E-Gov: Aligning the business - of agencies!

The E-Government Lines of Business Initiatives (LoBs) are providing new avenues for agencies to align their business processes. The LoBs are continuing to demonstrate results by bringing agencies together to work as one government to improve their services and interactions of citizens and businesses, streamline government transactions, migrate to the common solutions and save taxpayer dollars. Upon migration to common, government-wide solutions, agencies are shutting down existing systems which save money and free-up resources for agencies to better focus on achieving their missions.

The Human Resources Management LoB (HR LoB) and Financial Management LoB (FM LoB) have previously designated agencies to operate as shared service centers to provide common services to other agencies on a government-wide basis. Recently, the HR LoB approved four private-sector companies to provide human resource services to partner agencies. Agencies now have private-sector vendors along with five agency providers OMB approved in FY 2006 (the Treasury, Defense, and Health and Human Services departments; the Interior Department's National Business Center; and the Agriculture Department's National Finance Center) to compete their service requirements.

Recent Results in the Expanding Electronic Government Initiatives include:

GM LoB
The Grants Management Line of Business (GM LoB) is creating a government-wide solution to support end-to-end grants management systems, and is promoting citizen access, customer service, and agency financial and technical stewardship. The initiative focuses on developing a standardized and streamlined approach to grants management across the Federal government and seeks to reduce the number of grants management systems deployed across the 26 grant-making agencies. Three agencies (Department of Education, Department of Health and Human Services - Administration for Children and Families, and the National Science Foundation) have been designated as Consortia Leads to which the remaining agencies will migrate.

In Q1 FY 2008, agencies were asked to either sign an MOU with one of the three Consortia leads or submit an appeal. As of December 31, 2007, nine agencies have signed an MOU agreeing to work with a Consortia Lead. The GM LoB PMO is conducting an analysis of appeals submitted by remaining agencies and is working with the remaining agencies to align with GM LoB vision and goals.

ITI LoB
The IT Infrastructure (ITI) LoB puts in place a Government-wide approach for measuring and optimizing agency infrastructures to enhance cost efficiency/service levels and better enable core Agency missions and customer-centric services. In FY 2007, a commercial research firm was awarded a contract to develop metrics under the ITI LoB. The company is collecting and analyzing data to set baseline and target performance measures that will allow agencies to optimize outcomes for their end user support systems, telecommunications and networks, and data centers.

The ITI LoB drives agencies to purchase common infrastructure at industry best pricing by:
- Benchmarking IT infrastructure service level and cost against private industry performance;
- Establishing service level and cost targets for Federal agencies;
- Allowing agencies to determine their own plans to achieve targets; and
- Creating a Program Performance Measurement Office to monitor agency achievement of targets.

HR LoB
The Human Resources Lines of Business Initiative (HR LoB), managed by OPM and the Chief Human Capital Officer's Council, was launched to drive rapid and transformational improvements in the delivery of human resources services across government agencies. Through government wide participation, the HR LoB considers business benefits and impacts, and proposes an effective and efficient service delivery model that improves customer service and the strategic management of human capital.

Recently, GSA approved four private-sector providers to provide human resource services under the HR LoB effort. Agencies now have four private-sector providers to choose from along with five agency providers the Office of Management and Budget approved in the FY 2006 budget request: the Treasury, Defense, and Health and Human Services departments; the Interior Department's National Business Center; and the Agriculture Department's National Finance Center.

FY 2007 accomplishments include:
- Developed the Target Requirements for Shared Service Centers version 3.0;
- Developed the Service Component Model (SCM) version 2 for human resources management; and
- Developed the Entrance on Duty (EOD) Concept of Operations (CONOPS).

FM LoB
The Financial Management Lines of Business Initiative (FM LoB) is managed by GSA's Financial Systems Integration Office (FSIO) under the direction of the CFO Council's FSIO Transformation Team. The purpose of the FM LOB is to improve the cost, quality, and performance of financial management reducing non-compliance systems by leveraging common standards, shared service solutions and implementing other government-wide reforms that foster efficiencies in Federal financial operations.

Agencies are now required to use government wide business standards when they upgrade their financial systems software and move to a public or private shared-services provider. Business standards, such as the common government wide accounting code and business processes, will be incorporated into existing core financial systems requirements under the FM LoB. Agencies will compete their financial management systems among private and federal shared-services providers, which will provide IT hosting, application management and system implementation services to agencies. Each shared-services provider will provide those services to multiple agencies using a common application to reduce duplicative approaches.

SmartBUY
SmartBUY is a Federal government procurement vehicle designed to promote effective enterprise level software management. By leveraging the government's immense buying power, SmartBUY can potentially save taxpayers millions of dollars through government wide aggregate buying of Commercial off the shelf (COTS) software products. Recently, a SmartBUY agreement was reached to provide server licenses, server maintenance, perpetual enterprise agreements and maintenance, annual subscription licenses, and electronic data and records management training. Under SmartBUY, GSA now has 15 agreements for software including database, network management and enterprise resource planning. Agencies will save as much as 38 percent off the GSA schedule when using this new agreement. For FY 2007, SmartBUY helped the government avoid more than $133 million in software costs.

Federal Enterprise Architecture (FEA)
In December 2007, OMB reviewed agencies' progress against their EA and Internet Protocol Version 6 (IPv6) development milestones for Q1 FY 2008. This quarterly review gauges each agency's progress in the development of their EA program and implementation of IPv6. During this quarterly review, OMB rated 26 of 27 scored agencies as "on track" with regards to the development of their EA program and IPv6 implementation. These agencies continue to elevate the maturity of their enterprise architecture programs (since the prior year's annual EA maturity assessment), and are positioned to complete IPv6 adoption by the mandated date of June 30, 2008. OMB continues to work with the one outstanding agency to bring its progress in alignment with other agencies.

OMB is currently working with agencies to prepare for the annual EA maturity assessment, scheduled for February 29, 2008. Using the assessment criteria outlined in Enterprise Architecture Assessment Framework v2.2, OMB will evaluate the completion of agencies' architectures, the use of those architectures to inform IT capital planning, and the business results achieved from the use of the EA. This year's assessment will place additional emphasis (relative to the 2007 assessment) on IT transition planning (i.e. EA Transition Strategy), the ability of the agency to determine the value of its EA to its stakeholders (i.e. EA Value Measurement), and the achievement of measurable, business performance improvements.

OMB also continues to provide ongoing guidance to the E-Gov Lines of Business task forces (including Geospatial, Budget Formulation & Execution, and ITI LoB, and agencies implementing IPv6.

IT Privacy and Security
Quarterly performance updates continue to work toward achieving the IT security goals of the E-Gov Scorecard and implementing the privacy provisions of E-Gov Act and the Privacy Act. Currently, approximately 90 percent of agency systems have identified and validated the effectiveness of security controls through the certification and accreditation (C&A). Presently, 86 percent of applicable systems are covered by a complete and current Privacy Impact Assessment (PIA) and 84 percent of applicable systems have a current System of Records Notice (SORN) published in the Federal Register.