

FY 2006
DEPARTMENT OF THE TREASURY
E-GOVERNMENT ACT REPORT
November 8, 2006

The Department of the Treasury strongly supports the vision of the E-Government Act of 2002 to expand web and computer resources in delivering and improving Government services to the citizen. As required by the E-Government (E-Gov) Act of 2002 and the Office of Management and Budget (OMB), this report is the Department's Fiscal Year (FY) 2006 submission on Treasury's progress in implementing provisions of the Act.

Section 1: Provide a brief overview of your agency's implementation of the Act including a description of an internal agency-specific E-Government initiative. The description of the initiative must:

Treasury continues to make significant progress in meeting the requirements and vision of the E-Gov Act of 2002 by implementing the Presidential E-Gov Initiatives, ensuring compliance with privacy and accessibility requirements, promoting information technology (IT) training, and leveraging IT to enhance services to the public as well as internal efficiency. The Department is fully participating in all applicable Presidential E-Gov Initiatives and Lines of Business. During FY 2006, Treasury completed over 60 milestones in accordance with the Department's E-Gov Implementation plan. This including publishing Treasury information for the public through the Business Gateway and GovBenefits Initiatives, and integrating its human resources recruiting systems and processes with USAJOBS.

In addition, Treasury ensured that privacy impact assessments (PIAs) were conducted for applicable IT systems. For the first time, the Department achieved its goal of completing and posting 90% of required PIAs on Treasury's public website. The Department also continued to strengthen IT training programs, particularly in the vital area of IT security training. Treasury hosted its annual IT Security Training Conference, enhanced online training opportunities, and established an IT Security Lecture Series focused specifically on staff with specialized security roles. These efforts resulted in dramatic improvements in the number of Treasury employees completing required security training.

Agency Specific E-Government Initiative: U.S. Mint Retail Sales System

The United States Mint (U.S. Mint) applies world-class business practices in making, selling, and protecting our Nation's coinage and assets. The U.S. Mint is one of the few federal agencies that produces an operating profit. In support of its strategic goal to design, sell, and deliver quality products, the U.S. Mint operates its Mint Retail Sales System. This system supports the order processing, inventory management, accounting and merchandising of coinage. The functionality of this system directly supports the intent of the E-Government Act to utilize information technology to improve internal efficiency and enhance services to citizens. The system provides the following automated functions and benefits:

- Ordering and subscriptions
- Real-time inventory/product availability
- Order confirmation/shipping notification
- Returns processed within 24 hours
- 24-hour customer service/self service through the Internet
- 99% of customer inquiries resolved on first call
- Accommodation for international shipments

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

The Retail Sales System helps drive increased profitability for the U.S. Mint through lower customer care center operating costs and reduced shipping and handling costs. In FY 2003, the average revenue per customer was \$215.15, compared to the baseline from the previous year of \$143.80. For FY 2004 and FY 2005, the average revenue per customer was \$251.95 and \$244.18 respectively. Customer satisfaction with its website presence continues to improve, increasing to a score of 88 in FY 2005 compared to 86 in FY 2004 (as measured by the American Customer Satisfaction Index). Customers are encouraged to contact the U.S. Mint by phone, TTY device, email, or U.S. mail. Representatives are available by phone 7 days a week from 8 a.m. to midnight to assist customers, and customers have the option to subscribe to email notifications via the internet about the U.S. Mint's programs and products as well as to customize their on-line U.S. Mint accounts.

The United States Mint offers communication options to those without access to the Internet in the following ways. In addition to its online systems, the United States Mint offers several 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 mailed to existing United States Mint customers. New customers can contact the United States Mint to receive these materials.

Section 2: Process for determining which agency information will be made available on the Internet as described in Section 207(f) (2) of the Act

Complying with Section 207 of the E-Gov Act, Treasury has a process in place for determining what information will be made available on the Internet. Treasury's Office of Public Affairs develops and implements the communications strategy for the Department and advises officials within the Department how best to communicate issues and priorities of public interest. Based on the Interagency Committee on Government Information (IGCI) guidelines, Treasury considers the audiences who do, should, and might visit the Treasury public website, drawing on a wide range of existing and ongoing customer segmentation efforts.

The Department examines citizen feedback through emails and analyzes responses to customer satisfaction survey questions to determine what information, if any, is missing from the public website. Treasury also reviews search engine metrics to determine most frequently searched words and phrases. Treasury prioritizes and categorizes information, which is then published on the website via press releases and updated content pages. The Department first published its web policy, including schedules and priorities for public comment on December 15, 2004. All Treasury bureaus have posted web content priorities and schedules on their Internet sites. A schedule for posting of web content and a comment form are available on the Department's principal public website, Treas.Gov, at <http://www.treas.gov/offices/cio/web-inventory.shtml>. Please see Attachment A to view this schedule.

In June 2005, Treasury replaced the hosted Treas.Gov search engine with an industry standard search engine, a Google search appliance. Search results are displayed in order of relevancy and response times are equivalent to industry best practices. Three Treasury bureaus share the appliance with Treas.Gov. Currently, all of the Treasury Bureaus have search engines with response times equivalent to industry best practices and which sort by relevancy. In August 2006, the annual Brown University report titled *State and Federal E-Government in the United States* scored [treas.gov](http://www.treas.gov) as fifth place (out of 48) federal websites evaluated in the study. The study evaluated the presence of a number of different features, such as online publications, online databases, and disability access.

Section 3: Describe how your agency's information dissemination activities are coordinated with its FOIA operations in order to improve both access to and dissemination of government information to the public.

Treasury has taken a number of steps to ensure that its information dissemination activities are coordinated with its Freedom of Information Act (FOIA) operations and are positioned for success within the agency.

- As required in Executive Order 13392 (EO), Treasury designated Ms. Sandra Pack, Assistant Secretary for Management and Chief Financial Officer, as its Chief FOIA officer.
- Treasury identified FOIA requester service centers and designated FOIA public liaisons to ensure that citizens receive prompt and accurate replies to FOIA requests.
- Treasury developed a FOIA improvement plan in accordance with guidance issued by the Department of Justice's Office of Information and Privacy. This plan lists the Department's designated FOIA service centers, identifies the most commonly requested information at each service center, highlights the number of backlogged FOIA requests at each of the designated service centers, and lays out a strategy, including metrics, for ensuring that the Department's FOIA operations are results oriented and continue to support information dissemination to the public. For further information regarding this plan, please see Treasury's FOIA improvement plan at <http://www.treas.gov/foia/reading-room/foia-improvement-plan.pdf>.

Recognizing that many citizens' questions can be answered by placing publicly available information on Treasury's public website (www.treas.gov), the Department has taken the following actions to ensure that public information is easily accessible. Treasury is committed to meeting its responsibilities under Section 207(d) – Categorization of Information and Section 207(e) – Public Access to Electronic Information of the E-Gov Act. Based on Section 207(d), the ICGI, National Archives and Records Administration (NARA), and OMB have been leading efforts to establish standards for improving information dissemination and management of government information on the Internet and other electronic records. Treasury is fully supporting these efforts. Specifically:

- Treasury is an active participant in the E-Records Presidential E-Government initiative and provides insight and feedback to NARA, the managing partner for this initiative.
- Treasury also participates on the Federal Records Council, established by NARA to provide support and advice to the Archivist of the United States and federal agencies on all aspects of records management, with special emphasis on the management of electronic records.
- Treasury also works with its bureaus to ensure compliance with 44 U.S.C. 3301 & 3302 and any other government-wide requirements for records management.
- Furthermore, Treasury has been approached by NARA to consider piloting the Records Management Profile in the FEA. Conversations regarding this pilot and Treasury's potential involvement are ongoing.

Section 207 (e) tasked the ICGI to establish policies to ensure that Government information on the Internet and other electronic records are managed appropriately. NARA bulletin 2006-02, issued on December 15, 2005, provides Federal agencies with NARA's approach to improving the management of electronic records. The Department has complied with all of the policies contained in this bulletin.

As required in OMB Memorandum 06-02, "Improving Public Access to and Dissemination of Government Information and Using the Federal Enterprise Architecture Data Reference Model," the Department is implementing a Data Reference Model (DRM) to improve its information dissemination activities. Treasury's DRM represents the enterprise Data Layer of the Treasury Target Enterprise Architecture (EA) and describes key information assets (i.e., data) which support Treasury's business functions and are managed by Treasury's applications.

- The DRM assists in the identification of common data and promotes data reuse, and sharing across Treasury and its bureaus. The data are conceptualized and identified as high-level information groupings in order to standardize the data concepts.
- Treasury's records management service components can be found within the Service Reference Model (SRM) and will interact with the standards established in the DRM as they pertain to information and records management.

The Department has taken the following additional steps to ensure that citizens can access public information in an effective and efficient manner:

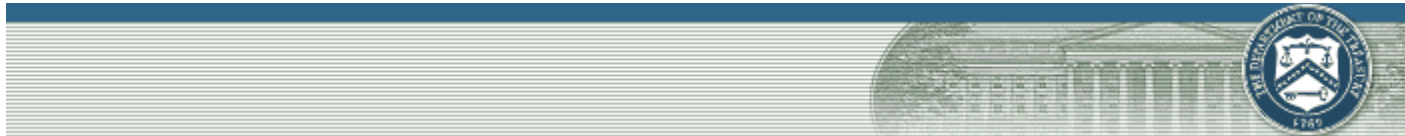
- Treasury purchased and has installed Google Appliance, a recognized industry standard, to ensure that citizens can search and identify information published on Treasury's website.
- All offices within Treasury's central Departmental Offices are identified on the site and background information is provided regarding each office's mission
- In addition to Treasury's public website, each of the Department's bureaus maintains a public website. All of these sites can be accessed via Treasury's site, and also have individual search capabilities as well.

Treasury is also in the process of updating its Information Resource Management (IRM) Strategic Plan. As required by OMB, the revised plan will provide an overview of the Department's information dissemination programs and our goals and objectives to continue improving public access to and distribution of Treasury information. The existing plan is available at

http://www.treas.gov/offices/cio/egov/docs/ITMB_Volume_2_IT_Strategic_Plan_v1%2002.pdf.

Treasury has an active program to improve its information dissemination activities while coordinating these activities with its FOIA operations. The development and continued refinement of the Department's IRM strategic plan, Treasury's ongoing engagement with NARA, and the continued implementation of Treasury's DRM will ensure that electronic information is easily accessible to the public. Treasury's efforts to improve its FOIA operations will also ensure the public receives accurate responses in a timely fashion.

Attachment A



Inventory of U.S. Department of Treasury Web Content

As required by [Section 207\(f\) \(2\) of the E-Government Act of 2002](#) the Department of Treasury has created this inventory of web content. The Department has reviewed customer satisfaction surveys, Emails as well as queried Treasury content owners to determine any planned new content to be made public over the coming year.

If you wish to provide comments or suggestions on this inventory please complete this [form](#).

Information Category	Category Description	Planned New Content	Publication Target Date	Priority
Accounting and Budget	Performance and Accountability Report, Treasury Budget Request, Accounting Policy, Daily Treasury Statement, Monthly Treasury Statement, Estimation of Total Taxable Resources	Content is added or updated as available or as required by law.	Ongoing	N/A
Enforcement	Specially Designated Nationals and Blocked Persons lists, Seized Property Auctions, Forfeiture Forms and documents, OFAC forms and documents.	Content is added or updated as available or as required by law.	Ongoing	N/A
Education	Treasury Duties and Functions, Treasury History, Building tours, Frequently Asked Questions on Coins, Currency, Personal Finance, Taxes, Financial Markets,	Content is added or updated as available or as required by law.	Ongoing	N/A
Financial Markets	Debt Management, Quarterly refunding Auction Schedules, Interest Rate Statistics Treasury Lending, International Capital Movements, Treasury Risk Insurance Program (TRIP)	Directory of TRIP Staff. Public Comments on Proposed TRIP Regulations. Other content is added or updated as available or as required by law.	2005	3
International	International Markets, Foreign Technical Assistance, Trade, International Standards and Codes, International Programs Budget, Exchange Stabilization	Content is added or updated as available or as required by law.	Ongoing	N/A
Press Releases	News (press Releases, statements, reports, photographs, speeches, testimony,) Media Advisories, Public Schedule, Treasury Official's bios and photos, Health Savings Accounts, Organization Chart	Content is added or updated as available or as required by law.	Ongoing	N/A

Small Business	Procurement, Doing Business with Treasury, Contract Opportunities, Vendor Outreach Sessions	Content is added or updated as available or as required by law.	Ongoing	N/A
Taxes	Tax Treaty Documents, Tax Policy Congressional Testimony, Tax Policy Documents, Tax Policy Congressional Testimony, Blue Book	Content is added or updated as available or as required by law.	Ongoing	N/A
Technology	Capital Planning and Investment Control, Cyber Security, E-Government, Enterprise Architecture, Enterprise Solutions, HR Connect, Information Management, IT Workforce, Telecommunications, Information Quality	Content is added or updated as available or as required by law.	Ongoing	N/A