications' development and implementation of a National Emergency Communications Plan and The National Communications Baseline Assessment. The National Emergency Communications Plan, published in July 2008, supports and promotes the ability of emergency response providers and relevant government officials to continue to communicate in the event of natural disasters, acts of terrorism, and other man-made disasters, and to ensure, accelerate, and attain interoperable emergency communications nationwide.[25] The National Communications Baseline Assessment provides the first comprehensive assessment of interoperable emergency communication capability across all levels of government and public sector entities. Emergency responders use the assessment to better plan and coordinate their investment in new communications technology.

SAFECOM is helping to ensure all public safety agencies have the necessary tools and resources to meet the immediate demands for interoperability when responding to an emergency. SAFECOM guidance, tools, and templates help guide the migration of the emergency response community's existing communications systems to work more collaboratively with one another.

Disaster Assistance Improvement Plan (DAIP**)**

The intent of the Disaster Assistance Improvement Plan (DAIP), which was approved by the President in September 2007, streamlines the process disaster victims use to apply for and receive disaster assistance from multiple Federal agencies.

On August 29, 2006, the President issued Executive Order 13411, establishing a Disaster Assistance Task Force, which is comprised of 15 agencies, led by the Department of Homeland Security (DHS).

Specifically, Executive Order 13411 calls for the Task Force to:

"Recommend specific actions to improve the delivery of Federal disaster assistance, which shall include actions to provide a centralized application process for Federal disaster assistance; provide a centralized and continuously updated clearinghouse from which disaster victims may obtain information regarding Federal disaster assistance and State and local government and private sector sources of disaster assistance; reduce unnecessarily duplicative application forms and processes for Federal disaster assistance; and strengthen controls designed to prevent improper payments and other forms of fraud, waste, and abuse."

Upon approval of the plan by the President, DHS assigned the Federal Emergency Management Agency (FEMA) to lead the plan's implementation, in collaboration with all other Federal

[25]The National Emergency Communications Plan can be found at: http://www.dhs.gov/xprepresp/publications/gc_1217521334397.shtm

programs providing disaster assistance. The central information technology system has three basic components:

- Applicant Intake (via the GovBenefits.gov website);
- Tracking (via FEMA's existing victim assistance database); and
- Assistance (via the several programs providing actual benefits, such as the Small Business Administration).

The very aggressive target date for launching the coordinated system was December, 2008 and this target was met.[26] OMB is continuing to provide coordination assistance to FEMA and will measure progress of all the participating agencies as part of OMB's regular E-Government implementation reviews.

[26] The Disaster Assistance website can be found at: http://www.disasterassistance.gov./daip_en.portal

SECTION II: HIGHLIGHTS OF INDIVIDUAL AGENCY INTERNAL E-GOVERNMENT ACTIVITIES

This section of the report summarizes and highlights agency specific E-Government activities. More detailed information and links to the agency's Information Resources Management Strategic Plan and Freedom of Information Act primary website are located in each agency's E-Government Act Report and are available on agency websites.

Department of Commerce

The Department's E-Government Act Report is located at:
http://ocio.os.doc.gov/ITPolicyandPrograms/E-Government/PROD01_002317

PORTS®:
PORTS® is a decision support tool that improves the safety and efficiency of maritime commerce and coastal resource management through the integration of real-time environmental observations, forecasts and other geospatial information, and the dissemination of this data to mariners via the Internet. The system measures and integrates observations and predictions of water levels, currents, salinity, wind, and bridge clearance and posts them in real-time to the PORTS® Web site where mariners can easily access this data to significantly reduce the risk of vessel groundings and increase the amount of cargo moved through a port or waterway -- enabling mariners to safely utilize every inch of dredged channel depth.

The PORTS® program has ongoing, continuous partnerships with private industry groups and national port and harbor authorities to deploy, operate, and improve the PORTS® system. PORTS® representatives travel the country attending industry trade shows and seminars to interact directly with port operators, freight companies, and mariners in order to gather feedback on improving system usability and ideas for additional system improvements and/or applications.

External partners include the U. S. Coast Guard, U.S. Army Corps of Engineers, U.S. Navy port authorities, vessel pilots, state and local agencies, the shipping industry, other maritime transportation industries, and commercial fisherman, as well as small and recreational boaters, coastal managers, environmental organizations, and academia.

The program objectives for PORTS® are improved economic efficiency, navigational safety, and coastal resource protection. The outcome measures are reducing the number of vessel groundings, increasing the amount of cargo moved through our nation's ports, and providing information to mitigate damages should a maritime accident occur. These program objectives and outcome measures are achieved through critical performance targets, including:

1) Customer Results - Percent of real-time data accessible via the Web,
2) Mission and Business Results - Number of National Water Level Observation Network Stations,
3) Technology - Number of Xpert Data Collection Platforms deployed,
4) Processes and Activities - Percent of water current survey data processed and analyzed via an automated system.

Annual estimates of economic benefits directly attributed to PORTS® range from $7 million to $16 million per location. Currently, PORTS® is deployed in 18 locations.

PORTS® data is also accessible to maritime users without Internet access or with disabilities in real time via telephone voice response. PORTS® recently implemented data dissemination in Wireless Markup Language (WML) format for use by cellular phones and other handheld devices and is currently working with the U.S. Coast Guard to enable real time PORTS® data feeds directly from the Coast Guard Web site.

Department of Defense

The Department's E-Government Act Report is located at:
http://www.defenselink.mil/cio-nii/docs/DoDFY2008EGovernmentReport.pdf

Duty Free Entry:
Duty Free Entry (DFE) is a Defense Contract Management Agency (DCMA) application used by DCMA's vendor trading partners, their Customs Brokers, DoD Contracting Officers and the DCMA customs team for processing requests for Duty Free Entry. In DCMA's role as the Customs Broker for the Department of Defense, DCMA receives and processes requests for Duty Free Entry Certificates in accordance with the Federal Acquisition Regulation (FAR) and Defense Federal Acquisition Regulation Supplement (DFARS). The process was experiencing significant delays due to lost, misrouted and incomplete documents. To improve the effectiveness of the process, DCMA developed the DFE tool.

In developing this tool, DCMA met with U.S. Customs and Border Patrol (CBP), representatives of the Defense industry and Defense Procurement and Acquisition Policy (DPAP). These partners participated in the testing of the application and supported its fielding, a major contributor to its success. Formal meetings with the industry trading partners continue four times a year and informal input is received as well. DCMA is currently working with Capability Portfolio Management (CPM) to integrate this process into their International Trade Data System (ITDS) project during FY2009.

External partners include Defense vendors, their Customs Brokers and indirectly Customs and Border Patrol.

There has been a 300% improvement in throughput, 99% reduction in cycle time and an 88% reduction in rejects since the fielding of the application. Cycle time on a Duty Free Request went from over 180 days to an average of 1 day. Rejected transactions were reduced from 25% to near 0 (zero).

Fielding of DFE enabled the retirement of the previous system which required approximately $100,000 of maintenance per year. Cost Avoidance due to the improved business process noted above is estimated at $1,108,750 and is split equally between the vendor and DoD users.

This application requires access to the Internet. The application is compliant with Section 508 for disabled users. And the paper process continues to be supported for vendors and brokers who do not have access to the Internet.

The project was costed and benefits identified before management approval to begin was received. Monthly In Process Reviews were held and Earned Value was applied to ensure that the project stayed within cost and schedule. The total cost of the project was $526,000 and it is expected to have a 3.6:1 return on investment over its first three years. However, the greater benefit is the increase in effectiveness and timeliness in processing over $66 million worth of inbound shipments.

Additionally, DCMA has an eBusiness Directorate under the CIO with a role to look for and implement eBusiness Opportunities. DCMA meets with and has open communications industry groups, their Service and Defense Agency customers, and internal customers to look for new opportunities to expand trading partners and to create new tools to improve the efficiency and effectiveness of DCMA. Electronic business at DCMA currently exceeds $250 billion per year.

Department of Education

The Department's E-Government Act Report is located at:
http://www.ed.gov/about/reports/annual/egov/status08.html

G5:
The G5 investment has been selected and approved by the Office of Management and Budget as one of three Centers of Excellence/shared service providers for the Grants Management Line of Business (GMLoB). This investment provides for the replacement of the Department of Education's (ED) legacy grants management system - the Grant Administration and Payment System (GAPS) and supports the Line of Business consolidation initiative. The shared service model enables ED to provide services to client agencies that will migrate to the Department's end-to-end grants management system.

The G5 solution supports the Agency's grant-making business process and is a full lifecycle end-to-end grants management system (from intake of applications, peer review, award, payment, and performance monitoring to final closeout of the grant award). The system is being implemented in a three-phase approach over several years. Phase I (Payments) was implemented in December 2007. Phase II (Pre-Award) will be implemented in October 2009 and Phase III (Post Award) will be implemented in 2010. The investment was initiated to gather new or changing requirements related to grants management and to better align with the Department's current business processes and strategic plan. The GAPS system became operational in 1998 and has reached the end of its lifecycle. This initiative ensures the Department's enterprise-wide grants management system is up to date with current technology trends and with Government Paperwork Elimination Act requirements and that it is closely aligned with both existing and new grants policies and procedures. The Department intends to leverage enabling technologies to facilitate improvements within the grants management lifecycle. The high-level planned capabilities of the G5 solution include total electronic records management, workflow management and automatic notifications and alerts. Workflow tools will be used to expedite

planning and allow interaction between the grantor and applicant/grantee. The legacy system's total integration with the General Ledger and sub ledger components that support detail accounting for obligations, expenditures and payments will also be included in the G5 solution.

Department of Energy

The Department's E-Government Act Report is located at:
http://cio.energy.gov/e-gov.htm

Corporate Planning System:
The Office of Energy Efficiency and Renewable Energy (EERE) uses the Corporate Planning System (CPS) for instituting Budget to Performance Integration through a systems management approach to program planning, budgeting, implementation, and evaluation. CPS provides the foundation for EERE and the Office of Electricity Delivery & Energy Reliability (OE) to collaborate and coordinate Headquarters (HQ), PMC, and national laboratories Research & Development (R&D) activities. CPS assists EERE programs in the development and linking of their performance milestones to EERE and DOE strategic goals and investment targets to strategically accomplish their missions within the appropriated budgets.

CPS provides a comprehensive capability for program managers and staff to easily make informed funding decisions on research, development, demonstration, and deployment (RDD&D) investments, track all RDD&D activities; monitor research progress; and quantify impacts, benefits, and costs to support DOE strategic goals. This ready access will better support the decision-making process. Enhanced capabilities and analysis of data can provide EERE managers with appropriate information when they need to know it, which allows for better oversight of federally-invested dollars and gauging RD&D performance for all of EERE's RDD&D investments.

CPS is critical for supporting EERE's strategic management framework, and is responsive to the goals and objectives within EERE's Strategic Plan commitment to change the way it does business and support the objectives of its 10 mission programs and business administration offices. To fulfill EERE program mission information needs, CPS also interfaces with field project management systems, corporate financial reporting systems, and national laboratories to show the status of funds from planning to costing. This investment aims to be results oriented, link budget and management decisions to performance, ensure financial accountability, and eliminate redundant systems through consolidation.

Department of Homeland Security

The Department's E-Government Act Report is located at:
http://www.dhs.gov/xlibrary/assets/cio_egov_annual_report_2008.pdf

TECS:
DHS has started an innovative project that is transforming the existing traveler enforcement compliance system called Traveler Enforcement Compliance System (TECS) Modernization (2010) initiative. Mitigating risks as they apply to traveler enforcement is a key part of the

Department of Homeland Security's overarching mission to protect the homeland from all external and internal threats.

TECS Modernization is a consolidated project between Customs and Border Protection (CBP) and Immigration and Customs Enforcement (ICE) that will modernize TECS' subject record "watch list" processing, Primary and Secondary inspection support at the Port of Entry as well as its Case Management module. TECS is a key border enforcement system that supports the screening of travelers entering the U.S. as well as the screening requirements of other Federal Agencies. The objective of this project is to enhance the mission capabilities of DHS, CBP and ICE by developing and deploying a modernized system to replace the current one.

Department of Health and Human Services

The Department's E-Government Act Report is located at:
http://www.hhs.gov/ocio/egov/annualreport/

Hospital Compare Tool:
Hospital Compare displays rates for Process of Care measures that show whether or not hospitals provide some of the care that is recommended for patients being treated for a heart attack, heart failure, pneumonia, asthma (children only) or patients having surgery. Hospitals voluntarily submit data from medical records about the treatments their patients receive for these conditions. The data include patients with Medicare, those enrolled in Medicare health plans, and those who don't have Medicare. CMS has recently started to report information on children's asthma care. Currently, The Joint Commission provides this information to CMS.

This website also displays information on Hospital Outcome of Care Measures. The Hospital Outcome of Care Measures includes the 30-day Risk Adjusted Death (Mortality) Rates for patients with Medicare who were admitted to the hospital for heart attack, heart failure and pneumonia. The 30-day period is used because this is the time period when deaths are most likely to be related to the care patients received in the hospital. CMS compiles this information from claims and enrollment data for patients in Original (fee-for-service) Medicare. It does not include people in Medicare Advantage plans or people who do not have Medicare.

Hospital Compare displays the Survey of Patients' Hospital Experiences, using data collected from the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) Survey. The intent of the HCAHPS initiative is to provide a standardized survey instrument and data collection methodology for measuring patients' perspectives on hospital care.

This website also displays Medicare inpatient hospital payment information and the number of Medicare patients treated (volume) for certain illnesses or diagnoses Diagnosis Related Groups (DRG). Hospital Compare shows information for each hospital on selected DRGs from October 2006 through September 2007.

The Centers for Medicare & Medicaid Services (CMS) launched Hospital Compare March 31, 2005, with seventeen processes of care quality measures in three clinical conditions: heart attack, heart failure and pneumonia; and, surgical infection prevention. As of June 2007, CMS increased the number of quality measures, reporting 22 process measures and two outcome measures.

CMS has added Patient Satisfaction measures in March 2008 to provide more detail to help make available the information consumers need for health care decision making. This tool also includes inpatient hospital payment information and the number of Medicare patients treated (volume) for certain illnesses. August of 2008, HHS added pneumonia mortality and two Children's Asthma Care (CAC) measures. In 2008 December, HHS two more surgical care measures.

Psychiatric, children's, rehabilitation and long-term care hospitals currently are not reported on this website, although many have agreed in principle to provide data using standard quality measures. This is due to the fact that the conditions currently measured -- care of adults with a heart attack, heart failure, or pneumonia -- are less commonly treated in these settings. In addition to reporting quality measures, Hospital Compare includes tools consumers can use to start a conversation with their physician or hospital about what the information means and how they can best get the care they need.

In September 2003, the "National Voluntary Hospital Reporting Initiative", the predecessor of Hospital Compare, had only 415 hospitals that voluntarily reported information for one or more quality measures. In less than four years, the number of hospitals that voluntarily report quality measure data in September 2007 Hospital Compare tool increased to 4,416.

Hospital Compare is one of six compare tools that CMS provides to consumers to locate and compare quality of care information through its beneficiary-centered website www.medicare.gov. The other tools are Dialysis Facility Compare, Home Health Compare, Nursing Home Compare, Medicare Options Compare (Medicare Managed Care Plans) and the Medicare Prescription Drug Plan Finder. In March 2008, the Hospital Compare tool provided patient experience (Hospital-CAPHS) data.

The Hospital Compare Website enables CMS to transform agency operations by implementing the principles of a value-based system in the Medicare program. Hospital Compare empowers consumer choice and gives consumers a better insight into the quality of care provided by their local hospitals. The Hospital Compare initiative supports CMS' commitment to the four cornerstones of value-driven healthcare: ensuring transparent quality and price information, interoperable health information technology and incentives for high-quality, efficient health care delivery. These quality compare tools position CMS to achieve the HHS Health Transparency and e-Government priorities by providing easy electronic access to helpful comparative information on health care quality. CMS is also working with the Agency for Healthcare Research and Quality to develop a patient experience tool for home health agencies which will also be provided online.

Department of Housing and Urban Development

The Department's E-Government Act Report is located at:
http://www.hud.gov/offices/cio/egov/index.cfm

Geocode Service Center:
As the U.S. Department of Housing and Urban Development (HUD) carries out its mission of increasing homeownership, supporting community development and increasing access to affordable housing free from discrimination, information is collected from its various business partners and supporting IT systems. To determine the value of HUD's various programs, whether or not these programs are delivering benefits as expected, or if additional benefits would be possible with new regulations or policies, this information needs to be unified and analyzed. Because this information is collected from a variety of sources, systems, and programs, information analysis could be difficult. Fortunately, HUD implemented the Geocode Service Center (GSC), which is our enterprise solution for validating and correcting addresses, detecting and correcting or removing corrupt or inaccurate records, and geographically enabling data.

In general, geospatial technologies help agencies to understand where they are spatially on the earth, as well as the location and interrelationships of natural and man-made resources. Consequently, the GSC allows HUD to standardize its information so that it can be mapped, combined, overlaid, analyzed, and displayed as spatially referenced information both graphically and numerically. HUD then uses this information to make policy and management decisions for verifying, expanding, and improving our programs. Additionally, HUD can share this information with other businesses, organizations and agencies to better enable a government-wide, multi-agency, multi-programmatic perspective for broader planning, surveying, security, and mapping applications.

The GSC is representative of technological innovations that meet the challenges of the E-Government Act by:

- Modernizing HUD's business processes, while at the same time allowing HUD to ensure that it is meeting mission goals and objectives,
- Allowing HUD to create accurate and quality data that can be shared with other government entities and the public,
- Allowing HUD policy makers to make better informed decisions,
- Increasing HUD's transparency and accountability, and
- Using geospatial industry best practices to reduce costs and increase productivity.

Department of the Interior

The Department's E-Government Act Report is located at:
http://www.doi.gov/e-government/

Electronic Records Management:
Annually, DOI uses its portfolio management decision making process to establish investment priorities, identify new opportunities for modernization (including the identification of business

areas in need of transformation). DOI recognizes the importance of sound information and records management practices. In response to senior executives' identification of records management as one of the "Top 10 Priorities", goals were established to drive improvements in support of records management. DOI ERM was established as a part of the IT Strategic Plan to ensure that our stakeholders stay informed, provide appropriate public access, and protect sensitive information from inappropriate release. In FY 2008, DOI established records management as a part of its E-Gov Strategy and internal E-Gov Scorecard.

This key initiative will provide DOI with policies and guidance in the maintenance of electronic records. Moreover, the DOI ERM will address mechanisms to better manage paper and electronic records through their life cycle. The initiative will reduce costs associated with operating multiple, disparate systems. DOI ERM will provide the ability to read records throughout their life cycle as well as provide officials with a central access point to active and inactive records for any Bureau and/or the Department.

Department of Justice

The Department's E-Government Act Report is located at:
http://www.usdoj.gov/jmd/ocio/egovactreport2008.pdf

OneDOJ:
The Department of Justice (DOJ) Law Enforcement Information Sharing Program (LEISP) continues to transform the way the Department shares law enforcement information with its Federal, State, Local and Tribal law enforcement partners. Since publication of the LEISP strategy in December 2005, two LEISP initiatives have become realities including the National Data Exchange (N-DEx) which is a system designed to share unclassified criminal justice data from every level of government on a national basis; and, OneDOJ (formerly named the Regional Data Exchange or R-DEx). The Department provided an overview of N-DEx in its 2007 E-Government Status report. This year, DOJ features OneDOJ, the core concept of the LEISP strategy.

Governed by the LEISP Coordinating Committee (LCC), OneDOJ is responsible for developing and implementing policies and methods for achieving a comprehensive Department-wide information sharing strategy. Under the leadership of the Deputy Attorney General, the LCC is comprised of senior operational leaders of each component and includes representation for DOJ prosecutors/attorneys.

OneDOJ is the primary criminal law enforcement information sharing system internally within the Department of Justice and externally among DOJ's Federal, State, Local, and Tribal law enforcement partners. OneDOJ provides the Department's shareable criminal law information to its Federal, State, Local and Tribal partners in a thorough and deliberate manner. In exchange, the Department connects to regional criminal law enforcement sharing systems and queries their law enforcement information. The bi-lateral partnerships with designated regional, state or federal sharing initiatives are governed by a Memorandum of Understanding (MOU) that outlines policies and procedures for the handling and use of OneDOJ data. OneDOJ data will be used for official criminal justice purposes only and will be disclosed by the contributing Agency

only in accordance with Federal law, including the Freedom of Information Act and the Privacy Act of 1974.

OneDOJ criminal law enforcement data comes from DOJ's law enforcement components: the Bureau of Alcohol, Tobacco, Firearms, and Explosives, Federal Bureau of Prisons, the Drug Enforcement Administration, the Federal Bureau of Investigation, and the United States Marshals Service. DOJ strives to use all its assets to advance the LEISP vision. By November 2008, included all booking data from the Joint Automated Booking System (JABS)—close to 8 million records were added, including arrest information, fingerprints, photographs, biographical information, and information on markings and scars as well for individuals taken into custody by Federal, State, and Local law enforcement agents.

OneDOJ's Federal partners include the Department of Homeland Security's Immigration and Customs Enforcement (ICE) Pattern Analysis and Information Collection (ICEPIC), and the Navy's Law Enforcement Information Exchange (LInX) initiative. LInX, OneDOJ's initial partner in 2005, provided a template for the regional information sharing activity. The regional exchange participants in the original Washington State LInX included the Navy Criminal Investigative Service (NCIS) in Seattle, the Washington State Patrol, and the local police agencies from a number of Washington cities and counties. Today, OneDOJ partnership with the LInX law enforcement consortium has expanded to locations in the Southeast Regional, Gulf Coast, Hampton Roads, Hawaii, National Capital Region, and the Northwest Region.

By far, the greatest benefit for all OneDOJ stakeholders are the automated availability of integrated information from many sources, information sharing and operational cooperation within DOJ and the law enforcement partners. This capability allows users to discover leads more quickly, to discover unobvious leads that would have previously remained unknown, and to eliminate false leads during investigations aimed at preventing terrorist acts and reducing crime.

Department of Labor

The Department's E-Government Act Report is located at:
http://www.dol.gov/cio/programs/E-Gov/EGov2008.htm

Integrated Federal Employees' Compensation System:
Integrated Federal Employees' Compensation System (iFECS) is a mission-critical steady state system that supports the Office of Workers' Compensation Programs (OWCP), Division of Federal Employees' Compensation (DFEC) in the administration of the Federal Employees' Compensation Act (FECA). DFEC provides workers' compensation coverage for three million federal, postal and certain other workers covered by the Act. FECA benefits include wage replacement and survivors' compensation and payment for medical care including vocational rehabilitation assistance. As such, iFECS supports FECA program administration and mission-related activities. FECA program operations include centralized mail processing and central medical bill processing, both under contract. Mission activities include claims adjudication, payment of benefits, disability management and vocational rehabilitation, management of the Federal Employees' Compensation Fund, and technical assistance and outreach to Federal employing agencies, medical providers, and other stakeholders.

iFECS has significantly improved government functions of processing injury claims, paying workers' compensation benefits, providing medical benefits, and supporting other financial and administrative activities mandated by Congress. The system capabilities support operations such as: mail intake; automation of claims and benefit payment; long-term case maintenance and case file storage; Electronic Data Interchange (EDI) and other information exchanges; providing customer access to program information; correspondence and phone communications; workload tracking; program performance and benefit cost reporting; financial management; and program oversight and other general administrative activities. Over the years, the system has evolved from its inception in 1978 as a series of disparate component systems built for a "Four Phase" environment, through a direct conversion of that software to the FECS (1985 to 2005) that comprised independent function-based component systems in a client/server environment, and in 2005 migrated to a single integrated system—iFECS.

Overall, iFECS is a federal system that exemplifies the government's ongoing efforts to continuously improve the business of government and the delivery of services to the U.S. citizen. Over the past few years, the iFECS investment has provided a valuable contribution to increasing government efficiency, reducing federal costs, and improving program transparency. The Department of Labor is proud of this investment and its continued contribution to serving its customer community.

Department of Transportation

The Department's E-Government Act Report is located at:
http://www.dot.gov/webpolicies.htm

Multimodal Hazmat Intelligence Portal:
There are over one million estimated daily shipments of hazardous materials (HAZMAT) transported across the United States' transportation networks. In addition, there are over 300,000 HAZMAT companies that ship and/or transport hazardous materials. However, there are only 663 Federal/State HAZMAT inspectors who can complete a little over 26,000 inspections a year. Therefore, to best utilize compliance and enforcement resources, DOT is leveraging a unified risk-based data-driven approach to drive essential business decisions that will enable DOT to identify and target high risk/consequence companies. This approach will allow DOT to increase safety performance through risk-based enforcement; maximize limited resources by prioritizing inspection activities; strengthen cross modal, state, and local collaboration; and increase the effectiveness of outreach, training and emergency preparedness.

Using an enterprise approach, DOT launched the first release of the Multimodal Hazmat Intelligence Portal (HIP) in October 2008. HIP is a federal intelligence fusion center for HAZMAT inspection and enforcement data collected by DOT agencies: Pipeline Hazardous Materials Administration (PHMSA), Federal Railroad Administration (FRA), Federal Aviation Administration (FAA), and Federal Motor Carrier Administration (FMCSA), and its partners, e.g., United States Coast Guard (USCG), Transportation Security Administration (TSA), and state and local governments. The concept for this initiative was developed through a collaborative effort between the federal agencies mentioned above and private industry to ensure an innovative solution that utilizes the best technology to achieve the desired results. To

maximize business value, this project is being developed in a phased iterative approach with major releases occurring at least every six months. Each release integrates new data and provides analytical reports to assist decision support. In FY10, a Geographic Information System (GIS) component will be developed that will provide the capability to map incident data, provide accurate locations of shipper and carriers, as well as allow federal, state and local governments and communities to assist in emergency response planning by mapping commodity flow through cities and towns. By employing risk reduction strategies, DOT can strengthen safety performance by leveraging data to drive business decisions that will provide for the safe, secure, and reliable transport of HAZMAT. Through data sharing and business intelligence tools, DOT will make strategic and operational decisions that benefit from capabilities that were not possible in the past, e.g. pattern matching to identify trends, leading indicators to potentially identify and prevent incidents from occurring. Through partnerships, the investment produces a DOT-wide risk rating for each regulated company and complete inspection histories by using data from federal, state and commercial sources. It reduces time required to plan inspections through automated scorecards and itinerary planning. Collaboration tools limit duplicate inspections and coordinate outreach to industry and the public.

The USCG, TSA, and Customs and Border Protection of the Department of Homeland Security partnered with DOT to expand the portal to also meet their safety and compliance requirements. DOT is also meeting with Health and Human Services Agency for Toxic Substances & Disease Registry. The result will be an effortless data exchange (web-services), business intelligence analysis, and collaboration to support first response, safety, and security activities. This is a cross-cutting, e-Business initiative that will also provide information to the public in future phases. To ensure the success of this investment, the Intermodal Integrated Project Team and Executive Steering Committee utilize proper capital planning and investment control (CPIC) procedures, while the Investment Review Board ensures compliance with CPIC procedures and alignment with the DOT enterprise architecture. The project manager effectively communicates with the participating agencies and state and local partners to ensure the investment meets their needs. This is accomplished through the Executive Steering Committee, which includes representatives from each participating agency, HAZMAT conferences, and other forums. Performance measures for this investment have been developed and include: decreasing the number of serious incidents involving hazardous materials, increasing the percentage of inspections on companies who are considered high risk, and reducing the number of visits to out of business companies. The benefit of these measures and others defined in the cost benefit analysis for this investment result in a net present value of over $17M, a return on investment of 248%, and a payback period of 2.3 years (cost/benefit analysis calculated over an 8 year period). These measures also aid in achieving DOT safety and organization excellence strategic goals.

Department of the Treasury

The Department's E-Government Act Report is located at:
http://treas.gov/offices/cio/egov/ea/

Modernized Electronic File:
Modernized Electronic File (MeF) is the Internal Revenue Service's (IRS) e-Filing platform. MeF provides a web-based conduit by which Corporate, Excise**,** Exempt Organizations (non-

profit), and Partnerships tax returns can be filed electronically via the Internet. MeF's web-based presentation to Taxpayers has transformed how IRS completes its tax processing and compliance functions.

MeF was selected based on the following criteria of the E-Gov Act 2002:

- Delivers services and information to citizen electronically,
- Reduces burden on citizens and businesses,
- Part of the modernization blueprint,
- Ensures interoperability of systems; and
- Brings about improvements in Government operations that may include effectiveness, efficiency, service quality or transformation.

MeF allows Corporate (1120), Exempt Organizations (990), Partnerships (1065) and Excise Tax (Forms 2290, 8849 & 720) tax returns to be filed electronically, thereby, delivering services and information to citizens electronically as required by the E-Gov Act. Electronic filing eliminates the need to send paper documents to processing centers as well as the need to match the paper documents with an electronically filed return. Additionally, MeF provides business taxpayers the opportunity to meet their state filing obligation by filing their state return with their Federal return. Corporate organizational charts and other Taxpayer specific documentation that must be submitted with the tax return can now be scanned and attached to the electronic return. This eliminates the need for Taxpayers to send documents to the IRS via paper, reducing time and storage costs.

MeF's e-Filing platform improves the capability for performing tax compliance reviews and audits by making the complete e-Filed return available to the auditor in the field promptly, regardless of geographical location. MeF enhances the capability to select and classify returns, which helps ensure that the appropriate returns are selected for audit based on audit criteria.

In Fiscal Year (FY) 2007, the IRS implemented a legislatively mandated Department of Transportation (DOT) initiative to allow the heavy vehicle trucking industry to electronically file excise tax-related returns. In collaboration with the DOT, the IRS developed and delivered software to receive and process three specific excise tax forms. Excise tax returns processed by MeF return to the Taxpayer a watermarked proof of payment document (secure validation). This document can be taken by the Taxpayer to their state motor vehicle agency for registration. Prior to MeF, the turnaround time for the Taxpayer to receive this proof of payment document was two to four weeks.

MeF provides two notifications to the Taxpayer on the status of their return. The first notification, known as the receipt, is sent to the Taxpayer within minutes of the IRS receiving the tax return. The IRS provides the second notification, known as the acknowledgement, within 24 hours of receiving the tax return. The acknowledgement confirms that the IRS has successfully processed the return or has sent back the return due to error. In summary, MeF provides the following benefits:

- Speeds turnaround of tax return submissions (acknowledgements),
- Eliminates barriers that have inhibited the growth of electronic filing,
- Uses the latest secure Internet technology,
- Reduces errors over paper submission,
- Reduces costs for the Taxpayers and the IRS.

Department of State

The Department's E-Government Act Report is available at:
http://www.state.gov/m/irm/rls/115901.htm

Office of eDiplomacy:
The U.S. Department of State's Office of eDiplomacy represents both organizational and technological innovation to foster collaboration and knowledge-sharing within State and with other federal agencies. These innovations are essential to successful U.S. diplomacy in today's dynamic and globally integrated information age.

Following the 1998 bombings of American embassies in Africa and the 2001 attacks in the United States, the State Department recognized an urgent need to improve communication, collaboration and knowledge-sharing internally and with other federal national security and foreign affairs agencies. The Department also realized that this need would require overcoming formidable barriers; a business model of largely self-contained strategic business units (e.g., geographic bureaus and embassies); an organizational tradition of exclusive work focus on an individual's current business unit; a World War II-era communications model (telegrams) and Cold War security model ("need to know") that restrained information flow; and a career development model of constant change of job and location.

Accordingly, in 2003, State formally launched the Office of eDiplomacy and granted it wide latitude to innovate in knowledge-sharing, following a broad strategy to empower Department personnel to find and contribute knowledge anywhere at anytime. The office itself and its transformational mandate were remarkable in the context of State's traditional command and control, hierarchical culture. The creation of a specific center for knowledge management generated and continues to fuel innovations that give substance to the ongoing shift of the Department toward a more open knowledge-sharing organization:

- eDiplomacy's classified home page program, begun in 2003 from a base of zero and now virtually universal, enables U.S. overseas posts to publish diplomatic reporting and analysis to web pages available on a widely used interagency network. In addition to overcoming the limits of State's point-to-point telegraphic distribution, the program has instilled a new routine across the enterprise of widespread knowledge-sharing.
- Diplopedia, the Department's online collaborative wiki, has created a growing, central gateway for State's corporate knowledge. All of State's 57,000 personnel can read and contribute to Diplopedia, which can also be viewed by other U.S agencies. Diplopedia's model of open editing and contribution departs sharply from State's traditional "clearance" culture of extensive pre-publication review of information. Additionally, U.S. embassies and

domestic offices are themselves innovating in Diplopedia's use as a highly flexible information portal.

- The Communities @ State program uses blogging software to enable Department personnel to form and manage online communities based on shared professional interests. These online communities transcend organizational and geographic boundaries. For example, the North American Partnership links Washington to posts in Canada and Mexico to coordinate efforts and policy. The Regional Consular Officer Forum helps posts around the world access expertise on visa, passport, and overseas citizen services.
- eDiplomacy designed, launched and operates an enterprise search initiative that connects Department personnel to expertise and information by integrating Diplopedia, online communities, an informal search support service, and Department knowledge bases.
- eDiplomacy also initiated and provides ongoing support to the Virtual Presence Post (VPP) program. This program helps U.S. diplomatic missions to better use the full range of their resources for strategic outreach to people and areas in the host countries where the U.S. does not maintain a permanent diplomatic presence. There are 53 VPPs worldwide.
- eDiplomacy is now leading an effort to extend these advances and develop new approaches to knowledge-sharing and collaboration with non-U.S. Government partners such as foreign governments, the academic community, and non-governmental organizations.

The innovations of organization, information technology and business practices that comprise the knowledge leadership program have both unified and made more versatile the interaction between State's extensive domestic operations and its large and dispersed international activities, and they have advanced a transformation in the Department's leadership of American foreign policy formulation and implementation.

Department of Veterans Affairs

The Department's E-Government Act Report is available at:
http://www.va.gov/oit/

ExecVA:
The ExecVA Contact Management System (ExecVA), owned by the Office of the Secretary of Veterans Affairs, is a secure, intranet application that tracks calls from veterans that are placed to a VA call center. ExecVA provides a one-stop repository for veterans' calls. The details of the calls are recorded and assigned to field personnel within the system. Users throughout VA can collaborate on responses to veterans and other stakeholders, which results in improved accuracy, consistency, and timeliness of responses through shared data and knowledge management. In addition, it helps to prevent possible theft of veterans' personally identifiable information as information is stored in a controlled database. This process formerly consisted of handwriting the details of calls and emailing to field personnel for processing. Implementation of ExecVA has resulted in increased efficiency, productivity, customer satisfaction, and security. In addition, ExecVA creates the ability to generate automatic and custom reports on any data stored in the database.

This application illustrates VA's goal to operate as an integrated veteran-centric organization by enhancing workforce assets and internal processes, improving communications, and furthering a crosscutting approach to provide seamless service to veterans and their families.

Environmental Protection Agency

The Agency's E-Government Act Report is available at:
http://epa.gov/oei/policies.htm

Toxics Release Inventory Made Easy:
The Toxics Release Inventory Made Easy (TRI-MEweb) and the Toxics Release Inventory State Data Exchange[27] combine to form an integrated electronic reporting process for TRI data. TRI-MEweb is a browser-based application that allows industry to file TRI reports anywhere there is an internet connection. The State Data Exchange then submits certified reports to the state the reporting facility is located in, completing the requirement to report to EPA and the state. This initiative was identified and developed after a presentation to the OEI CIO on the TRI reporting process. TRI-MEweb and the State Data Exchange are transforming Agency operations in several ways. TRI now receives and processes significantly less paper. Receiving data electronically further helps the TRI program release data to the public at an early date each year. With the data quality checks built into the TRI-MEweb system, the TRI program was able to release reported data to the public in February of this year, nearly six months earlier than before TRI adopted electronic reporting. In addition, the State Data Exchange allows for reporting facilities to meet dual reporting requirements to EPA and the state in a single electronic submission to EPA. The submission is forwarded to the state if it participates on the state data exchange.

General Services Administration

The Agency's E-Government Act Report is available at:
http://www.gsa.gov/Portal/gsa/ep/contentView.do?contentType=GSA_OVERVIEW&contentId=22433

Information Technology Infrastructure Consolidation:
Approved in 2006, the General Services Administration's (GSA) Information Technology (IT) Infrastructure Consolidation provides a consistent and reliable global platform in which costs are more controllable and predictable. Most importantly, the IT infrastructure consolidation allows for improved performance provision and direct monitoring of resource usage. This initiative is now completing implementation.

Before this initiative, the Office of the Chief Information Officer (OCIO) shared management of the IT infrastructure with Public Buildings Service (PBS), Federal Acquisition Services (FAS), Office of the Chief Financial Officer (OCFO), Office of the Inspector General, Office of General

[27] The TRI State Data Exchange is the name of the data flow supported by the National Environmental Information Exchange Network (Exchange Network). The Exchange Network is a partnership among states, tribes and the EPA, developed to utilize the Internet, common web services and data standards to exchange environmental information in a secure environment.

Counsel and regional PBS, FAS and OCFO offices. Each organization also issued its own infrastructure contract(s).

The IT Infrastructure Consolidation has provided a centralized infrastructure delivery platform with clear responsibilities and accountability. This platform is facilitating core configuration standardization and easing compliance with Information Technology Infrastructure Library processes agency-wide. This also increases the transparency of resources used in national operations. Most importantly, the CIO is both empowered and accountable for agency IT operations.

National Aeronautics and Space Administration

The Agency's E-Government Act Report is available at:
http://www.nasa.gov/news/reports/index.html

NASA Property, Plant, and Equipment System:
The NASA Property, Plant, and Equipment (PP&E) System was deployed at all NASA Installations in May 2008 and will be used throughout the Agency to identify, control, and account for Government-owned equipment acquired by, or in use by, NASA and its onsite NASA contractors. The PP&E System will track assets and equipment in a single Agency-wide data source, allowing improved resource allocation and formulation processes across all NASA Centers. Through standardized processes, the integration of asset tracking and property accounting functions will allow transparency of acquisition, transfer, or disposal throughout the life cycle for capital assets. By removing both manual and duplicative electronic methods of asset management, the project is fully aligned with E-Government goals.

PP&E addresses performance gaps from prior NASA audits related to financial and asset management, addressing the lack of integration between current logistics and financial systems and the lack of sufficient internal control policies and procedures as they relate to NASA equipment. The implementation of PP&E provides best practices accounting of taxpayer funding for existing property and disseminates real-time asset data to decision-makers who allocate resources to ongoing projects and future requirements. The NASA PP&E System is an Agency-wide tool hosted at the Integrated Enterprise Management Program (IEMP) Competency Center at NASA's Marshall Space Flight Center and consists of the following components: SAP Enterprise Resources Planning (ERP) System; N-PROP (the web based front end access to SAP), DSPL (the disposal component), and Business Warehouse (BW). The SAP component contains Asset Accounting and Plant Maintenance modules.

As with all NASA IT investments, the NASA PP&E System follows the Agency's capital planning guidelines. The system was also thoroughly tested to ensure it could be used by those individuals with disabilities – otherwise known as Section 508 compliance. In addition, NASA maintains an ongoing dialogue with Agency stakeholders through the chartered Functional Control Board (FCB), which is comprised of a Headquarters chairman and Center Business Process Leads (CBPLs). This board is responsible for identification and resolution of operational issues throughout the system's life cycle.

The PP&E Project team developed a formal performance measurement plan, which was reviewed and approved by the system functional owner prior to system deployment. This plan covers all of NASA's Agency-level business drivers and project functional drivers documented in the Project business case and IAM PP&E Project Scope Document.

Nuclear Regulatory Commission

The Agency's E-Government Act Report is available at:
http://www.nrc.gov/reading-rm/doc-collections/e-gov/

Meta System:
The NRC initiated its Meta System project to provide the means to receive and manage complex electronic document submittals in anticipation of major license applications for new nuclear power plants, license renewals for existing nuclear power plants, and the Department of Energy's (DOE) high-level waste (HLW) repository license application for Yucca Mountain, Nevada.

The Meta System project examined the NRC's current business processes and its supporting technology components in the context of organizational responsibilities. The resulting gap analyses identified 268 process issues, 146 information technology enhancements, and 15 adjustments to organizational responsibilities. Required changes resulting from these analyses have been implemented using a phased approach prioritized by business need. At the completion of each phase, testing was conducted in an environment supporting a real-life simulation of each business process from beginning to end. With the completion of the final phase, annual simulations confirm the operational integrity of the Meta System. Simulations have also been performed as required to evaluate operational readiness or to validate business process improvements and technology enhancements identified as a result of operational experience or driven by external factors such as technology refresh requirements or vendor support agreements. This capability has resulted in a high degree of confidence that changes implemented will not negatively impact either upstream or downstream information flows.

Today, the Meta System manages the interaction amongst 12 internal organizations and 40 external organizations along with14 systems supporting 100 primary business processes and 70 major interdependent exchanges of data.

The Meta System has been instrumental in allowing the NRC to achieve significant operating goals entailing the receipt, processing, and distribution of high volumes of complex documents during this challenging time in its history.

National Science Foundation

The Agency's E-Government Act Report is available at:
http://www.nsf.gov/oirm/dis/

Privacy of agency customers:
NSF supports the goals of the E-Government Act of 2002 by utilizing technology to improve services to citizens, businesses, and other federal agencies. NSF is committed to ensuring the

protection of personal information. During FY 2008, NSF focused on an initiative to reduce the use of information that, if inadvertently lost, could impact the privacy of agency customers. NSF conducted a comprehensive privacy review and established several high priority opportunities. First, NSF reviewed the agency's grants management systems to ensure the appropriate protection of personal information. NSF then identified where SSNs were used and replaced them with an alternate identifier where possible. One key outcome was that nearly 400,000 account holders no longer use their SSNs to access FastLane, NSF's premier grants management web site.

Next, NSF reduced potential for accidental access, use, or disclosure of personal information by increasing protections where SSNs must be used for business purposes. NSF examined use of personal information in agency systems and processes, and removed SSNs from financial and human resource reports.

Because NSF works seamlessly with scientists, researchers, and members of the academic community in pursuit of the agency mission, external support for this initiative was critical. NSF presented the agency's plans at a wide range of conferences targeted to faculty members, researchers, and grant administrators to ensure they had up-to-date information on the initiative. NSF's plans were met with enthusiasm by customers; they quickly adopted the alternative to SSN and provided positive feedback regarding the protection of their personal information.

It is difficult to quantify cost savings or avoidance; however, there are significant benefits to this initiative. NSF's proactive effort to reduce the use of SSNs in business processes mitigates the risk of exposure, retains the trust of customers, and reduces the risk of identity theft.

This initiative followed NSF's investment management process, which provides a consistent method and structure to manage the IT investment portfolio. NSF's process allocates limited resources, addresses strategic needs, and ensures compliance with statutory laws and guidance. The process also ensures that new e-government and IT initiatives avoid duplication with existing or planned federal efforts; utilizes periodic reporting of investment status so initiatives remain on track; and includes linkages to IT architecture, IT security and privacy, strategic planning, budgeting, and acquisition activities.

The Office of Management and Budget

The Agency's E-Government Act Report is available at:
http://www.whitehouse.gov/omb/

Visualization to Understand Expenditures in Information Technology (VUE-IT):
VUE-IT is the newest addition to OMB's suite of transparency applications and provides a series of different ways to view and understand the Federal IT budget. The general public and federal stakeholders can navigate through the Federal IT budget by agency/bureau relationships, or by the Federal Enterprise Architecture (FEA) service groupings. The FEA service groupings are based on the FEA's Business Reference Model (BRM) and the Service Component Reference Model (SRM). VUE-IT assists the public in understanding the annual Federal Government Information Technology investments made through the President's Budget. The tool is available

at: http://www.whitehouse.gov/omb/egov/vue-it/index.html.Through the VUE-IT tool, both agencies and stakeholders will gain familiarity with the role IT spending plays in the delivery of agency mission services and an awareness of the elements of strategic IT planning.

The Office of Personnel Management

The Agency's E-Government Act Report is available at:
http://www.opm.gov/about_opm/reports/egov.asp

AcqTrack:
The Office of Personnel Management (OPM) has numerous initiatives which align with or support eGov initiatives. The AcqTrack application is an integral part of the agency's E-Government strategy within the OPM Management Services Division (MSD). It integrates and streamlines the entire acquisition management process and supports full lifecycle contracting from requisition through contract award/purchase to final contract closeout for OPM users nation-wide. AcqTrack leverages the Serena TeamTrack platform and was the result of collaborative efforts between the Center for Information Services (CIS) and the OPM Contracting Group (CG). AcqTrack provides for the effective and efficient tracking and routing of procurement-related documents, and the tracking of approval and rejection of these documents. Its functionality and capacity continue to evolve to meet business requirements of OPM offices and the Contracting Group. AcqTrack includes mechanized audit trails and reporting for all of the activities and work flows in the system.

Small Business Administration

The Agency's E-Government Act Report is available at:
http://www.sba.gov/aboutsba/budgetsplans/BUDGET_ADD_REPORT_PLAN.html

E-Tran:
E-Tran is an SBA loan guaranty origination solution that leverages best-practice Internet technology to reduce the turnaround time on loan guaranty origination and servicing requests and provides the agency with high quality, timely data to support the management and oversight of its portfolio. E-Tran is one component of an overall strategy to provide increased efficiency and decreased costs in the loan guaranty origination and servicing process.

SBA has worked with thousands of lenders over several years to tailor the suite of solutions for the lending community. E-Tran's flexibility allows lenders to determine which method of access is best for them. E-Tran was created to allow access through a number of channels, including:

- A Web page where lenders can enter loan information for single loans
- A secure Web site capable of accepting multiple applications simultaneously via an XML (Extensible Markup Language) file transfer
- Working with software intermediaries that have E-Tran loan submission functionality built into their program.

Social Security Administration

The Agency's E-Government Act Report is available at:
http://www.ssa.gov/irm/

Retirement Estimator:
In July 2008, the Social Security Administration launched an online calculator, the Retirement Estimator. It provides immediate and personalized benefit estimates to help individuals plan for retirement. The Retirement Estimator was developed to enable pre-retirees to obtain more accurate retirement estimates before making a decision to file for Social Security benefits. A key feature of the Retirement Estimator is that it allows users to create multiple retirement scenarios based on the individual's actual Social Security record. The value of such an initiative had been identified several years earlier; however, concern for privacy and security issues were such that the Agency moved deliberately to ensure that the Estimator, when launched, would offer the public an online application that had high value and in which users had the utmost confidence.

The Retirement Estimator is expected to have a substantial impact on agency operations by (1) reducing calls and visits to SSA telephone centers and field offices and (2) increasing the number of individuals who file for retirement benefits online. Both outcomes will result in significant savings for the agency.

U.S. Agency for International Development

The Agency's E-Government Act Report is available at:
http://www.usaid.gov/policy/egov

GLAAS:
The GLAAS initiative implements an enterprise, end-to-end, web-based Acquisition and Assistance (A&A) solution to standardize business processes and automate USAID's management of the A&A process by integrating it with the Agency's financial management system. GLAAS is the implementation of PRISM, a commercial-off-the-shelf (COTS) acquisition and assistance management tool configured for USAID. Investment in GLAAS directly serves two essential functions: expansion of e-Gov initiatives and Agency business modernization.

GLAAS is able to maximize interoperability and minimize redundancy through integration with a host of internal and external systems. Through the real-time integration of GLAAS with USAID's financial management system, the Agency is able to provide inclusive, timely, and accurate reporting to better accommodate mandates and management of stakeholders' data calls. GLAAS replaces the aging legacy New Management System (NMS) used domestically, and provides a standardized IT solution for disparate paper-based processes in eighty-one Missions overseas.

GLAAS provides real-time integration with the Agency's financial system for posting commitments, obligations, and awards, as well as synchronization of vendor data. Working with other interested parties to innovate the use of the information, it also integrates with external

government systems including FPDS, FedBizOpps, FAADS, and Grants.gov. Based on collaboration with the General Services Administration (GSA) and the Department of Health and Human Services (HHS), the interfaces will reduce user workload and simplify the A&A process.

Currently, the acquisition functionality of GLAAS is piloted to 450 users in Washington D.C., and at seven Missions overseas. The combined acquisition and assistance functionalities will be piloted in December 2008, with full deployment following thereafter. Utilizing a single A&A tool will provide significant benefit to the Agency in terms of staff workload, deployment, project management, reporting, and legacy system retirement. USAID's A&A workload has significantly increased over the last eight years, despite a reduction in the A&A staff since 2001. The proposed single solution will allow USAID to handle this considerable workload while also preparing for current trends that include: 1) increased competition mandated by Congress and 2) the need for additional oversight as USAID increases its opportunities targeted to new partners, small businesses, and local and indigenous organizations. GLAAS will increase efficiency and enhance data collection and reporting thus improving accountability, transparency, and compliance.

U.S. Department of Agriculture

The Department's E-Government Act Report is available at:
http://www.ocio.usda.gov/FY_2008_E-Government_Act_Report_2008-10-09.pdf

Cooperative State Research, Education, and Extension Service:
E-Government is framed around the central principle of improving the way the federal government uses technology as a means to enhance the services it provides. The Cooperative State Research, Education, and Extension Service's (CSREES) unique mission is to advance knowledge for agriculture, the environment, human health and well-being, and communities by funding research, education, and extension programs at the state and local level. The Peer Review System (PRS) is an example of E-Government in practice. It is technology being used as a tool to increase the speed, reliability, and accuracy of the grant-making service that is so deeply rooted in CSREES' mission.

In FY 2008, CSREES was faced with the challenge of establishing a new research program and making an award in the same fiscal year. To meet this deadline, a new requirement in The Food, Conservation, and Energy Act of 2008 (Farm Bill), the agency had to quickly complete all the preliminary tasks associated with making the federal funds available to the public under the Specialty Crop Research Initiative (SCRI). Seeking to streamline internal operations, CSREES identified the peer review process as a possible opportunity to make up time and improve their business process through the use of technology.

CSREES is required to conduct a peer review of all research grant applications for competitively awarded grants. A peer review consists of a panel of subject matter experts who assess the validity and the potential value of the research proposed by the applicant. CSREES had to find a way to improve upon a paper-based process for distributing materials and collecting comments from peer review panelists in order to deliver better service to the customer and reduce burden on the agency.

Earlier in FY 2008, CSREES began allowing peer reviewers to conduct reviews of electronic applications through a Peer Review System (PRS) as part of an overall effort to improve the peer review process. CSREES realized immediately that this system could increase the efficiency of the peer review process as reviewers no longer had to wait for the overnight delivery of paper packages or CDs with application materials. The PRS allowed them to login directly to a Web-based system to download, read, and, if necessary, print the grant application to suit their personal needs.

In the past, the reviewers would receive grant applications they were to review in one of two ways: 1) a printed copy supplied at the expense of the applicant, or 2) an electronic copy on CD supplied at the expense of the agency. Prior to the implementation of the PRS, reviewers would submit feedback on grant applications to the agency via mail or email and it would be manually entered into the agency grants management system by CSREES staff. By enabling peer reviewers to retrieve, review, and comment on grant applications electronically, the PRS has significantly reduced the burden on agency personnel responsible for collecting comments and organizing them for inclusion in the final decision-making process.

When comparing the two methods of Peer Review, it is obvious that the new PRS is superior to the paper heavy, manual input system used previously. With the PRS, reviewers are able to review more grants in less time, avoid costs because the system is now paperless, and reduce the amount of human error as information is now transmitted electronically.

SECTION III: Operations of the E-Government Fund

GSA manages the E-Government Fund to support innovative interagency projects led by OMB. These initiatives transform internal operations necessary to secure and disseminate Federal information while improving Federal programs and services delivered to the public. Since FY2002, $24,865,800 has been appropriated to the E-Government Fund. As of September 30, 2008, $1,591,005 in unobligated balances remains in the Fund.

The following discusses the three new projects identified in the FY2008 spending plan as well as the results achieved for these projects. As reflected in the spending plan, $3,000,000 was appropriated in FY2008 and $1,738,952 of prior year money was aligned to these projects. In FY2008, $1,738,952 of the prior year money and $2,766,664 of the $3,000,000 appropriated in FY2008 was obligated towards the three initiatives described below. In addition, lead agencies are continuing to meet the objectives previously described in prior year E-Government Act reports.[28]

1. INITIATIVE: Improving Access and Information for Citizens

The requirement for improved access, accurate information quality, and search-ability for several E-Gov initiatives had become clear. Information on contracts, as well as Government grants, sub-grants, and loans was needed for improved quality of data collection and reporting. Information from these domains was consolidated with other information from the Integrated Acquisition Initiative about Government spending information and displayed to the public on USASpending.gov. This effort complemented efforts on other websites currently providing the other public Federal program performance information. Information in databases of E-Gov initiatives were significantly improved because the information was normalized and harmonized to improve system performance for reporting purposes. The funds were spent to create long-term solutions for improved data harmonization and search-ability for reports. So today, if you search on USASpending.Gov for IBM, the search results provide all versions of input that equate to the International Business Machine Corporation. This significantly improved the quality of information access to citizens and report accuracy and has also made the government more accountable and improved the integrity of reporting.

FY08 E-Gov Funds:	**$1,600,000**
Prior Year Funds Reallocated in FY08:	**$1,078,952**
Total Funds Available for FY08:	**$2,678,952**
Total Obligated in FY08:	**$2,673,553**
Unobligated Balance:	**$ 5,399**

2. INITIATIVE: E-Gov Standards and Cyber Trust

It had become critical that the government strengthen the protection around all civilian Government websites similar to the effort previously developed and applied to other Government

[28] See, OMB FY02-FY07 E-Government Act reports, which can be found at: http://www.whitehouse.gov/omb/inforeg_regpol_reports_congress/ & at http://www.whitehouse.gov/omb/e-gov/

website structures. The work of the Information Systems Security Line of Business (ISSLoB) was key to developing and implementing the Trusted Internet Connections (TIC) to better secure and protect the E-Gov environment from cyber attacks. Concepts and policies were created and issued as a requirement and the technical architecture (standard) was developed. Agencies had to reduce the number of Internet connections from over 3,000 to a manageable limited number (generally one to three) and place those access points behind TIC protection. Many agencies opted to use the General Services Administration services to provide consolidated TIC services to all agencies that chose that solution. The agency transitions are in progress now.

This accomplishment is critical to reliable and trusted online services for citizens both now and in the future. This improvement helps all E-Gov initiatives to operate successfully and be trusted by citizens.

FY08 E-Gov Funds:	**$ 900,000**
Prior Year Funds Reallocated in FY08:	**$ 660,000**
Total Funds Available for FY08:	**$1,560,000**
Total Obligated in FY08:	**$1,332,184**
Unobligated Balance:	**$ 227,816**

3. IINITIATIVE: E-Gov Cyber Training

Cyber training activities have focused on Web2.0 tools (social media) including the benefits and policy issues that surround the new generation of web capabilities. Younger Americans (under age 40) prefer to use web2.0 methods to interface people and institutions. The expectations of the public of online capabilities evolve with the general capabilities of the internet for E-Government. The public expects the Government to provide similar online service functionality as provided by their other corporate and institutional counterparts. Web2.0 functionality is becoming available and incorporated into business applications and agencies are attempting to find models that work well – and within the boundaries of laws and regulations.

The adoption of these capabilities to support E-Government requires that agency IT leadership consider the potentials for improvement and protect against approaches that do not support required Federal policies. At the same time, the operating environment of the web required more diligence and focus on cyber security and privacy for E-Government to maintain the trusted .Gov environment. Collaborative analysis and training was provided to agency IT leadership on the potential of the newer technologies, enriching training and tools in cyber security, privacy, and national security professional development. Additionally the initiative cooperated with the Canadian and other Governments who are all facing the same issues in their Governments to craft polices and approaches. This has resulted in a number of pilots and uses such as a Health-IT online forum and collaboration to help surface some policy and issues areas to improve progress. Federal Chief Information Officers and others all participated in these learning activities.

FY08 E-Gov Funds:	**$500,000**
Total Funds Available in FY08:	**$500,000**

Total Obligated in FY08:	**$499,879**
Unobligated Balance:	**$ 121**