Exhibit 300: Capital Asset Plan and Business Case Summary

Part I: Summary Information And Justification (All Capital Assets)

Section A: Overview (All Capital Assets)

1. Date of Submission:

2. Agency:	General Services Administration
3. Bureau:	Office Of Citizen Services And Communications
4. Name of this Capital Asset:	USA.gov Infrastructure
5. Unique Project (Investment) Identifier: (For IT investment only, see section 53. For all other, use agency ID system.)	023-30-01-09-01-1010-00
6. What kind of investment will this be in FY2009? (Please NOTE: Investments moving to O&M in FY2009, with Planning/Acquisition activities prior to FY2009 should not select O&M. These investments should indicate their current status.)	Operations and Maintenance
7. What was the first budget year this investment was submitted to OMB?	FY2001 or earlier

8. Provide a brief summary and justification for this investment, including a brief description of how this closes in part or in whole an identified agency performance gap:

In 2007 USA.gov was highlighted by Time Magazine as one of the top "25 Web Sites We Can't Live Without" and PC Magazine's Top 100 Classic Web Sites.

In 1999, the GSA began work on WebGov a gateway to the U.S. Govt. The WebGov effort got a huge boost when Internet entrepreneur Eric Brewer, offered to donate Inktomi, a powerful search engine to the Fed. Govt. through a charitable foundation. The President accepted announcing in June 2000 that a portal, named FirstGov.gov would be developed and launched in 90 days.

GSA recruited the President's Mgmt Council & the CIO Council to sponsor the initiative with donations from 22 agencies & provided members to a new cross-agency board. USA.gov (formerly FirstGov.gov) was launched on September 22, 2000 & became the first & only official U.S. portal to the Federal government, with links to both State and Local governments. USA.gov now offers easy, secure access to a range of reliable government information & services previously unavailable from a single location. Its search technology allows instant public access to more than 22,000 federal websites and 50 million govt. web pages, many of which were not accessible to public search. Use of the site soared from 7 million unique views in 2001 to 37 million in 2002, a 444% increase. For FY 2006, there were approximately 195 million page views. This number of page views is expected to continue growing in 2006 and beyond. There were 100.5 million web site visitors in FY 2006.

USA.gov was awarded the "Oscar" of good govt., the Innovations in American Govt. Award, bestowed by Harvard University and the Ford Foundation in cooperation w/ the Council on Excellence in Government. The site has been endorsed by the E-Gov Act as the Federal govt's primary portal for citizen access to information and is a focus of OMB's Office of E-Government & Information Technology. USA.gov was featured in "Visionaries", a television show produced by the PBS in 2004. FirstGov.gov has continued to receive awards and recognition from various organizations specializing in analysis of web sites.

The hosting infrastructure presents the content web pages to the public & posts the results of the queries from the public processed by the search infrastructure. The search services consolidates information from Federal, state, local, tribal, & territorial web sites into a centralized data base. The current provider of search services to USA.gov is a partnership of Vivisimo, Inc. and MSN Search.

9. Did the Agency's Executive/Investment Committee approve this request?	Yes
a. If "yes," what was the date of this approval?	7/23/2007
10. Did the Project Manager review this Exhibit?	Yes

11. Contact information of Project Manager?

Name

Phone Number

Email

a. What is the current FAC-P/PM certification level of the project/program manager?	DAWIA-Level-1

12. Has the agency developed and/or promoted cost effective, energy-efficient and environmentally sustainable techniques or practices for this project?	Yes
a. Will this investment include electronic assets (including computers)?	Yes
b. Is this investment for new construction or major retrofit of a Federal building or facility? (answer applicable to non-IT assets only)	No
1. If "yes," is an ESPC or UESC being used to help fund this investment?	No
2. If "yes," will this investment meet sustainable design principles?	No
3. If "yes," is it designed to be 30% more energy efficient than relevant code?	
13. Does this investment directly support one of the PMA initiatives?	Yes
If "yes," check all that apply:	Expanded E-Government
a. Briefly and specifically describe for each selected how this asset directly supports the identified initiative(s)? (e.g. If E-Gov is selected, is it an approved shared service provider or the managing partner?)	Part of GSA's eGov. The primary strategic objective of USA.gov Infra. is to provide exemplary service to citizens by increasing the quality, quantity, & availability of Fed. info. & services over the web. USA.gov Infra. present a single govt. face to citizens, who need timely and consistent responses about govt. programs, benefits, transactions, services, info. & in so doing, enable the Fed. govt. to become more citizen-centric. Provides a shared services contracts to Fed. agencies.
14. Does this investment support a program assessed using the Program Assessment Rating Tool (PART)? (For more information about the PART, visit www.whitehouse.gov/omb/part.)	Yes
a. If "yes," does this investment address a weakness found during a PART review?	No
b. If "yes," what is the name of the PARTed program?	
c. If "yes," what rating did the PART receive?	Effective
15. Is this investment for information technology?	Yes

If the answer to Question 15 is "Yes," complete questions 16-23 below. If the answer is "No," do not answer questions 16-23.

For information technology investments only:

16. What is the level of the IT Project? (per CIO Council PM Guidance)	Level 1
17. What project management qualifications does the Project Manager have? (per CIO Council PM Guidance)	(1) Project manager has been validated as qualified for this investment
18. Is this investment or any project(s) within this investment identified as "high risk" on the Q4 - FY 2007 agency high risk report (per OMB Memorandum M-05-23)	No
19. Is this a financial management system?	No
a. If "yes," does this investment address a FFMIA compliance area?	No
1. If "yes," which compliance area:	
2. If "no," what does it address?	

b. If "yes," please identify the system name(s) and system acronym(s) as reported in the most recent financial systems inventory update required by Circular A-11 section 52

20. What is the percentage breakout for the total FY2009 funding request for the following? (This should total 100%)

Hardware

Software

Services

Other

21. If this project produces information dissemination products for the public, are these products published to the Internet in conformance with OMB Memorandum 05-04 and included in your agency inventory, schedules and priorities?	Yes

22. Contact information of individual responsible for privacy related questions:

Name

Phone Number

Title

E-mail

23. Are the records produced by this investment appropriately scheduled with the National Archives and Records Administration's approval?	Yes

Question 24 must be answered by all Investments:

24. Does this investment directly support one of the GAO High Risk Areas?	No

Section B: Summary of Spending (All Capital Assets)

1. Provide the total estimated life-cycle cost for this investment by completing the following table. All amounts represent budget authority in millions, and are rounded to three decimal places. Federal personnel costs should be included only in the row designated "Government FTE Cost," and should be excluded from the amounts shown for "Planning," "Full Acquisition," and "Operation/Maintenance." The "TOTAL" estimated annual cost of the investment is the sum of costs for "Planning," "Full Acquisition," and "Operation/Maintenance." For Federal buildings and facilities, life-cycle costs should include long term energy, environmental, decommissioning, and/or restoration costs. The costs associated with the entire life-cycle of the investment should be included in this report.

Table 1: SUMMARY OF SPENDING FOR PROJECT PHASES (REPORTED IN MILLIONS) (Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions)									
	PY-1 and earlier	PY 2007	CY 2008	BY 2009	BY+1 2010	BY+2 2011	BY+3 2012	BY+4 and beyond	Total
Planning:	4.375	0	0	0					
Acquisition:	5.491	0	0	0					
Subtotal Planning & Acquisition:	9.866	0	0	0					
Operations & Maintenance:	36.818	10.676	10.238	10.341					
TOTAL:	46.684	10.676	10.238	10.341					
Government FTE Costs should not be included in the amounts provided above.									
Government FTE Costs	36.041	5.787	6.706	6.215					
Number of FTE represented by Costs:	203	44	48	48					

Note: For the multi-agency investments, this table should include all funding (both managing partner and partner agencies). Government FTE Costs should not be included as part of the TOTAL represented.

2. Will this project require the agency to hire additional FTE's?	No

    a. If "yes," How many and in what year?

3. If the summary of spending has changed from the FY2008 President's budget request, briefly explain those changes:

Section C: Acquisition/Contract Strategy (All Capital Assets)

1. Complete the table for all (including all non-Federal) contracts and/or task orders currently in place or planned for this investment. Total Value should include all option years for each contract. Contracts and/or task orders completed do not need to be included.

Contracts/Task Orders Table: * Costs in millions

Contract or Task Order Number	Type of Contract/ Task Order	Has the contract been awarded (Y/N)	If so what is the date of the award? If not, what is the planned award date?	Start date of Contract/ Task Order	End date of Contract/ Task Order	Total Value of Contract/ Task Order ($M)	Is this an Interagency Acquisition? (Y/N)	Is it performance based? (Y/N)	Competitively awarded? (Y/N)	What, if any, alternative financing option is being used? (ESPC, UESC, EUL, N/A)	Is EVM in the contract? (Y/N)	Does the contract include the required security & privacy clauses? (Y/N)	Name of CO	CO Contact information (phone/email)	Contracting Officer Certification Level (Level 1,2,3,N/A)	If N/A, has the agency determined the CO assigned has the competencies and skills necessary to support this acquisition? (Y/N)

2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why:

3. Do the contracts ensure Section 508 compliance?

    a. Explain why:

4. Is there an acquisition plan which has been approved in accordance with agency requirements?

    a. If "yes," what is the date?

    b. If "no," will an acquisition plan be developed?

        1. If "no," briefly explain why:

Section D: Performance Information (All Capital Assets)

In order to successfully address this area of the exhibit 300, performance goals must be provided for the agency and be linked to the annual performance plan. The investment must discuss the agency's mission and strategic goals, and performance measures (indicators) must be provided. These goals need to map to the gap in the agency's strategic goals and objectives this investment is designed to fill. They are the internal and external performance benefits this investment is expected to deliver to the agency (e.g., improve efficiency by 60 percent, increase citizen participation by 300 percent a year to achieve an overall citizen participation rate of 75 percent by FY 2xxx, etc.). The goals must be clearly measurable investment outcomes, and if applicable, investment outputs. They do not include the completion date of the module, milestones, or investment, or general goals, such as, significant, better, improved that do not have a quantitative or qualitative measure.

Agencies must use the following table to report performance goals and measures for the major investment and use the Federal Enterprise Architecture (FEA) Performance Reference Model (PRM). Map all Measurement Indicators to the corresponding "Measurement Area" and "Measurement Grouping" identified in the PRM. There should be at least one Measurement Indicator for each of the four different Measurement Areas (for each fiscal year). The PRM is available at www.egov.gov. The table can be extended to include performance measures for years beyond FY 2009.

Performance Information Table								
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
2005	3.Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Customer Results	Customer Benefit	Customer Satisfaction	ACSI Index	ACSI Index 74% - goal to maintain the American Customer Satisfaction Index (ACSI) in 2005.	0% change; ACSI Index 74%	ACSI Index 74%
2005	3.Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Mission and Business Results	Public Affairs	Public Relations	Number of documents consolidated and indexed.	15 million documents	0% increase;	12 million, 20% decrease
2005	3.Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Processes and Activities	Productivity and Efficiency	Productivity	Visits per week to the web site.	1,500,000 visits per week; 78 million visits per year	1,650,000 visits per week; or 85.8 million visits per year	1,663,000 visits per year; or 86.5 million visits per year
2005	3.Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Technology	Reliability and Availability	Reliability	Uptime of the infrastructure.	99.5% uptime	99.5% uptime - maintain uptime especially through recompetes of major contracts in 2006 and 2007.	99.5% uptime
2006	3.Best Value:Develop and deliver timely, accurate,	Customer Results	Customer Benefit	Customer Satisfaction	ACSI Index	ACSI Index 74%	ACSI Index 74%	ACSI Index 74%

Performance Information Table							
Fiscal Year	**Strategic Goal(s) Supported**	**Measurement Area**	**Measurement Category**	**Measurement Grouping**	**Measurement Indicator**	**Baseline**	**Target**	**Actual Results**
	and cost-effective acquisition services and business solutions.							
2006	3.Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Customer Results	Customer Benefit	Customer Satisfaction	Uptime of the infrastructure.	99.5%	Maintain high availability at current levels; 99.5%	99.8%
2006	3.Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Mission and Business Results	Public Affairs	Public Relations	Number of documents consolidated and indexed.	12 million documents	67% increase; 20 million documents - increase the number of posted information documents. (Note - changed the methodology for search which led to a substantial increase in docs indexed.)	20.1 million documents
2006	3.Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Processes and Activities	Productivity and Efficiency	Efficiency	Visits per week to the web site.	1,663,000 visits per year; or 86.5 million visits per year	1,815,000 visits per week; 94.380 million visits per year	1,581,457; 79.5 million per year
2006	3.Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Technology	Reliability and Availability	Availability	Uptime of the infrastructure.	99.5% uptime	99.5% uptime - maintain uptime especially through recompetes of major contracts in 2006 and 2007.	99.8% uptime
2007	3.Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Customer Results	Customer Benefit	Customer Satisfaction	ACSI Index	ACSI Index 74%	Maintain above average performance; 74%	ACSI INdex 73%
2007	3.Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Mission and Business Results	Public Affairs	Public Relations	Number of documents consolidated and indexed.	20 million documents	50 million documents - increase the number of posted information documents.	50 million documents
2007	3.Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Processes and Activities	Productivity and Efficiency	Productivity	Visits per week to the web site.	1,581,457; 79.5 million per year	1,692,000 visits per week; 88 million visits per year	1,692,000 visits per week; 88 million visits per year
2007	3.Best Value:Develop and deliver	Technology	Reliability and Availability	Reliability	Uptime of infrastructure	99.5	99.5 uptime - maintain uptime throughout the	99.5

Performance Information Table								
Fiscal Year	**Strategic Goal(s) Supported**	**Measurement Area**	**Measurement Category**	**Measurement Grouping**	**Measurement Indicator**	**Baseline**	**Target**	**Actual Results**
	timely, accurate, and cost-effective acquisition services and business solutions.						contract life.	
2008	3.Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Customer Results	Customer Benefit	Customer Satisfaction	ACSI Index	ACSI Index 74%	Maintain above average performance; 74%	
2008	3.Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Mission and Business Results	Public Affairs	Public Relations	Number of documents consolidated and indexed.	50 million documents	60 million documents	
2008	3.Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Processes and Activities	Productivity and Efficiency	Productivity	Visits per week to the web site.	1,692,000 visits per week; 88 million visits per year	1,861,000 visits per week; 96.8 million per year.	
2008	3.Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Technology	Reliability and Availability	Reliability	Uptime of the infrastructure	99.5	99.5 uptime - maintain uptime throughout the contract life.	
2009	3.Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Customer Results	Customer Benefit	Customer Satisfaction	ACSI Index	ACSI Index 74%	Maintain above average performance; 74%	
2009	3.Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Mission and Business Results	Public Affairs	Public Relations	Number of documents consolidated and indexed.	60 million documents	70 million documents	
2009	3.Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Processes and Activities	Productivity and Efficiency	Productivity	Visits per week to the web site.	1,861,000 visits per week; 96.8 million per year.	2,048,000 per week;106.48 million per year.	
2009	3.Best Value:Develop and deliver timely, accurate, and cost-effective acquisition	Technology	Reliability and Availability	Reliability	Uptime of the infrastructure	99.5	99.5 uptime - maintain uptime throughout the contract life.	

Performance Information Table								
Fiscal Year	**Strategic Goal(s) Supported**	**Measurement Area**	**Measurement Category**	**Measurement Grouping**	**Measurement Indicator**	**Baseline**	**Target**	**Actual Results**
	services and business solutions.							

Section E: Security and Privacy (IT Capital Assets only)

In order to successfully address this area of the business case, each question below must be answered at the system/application level, not at a program or agency level. Systems supporting this investment on the planning and operational systems security tables should match the systems on the privacy table below. Systems on the Operational Security Table must be included on your agency FISMA system inventory and should be easily referenced in the inventory (i.e., should use the same name or identifier).

For existing Mixed-Life Cycle investments where enhancement, development, and/or modernization is planned, include the investment in both the "Systems in Planning" table (Table 3) and the "Operational Systems" table (Table 4). Systems which are already operational, but have enhancement, development, and/or modernization activity, should be included in both Table 3 and Table 4. Table 3 should reflect the planned date for the system changes to be complete and operational, and the planned date for the associated C&A update. Table 4 should reflect the current status of the requirements listed. In this context, information contained within Table 3 should characterize what updates to testing and documentation will occur before implementing the enhancements; and Table 4 should characterize the current state of the materials associated with the existing system.

All systems listed in the two security tables should be identified in the privacy table. The list of systems in the "Name of System" column of the privacy table (Table 8) should match the systems listed in columns titled "Name of System" in the security tables (Tables 3 and 4). For the Privacy table, it is possible that there may not be a one-to-one ratio between the list of systems and the related privacy documents. For example, one PIA could cover multiple systems. If this is the case, a working link to the PIA may be listed in column (d) of the privacy table more than once (for each system covered by the PIA).

The questions asking whether there is a PIA which covers the system and whether a SORN is required for the system are discrete from the narrative fields. The narrative column provides an opportunity for free text explanation why a working link is not provided. For example, a SORN may be required for the system, but the system is not yet operational. In this circumstance, answer "yes" for column (e) and in the narrative in column (f), explain that because the system is not operational the SORN is not yet required to be published.

Please respond to the questions below and verify the system owner took the following actions:

1. Have the IT security costs for the system(s) been identified   Yes
and integrated into the overall costs of the investment:

    a. If "yes," provide the "Percentage IT Security" for the
budget year:

2. Is identifying and assessing security and privacy risks a part   Yes
of the overall risk management effort for each system
supporting or part of this investment.

3. Systems in Planning and Undergoing Enhancement(s), Development, and/or Modernization - Security Table(s):

Name of System	Agency/ or Contractor Operated System?	Planned Operational Date	Date of Planned C&A update (for existing mixed life cycle systems) or Planned Completion Date (for new systems)

4. Operational Systems - Security Table:

Name of System	Agency/ or Contractor Operated System?	NIST FIPS 199 Risk Impact level (High, Moderate, Low)	Has C&A been Completed, using NIST 800-37? (Y/N)	Date Completed: C&A	What standards were used for the Security Controls tests? (FIPS 200/NIST 800-53, NIST 800-26, Other, N/A)	Date Complete(d): Security Control Testing	Date the contingency plan tested

5. Have any weaknesses, not yet remediated, related to any of
the systems part of or supporting this investment been
identified by the agency or IG?

    a. If "yes," have those weaknesses been incorporated into
the agency's plan of action and milestone process?

6. Indicate whether an increase in IT security funding is
requested to remediate IT security weaknesses?

a. If "yes," specify the amount, provide a general description of the weakness, and explain how the funding request will remediate the weakness.

7. How are contractor security procedures monitored, verified, and validated by the agency for the contractor systems above?

8. Planning & Operational Systems - Privacy Table:

(a) Name of System	(b) Is this a new system? (Y/N)	(c) Is there at least one Privacy Impact Assessment (PIA) which covers this system? (Y/N)	(d) Internet Link or Explanation	(e) Is a System of Records Notice (SORN) required for this system? (Y/N)	(f) Internet Link or Explanation
DME - USA.gov Infrastructure - USA.gov Re-compete	Yes	No	A PIA is not required at this time because the system does not collect personally identifiable information on the public.	No	No because the system is not a Privacy Act System of Records.
Steady State - USA.gov Infrastructure	No	No	A PIA is not required at this time because the system does not collect personally identifiable information on the public.	No	No because the system is not a Privacy Act System of Records.

Details for Text Options:
Column (d): If yes to (c), provide the link(s) to the publicly posted PIA(s) with which this system is associated. If no to (c), provide an explanation why the PIA has not been publicly posted or why the PIA has not been conducted.

Column (f): If yes to (e), provide the link(s) to where the current and up to date SORN(s) is published in the federal register. If no to (e), provide an explanation why the SORN has not been published or why there isn't a current and up to date SORN.

Note: Working links must be provided to specific documents not general privacy websites. Non-working links will be considered as a blank field.

Section F: Enterprise Architecture (EA) (IT Capital Assets only)

In order to successfully address this area of the capital asset plan and business case, the investment must be included in the agency's EA and Capital Planning and Investment Control (CPIC) process and mapped to and supporting the FEA. The business case must demonstrate the relationship between the investment and the business, performance, data, services, application, and technology layers of the agency's EA.

1. Is this investment included in your agency's target enterprise architecture?

    a. If "no," please explain why?

Yes

2. Is this investment included in the agency's EA Transition Strategy?

    a. If "yes," provide the investment name as identified in the Transition Strategy provided in the agency's most recent annual EA Assessment.

Yes

This investment will be included in the Feb. 2008 update of the One GSA EA Transition Strategy and Sequence Plan.

In addition, this investment is following GSA's architecture guidance for components of the infrastructure known as the "brick" for its layered approach. This investiment is also following GSA's architecture guidance for components of the security infrastructure known as the "IT Security brick".

    b. If "no," please explain why?

3. Is this investment identified in a completed (contains a target architecture) and approved segment architecture?

    a. If "yes," provide the name of the segment architecture as provided in the agency's most recent annual EA Assessment.

No

4. Service Component Reference Model (SRM) Table:
Identify the service components funded by this major IT investment (e.g., knowledge management, content management, customer relationship management, etc.). Provide this information in the format of the following table. For detailed guidance regarding components, please refer to http://www.egov.gov.

Agency Component Name	Agency Component Description	FEA SRM Service Domain	FEA SRM Service Type	FEA SRM Component (a)	Service Component Reused Name (b)	Service Component Reused UPI (b)	Internal or External Reuse? (c)	BY Funding Percentage (d)
Data management	The set of activities to catalog and index a large collection of	Back Office Services	Data Management	Data Warehouse			No Reuse	10

4. Service Component Reference Model (SRM) Table:
Identify the service components funded by this major IT investment (e.g., knowledge management, content management, customer relationship management, etc.). Provide this information in the format of the following table. For detailed guidance regarding components, please refer to http://www.egov.gov.

Agency Component Name	Agency Component Description	FEA SRM Service Domain	FEA SRM Service Type	FEA SRM Component (a)	Service Component Reused Name (b)	Service Component Reused UPI (b)	Internal or External Reuse? (c)	BY Funding Percentage (d)
	Governmentwide documents and URLs of agency information, services, benefits, transactions and programs.							
Application Development	The set of activities to develop unique software and to integrate off-the-shelf components into USA.gov and USASearch.gov	Back Office Services	Development and Integration	Software Development			No Reuse	10
Performance Management	Defines the set of activities to use web analytics to track performance management and to make investment decisions.	Business Management Services	Investment Management	Performance Management			No Reuse	5
Configuration Management	This is the set of activities to maintain a baseline inventory, manage change and guide future changes to the entire architecture at all levels.	Business Management Services	Management of Processes	Configuration Management			Internal	3
Quality Management	Defines the set of capabilities intended to help determine the level that a product or service satisifes certain requirements, particularly citizen services.	Business Management Services	Management of Processes	Quality Management			No Reuse	5
Multi-Lingual Support	Defines the set of functions and capabilities that allow access to data and information in multiple languages.	Customer Services	Customer Initiated Assistance	Multi-Lingual Support			No Reuse	10
Online Help	Defines the set of capabilities that provides an electronic inteface for customer assistance.	Customer Services	Customer Initiated Assistance	Online Help			No Reuse	5
Routing and Scheduling	Routing email questions to the National Call Center for answering citizen questions.	Customer Services	Customer Relationship Management	Call Center Management			No Reuse	2
Web Analytics	Defines the set of capabilities that are used to collect citizen activitiy on web sites.	Customer Services	Customer Relationship Management	Customer Analytics			No Reuse	5
Customer Feedback	Defines the set of capabilities that are used to collect, analyze and handle	Customer Services	Customer Relationship Management	Customer Feedback			No Reuse	3

4. Service Component Reference Model (SRM) Table:

Identify the service components funded by this major IT investment (e.g., knowledge management, content management, customer relationship management, etc.). Provide this information in the format of the following table. For detailed guidance regarding components, please refer to http://www.egov.gov.

Agency Component Name	Agency Component Description	FEA SRM Service Domain	FEA SRM Service Type	FEA SRM Component (a)	Service Component Reused Name (b)	Service Component Reused UPI (b)	Internal or External Reuse? (c)	BY Funding Percentage (d)
	comments and feedback from an organization's customers, in this case parimarily citizens and stakeholders.							
Surveys	Defines the set of capabilities that are used to collect useful information from an organization's customers, in this case primarily web site based surveys.	Customer Services	Customer Relationship Management	Surveys			No Reuse	5
Content Authoring	Content authoring defines the set of capabilities that are used to author content in support of the organization's customers, in this case primarily citizens and stakeholders.	Digital Asset Services	Content Management	Content Authoring			No Reuse	13
Content Management	Automated management of content through a content management system. The content management system provides both a staging environment for inputting content which can then through automated means be posted to the production environment.	Digital Asset Services	Content Management	Content Publishing and Delivery			No Reuse	10
Search Services	The set of activities in providing responses back to queries through the USASearch.gov search page	Support Services	Search	Query			No Reuse	5
Ceritifcation and Accreditation	This defines the set of activities to document security processes, protections and activities. It includes the process of analyzing and developing documentation to support the Authority to Operate (ATO) and the Certification and Accreditation (C&A),	Support Services	Security Management	Certification and Accreditation			No Reuse	4
Security Support	This defines the set of platform specific activities to prevent security	Support Services	Security Management	Intrusion Prevention			No Reuse	5

4. Service Component Reference Model (SRM) Table:
Identify the service components funded by this major IT investment (e.g., knowledge management, content management, customer relationship management, etc.). Provide this information in the format of the following table. For detailed guidance regarding components, please refer to http://www.egov.gov.

Agency Component Name	Agency Component Description	FEA SRM Service Domain	FEA SRM Service Type	FEA SRM Component (a)	Service Component Reused Name (b)	Service Component Reused UPI (b)	Internal or External Reuse? (c)	BY Funding Percentage (d)
	incidents. This includes firewalls, IDS, logging, access control, etc.							

a. Use existing SRM Components or identify as "NEW". A "NEW" component is one not already identified as a service component in the FEA SRM.

b. A reused component is one being funded by another investment, but being used by this investment. Rather than answer yes or no, identify the reused service component funded by the other investment and identify the other investment using the Unique Project Identifier (UPI) code from the OMB Ex 300 or Ex 53 submission.

c. 'Internal' reuse is within an agency. For example, one agency within a department is reusing a service component provided by another agency within the same department. 'External' reuse is one agency within a department reusing a service component provided by another agency in another department. A good example of this is an E-Gov initiative service being reused by multiple organizations across the federal government.

d. Please provide the percentage of the BY requested funding amount used for each service component listed in the table. If external, provide the percentage of the BY requested funding amount transferred to another agency to pay for the service. The percentages in the column can, but are not required to, add up to 100%.

5. Technical Reference Model (TRM) Table:
To demonstrate how this major IT investment aligns with the FEA Technical Reference Model (TRM), please list the Service Areas, Categories, Standards, and Service Specifications supporting this IT investment.

FEA SRM Component (a)	FEA TRM Service Area	FEA TRM Service Category	FEA TRM Service Standard	Service Specification (b) (i.e., vendor and product name)
Performance Management	Component Framework	Business Logic	Platform Independent	WebTrends is used to accumulate and summarize usage statistics for USA.gov.
Customer Feedback	Component Framework	Data Management	Reporting and Analysis	ACSI - Outside service for surveys and reporting of citizen responses
Surveys	Component Framework	Data Management	Reporting and Analysis	ACSI - Outside service for surveys and reporting of citizen responses
Quality Management	Component Framework	Data Management	Reporting and Analysis	TQM (total quality management) tools and methodologies
Customer Analytics	Component Framework	Data Management	Reporting and Analysis	Trending of citizen statistics is accomplished using WebTrends Version 6.0
Content Publishing and Delivery	Component Framework	Presentation / Interface	Content Rendering	html, dhtml, jsp, javascript, css, etc.
Online Help	Component Framework	Presentation / Interface	Content Rendering	Online Help - FAQ's (RightNow Technologies in combination with J2EE based html and jsp pages - internally developed applications)
Content Authoring	Component Framework	Presentation / Interface	Content Rendering	Vignette Content management system Version 7.2, J2EE Suite (html, jsp's, javascript, etc.)
Certification and Accreditation	Component Framework	Security	Supporting Security Services	NIST and GSA Standards are followed in the development of the C&A.
Call Center Management	Service Interface and Integration	Integration	Middleware	Routing Email Questions (J2EE based jsp pages - internally developed application)
Data Warehouse	Service Platform and Infrastructure	Database / Storage	Database	Vignette Content Management System Version 7.2, Oracle 10g
Configuration Management	Service Platform and Infrastructure	Database / Storage	Storage	IBM Rational/ClearCase is used to provide the infrastructure and storage of configuration management artifacts and documentation.
Content Publishing and Delivery	Service Platform and Infrastructure	Delivery Servers	Portal Servers	BEA Portal 7.2, SP2
Performance Management	Service Platform and Infrastructure	Delivery Servers	Web Servers	
Content Publishing and Delivery	Service Platform and Infrastructure	Delivery Servers	Web Servers	Apache 2.0
Intrusion Prevention	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Firewalls (CISCO PIX), IDS (NIDS), Bastion Server

5. Technical Reference Model (TRM) Table:
To demonstrate how this major IT investment aligns with the FEA Technical Reference Model (TRM), please list the Service Areas, Categories, Standards, and Service Specifications supporting this IT investment.

FEA SRM Component (a)	FEA TRM Service Area	FEA TRM Service Category	FEA TRM Service Standard	Service Specification (b) (i.e., vendor and product name)
Query	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	The function is outsourced as a "subscription", but based primarily on a Sun server infrastructure.
Multi-Lingual Support	Service Platform and Infrastructure	Support Platforms	Platform Independent	J2EE based jps's, javascripts and html pages
Software Development	Service Platform and Infrastructure	Support Platforms	Platform Independent	J2EE based jsp's, javascripts, and html pages

a. Service Components identified in the previous question should be entered in this column. Please enter multiple rows for FEA SRM Components supported by multiple TRM Service Specifications

b. In the Service Specification field, agencies should provide information on the specified technical standard or vendor product mapped to the FEA TRM Service Standard, including model or version numbers, as appropriate.

6. Will the application leverage existing components and/or applications across the Government (i.e., FirstGov, Pay.Gov, etc)?   No

a. If "yes," please describe.

Exhibit 300: Part III: For "Operation and Maintenance" investments ONLY (Steady State)

Section A: Risk Management (All Capital Assets)

Part III should be completed only for investments identified as "Operation and Maintenance" (Steady State) in response to Question 6 in Part I, Section A above.

You should have performed a risk assessment during the early planning and initial concept phase of this investment's life-cycle, developed a risk-adjusted life-cycle cost estimate and a plan to eliminate, mitigate or manage risk, and be actively managing risk throughout the investment's life-cycle.

1. Does the investment have a Risk Management Plan? Yes

    a. If "yes," what is the date of the plan? 7/30/2007

    b. Has the Risk Management Plan been significantly No
changed since last year's submission to OMB?

    c. If "yes," describe any significant changes:

2. If there currently is no plan, will a plan be developed?

    a. If "yes," what is the planned completion date?

    b. If "no," what is the strategy for managing the risks?

Section B: Cost and Schedule Performance (All Capital Assets)

1. Was operational analysis conducted? Yes

    a. If "yes," provide the date the analysis was completed. 3/24/2007

    b. If "yes," what were the results?

    c. If "no," please explain why it was not conducted and if there are any plans to conduct operational analysis in the future:

2. Complete the following table to compare actual cost performance against the planned cost performance baseline. Milestones reported may include specific individual scheduled preventative and predictable corrective maintenance activities, or may be the total of planned annual operation and maintenance efforts).

    a. What costs are included in the reported Cost/Schedule Contractor and Government
Performance information (Government Only/Contractor
Only/Both)?

    2.b Comparison of Plan vs. Actual Performance Table:

Comparison of Plan vs. Actual Performance Table							
Milestone Number	**Description of Milestone**	**Planned**		**Actual**		**Variance**	
		Completion Date (mm/dd/yyyy)	**Total Cost($M)**	**Completion Date (mm/dd/yyyy)**	**Total Cost($M)**	**Schedule (# days)**	**Cost($M)**