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FY 2006 Report to Congress on
Implementation of
The E-Government Act of 2002

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TABLE OF CONTENTS

Introduction.....	3
Section I: Compliance with Specific Goals and Provisions of the Act.....	5
Section II: Highlights of Individual Agency Internal E-Government Activities.....	19
Department of Commerce.....	19
Department of Defense.....	19
Department of Education.....	20
Department of Energy.....	20
Department of Homeland Security.....	21
Department of Health and Human Services.....	21
Department of Housing and Urban Development.....	22
Department of the Interior.....	22
Department of Justice.....	23
Department of Labor.....	24
Department of Transportation.....	24
Department of Treasury.....	25
Department of State.....	25
Department of Veterans Affairs.....	26
Environmental Protection Agency.....	26
General Services Administration.....	27
National Aeronautics and Space Administration.....	28
Nuclear Regulatory Commission.....	28
National Science Foundation.....	29
Office of Management and Budget.....	29
Office of Personnel Management.....	30
Small Business Administration.....	30
Social Security Administration.....	31
U.S. Agency for International Development.....	31
U.S. Department of Agriculture.....	32
Section III: Operations of the E-Government Fund.....	33
Section IV: Listing of Reports and Policies Used in This Report.....	36

INTRODUCTION

The Federal Government is the largest single producer, collector, consumer, and disseminator of information in the United States. In fiscal year 2006, the Federal Government continued to use industry leading information technology to more effectively manage and deliver government information and services. As a result, Federal programs operate more transparently and effectively. Greater access to government information benefits our country by sustaining an informed citizenry, aiding government decision makers, and supporting our economy - fundamental to a healthy democracy.

The Administration's electronic government (E-Government) promotes increased access to government information, improves services to the citizen with efficient and effective Federal programs, and helps agencies achieve their goals. E-Government helps agencies share information between Federal agencies, States, and local and Tribal governments to monitor the performance and results of Federal programs.

The cost-effective use of information technology to provide consistent access to and dissemination of government information is essential to promote a more citizen-centered government. Agencies manage web-based technologies 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.

To ensure agencies apply E-Government principles and utilize information technology to the fullest potential, agencies measure results to verify progress and planned performance improvement. As a result, agencies 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 through the President's Management Agenda Scorecard each quarter.

As described throughout this report, Federal agencies are improving the dissemination of and access to government information for the public. Agency E-Government initiatives described in this report promote greater access to government information and are supported by enduring processes completed by agencies to effectively disseminate government information.

ABOUT THIS REPORT

This is OMB's fourth annual progress report on implementation of the E-Government Act of 2002 (Pub. L. No. 107-347) (the "E-Government Act") as required by Section 3606 of title 44, United States Code. This report describes activities completed in fiscal year 2006, 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. Chapter 9 of the President's Fiscal Year 2008 Budget of the U.S. Government describing how agencies are integrating information technology to enhance services;¹
2. The December 2006 report, "Expanding E-Government: Making a Difference for the American People Using Information Technology," highlighting E-Government accomplishments and setting goals;²
3. The 2007 "Report to Congress on the Benefits of the E-Government Initiatives," describing the economic value of multi-agency and cross-government E-Government activities;³ and
4. OMB's FY 2006 report, "Federal Information Security Management Act," describing agency privacy programs, including compliance with section 208 of the E-Government Act of 2002.⁴

This report comprises four sections. Section I describes the government's efforts over the past year to implement certain technical requirements of the E-Government Act and also describes related activities complementing specific requirements and objectives of the Act. Section II includes examples of internal agency E-Government activities. Section III details use of the E-Government Fund established by Section 3604 of the E-Government Act. Section IV provides links to all reports or policies referenced in this report.

This report, other reports referenced here, and OMB's prior reports on implementation of the E-Government Act (i.e., for fiscal years 2003 through 2005) are available on OMB's website and have been provided to the Government Printing Office for distribution to Federal Depository Libraries.⁵ The reader is encouraged to refer to all of them for a complete picture of past, current, and planned Administration efforts.

¹ Chapter 9 of the President's Fiscal Year 2008 Budget of the U.S. Government can be found at: <http://www.whitehouse.gov/omb/budget/fy2008/apers.html>.

² This report can be found at: http://www.whitehouse.gov/omb/egov/documents/expanding_egov_2006.pdf.

³ 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/egov/g-10-Section_841.html.

⁴ This report can be found at: <http://www.whitehouse.gov/omb/inforeg/infopoltech.html>.

⁵ 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/inforeg/infopoltech.html>.

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

Improving Public Access to Government Information

Government information is information created, collected, processed, disseminated, or disposed of both by or for the Federal Government, and is an agency and public resource which has both value and associated costs. The magnitude of government information and breadth of the Federal Government's program activities requires agencies to strategically manage their information resources. Information resources management is a practice used by agencies to achieve their missions and program goals.

Programs designed to disseminate and provide the public access to government information are fundamental to sound information resources management and essential for agencies to meet their program goals. The Federal Government continues to improve the methods by which government information is disseminated and made available to the public. Use of up-to-date technical methodologies, Federal agency public websites, consultation with the public, and effective Freedom of Information Act (FOIA) operations not only improve access to and dissemination of government information, they help agencies to maximize the usefulness of the 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 products promoting a more citizen-centered government. These sites provide access to government information and are a means for delivering services to and communicating with the public. Federal agency public websites not only increase access to government information and services, they also allow citizens to participate and become more involved in their government.

OMB Memorandum M-06-02, "Improving Public Access to and Dissemination of Government Information and Using the Federal Enterprise Architecture Data Reference Model," promotes greater access to government information through active dissemination and identifies procedures to organize and categorize information and make it searchable across agencies.⁶ Agencies continue to apply this policy in order to improve the public's access to government information. To meet this requirement, agencies updated and published their information resources management strategic plans describing how their information resources activities help accomplish the agency's mission.⁷ 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.

Agencies continue to make progress to assist the public in locating government information by publishing their information directly to the Internet. This procedure makes government

⁶ OMB Memorandum M-06-02 can be found at: <http://www.whitehouse.gov/omb/memoranda/fy2006/m06-02.pdf>.

⁷ 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.

information freely available to increasingly sophisticated search engines so the public can quickly search and retrieve requested information. Agencies also communicate directly with the public to understand their needs and obtain feedback about the quality of their Federal agency public websites. Several agencies have used this feedback to redesign their agency's public website and make it a more effective and accessible information dissemination product.

The Federal Internet Portal

As the official portal to government information, USA.gov provides a centralized location where the public can locate government information and services.⁸ Among many other features, USA.gov provides effective search functions, a site index and site maps, a link to agency inventories, schedules and priorities of government information, and active dissemination through up-to-date technologies including Really Simple Syndication (RSS) feeds. GobineroUSA.gov continues to provide links to Spanish-language government information resources. In 2006, USA.gov's search functions were expanded to include authoritative news and image searches of government information. USA.gov will complete an online tutorial of its search functions in April 2007 to complement its services and further aid the public in locating government information.⁹

USA.gov and the President's USA Services E-Government Initiative established call centers and created a website of information to support the Department of Veterans Affairs and United States Department of Agriculture's responses to breaches of personally identifiable information.¹⁰ Veterans and other citizens were able to call the centers and access the website to learn more about the breach incidents, who to contact, and the steps to mitigate and prevent future breaches.

USA.gov also sponsors an interagency "web content" working group. The working group regularly conducts training for Federal employees, including tips for agencies for making agency websites more effective and relevant to popular search engines (e.g., Google, MSN, Yahoo). Additionally, a web content working group maintains Webcontent.gov, conducts interagency meetings to assist agencies in managing their websites, and exchanges best practices among other agencies.

Executive Order 13392, "Improving Agency Disclosure of Information"

The Freedom of Information Act (FOIA), 5 U.S.C. § 552, as amended, remains a longstanding means by which the public can access government information. Executive Order 13392, "Improving Agency Disclosure of Information," established a citizen-centered and results-oriented framework for agencies to improve their FOIA operations.¹¹ The Executive Order required agencies to designate a chief FOIA officer and FOIA public liaison, establish FOIA

⁸ This paragraph includes information on compliance with Section 204 of the E-Government Act.

⁹ Completion of the tutorial addresses a requirement of Section 213 of the E-Government Act.

¹⁰ The website can be found at: <http://www.firstgov.gov/dataincidents.shtml>.

¹¹ The text of Executive Order 13392 can be found at: <http://www.whitehouse.gov/news/releases/2005/12/20051214-4.html>.

requester service centers, conduct a review of FOIA operations, and create FOIA improvement plans. These measures are designed to make FOIA operations more results oriented.¹²

On June 14, 2006, agencies completed reports summarizing their reviews of FOIA operations and provided their agency's FOIA improvement plan.¹³ Agencies continue to work with the Department of Justice (DOJ) and OMB to successfully implement their FOIA improvement plans, and on October 16, 2006, the Attorney General reported to the President on FOIA implementation including Executive Order 13392.¹⁴

Agencies reported the use of up-to-date information technology and proactive disclosure of information prior to receipt of a FOIA request as two promising practices for improving access to requested records and disseminating information more quickly, resulting in more cost-effective FOIA operations. For example:

- The Small Business Administration implemented an information technology application to automate requests, track and locate requested records, and disseminate records to requesters and the public;
- The Department of Labor is developing procedures for identifying and proactively disclosing information; and
- The Department of Defense is redesigning and standardizing agency websites to make it easier for the public to access information.

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 about Federal spending.¹⁵ The Act requires OMB to oversee development of a website through which the public can readily access information about grants and contracts provided by Federal government agencies.¹⁶ Development of this website will complement other websites currently providing the public Federal program performance information (e.g., USA.gov, Results.gov and ExpectMore.gov).

The Federal government currently has some information on Federal expenditures available through various databases and reports, including the Federal Procurement Data System, the Federal Assistance Awards Data System, and the Consolidated Federal Funds Report system. OMB is working with agencies through an interagency task force to ensure the milestones for developing and maintaining the site are achieved in accordance with plans and statute.

¹² See Section 1(c) of EO 13392.

¹³ A listing of all agency FOIA improvement plans can be found at: http://www.usdoj.gov/oip/agency_improvement.html.

¹⁴ The Attorney General's Report to the President pursuant to Executive Order 13392 can be found at: http://www.usdoj.gov/oip/ag_report_to_president_13392.pdf.

¹⁵ The 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.

¹⁶ More information on the development of this website can be found at: <http://www.federalespending.gov>.

Organizations Complementing Federal Agency Information Dissemination Programs

Agencies take advantage of many channels to effectively disseminate their information to the public, including Federal and nonfederal governments, libraries and the private sector.¹⁷ By taking advantage of the skills and resources of these entities, agencies provide the public with multiple sources for accessing information and manage their information resources in a more cost-effective manner. In addition, agency partnerships with other dissemination entities increase public access to government information through the increased availability of information technology products and services.

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 others.¹⁸ Community technology centers, public libraries, research rooms at the National Archives and Records Administration (NARA), and Federal Depository Libraries managed by the Government Printing Office increase public access to government information through complementing existing 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 dissemination entities to improve access to and dissemination of government information. For example:

- NARA recently announced an agreement with iArchives (see: www.iarchives.com) to digitize and provide access to selected records;
- The National Aeronautics and Space Administration (NASA) is in discussion with several private organizations to digitize and make available to the public their information holdings; and
- The Centers for Medicaid and Medicare Services, a part of the Department of Health and Human Services, partnered with Walgreen's and public libraries to produce, distribute and help the public understand information about the Medicare Prescription Drug Card.

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

The Federal Government is creating and collecting information faster today than ever before. As a result, agencies are working to capture enormous quantities of records and ensure they are accessible for future use by agencies and the public. Effective management of government records ensures adequate documentation of the policies and transactions of the Federal Government, allows the Federal Government to review and improve its programs, and helps the

¹⁷ This section includes information on compliance with Section 213 of the E-Government Act.

¹⁸ 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/inforg/section_213_report_04-2005.pdf.

public obtain information about Federal programs and activities. To achieve these benefits, agencies systematically manage all their records regardless of form and medium (e.g., paper and electronic form) throughout the information life cycle.

To promote more effective records management, NARA issued “Guidance for Implementing Section 207(e) of the E-Government Act of 2002.”¹⁹ NARA’s guidance highlights agency responsibilities to identify and schedule their electronic records and to transfer to NARA electronic records requiring permanent retention. Agency responsibilities for identifying and scheduling electronic records can be separated into two categories: developing records schedules for all records in existing electronic information systems and establishing procedures for addressing records management requirements, including recordkeeping requirements and disposition, before approving new electronic information systems or enhancements to existing systems. Additionally, OMB requires agencies to document and verify whether records produced by each major information technology investment are appropriately scheduled with NARA’s approval as part of their capital planning and investment control.²⁰

In their 2006 E-Government Act Reports, agencies were instructed to describe how they were fulfilling their responsibilities under Section 207(e) using NARA’s guidance. All 24 Chief Financial Officer Act agencies are working to implement NARA’s guidance and many agencies are actively engaged with NARA to prioritize existing systems and schedule records.

OMB and NARA continue to work with agencies fulfilling their responsibilities under Section 207(e) using NARA’s December 2005 guidance and other applicable records management policies. Through upcoming meetings, NARA will discuss agency records-scheduling goals and progress and agency use of the resource allocation tool to prioritize this work. In addition, NARA will sponsor a forum in 2007 to highlight the importance of a collaborative relationship between an agency Chief Information Officer (CIO) and the agency’s Records Officers. In addition, agencies are using guidance documents to help them comply with other existing records management responsibilities highlighted by NARA’s December 2005 guidance. For example, agencies are using the Records Management Profile, included in the Federal Enterprise Architecture, to incorporate statutory records management requirements and sound records management principles into agency work processes and information systems.²¹

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 production of useful materials.²² Federal agency R&D activities are an essential component of many agency missions resulting in a broad variety of federally funded R&D.

¹⁹ NARA’s Guidance for Implementing Section 207(e) of the E-Government Act of 2002,” can be found at: <http://www.archives.gov/records-mgmt/bulletins/2006/2006-02.html>.

²⁰ OMB Circular A-11, Section 300 can be found at: http://www.whitehouse.gov/omb/circulars/a11/current_year/s300.pdf.

²¹ The Federal Enterprise Architecture (FEA) Records Management Profile, version 1.0 can be found at: <http://www.archives.gov/records-mgmt/policy/rm-profile.html>.

²² This section includes information on compliance with Section 207 of the E-Government Act.

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;
- transfer technology among Federal agencies and the public; and
- access information about R&D activities.

As reported in previous E-Government Act reports, the Federal Government currently funds two primary research and development information repositories: RaDiUS (<https://radius.rand.org>) and Science.gov. RaDiUS provides the public and agencies with information about federally funded R&D activities. Science.gov provides links to science websites and scientific databases so citizens can access the results of Federal research.

Most Federal agencies are supplying information or are otherwise represented in RaDiUS. In addition, more than 12 Federal agencies contribute to Science.gov. Some agencies, such as NASA, provide greater access to R&D information by directly linking their R&D databases to Science.gov.

Agencies reported on their use of RaDiUS and Science.gov as part of this year's annual agency E-Government Act reports. Several agencies link individual agency sources of R&D information to the Government-wide repositories.

To increase public access to R&D information, agencies disseminate information through multiple channels, including public libraries and their own Federal agency public website. Other examples include:

- The Department of Commerce's National Oceanic and Atmospheric Administration disseminates R&D information from satellite imagery at: <http://www.orbit.nesdis.noaa.gov>;
- The Department of Defense's Research and Engineering component operates a centralized public web portal for public access to R&D information at: <https://rdte.osd.mil>;
- The Department of Education disseminates R&D information, including the results of research and statistics at: <http://www.ed.gov/rschstat/landing.jhtml>;
- The Department of Energy's Project Summary Database is a searchable database of ongoing R&D projects at: <http://www.osti.gov/fedrnd/>;
- The Environmental Protection Agency's Science Inventory is a searchable, agency-wide catalog of more than 900 science activities at: <http://www.epa.gov/si>;
- The National Aeronautics and Space Administration's Technical Report Server disseminates R&D information about current and historical technical literature at: <http://ntrs.nasa.gov/search.jsp>;
- The Nuclear Regulatory Commission disseminates the results of R&D reports at: <http://www.nrc.gov/reading-rm/doc-collections/nuregs/>;
- The National Science Foundation provides information on R&D awards at: <http://www.nsf.gov/awardsearch/>; and

- The Small Business Administration’s TECH-Net website disseminates technical information about and for small businesses at: <http://tech-net.sba.gov/index.cfm>.

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. The steps agencies take in the development, procurement, maintenance and use of electronic information and information technology help ensure members of the public with disabilities have access to government information.

The General Services Administration (GSA) and the Access Board provide technical assistance to agencies in support of their implementation of requirements of Section 508 of the Rehabilitation Act (Section 508). GSA supports an array of web-based resources including online training, acquisition tools to ensure compliance with Section 508 in information technology procurement actions, and support of the Federal agency network of Section 508 coordinators.²³ Adoption of the acquisition tools by Federal agencies as well as vendors continues to increase.

Common Protocols for Geographic Information Systems

Federal programs and services rely upon geospatial data to provide services to the public, industry, academia, the scientific community, as well as State and local governments.²⁴ To assist agencies in effectively managing geospatial information, including improved access by the public and sharing between agencies, interagency working groups are developing and using geospatial data standards.

To implement the strategy, the Federal Geographic Data Committee (FGDC) established a “Future Directions” governance team to develop recommendations for better management of technologies, policies, and people necessary to promote sharing of geospatial data throughout all levels of government, the private and non-profit sectors, and the academic community. The team included representatives from Federal, State, and local governments; from the private and non-profit sectors; and from academia and provided recommendations to enhance the role and function of the FGDC and improve management of Federal geospatial programs.²⁵

There are two efforts underway to address these recommendations:

1. In February 2006, OMB launched a Federal interagency Geospatial Line of Business initiative, managed by the Department of the Interior, to better coordinate Federal acquisition, use, sharing, and interoperability of geospatial information. The initiative

²³ Additional information and services for agencies can be found at: <http://www.section508.gov>.

²⁴ This section includes information on compliance with Section 216 of the E-Government Act.

²⁵ The FGDC Report “Future Directions – Governance of the National Spatial Data Infrastructure,” can be found at: <http://www.fgdc.gov/policyandplanning/future-directions/action-plans/Final%20Draft%20FD-GOV%20Report%205-31-05.doc>.

will help ensure sustained participation from Federal partners and establish a model for collaborating on geospatial activities and investments.²⁶ As a result, the Federal Government's investment in geospatial resources will cost-effectively improve service to citizens.

Twenty-six Federal agencies participate in this interagency task force and developed a business case and investment strategy.²⁷

2. On March 3, 2006 OMB issued Memorandum M-06-07, to increase coordination of buying and maintaining geospatial investments and to increase accountability with regard to agency geospatial information issues.²⁸ By April 2006, agencies designated a Senior Agency Official to oversee, coordinate, and facilitate the agencies' implementation of geospatial-related requirements, policies and activities. In addition, the Senior Agency Official for Geospatial Information serves on the FGDC Steering Committee as part of the Official's role in providing effective interagency management of geospatial programs.

An annual report published by the FGDC identifies key accomplishments and planned milestones to coordinate nationally the development, use, sharing, and dissemination of geospatial data.²⁹ 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.³⁰

Information Technology Workforce Development

Despite rapid advances in the sophistication and use of information technology, improved program performance is first and foremost driven by the Federal employees who manage them. Qualified project managers and an information technology workforce with the necessary skills and competencies help to ensure projects are well planned and managed. In 2005, agencies submitted plans to OMB for closing skill and competency gaps in the information technology workforce, and progress against these plans is measured by the President's Management Agenda (PMA) Human Capital Scorecard.³¹

Of the 26 PMA Scorecard agencies, 17 have met all milestones to address skill and competency gaps identified in their agency plans and ensure their information technology workforce is fully trained and qualified. Additionally, 15 agencies have met their information technology hiring targets to fill critical positions for improving programs and service delivery.

²⁶ Additional information on the Geospatial Line of Business can be found at: <http://www.whitehouse.gov/omb/egov/c-6-8-glob.html>.

²⁷ The business cases for the Geospatial Line of Business can be found at: http://www.doi.gov/foia/2007/by08_it_portfolio.pdf.

²⁸ OMB Memorandum M-06-07, "Designation of a Senior Agency Official for Geospatial Information," can be found at: <http://www.whitehouse.gov/omb/memoranda/fy2006/m06-07.pdf>.

²⁹ The FGDC 2005 Annual Report can be found at: <http://www.fgdc.gov/fgdc-news/2005-annual-report>.

³⁰ The Geospatial OneStop initiative promotes interagency partnerships and a single point of access to map-related data found at: <http://www.geodata.gov>.

³¹ This section includes information on compliance with Section 209 of the E-Government Act.

The table below provides a summary of agency progress toward hiring goals.

Job Area	Fiscal year 2006 – Total Number of Current Positions*	Number of Vacant Positions Agencies Planned to Fill by the End of Fiscal year 2006
Project Management	4,619	600
Security	9,030	488
Architecture	2,111	328
Total	15, 760	1,416

*As of date agencies reported to OMB

Agencies have also made progress in assigning qualified project managers to major information technology investments. As reported by agencies on their fiscal year 2008 Exhibit 53 submissions, 83 percent of major information technology investments have qualified project managers, an increase from approximately 70 percent in agency fiscal year 2007 submissions.

Agencies are completing and OPM is reviewing a new information technology Workforce Assessment Survey to collect information from Federal information technology professionals about the types of work they perform, as well as their level of proficiency in competencies and skills. The survey identifies top training needs, gathers information on the types of certifications owned by employees, and provides key demographic data. Using the survey results, agencies will prepare a gap analysis report and improvement plan to establish targets for closing information technology competency and skill gaps and outline specific strategies for addressing the identified gaps. OMB will be working with OPM and agencies to review the survey results and the agency plans to address identified gaps.

To develop, supplement, and modernize Federal agency information technology workforce skills, the E-Government Act authorized the Information Technology Exchange Program. The program allows members of the Federal information technology workforce to work in the private sector and conversely allows individuals from the private sector to bring their skills to the Federal information technology workforce. To help agencies implement the program, OPM finalized regulations and posted guidance for agencies to use when participating.³² Agencies continue to work with OPM and three agencies have approved plans to participate in the program. To further promote the program and share best practices, OPM conducts weekly teleconferences, which are open to all agencies, in conjunction with the CIO Council's Workforce Committee and the Industry Advisory Council. In addition, OPM uses *USAJobs* to share information about exchange opportunities for the private sector.³³

Integrating Reporting and Pilot Projects

To improve the quality, ease-of-use and response time of government services for citizens, unique agency programs, processes, and systems must become more integrated and interoperable. Agencies use the Federal Enterprise Architecture (FEA) to help identify relationships between business and management processes and information technology systems

³² The OPM Information Technology Exchange Program guidance can be found at: <http://www.opm.gov/leader/hrd/lead/itep/overview.asp>.

³³ The *USAJobs* website can be found at: <http://www.usajobs.gov/>.

and to define common, cross-agency functions.³⁴ As a result, agency enterprise architectures serve as a common frame of reference to leverage and consolidate information resources and invest more efficiently to make programs more effective.³⁵

OMB, in conjunction with the CIO Council, recently created the Federal Transition Framework to assist agencies seeking or adopting Government-wide solutions. The Framework is a single source for clear and consistent information describing Government-wide information technology policy objectives and cross-agency initiatives, such as the Lines of Business initiatives.³⁶ Agencies use information published in this catalog to increase:

- alignment of agency enterprise architecture with Federal information technology policy decisions and other strategic objectives;
- exchange and reuse of common, cross-agency business processes and information resources; and
- collaboration through agency participation in cross-agency communities of practice.

By utilizing the Framework, agencies will receive more consistent, complete, and detailed information about cross-agency initiatives resulting in improved service delivery to citizens and cost savings.

OMB continues to work with agencies to assess and improve their agency enterprise architectures. Last year, OMB assessed 22 agency enterprise architectures as effective as part of the President's Expanded E-Government Scorecard. These architectures adequately described agency missions and the resources needed to achieve them. This year, OMB will again assess the completion of agency enterprise architectures, and also assess how effectively agencies use and apply them to improve capital planning and deliver results.

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. OMB, in consultation with the Department of Homeland Security's (DHS) Federal Emergency Management Agency (FEMA), is completing a study on using information technology to enhance crisis preparedness and response to natural and manmade disasters. The Computer Science and Telecommunications Board Committee of the National Academy of Sciences is aiding in this effort.

The report based upon the study is divided into two phases. The first phase of the study, as reported in last year's E-Government Act report, included a workshop held in June, 2005 attended by over 75 practitioners representing Federal, State, local, and tribal officials, disaster management experts, and information technology researchers. The workshop covered three major topic areas:

³⁴ This section includes information on compliance with Section 212 of the E-Government Act.

³⁵ The FEA is described in more detail at <http://www.whitehouse.gov/omb/egov/a-1-fea.html>.

³⁶ The Federal Transition Framework is described in more detail at: <http://www.egov.gov/ftf>.

- The critical and evolving role of information technology in disaster management;
- Research directions for information technology in disaster management; and
- Collaboration, coordination, and interoperability: pressing issues in a need-to-share world.

The workshop emphasized the critical dependence first responders place upon wireless communication systems during an emergency and the need to enhance interoperability among existing and future wireless communications systems. Participants identified fundamental constraints to wireless communication, significant unsolved problems, and a number of areas for ongoing research.³⁷

The National Research Council supplemented the first phase of the study by organizing additional workshops, site visits, and briefings to support the final report. A workshop held in May 2006, to discuss lessons learned from Hurricane Katrina, covered five major topic areas:

- Findings of the 9/11 Commission related to public safety communications;
- Information technology and emergency management at the State level;
- Lessons from Hurricane Katrina and other disasters for the use of information technology in disaster management;
- Building an asset database for disaster management; public/private partnership with local government; and
- Current developments in public safety communications.

The final report provides findings and recommendations to effectively use information technology for crisis management, research and development needs and opportunities, and related research management and technology transition considerations.

Furthermore, two Presidential E-Government initiatives, Disaster Management and SAFECOM are developing standards to improve information sharing and communications for the nation's public safety community. Both of these initiatives are led by DHS, are supported by other Federal agencies with responsibilities in this area, and partner with State, local, and Tribal organizations.

Disaster Management Initiative

The Disaster Management initiative continues to provide an interoperable disaster management tool to assist first responders, interoperability standards to share emergency response information between responders using different software or systems, and one-stop access for citizens to Federal disaster management-related information through the *DisasterHelp.gov* portal.

DisasterHelp.gov provides a central point of access to disaster related information and the ability to seamlessly and securely share incident information across the nation's emergency response community. The site serves 68,000 registered users and saw considerable increases in visitors before, during, and after the last three major hurricanes. The site offers a toolset to assist first

³⁷ A summary of the workshop can be found at: http://www7.nationalacademies.org/cstb/pub_fema_workshop.html.

responders and other public safety organizations in preparing for and responding to a disaster and has been used in 232 national disaster incidents and 1061 training exercises.

SAFECOM Initiative

Public safety officials rely upon wireless communications to obtain and disseminate information when responding to emergencies. SAFECOM is a communications program providing research, development, testing, evaluation, guidance, and assistance for local, Tribal, State, and Federal public safety 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 develop better technologies and processes for the cross-jurisdictional and cross-disciplinary coordination of existing systems and future networks. The scope of this community is broad; the customer base 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 working with its Federal partners to develop and implement a national strategy 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 also assists agencies to support transition from their existing communications capabilities to more effective and interoperable systems.

The initiative continues to:

1. Develop Guidelines and Criteria for Public Safety Communications Systems;

In April 2006, SAFECOM released an updated version of future industry requirements to further define user requirements for development. Industry will in turn use these requirements to develop equipment meeting public safety and Federal user needs. In August 2006, SAFECOM released a second volume of the requirements for the most important applications identified by the public safety community: mission-critical voice, and emerging technologies for tactical video. Volume II also helps industry develop equipment meeting the new public safety requirements.³⁸

2. Coordinate Testing and Evaluation Processes for Interoperability Products;

The testing and evaluation working group, which is composed of members of the public safety community, continues to ensure methodologies for testing and evaluating interoperability products are technically sound and comparable across testing laboratories. These efforts verify whether public safety standards improve the effectiveness of radios used by emergency responders. SAFECOM is developing a conformance testing program in partnership with the National Institute of Standards and

³⁸ The SAFECOM Statement of Requirements Volumes I and II can be found at:
http://www.safecomprogram.gov/SAFECOM/library/technology/1258_statementof.htm.

Technology (NIST) to ensure equipment really does meet the new standards. NIST, in cooperation with technical representatives from the Institute for Telecommunication Sciences and industry representatives, has established a framework for the program and is moving into the first stage of testing. The safety of emergency responders will be enhanced when industry's claims of standards compliance can be measured objectively and independently. This initiative will also ensure Federal grant dollars are being used appropriately to purchase truly standards compliant equipment.

3. Standardize Public Safety Communications Equipment with Grant Guidance:

SAFECOM continues to provide grant guidance for public safety interoperability equipment grants administered and awarded by DHS and DOJ to local, Tribal, and State organizations. The grant guidance ensures consistency in public safety communications grant solicitations, maximizes the allocation and use of grants, and helps create interoperable systems. The grant guidance lists planning requirements grant recipients must follow prior to procuring equipment bought using federal funds. It also provides specific questions to be addressed in grant applications to ensure potential recipients of federal funds have thoroughly assessed how their money will improve interoperability.

4. Coordinate Communications Spectrum Policy; and

The radio spectrum is a finite resource shared by public safety, radio broadcasters, government users, and other commercial and private consumers and coordination of its use is critical to ensuring interoperability. Overcrowding due to high demand can cause delays or disruption of public safety communications. SAFECOM continues to assess the public safety spectrum to achieve the President's national spectrum management initiative for addressing this critical spectrum need.

5. Coordinate Communications Planning.

SAFECOM continues to work with States as they develop statewide emergency communications plans. The plans are used by States to prepare and effectively respond to emergencies. The "Statewide Communications Interoperability Planning Methodology," is the model States use to integrate practitioner input in developing statewide strategic plans.³⁹ In May 2006, SAFECOM reported the result of the Regional Communications Interoperability Pilots in Nevada and Kentucky to Congress, and SAFECOM continues to help Nevada and Kentucky to implement the methodology.⁴⁰ The Policy Academies of the National Governors Association's Center for Best Practices also use this methodology to help improve statewide interoperable communications in Georgia, Idaho, Louisiana, Nevada, and Wisconsin. These states now have an emergency

³⁹ The planning methodology can be found at:

http://www.safecomprogram.gov/SAFECOM/library/interoperabilitycasestudies/1223_statewidecommunications.htm.

⁴⁰ The report can be found at:

http://www.safecomprogram.gov/SAFECOM/library/interoperabilitycasestudies/1277_finalreport.htm.

response plan based on a locally-driven, bottom-up approach to planning for improving communications systems.

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 IRM Strategic Plan and FOIA Improvement Plan are located in each agency's E-Government Act Report.

Department of Commerce

The Department's E-Government Act Report is located at:

http://www.osec.doc.gov/cio/oipr/egov_report_fy06.html.

The Online Positioning User Service (OPUS) transforms the way users of the Global Positioning System (GPS) obtain highly accurate geographic coordinates and elevations for locations of interest to them.⁴¹ The system allows users, such as professional surveyors, to submit their GPS observations electronically via the Internet to the Department's National Oceanic and Atmospheric Administration (NOAA), where these data are processed to determine corresponding three-dimensional positional coordinates. Construction, transportation, and mapping industries have reduced surveying costs by an estimated \$270 million by using the system.

Use of the system has grown from 1,000 data submissions per month in 2002, to over 13,000 per month in 2006. User forums and workshops to obtain feedback are held regularly across the country. Extensive interaction, between NOAA and system users, takes place during these sessions. NOAA is currently identifying and surveying representatives from individual counties to ensure their diverse needs are being met. Additionally, users can complete an online survey to provide NOAA comments and suggestions on how to improve the system and related positioning products and services. The success of the system relies on contributions of data from over 1,100 ground-based GPS agencies, state and local government, universities, the private sector, foreign governments, and others who share the goal of making more accurate positioning available worldwide. Users without Internet access and those with disabilities can mail their GPS observations to NOAA on a compact disk and receive the results back on a prearranged basis.

Department of Defense

The Department's E-Government Act Report is located at:

<http://www.dod.mil/cio-nii/docs/DoDFY2006EGovernmentReport.pdf>.

The Self Service Human Resource (SSHR) application is used by civilian Department of Defense (DoD) employees to better manage their human resources and fulfill organizational objectives. The application provides a single portal for viewing and updating personnel information, and promotes efficient and timely entry of personnel information.

⁴¹ The OPUS System can be found at: <http://www.ngs.noaa.gov/OPUS/>.

For example, the application helps users create staffing and performance plans, performance appraisals, and align human resources to needed work areas. Additionally, users can sign up for Federal benefits and request and track their annual and sick leave. Managers and supervisors use the system to manage all personnel resources, review training needs, conduct performance management planning, review records of employee accomplishments, and provide timely statistical reports as needed. The Department developed and maintains the system to ensure access to those with disabilities.

Users also are able to measure progress to complete agency goals and objectives, and assess whether outcomes are meeting the mission needs of their agency. This improves the quality of employee performance appraisals and helps make them more meaningful, empowering employees to take ownership of their work. The application will also assist in defining the human resource strategy needed to help achieve the agency's mission.

Department of Education

The Department's E-Government Act Report is located at:
<http://www.ed.gov/about/reports/annual/egov/status06.html>.

The Department of Education uses two systems to enable Internet-based data transactions between States and the Department. The Education Data Exchange Network is used to consolidate and eliminate duplicative K-12 data collections across the Department, which in turn is analyzed by *EDFacts* to report K-12 education data. State and local education agencies, Council of Chief State School Officers, and other education groups depend on these systems to measure their progress and identify progress and student achievement. As part of the implementation process, project staff regularly meets with their external partners and Department Program Offices.

These systems help the Department achieve two key policy priorities: collecting the best available data to determine the impact of funded interventions and helping educators use information from State data systems to improve student achievement. The Department estimates the elimination of other obsolete investments could save \$74 million. In addition, the Department anticipates the K-12 programs, through improved decision making, can maximize the efficiency of Federal funds used by States to improve their education programs.

In the very rare instances where data providers to these systems do not have Internet access, the Department allows paper-based data submissions for entry at a support center. In addition, both systems are compliant with accessibility standards to ensure accessibility to data for those who are disabled.

Department of Energy

The Department's E-Government Act Report is located at:
http://cio.energy.gov/documents/DOE_E-GovActReport102006Finalupdated.pdf.

The Electronic DOE Integrated Security System (eDISS+) has reduced the time and costs associated with collection, processing, storing, and transfer of personnel security data for Federal staff and contractors. The system links agency data to clearance information throughout the Government. The Department of Energy (DOE) works closely with the Office of Personnel Management (OPM) and other Federal agencies to use information technology to improve the overall Federal approach to clearance management. In support of the re-use of the system and its parts, the source code has been made fully available to other Federal agencies.

This system supports more accurate and thorough clearance information through its connection to and process for error resolution with OPM's clearance system. The system also demonstrates support of the Intelligence Reform and Terrorism Prevention Act through increased efficiency.

By centralizing the DOE personnel security system, it is estimated the Department will save or avoid \$7.6M in costs related to the duplication of systems or infrastructure and reduced security threats. DOE also estimates the integration of the system with OPM's electronic security form will save approximately \$500,000 over three years. To ensure access for those with disabilities, all system components are designed, implemented, and tested to comply with Section 508 and to ensure maximum use of assistive technologies.

Department of Homeland Security

The Department's E-Government Act Report is located at:
http://www.dhs.gov/xfoia/editorial_0424.shtm.

The Rescue 21 project is an advanced command, control, and communications system used by the United States Coast Guard to improve response to distress calls and increase coordination with other Federal, State, and local agencies. The project gradually replaces older technologies no longer providing the level of service needed to effectively perform emergency response activities required by the Department.

The project integrates regional Coast Guard command centers and stations with standardized hardware, software and supporting communications equipment, including radios, antennas, routers, and workstations. These technologies more accurately improve the clarity and source of distress calls to enable more effective emergency response activities. The project expands access to and dissemination of Coast Guard information broadcasts informing the public about routine and emergency safety procedures. As a result, the public, State and local agencies are better informed and prepared when operating around coastal areas. In addition, the project uses portable antenna towers to restore critical communications following a disaster.

Department of Health and Human Services

The Department's E-Government Act Report is located at:
<http://www.hhs.gov/reference/HHSeGovAnnualReport2006.doc>.

The Indian Health Service (IHS) Electronic Health Record (EHR) is a national IHS initiative designed to improve health care for American Indian and Alaska Native people by reducing

medical errors and making patients' health information more accessible. The Electronic Health Record project adds value to the existing health information system by bringing electronic medical records to the point of patient care, even at remote clinics.

Using the Electronic Health Record, providers electronically access a wide variety of patient health information such as lab results and medication lists. In use at approximately 70 clinics nationwide, visits are documented electronically, and complete, legible medical notes are immediately available to all authorized users. The system has helped IHS achieve substantive clinical and business improvements.

The growth and success of the system and the Electronic Health Record are a result of long term partnerships IHS has maintained with Indian tribes and Tribal organizations, the Veterans Health Administration, and a number of private companies. The IHS plans to roll out the Electronic Health Record to the remainder of the Federal IHS system by the end of 2008, as well as to interested Tribal facilities.

Department of Housing and Urban Development

The Department's E-Government Act Report is located at:
<http://www.hud.gov/offices/cio/egov/egovrpt06.pdf>

The Disaster Recovery Grants Reporting (DRGR) system was created to enhance local and national oversight of the Disaster Recovery assistance program of the Department of Housing and Urban Development (HUD). The system is web-based and Section 508 compliant and provides a paperless grant process, while ensuring access to government information in remote areas and to individuals with disabilities. The system improves HUD's management and internal controls resulting in improved accountability, service delivery, and customer service of HUD and our partners.

Coordination with cities, counties, States, and Indian reservation grantees to develop the requirements and testing of the system have resulted in significant performance increases for HUD in the areas of productivity and efficiency. The percentage of grant recipients submitting quarterly performance reports via the Internet has increased to 90 percent.

Additional improvements are planned for the system including an interface to HUD's financial system, which will improve efficiency by providing direct access to grantees for funding draw downs, enabling HUD to quickly respond to questions and inquiries from the grantees. The system will also be used by grantees to develop funding draw requests tied directly to activities managed by the grantee. These features will greatly improve customer service, make it easier for HUD to accomplish remote monitoring of a grantee's performance, and improve grantee and HUD staff efficiency in reporting on use of funds and monitoring grantees by about 50 percent.

Department of the Interior

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

The Enterprise Services Network (ESN) provides the Department of the Interior with agency-wide solutions and services as well as a high speed intranet integrating existing bureau networks into a centrally managed single network. The prior network environment was highly decentralized and resulted in duplicative investments in equipment, resources, and functionality. The second phase of the project was completed on September 30, 2006 and resulted in the reduction of major Internet connections and nearly \$1 million in credits to the billing program.

Interior has worked with several State governments on resource sharing of State-wide radio networks. During 2005, the Bureau of Indian Affairs (BIA) worked with the State of South Dakota to begin to transition its South Dakota radio users to the State-Wide radio network. As a result, BIA has dramatically increased coverage for its users and estimates \$5 million in cost avoidance. Interior is working with four different border Tribal nations and other Federal agencies to increase interoperability and access to systems.

ESN has met or exceeded key established performance measures and will continue to reduce duplicative services and systems throughout fiscal year 2007.

Department of Justice

The Department's E-Government Act Report is located at:
<http://www.usdoj.gov/jmd/ocio/egovactreport2006.pdf>.

The Department of Justice Regional Data Exchange project allows Federal, State and local law enforcement agencies to share law enforcement information more effectively. The system brings together multiple Department sources of law enforcement information from across the country and provides the Department the ability to comprehensively search, retrieve, analyze, and share local law enforcement agencies' information maintained by the Department. As a result, law enforcement agencies have access to higher quality and more timely information and can more quickly identify leads, mitigate public risks, and resolve cases. Additionally, analysts at the Department have access to more data and can take advantage of automated tools to assist their analysis.

The project uses a standard national information exchange model to enable more precise and efficient information exchange between law enforcement information systems of participating Federal, State, and local agencies. Use of the exchange model reduces the costs for developing and implementing related systems and improves the timeliness and quality of information sharing.

The project is led by the Department and relies upon a coordinating council to ensure project planning and implementation supports the diverse law enforcement activities at the Federal, State and local levels. The council also represents the Department in establishing regional agreements with other State and local law enforcement agencies, who in turn work with the Department to integrate their own law enforcement databases.

Department of Labor

The Department's E-Government Act Report is located at:

<http://www.dol.gov/cio/programs/e-gov/egov2006.htm>.

The Department of Labor's Office of Disability Employment Policy (ODEP) is the managing partner for the multi-agency DisabilityInfo.gov web portal. The site is a citizen-centric, one-stop, comprehensive web resource designed to provide Americans with disabilities and those who support, serve, and employ them with information relevant to their day-to-day lives.

ODEP maintains a consistent dialogue with stakeholders and partners at the Federal, State and local levels through its outreach and collaborative efforts to ensure the success of DisabilityInfo.gov. In addition, ODEP conducts surveys and focus groups to measure the effectiveness of its government and public outreach campaigns and to gauge overall customer satisfaction.

The move to a citizen-centric, one-stop portal is realizing leveraged cost savings by avoiding the additional costs associated with alternative dissemination mechanisms and achieving the objective of increasing customer satisfaction. In fiscal year 2006, DisabilityInfo.gov demonstrated savings of over \$22 million including the consolidation of each partner agencies' activities for strengthening visibility and public awareness.

ODEP works diligently to ensure all information posted on DisabilityInfo.gov is not only formatted to allow people with disabilities to read and access data with the aid of assistive technology, but also conducts additional usability testing and enhancement. In addition, ODEP maintains a goal ensuring the DisabilityInfo.gov web portal is operational 99.9% of the time, thereby facilitating constant availability of this valuable resource.

Department of Transportation

The Department's E-Government Act Report is located at:

<http://www.dot.gov/webpoliciesnotices/dotegovactreport2006.htm>.

A major initiative at the Federal Motor Carrier Safety Administration (FMCSA) has been to streamline the management of records throughout the Agency by transitioning an increasing number of documents and processes into the Agency's Electronic Document Management System (EDMS). The self-contained, online system allows for advanced retrieval, transmission, and archiving for agency records.

The success of this E-Government initiative has been due to the ongoing dialogue between the FMCSA Office of Information Technology and other groups within the agency. Moreover, the agency involved its safety enforcement personnel, administrative support, and customers to identify their document access needs and other elements of their regular work flows.

The system is in compliance with Section 508, and although most system users are government employees with assigned workstations and Internet access, FMCSA has procedures in place for providing documentation to citizens on an as-requested basis.

The system has had a transformative effect, significantly reducing the time and expense involved in the transfer, scanning, storage and retrieval of records, particularly those dealing with safety enforcement and compliance review. There have also been cost savings and cost avoidance through automation of records management processes and more efficient storage and supervision.

Department of the Treasury

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

The United States Mint applies world-class business practices in making, selling, and protecting our Nation's coinage and assets. In support of its strategic goal to design, sell, and deliver quality products, the United States Mint operates its Retail Sales System. This system supports the order processing, inventory management, accounting and merchandising of coinage. The system provides benefits such as real-time product availability, 24-hour customer service and returns processed within 24 hours.

The United States Mint collaborated with industry vendors to develop this system based on commercial-off-the-shelf products. The United States Mint also works with Treasury's Financial Management Service which provides credit card authorizations, billing, and refunds.

The Retail Sales System helps drive increased efficiency for the United States Mint through lower customer care center operating costs and reduced shipping and handling costs. Customer satisfaction with its e-commerce website continues to improve increasing to a score of 82 in fiscal year 2006 as measured by the American Customer Satisfaction Index. In addition, customers are encouraged to contact the United States Mint by phone, TTY device, email, or U.S. mail with questions or comments.

The United States Mint offers several additional sales channels to customers who want to order products. These include direct mail, fax, and phone. Several times a year, order forms and brochures are available to existing and new United States Mint customers.

Department of State

The Department's E-Government Act Report is located at:
<http://www.state.gov/m/irm/rls/74822.htm>.

The Post Administrative Software Suite (PASS) increases the efficiency of common U.S. Department of State embassy and consulate administrative processes such as new arrival processing, orders for supplies and equipment, and visitor services. The software suite can be

accessed from multiple State Department locations and allows many administrative functions to become accessible regardless of location.

The software suite leverages the Department's worldwide resources, standardizes administrative tools, and enables managers worldwide to benefit from integrated data. The software suite allows managers to view data in various ways to help them to be aware of issues and trends before they become serious problems.

The software suite also enhances the flow of information to other post applications to eliminate redundant data entry, minimizes or eliminates paperwork, reduces delays, and allows for electronic backup of files remotely. The software suite is currently implementing Help Desk links, a suggestion box, and a user forum. The U.S. Agency for International Development has an agreement with the software suite to use some of the administrative functions at its overseas missions and is considering using the software suite for domestic business processes.

Department of Veterans Affairs

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

The Department of Veterans Affairs (VA) has long been regarded as a leader in the Federal debt management community. The primary mission of the Debt Management Center (DMC) at VA is to collect debts resulting from an individual's participation in VA's benefits programs in an efficient and cost-effective manner, while maintaining compassionate, high-quality service to veterans and their families. Clients include Federal government agencies, State agencies, and private companies.

The DMC has undergone significant, veteran-friendly, changes over the past several years. In 2004, the DMC implemented the online payment system and recurring automated direct debit availability cost-effectively increasing the efficiency of debt payment for debtors and the Federal government.

In 2006, the DMC notified the public of the ability to use *pay.va.gov*, a Department of Treasury online payment website, and government purchase cards to complete transactions. Use of *pay.va.gov* eliminates excessive postage fees, reduces payment processing time, and allows veterans to access recurring direct deposit options for payments. VA accepts user feedback on available functionality of the portal, and is currently considering further enhancements to make the payment system as convenient and efficient as possible.

Environmental Protection Agency

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

The Central Data Exchange (CDX) serves as the gateway for electronic data exchange for the Environmental Protection Agency (EPA).⁴² EPA created the system to reduce burden on businesses, improve data quality and timeliness, and provide better access to environmental information for the public. This system allows businesses to submit environmental information, such as compliance reports, to EPA in a secure manner over the Internet. In addition, the system allows EPA, States, and Indian Tribes to exchange data and information electronically.

Through a joint partnership, EPA and the States established the Environmental Information Exchange Network to promote sharing of environmental information. There are now over 48,000 registered system users, including all States and over 50 Indian Tribes. The Exchange Network was started in 2000 and has grown largely because it is a cooperative effort amongst all the participating entities. The Exchange Network is built on open technology standards and is governed by consensus satisfying the interests of all participants.

A recent analysis showed average net savings of \$516,000 for six EPA systems. For businesses, the system allows electronic payment of fees when required, which reduces processing time, and accelerates permitting while improving data quality through reduced administrative errors.

General Services Administration

The Agency's E-Government Act Report is located at:
<http://www.gsa.gov/egovreport>.

The Electronic Acquisition System (EAS) application is a centralized web-enabled electronic procurement system with a range of tools designed to support nationwide Public Buildings Service (PBS) acquisition preparation, tracking, and reporting. The system streamlines the acquisition management process and supports the entire contracting process.

The application has streamlined PBS acquisition and has consistently incorporated user feedback to ensure the application meets requirements while closely supporting the agency's mission. PBS collaborates with E-Government stakeholders to obtain feedback and ensure understanding of the opportunities and process revisions.

The ongoing efficiencies and economies enable PBS Business Line cost savings and cost avoidances. The benefits include reduction in duplication of effort, increased data quality, and improved efficiency. Significant qualitative benefits are the increase in user satisfaction and accuracy of data, and the role it plays in accomplishing and reporting procurement tasks.

The application requires full compliance with Section 508 for access to persons with disabilities and GSA and PBS continue to assess the adequacy of accessibility under the current structure and operation of the organization.

⁴² The Central Data Exchange can be found at: <http://www.epa.gov/cdx>.

National Aeronautics and Space Administration

The Agency's E-Government Act Report is located at:

<http://www.nasa.gov/offices/ocio/home/index.html>.

In March 2006, the NASA Shared Services Center (NSSC) began performing a variety of transactional and administrative activities historically done at each NASA Center. This consolidation allowed the shared service center to increase operational efficiency and improve overall customer service in four functional areas: human resources, financial management, procurement, and information technology.

To measure performance and customer service, agreements are established at each NASA Center with specific, monthly performance metrics. In addition, customer feedback is collected through surveys, web-site feedback systems, and customer contract centers. Special consideration in providing access to all users includes testing to ensure all web services and web-sites are compliant with Section 508.

By consolidating functional services into a single organization, the shared service center has been able to leverage common information technology solutions to support multiple functional requirements. In addition, the shared service center is consolidating various center and mission support contracts and achieving cost savings and avoidance. Currently, the shared service center is looking at four other major software implementations for contract consolidations.

Nuclear Regulatory Commission

The Agency's E-Government Act Report is located at:

<http://www.nrc.gov/reading-rm/doc-collections/e-gov/index.html>.

The Agency-wide Documents Access and Management System (ADAMS) replaced two existing systems and introduced a combination of policies, processes, and tools to manage most NRC official records electronically. The Nuclear Regulatory Commission (NRC) employees and contractors use the system to organize, process, and manage agency documents, and search for and retrieve agency records.

The NRC connects with its external partners, which include NRC licensees, industry representatives, law firms and researchers, through user surveys evaluating public user satisfaction with the system and identifying areas for improvement. The agency released the results of the first ADAMS Public User Satisfaction Survey to the public via the NRC's public website in May to June 2004 and will periodically repeat the survey in order to monitor progress.⁴³

The system allows members of the public to retrieve and view documents using their web browser at their convenience and save, download, or print documents free of charge. Since the deployment of the system, publicly available documents are now released in days rather than weeks.

⁴³ NRC's public website can be found at: <http://www.nrc.gov>.

National Science Foundation

The Agency's E-Government Act Report is located at:
<http://www.nsf.gov/oirm/dis/FY06EGovReport10-20-06FINAL.pdf>.

The National Science Foundation's (NSF's) eJacket application is the core internal system for processing NSF proposals for research opportunities by leveraging innovative grants management tools. The application is the cornerstone of NSF's information technology system modernization efforts, leveraging innovative technology to make business processes more efficient, eliminating paper files and allowing simultaneous access to critical program records and transactions.

The application enables Program Officers to use electronic signatures and share documents in a more efficient way. In fiscal year 2006, NSF customers used the application to access proposals and reduce processing time.

NSF obtains and evaluates user feedback through several venues including an online suggestion box, new release surveys and a board composed of representatives for a wide range of NSF programs. Based upon customer feedback and suggestions, NSF has implemented several enhancements significantly increasing the application's efficiency and effectiveness.

The application has features to provide communications tools for external customers. With new software enhancements this year, the application is fully compliant with Section 508 and is accessible anywhere, anytime for all NSF customers.

The Office of Management and Budget

The Agency's E-Government Act Report is located at:
http://www.whitehouse.gov/omb/organization/fy2006_e-gov_act_rpt.pdf.

In the early 1980's, the Office of Management and Budget (OMB) automated the collection and publication of the numeric data in the Budget. However, the collection and publication of the Appendix's textual components – the appropriations language and narrative – remained primarily a manual process.

After extensive consultation with stakeholders, it was decided to conduct a limited pilot with a single agency and only a few stages of the process. This pilot was highly successful, and was extended in 2003 to include additional process stages and add three additional agency chapters. For the 2008 President's Budget, 70 percent of the document will be automated, with the remaining chapters scheduled for the 2009 Budget.

When completed, it is estimated the new automated process will save more than a thousand hours of work each budget season Government-wide, by the agencies and OMB, and another five hundred hours by the Government Printing Office. These efficiencies increase the available time for analysis and decision-making. By enabling stakeholder organizations to simultaneously view changes as they occur, it has facilitated negotiation and resolution of differences. In addition, by

eliminating manual transcription and automatically applying editing rules specific to the *Appendix*, the new automated process improves information quality.

Office of Personnel Management

The Agency's E-Government Act Report is located at:

http://www.opm.gov/about_opm/10_18TokEGov_Report_2006.pdf.

The Retirement System Modernization (RSM) initiative will transform the Federal government's retirement system to an automated, virtually paperless system. In addition to improving data timeliness and accuracy, the system will give the Office of Personnel Management (OPM) staff new capabilities to perform real-time analysis of retirement data, aggregate and analyze benefits data, and offer custom reports.

OPM will receive user feedback about the system through a call center, e-mail, and online polling. In addition, the OPM-led Retirement System Modernization Group (RSMG) has regularly scheduled meetings to ensure continuous dialogue between OPM and the payroll providers, including Federal agencies. In addition to Section 508 compliant functionality, OPM will also continue to provide access to all users through enhancements to the telephone self-service functions currently provided by OPM.

While the system's greatest benefit will be improved service delivery and new functionality, the system will yield real savings through reduced improper payments. By the end of fiscal year 2009, OPM plans to provide online access to all of the record and retirement planning tools for active Federal employees with electronic retirement records.

Small Business Administration

The Agency's E-Government Act Report is located at:

http://www.sba.gov/ocio/sba_egov_act_report_2006.pdf.

The Small Business Administration's (SBA) Office of Disaster Assistance (ODA) has implemented the Disaster Credit Management System (DCMS) initiative to improve the efficiency, quality, and timeliness of disaster loan processing. This effort enables ODA to efficiently streamline functions associated with its disaster loan process and disaster management process by creating electronic loan and disaster records. The underlying technology provided key support in the transformation to more efficient organizational units.

ODA regularly provides status reports and performs presentations of its technical solutions to a wide range of audiences including other agencies and user groups. These communications permit open discussion and a means to explore innovative technological solutions based on the experiences of others. Program information is published through pamphlets and fact sheets and is available in general format in advance of a disaster event and is tailored for specific needs following each disaster. ODA also has a field presence for personal contact in the affected areas following major disasters, providing the best possible access to the citizens.

Social Security Administration

The Agency's E-Government Act Report is located at:

<http://www.ssa.gov/irm/>.

In July 2005, the Social Security Administration (SSA) launched the online version of the Medicare Part D Subsidy Application for Help with Medicare Prescription Drug Costs (i1020). This new Internet application enables eligible seniors and people with disabilities, or their representatives, to apply for financial help with Medicare prescription drug costs.

The online version resulted from legislative changes under the Medicare Prescription Drug, Improvement, and Modernization Act of 2003. SSA wanted to maximize the use of automation not only to process these forms efficiently, but also to process them in a timely manner. The system is Section 508 compliant and if individuals do not have access to the Internet, the paper application is available. In addition, SSA encourages third parties, States and other non-profit organizations to assist individuals in completing the Internet application.

Since implementation, public satisfaction has been consistently high. With a score of 87, it has the highest overall rating in any category in the American Customer Satisfaction Index. In fiscal year 2006, over 500,000 individuals used the online version to apply for help with Medicare prescription drug costs.

U.S. Agency for International Development

The Agency's E-Government Act Report is located at:

<http://www.usaid.gov/policy/egov/>.

The Phoenix Overseas Deployment Project provides the U.S. Agency for International Development (USAID) with a modern, comprehensive, and responsive financial management system. Through the overseas deployment completed in May 2006, the project now offers state-of-the-art technology for high performance, online transaction processing and high-volume, automated batch processing no matter which international mission generates the data.

Overseas deployment of the project has helped reduce the number of erroneous payments and imposes a standard process for financial accounting allowing USAID staff to concentrate on higher-level decision making functions, financial services, and strategic planning. Since the system has been deployed, there is not only projected savings but the benefit of enhanced performance management.

The project further enables USAID to align with the Department of State as part of a Joint Financial Management System, which enhances each agency's ability to effectively conduct sound financial management and budget management activity, especially as USAID and the Department of State collaborate on multiple programs around the world.

U.S. Department of Agriculture

The Department's E-Government Act Report is located at:

<http://www.egov.usda.gov>.

The Animal and Plant Health Inspection Service (APHIS) launched its new electronic permitting system (ePermits) on April 3, 2006. The system allows customers to apply for a permit, check its status, and view it online. The ability to submit applications and receive permits via the Internet and in some cases the ability to pay applicable permit application fees online, saves customers and APHIS the time and effort associated with the paper-based process.⁴⁴

To successfully implement the system, USDA demonstrated a desire to team with customers, state officials, and peer agencies by facilitating outreach sessions and customer tests. USDA continues to maintain ongoing dialogue with system developers, users, partners, and stakeholders to plan and implement additional features. Customers without Internet access at their facility can still use the paper permit application process and USDA developed the system to be compliant with Section 508.

Previously, the permit processing workload was growing to become unmanageable with current staff and resources. By eliminating the cost of processing paper and automating the system, more efficiency will result, saving APHIS an estimated \$1.2 million per year in the first full year of operating the system. On average, APHIS has cut in half the time it takes to process applications to import enterable plants and timber when the applications are entered online. In addition, the system will make it more difficult to tamper with a permit because the system provides immediate access to information relating to applications and permits.

⁴⁴ Additional information on ePermits can be found at: <http://www.aphis.usda.gov/permits/>.

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 program and services delivered to the public.

The following table describes the projects for which funding was approved by OMB in fiscal year 2006 and the results achieved. Funding for these three initiatives totaled \$2,970,000.

Fiscal year 2006 E-Government Fund Initiatives			
Agency	Initiative	Funding	Description and Results
OMB	Lines of Business: ▪ Information Technology Infrastructure Optimization ▪ Geospatial ▪ Budget Formulation and Execution	\$1,500,000	OMB initiated three new Lines of Business (LoBs) in FY 2006: ▪ Information Technology Infrastructure Optimization ▪ Geospatial ▪ Budget Formulation and Execution The funding supported examination by interagency taskforces of opportunities for performance improvement and sharing of common information resources. Taskforces developed business case justifications identifying common solutions and plans for advancing the LoBs in FY 2007. These plans identify opportunities to reduce the cost of government operations and improve services to citizens and agencies. The Information Technology Infrastructure Optimization LoB is defining industry packages comprised of hardware, software and service, identifying standard prices for those packages, identifying best practices, and developing guidance agencies will use to transition to more cost-effective operations. The Geospatial LoB is identifying opportunities for optimizing and consolidating Federal geospatial-related investments to reduce the cost of government and improve services to citizens. The Budget Formulation and Execution LoB is focused on improving Executive branch budget

Fiscal year 2006 E-Government Fund Initiatives			
Agency	Initiative	Funding	Description and Results
			processes by employing standards and technologies for electronic information exchange to link budget, execution, performance, and financial information.
NIST	Analysis and Processing of E-Government Standards through the Federal Information Processing Standards (FIPS) Program	\$1,000,000	The National Institute of Standards and Technology (NIST) is using the funds to establish standards for E-Government and Lines of Business (LoB) Initiatives. In fiscal year 2006, NIST d to validate initiatives' mature standards used to increase interoperability for broad use across all user groups. Their review of the standards created a foundation for the applied knowledge of the specific standards and types of standards successfully implemented in specific E-Gov and LoB Initiatives. To date, the following initiatives are using mature standards: 1. E-Gov Travel 2. Enterprise HR Integration 3. Geospatial One-Stop 4. Consolidated Health Informatics 5. Human Resources Management LoB 6. Federal Health Architecture LoB The initiatives are conducting interviews, analysis, and workshops to identify best practices for the development of new standards for these (or all) E-Government initiatives. In fiscal year 2007, NIST will apply lessons learned from previous efforts to assist other E-Government initiatives by implementing a "best practice" standards maturation process.

Fiscal year 2006 E-Government Fund Initiatives			
Agency	Initiative	Funding	Description and Results
GSA	Application Development, Office of Citizen Services	\$470,000	Funds were used to partially support the emergency establishment and operation of an outsourced contact center for the Department of Veterans Affairs to provide information to veterans and spouses who were at risk of identity theft. The contact center operated for just over three months and handled more than 225,000 calls.

SECTION IV: LISTING OF REPORTS AND POLICES USED IN THIS REPORT

Page 4

1. Chapter 9 of the President's Fiscal Year 2008 Budget of the U.S. Government can be found at: <http://www.whitehouse.gov/omb/budget/fy2008/apers.html>.
2. The December 2006 report, "Expanding E-Government: Making a Difference for the American People Using Information Technology," can be found at: http://www.whitehouse.gov/omb/egov/documents/expanding_egov_2006.pdf.
3. The 2007 "Report to Congress on the Benefits of the E-Government Initiatives," can be found at: http://www.whitehouse.gov/omb/egov/g-10-Section_841.html.
4. OMB's FY 2006 report, "Federal Information Security Management Act," can be found at: <http://www.whitehouse.gov/omb/inforeg/infopoltech.html>.

Page 5

5. OMB Memorandum M-06-02, "Improving Public Access to and Dissemination of Government Information and Using the Federal Enterprise Architecture Data Reference Model," can be found at: <http://www.whitehouse.gov/omb/memoranda/fy2006/m06-02.pdf>.

Page 6

6. Executive Order 13392, "Improving Agency Disclosure of Information," can be found at: <http://www.whitehouse.gov/news/releases/2005/12/20051214-4.html>.

Page 7

7. The Attorney General's Report to the President pursuant to Executive Order 13392 can be found at: http://www.usdoj.gov/oip/ag_report_to_president_13392.pdf.
8. The text of the Federal Funding Accountability and Transparency Act of 2006 can be found at: http://frwebgate.access.gpo.gov/cgi-bin/getdoc.cgi?dbname=109_cong_public_laws&docid=f:publ282.109.pdf.

Page 8

9. OMB's April 15, 2005 report, "Organizations Complementing Federal Agency Information Dissemination Programs," can be found at: http://www.whitehouse.gov/omb/inforeg/section_213_report_04-2005.pdf.

Page 9

10. NARA's "Guidance for Implementing Section 207(e) of the E-Government Act of 2002," can be found at: <http://www.archives.gov/records-mgmt/bulletins/2006/2006-02.html>.

11. The Federal Enterprise Architecture (FEA) Records Management Profile, version 1.0 can be found at: <http://www.archives.gov/records-mgmt/policy/rm-profile.html>.

12. OMB Circular A-11, Section 300 can be found at:
http://www.whitehouse.gov/omb/circulars/a11/current_year/s300.pdf.

Page 11

13. Additional information on Section 508 of the Rehabilitation Act of 1998 can be found at: <http://www.section508.gov>.

14. The Federal Geographic Data Commission (FGDC) Report, “Future Directions – Governance of the National Spatial Data Infrastructure,” can be found at:
<http://www.fgdc.gov/policyandplanning/future-directions/action-plans/Final%20Draft%20FD-GOV%20Report%205-31-05.doc>.

Page 12

15. OMB Memorandum M-06-07, “Designation of a Senior Agency Official for Geospatial Information,” can be found at:

<http://www.whitehouse.gov/omb/memoranda/fy2006/m06-07.pdf>.

16. The FGDC 2005 Annual Report can be found at: <http://www.fgdc.gov/fgdc-news/2005-annual-report>.

Page 13

17. The OPM Information Technology Exchange Program guidance can be found at:
<http://www.opm.gov/leader/hrd/lead/itep/overview.asp>.

Page 15

18. A summary of the June 2005 Workshop on Using Information Technology to Enhance Disaster Management can be found at:
http://www7.nationalacademies.org/cstb/pub_fema_workshop.html.

Page 16

19. The SAFECOM Statement of Requirements Volumes I and II can be found at:
http://www.safecomprogram.gov/SAFECOM/library/technology/1258_statementof.htm.

Page 17

20. The Statewide Communications Interoperability Planning Methodology can be found at:
http://www.safecomprogram.gov/SAFECOM/library/interoperabilitycasestudies/1223_statewidecommunications.htm.

21. The SAFECOM May 2006 Report to Congress on the result of the Regional Communications Interoperability Pilots in Nevada and Kentucky can be found at: http://www.safecomprogram.gov/SAFECOM/library/interoperabilitycasestudies/1277_fi nalreport.htm.