Implementing and Utilizing E-Government

In an effort to further agency implementation of the E-Gov, Lines of Business (LoB), and SmartBUY initiatives, the Office of E-Government and Information Technology (IT) has been collaborating with agencies to refine their E-Gov implementation plans. The purpose of the agency implementation plans is to ensure agencies have documented clear objectives and measurable milestones regarding the adoption and utilization of the E-Gov, LoB, and SmartBUY initiatives. Once the implementation plans are agreed upon by both the agencies and OMB, agency progress against these plans will be measured quarterly through the PMA Scorecard.

In addition, OMB and the initiatives are working to increase awareness and utilization of their services among citizens, businesses, and state, local, and tribal governments. In December, 2004, a national public relations firm conducted an analysis of the goals, benchmarks and operations for ten of the 25 E-Gov initiatives and delivered specific media strategies to each initiative. OMB is currently working to provide strategic marketing plans for the remaining E-Gov initiatives. Recent accomplishments of the E-Gov initiative(s) are highlighted below.

Recent Results in the Expanding Electronic Government Initiative:

IRS Free File: The IRS launched its third year of Free File tax filing via www.irs.gov to the public on January 18, 2005. This initiative provides a single-point of access to free online preparation and electronic tax filing services to at least 60% of Americans. For the 2004 filing season, IRS Free File had an increase of 46% in the number of tax returns (5.01 million returns) filed through this service from last year. Free File represents 30% of the returns filed online, an increase from 24% last year.

SAFECOM: SAFECOM, the umbrella program within the Federal government to help local, tribal, state, and Federal public safety agencies improve public safety response through more effective and efficient interoperable wireless communications, recently re-launched its website, www.safecomprogram.gov. The website now includes an interoperable communications portal and grants clearinghouse that allows public safety users to identify the best solutions for their jurisdiction. In addition, SAFECOM completed the draft architecture framework for public safety communications which will serve as the basis for research and development and standards planning. The draft is currently being vetted by technical experts and the public safety practitioner working group. It is anticipated to be finalized by September.

Recruitment One-Stop: OPM announced in mid-June, 2005, that USAJOBS (www.usajobs.gov) logged in more than 130 million unique visitors since its re-launch in August, 2003, and more than 1.4 billion times accessed to date. Additionally, job seekers have created nearly 1.5 million new resumes to apply for Federal jobs. In May, 2005, the American Council of Technology/Industry Advisory Council recognized USAJOBS as a 2005 Intergovernmental Solutions Award winner. The Recruitment One-Stop initiative continues to improve the USAJOBS website with enhancements including a streamlined resume builder and links to additional information on Federal hiring trends and websites on hiring veterans.

Lines of Business (LoB): To develop the common IT security solutions for five activity areas, an interagency task force has leveraged expertise from over 65 senior security professionals representing 34 government agencies and reviewed information from a variety of sources, including: 65 responses to an Information Systems Security LoB request for information (RFI) from industry and government, industry feedback received at a Cyber Security Practitioners Day, responses to a budget data request and supplemental data request for agency IT security, agency Federal Information Security Management Act (FISMA) reports, market publications and other previously commissioned reports. The task force identified common solutions to be shared across government and developed a draft joint business case outlining a general concept of operations with overall milestones and budget estimates.

The Federal Health Architecture (FHA) LoB under HHS announced the creation of a public/private collaborative community, called the American Health Information Collaboration (AHIC). The AHIC will serve as an advisory body to the Secretary of HHS on broad policy questions to move the health IT initiative forward (such as standards development and certification, security and privacy, etc). The AHIC will be established under the Federal Advisory Committee Act and it will consist of 17 members, including relevant Federal officials, as well as representatives of providers, payers, vendors, consumers, and privacy interests.

Federal Enterprise Architecture (FEA): In June, 2005, the FEA PMO completed assessments of 25 Federal agencies' enterprise architectures (EAs). Overall, agencies showed a 36% improvement in their scores, with 24 of the 25 agencies earning a score of 3.0 or better. A score of 3.0 or better means that the agencies' EAs are "effective", that is, they are sufficiently mature to be used to guide and inform the agencies' investment processes. In mid-June, 2005, OMB released the Consolidated Reference Model (CRM) which provides the most current FEA reference model information in one document. The CRM replaces previous versions of the reference models and can be found at http://www.whitehouse.gov/omb/egov/documents/CRM.PDF.

On June 13, 2005, the first quarterly public forum of the Data Reference Model (DRM) was held. A draft XML data schema (version 0.1) was released and reviewed by the DRM Working Group, and was approved by 24 of the 26 agencies participating. The schema is designed to meet the criteria defined in Sec 207 (d) of the E-Gov Act and will be a key component for information sharing, re-use and integration of strategic information across the Federal government.

IT Privacy and Security: Quarterly FISMA performance metric updates demonstrate government-wide progress toward achieving the IT security goals of the E-Gov Scorecard and implementing the privacy provisions of the E-Gov Act, although work remains. At this time, 79% of agency systems have identified and validated the effectiveness of security and privacy controls for each system - a process called certification and accreditation. This percentage is up from 77% at the end of FY 2004. Furthermore, agency processes to identify, manage, and remediate security weaknesses are becoming more effective. These improvements, as well as the continued monitoring of agency activities through the President's Management Agenda Scorecard, are contributing to the security and privacy of the Federal government's information and systems.

More information about Expanded Electronic Government, the E-Gov Report, or other E-Gov topics of interest can be found at www.egov.gov, the official website of the President's E-Government Initiative. The website is an up-to-date, public source of information about the E-Government Initiative and its accomplishments.

Sincerely,

Karen Evans
Administrator
Office of E-Government and Information Technology