

**Clarity and Accountability Produces Results!**  
2<sup>nd</sup> Quarter, 2006

There were a significant number of E-Gov status and progress downgrades this quarter, reflecting the great difficulty some agencies are having getting their Appropriators to agree to reprogram the funds necessary to pay for their services from the different E-Gov initiatives. Every country in the civilized world is using the internet to better serve their citizens, and modeling many of their efforts after our work here. The agencies and OMB need to do a better job of communicating the benefits and the greater levels of service provided by the E-Gov solutions and why we fund them the way we do. We are going to continue to reach out to Congress and work with them to provide greater levels of services demanded by our citizens.

We all know and can be challenged to do something about E-Gov progress being set back, some agencies are doing a much better job of adopting new management disciplines than others, and the like, because we are so candid and transparent about what our goals and performance are. A number of countries like Japan, Australia, and England are adopting our program assessment and scorecard methodologies, but they are hesitant to make the information publicly transparent. We encourage them to be as clear and transparent as possible: only with clarity can you have accountability, and only with accountability can you get results. Clarity is good!

In this regard we use [www.ExpectMore.gov](http://www.ExpectMore.gov) to be most clear about where we are successfully spending the taxpayers' money effectively and where we fall short. We believe that only with this level of candor and transparency can we be held accountable for how our programs perform.

Sincerely,

Clay Johnson  
Deputy Director for Management