
Department of Justice E-Government Act Implementation Update Budget Data Request No. 05-08

Section 1. Overview of DOJ's implementation of the E-Government Act related initiatives.

The Department of Justice is implementing e-Government capabilities across its core functional areas to improve the Department's ability to fulfill its missions.

Using eGov to Fight Crime and Terrorism

The Department is using e-Government capabilities to transform how we fight terrorism and other criminal activity. The focal point of this transformation is the Law Enforcement Information Sharing Program (LEISP), a strategy for the Department of Justice to routinely share information to all levels of the law enforcement community and to guide the investment of resources in information systems that will further this goal. Some examples of specific DOJ initiatives incorporated into LEISP include:

- The Bomb and Arson Tracking System (BATS), launched in FY 2004 by the Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF) has won a 2004 Government Solutions Center Pioneer Award from the E-Gov Institute. Recognized for its innovative best practices in delivering essential e-government services, BATS is an Internet-accessible system that allows state, local and other federal law enforcement agencies to share information about bomb and arson cases and incidents. ATF's Arson and Explosives National Repository, which Congress has entrusted with maintaining all national information on explosives incidents and arson, developed BATS to serve as a library that state, local and other federal law enforcement agencies could use to manage and exchange information. In FY 2004, BATS was accessed about 7500 times by 143 law enforcement agencies.
- Starting operations in December 2003, the FBI's Terrorist Screening Center has been operating around the clock, consolidating an enormous amount of international and domestic terrorist information into a single database. For the first time, federal, state and local law enforcement officials have real-time connectivity to the government's most up-to-date terrorist watchlist. This enables officials to respond quickly when a known or suspected terrorist is encountered during a routine law enforcement stop. To date, the Center has received over 2,000 calls from state and local law enforcement. Over 1,400 of these calls – 70 percent – resulted in matches of the individual to a name on the list.
- The FBI is developing a National Law Enforcement Data Exchange system that will collect and process crime data in support of investigations, crime analyses, law enforcement administration, strategic and tactical operations, and national security responsibilities. NDEx will be built off of existing successful FBI run systems including the National Crime Information Center (NCIC) and LEO. FBI is piloting NDEx with the West Virginia State Police and police departments in Marietta, Georgia, and Alexandria, Virginia.

- As part of the LEISP architecture, the Department of Justice has adopted a common language for sharing information among differing computer systems, the Justice XML Data Dictionary. This standard has been developed in collaboration with state and local law enforcement and broad participation from the IT industry.
- The FBI has built robust intelligence production and sharing processes enabled by technologies developed and operated by the Criminal Justice Information Systems (CJIS) Division. For example, the FBI Intelligence Web page on Law Enforcement Online (LEO) was created to make this information available at the unclassified level for FBI partners in state, local, and tribal law enforcement. Over 35,000 law enforcement personnel participate in LEO, accessing the system nearly 750,000 times in FY 2004. FBI has also begun collecting tips on criminal investigations or other suspicious activity via its Web site (FBI.gov).
- The Joint Automated Booking System (JABS) is an information sharing initiative to strengthen law enforcement and homeland security activities. The initiative automates the booking process and provides a mechanism to rapidly and positively identify an individual based on a fingerprint submission to the Federal Bureau of Investigation's Integrated Automated Fingerprint Identification System (IAFIS). The JABS Program is not restricted to DOJ users, and includes other user groups from within the Departments of Justice, Homeland Security, Defense, and Health and Human Services.

The JABS Program interfaces with three boards to maintain a continuous dialog with the system's user communities.

The JABS Program has completed its initial design and development phase and is nearing completion of full deployment. JABS transactions (bookings) totaled 948,054 in FY 2004 and are estimated to reach 1.5 million in FY 2005.

The implementation of the JABS System has resulted in significant savings to the government. In June 2004, JABS added an Inter-Agency booking service to provide automated submission of booking packages for Federal law enforcement agencies who routinely bring their suspects in for booking. This initiative expanded JABS services to agencies in 11 Federal departments outside of DOJ (Departments of Homeland Security, Agriculture, Education, Interior, Labor, State, Transportation, Treasury, Veterans Affairs, Housing and Urban Development, and the General Services Administration), as well as the U.S. Postal Service. These agencies can now utilize JABS without having to actually deploy an automated booking station in their offices, in turn saving money. This \$292,000 investment has returned an estimated savings of \$8 million dollars in bookings system costs (400 locations have used this functionality, eliminating a \$20,000 system cost at each location). Participating agencies use the secure JABS-IAFIS network interface instead of building their own network interface. The participants can also use the IAFIS-compliant JABS booking station software available and provided at no cost to the agency. There is a significant reduction of manual processing due to the JABS System. Bookings processed by the computer based JABS System are input to the FBI's IAFIS without manual intervention; whereas paper based bookings require some manual handling and loss of timeliness.

A key aspect of the LEISP is collaboration with other federal, state, tribal and local law enforcement and homeland security agencies. In addition to that noted above, DOJ has several formal mechanisms for working with our law enforcement partners on issues related to electronic information sharing, including:

- Participation in the implementation of the National Criminal Intelligence Sharing Plan. Released in may 2004 with the strong support of the Department of Justice, the NCISP is an outcome of an unprecedented joint effort by law enforcement agencies at all levels of government to strengthen the nation's security through implementation of better law enforcement intelligence analysis and sharing.
- The Global Justice Information Sharing Initiative, a federal advisory committee to the through which the Attorney General captures the views of more than 30 groups representing 1.2 million justice professionals from all levels of government.
- The Criminal justice Information Service Advisory Policy Board, a FAC advising the Department on the operation of nationwide criminal justice IT systems operated by the FBI.

Protecting Victims of Crime

The Department is transforming the way we assist victims of crime through the Victim Notification System (VNS), which is a shared application involving the Federal Bureau of Investigation (FBI), all United States Attorney's Offices (USAO) and the Federal Bureau of Prisons (BOP). VNS provides the foregoing components with a uniform method for notifying victims of crime of the status of the perpetrator. The notification methods to victims include automated: document generation, facsimile, email, outbound telephone calls and a toll-free inbound telephone number for victims to access and receive current information and/or change their contact information. IN 2005, VNS will deploy a web-based option for victims to obtain information. Over 225,000 citizens are registered on VNS, interacting with the system about 10 times/year on average.

Improving the Ability to represent the U.S. in Court

The Department is transforming how we conduct litigation through participation two initiatives:

- The Electronic Case Filing (ECF) capability provided by the U.S. Courts. ECF involves the electronic exchange of litigation documents with the federal courts and is based on the implementation of the Administrative Office of the United States Courts (AOUSC) case management/electronic case filing (CM/ECF) system. AOUSC is expecting implementation of the CM/ECF system in all federal courts by the end of 2005. Attorneys of record in federal court systems use this two-way web-based communication system for the electronic creation, filing, exchanging and accessing of litigation documents. CM/ECF systems are now in use in fifty-seven district courts, seventy-nine bankruptcy courts, the Court of International Trade and the Court of Federal Claims. Over 16 million cases are on CM/ECF systems and over 130,000 attorneys and others have filed documents over the Internet. Components of the Department that are affected include the United States Attorneys, the U.S.

Trustees Program (USTP) and the litigating divisions. Business process reengineering studies are planned to accommodate the dramatic changes at DOJ more efficiently.

- The Case Management Line of Business (CM LoB) under the leadership of the Department. The goals are to (1) develop a common solutions architecture that enables CM data to be shared efficiently within and across agencies; (2) improve effectiveness and efficiency of law enforcement, investigation, and civil and criminal litigation CM business processes; (3) identify common CM processes across components and agencies that will drive system and function consolidation; (4) address immediate and long-term CM needs and opportunities in the federal CM community; and (5) provide guidance for future CM investments across Federal agencies. In FY 2005, target architectures will be developed for the litigation, administration and investigation business functions.

Making the Regulatory Process More Cost-effective

The Department is transforming how we perform our regulatory functions through the following initiatives:

- Through its Firearms Integrated Technology (FIT) program, ATF is pursuing an integrated regulatory and enforcement strategy. ATF's goal is to provide electronic filing capabilities for the 630,000 members of the alcohol, tobacco, firearms and explosives industries, law enforcement agencies, and the public. The goal of FIT is to eliminate the standalone and isolated applications and ensure that all firearms and arson systems interface and communicate effectively with other ATF systems. FIT will consolidate several stand-alone systems that support gun tracing, data analysis, and data storage, including On-Line Lead, the National Instant Criminal Background Check System and the Firearms Tracing System. This past year, the new e-Trace web-based system handled 14,560 enquiries from 484 law enforcement personnel. ATF performance metrics include: the percent of firearms traces filed electronically; and the percent of perfected ATF Forms 6 for firearms imports processed in 6 weeks from date of receipt. Both of these measures are directly related to the FIT project, and its resultant e-government accomplishments.
- The Drug Enforcement Administration (DEA), Office of Diversion Control, continues to develop two key systems: the Electronic Prescription for Controlled Substances (EPCS) and the Controlled Substances Ordering System (CSOS). This initiative is two-fold: (1) develop the framework to allow for the electronic transfer of prescription information from prescriber to pharmacy and (2) develop the framework to allow electronic versions of the DEA 222 order form for industry to handle the supply chain of controlled substances. At this time, a final rule for CSOS (RIN 1117-AA60) and a proposed rule for EPCS (RIN 1117-AA61) are under review at OMB. DEA will be establishing performance standards through its regulations and will be building a Public Key Infrastructure (PKI) to issue digital certificates that will allow these organizations and the vendors that serve them to transform their processes away from paper transmission. Over 1 million medical personnel will be involved with EPCS as well 50,000 pharmacies. CSOS will support over 200,000 business users. Performance metrics include: Time in seconds per prescription transmission; Number of paper supply chain orders eliminated. DEA has validated this anticipated cost savings

through its own independent economic impact analysis. The results of this analysis were submitted to OMB as part of the notice of proposed rulemaking:

- The National Instant Criminal Background Check System (NICS). NICS is utilized by Federal Firearms Licensees (FFLs) to conduct background checks on potential purchasers or possessors of firearms. Descriptive data provided by a prospective firearms purchaser or possessor is searched and verified against the records contained in NCIC, the Interstate Identification Index (III), and the NICS Index. There have been a total of 378,986 potential purchasers denied by the FBI NICS Section. The majority of the denials (333,982) were due to the potential purchasers/possessors having criminal histories such as felony convictions, domestic violence convictions, and drug abuse. The FBI NICS Section continually strives to improve the immediate response rate to FFLs regarding subject eligibility. In 2004, the FBI NICS Section maintained an immediate determination rate of approximately 92 percent. The remaining eight percent requires further research.

Department of Justice Options for Non-electronic Communication with the Public

While the Department is aggressively pursuing the use of electronic public communication mechanisms, DOJ acknowledges that we serve a broad range of customers and partners. A significant number of these constituencies still have limited access to the Internet. To address those needs, the Department ensures that alternate modes of delivery of Government information and services are available, such as paper forms, facsimile, call centers and offices located close to the citizens. The Department also employs the General Services Administration's USA Services to handle misdirected email, telephone inquiries, and commonly asked questions. In addition, several DOJ components provide agency-specific services. Examples include:

- The **Executive Office for Immigration Review (EOIR)** established an electronic phone system and a toll-free number (1-800-898-7180) to provide EOIR's customers with ready access to immigration court information in English and Spanish. This service complements the information windows available at the immigration courts. The call centers average over 200,000 calls per month.
- The **National Instant Criminal Background Check System (NICS)**, established as a result of the Brady Act, requires Federal Firearms Licensees (FFLs) to request background checks on individuals attempting to receive a firearm. The NICS call center provides full service to FFLs in 27 states and four U.S. territories. FFLs can also conduct background checks electronically through the NICS E-Check System. The NICS is customarily available 17 hours a day, 7 days a week, including holidays (except for Christmas).
- The **U. S. Marshal Service (USMS)** through a variety of USMS publications provides information to the local and state law enforcement agencies; other Federal law enforcement agencies; local detention facilities and county officials interested in providing detention facilities for local use by the Marshals; businesses interested in providing services or products to the agency; individuals or civilian groups interested in fugitive investigations, asset forfeiture activities, the service of court process, witness protection, prisoner handling,

and other areas of Marshals Service responsibility; and to individuals interested in employment with the agency.

- **The Office of Community Oriented Policing Services (COPS)** continues to provide access via a DOJ Response Call Center as well as facsimile copies of data.
- The **Federal Prisons Industries/UNICOR** provides a customer service center that operates 55 hours per week, with toll-free telephone numbers, e-mail, fax and mail access.

Section 2. DOJ Implementation of the Specific Privacy Provisions of Section 208 of the E-Government Act.

In accord with the E-Government Act, the Attorney General has assigned senior level management responsibilities to individuals to oversee the implementation and oversight of specific privacy provisions of Section 208 of the Act. These responsible individuals are:

Information technology/web matters: Vance E. Hitch, Chief Information Officer, (Vance.Hitch@usdoj.gov, 202-514-0507).

Privacy: John S. Davis, Associate Deputy Attorney General, (John.S.Davis@usdoj.gov, 202-514-0049).

The Department has also provided to DOJ components guidance and implementation processes for the Department's Privacy Impact Assessment (PIA) program. As part of the PIA program, the Department's System Development Life Cycle model and system security certification and accreditation processes have been updated to include PIAs. All IT programs are reviewed for PIAs during the Capital Planning and Investment Control Process.

Use of persistent tracking technology

The Department of Justice does not utilize any type of persistent tracking technology on any public Internet sites.

Implementation of a machine-readable agency privacy policy

As reported in 2003, DOJ is implementing the Platform for Privacy Preferences Project (P3P), developed by the World Wide Web Consortium. The Department experienced technical problems implementing the machine-readable P3P policy on our Internet point of presence due to security features employed within DOJ's web site environment. The P3P solution has been deployed in our test environment. We expect to complete testing and implement the solution on the public website by no later than 12-31-04 (possible earlier, depending on test results). DOJ will inform OMB when we have done so.

Section 3. DOJ Progress on IT Human Resource Strategy (Section 209 of the eGov Act)

- ***DOJ identification of specialized job activities necessary to perform the agency mission.***

In 2003, the Department reported that its top six critical skills and competencies needed in the Department were:

- Project management skills and experience
- Requirements definition/evaluation expertise
- Working knowledge of Web-based technologies
- Information systems security
- Problem solving skills
- Contracts governance/management skills

The 2003 assessment was based on survey of IT professionals with knowledge of the Department's strategic plan, enterprise architecture and IT investment portfolio. During 2004, the Department utilized a Workforce Analysis and Planning model to assess skills gaps across all job occupations in the Department, including IT. Based on the data collected, the six skill gaps identified in 2003 are still valid. In addition the competency of *change management* was identified in 2004 as another skill area lacking across DOJ IT staffs.

- ***How DOJ's IT training plan integrates into the overall DOJ training plan.***

In 2004, the Department's assessment of IT skills gaps was incorporated into the overall Justice Workforce Analysis and Planning model to identify training needs across the Department. The mitigation plans that have been developed to address the skills gap assessment include recruitment/retention plans, succession plans and training. The mitigation plans were developed across all disciplines, including but not limited to IT, as part of the Department's overall human capital planning effort. For IT requirements, several strategies have been developed and will be implemented, including:

- A multi-faceted training program utilizing resources made available through the Justice Virtual University (JVU);
- Identification of key positions likely to be vacated in the next 3 years and preliminary decisions as to whether to train and promote current staff or to recruit a replacement employee;
 - Specific recruitment programs (Cyber Corps and Presidential Management Fellows) have been identified as preferred methods of recruiting for IT security and management skill sets.
 - Incentives (e.g., performance bonuses, specialized training) will be used to entice highly skilled recruits or to retain highly skilled employees.
- Assessment of competitive sourcing and or utilization of E-Gov solutions to eliminate the skills gap.

The primary focus and source of IT training will be the JVU that is being developed and deployed as part of the Administration's eLearning initiative. JVU will allow managers and staff to address skill gaps at all levels of the DOJ workforce and across all core disciplines,

particularly for IT professionals. Because IT systems and tools are now integral to all aspects of DOJ operations, basic IT skills and competencies will be offered to all DOJ employees – irrespective of job series - through JVV's School of Administration.

- ***How DOJ has used the results of OPM's Training Report.***

DOJ's IT training plans have used the Office of Personnel Management's (OPM's) Training Report to identify potential sources of curriculum needed to fulfill DOJ training requirements. The JVV will draw upon a number of sources of existing electronic course curriculum, including most of the complement of courses offered by OPM's GoLearn.gov. In circumstances where more substantive or advanced training is needed and cannot be acquired on-line, the Department intends to utilize training sources identified in the OPM Training Report to address these skill gaps. Specifically, OPM's Management Development Centers and Federal Executive Institute will continue to be resources used for general management skills training. The USDA Graduate School will be used for specialized IT training. The General Services Administration CIO University and the Department of Defense's IRM College will be used to provide advanced IT management training. Finally, the Department intends to utilize the GSA STAR program and the Project Management Institute to train IT staff in project management skills.

Section 4. DOJ's process for determining information to be available on the Internet

In developing the process for determining the information the Department will make available and accessible to the public on the Internet, the Department used as a reference the resource titled *Developing Priorities and a Publication Schedule* that appears on the FirstGov.gov Federal Web Content Managers Toolkit web site. The process follows:

Step One: The Department's components were asked to provide the:

- Types of information they now publish on the public web site; and
- Types of information they plan to make available in the next year, ranking this information by the priorities (1-4) described in *Recommended Policies and Guidelines for Federal Public Websites: Final Report of the Interagency Committee on Government Information*, page 32.

Step Two: Inventories and schedules received from the Department's components are being posted on the Department's web site at <http://www.usdoj.gov/jmd/ocio/egovschedule.htm>. There will be a link to this URL from the New on Site page (http://www.usdoj.gov/01whatsnew/01_1.html).

Step Three: The inventory and schedule will be available to the public for 30 days for comments, starting on December 10, 2004. The public will be instructed to direct their comments to webmaster@usdoj.gov.

Step Four: Fifteen days after conclusion of the public comment period (January 24, 2005), DOJ will transmit its final determinations, priorities, and schedules to the Office of Management and Budget, in the report established under section 202(g) of the E-Government Act of 2002.

Below are the priorities for new types of information the Department intends to make available and accessible on our public Internet in 2005:

Priority 1, as required by law, regulation, Presidential directive, or other official directive or national security:

- Office of Legal Policy - All testimony and speeches before Congress
- Community Oriented Policing Services (COPS) – All COPS E-government initiatives available via the Internet — including information for grantees and potential grantees on the COPS Office's participation in Grants.gov and how the grantees can access COPS grants using Grants.gov.
- Executive Office of Immigration Review – eGovernment electronic procedures

Priority 2, mission-critical and essential for program operations but not required by law, regulation, or Presidential directive (i.e., information or services tied directly to DOJ's mission and/or strategic plan):

- Civil Division – Radiation Exposure Compensation Act (RECA) Program

- To provide greater connectivity with the Department of Labor as a result of recent legislative changes that expands the class of claimants that can benefit from both programs.
- To develop a system whereby claimants may apply for RECA benefits electronically, reducing paperwork burden on claimants.
- Community Oriented Policing Services (COPS) - COPS will make the annual Progress Report/Grantee Survey available for online submission via the Web.
- Foreign Claims Settlement Commission of the United States - Statement of Claim form for claims against Albania, newly issued decisions on claims against Albania.
- Office of the Federal Detention Trustee –
 - Updated Mission Statement
 - Under new Navigation bar topic: OFFICE OF THE TRUSTEE - Detailed biographies of the Trustee and Deputy Trustee
- Office of Legal Policy - Every new Attorney General Guideline that is public
- U.S. Trustee Program - FY 2004 Annual Report

Priority 3, frequently requested information or services that would improve organization business processes and/or customer service to the public:

- Community Oriented Policing Services (COPS) - COPS plans to enhance the FOIA section to make it easier to navigate and submit requests for commonly requested FOIA information. COPS also plans to enhance the FAQ section to enable visitors to obtain the most information they can via the website
- Community Relation Service (CRS) –
 - Publications - CRS' Annual Report for 2003 and 2005, and updated versions of CRS publications
 - CRS Internship Opportunities
- Civil Rights Division –
 - Means by which individuals can submit electronically allegations of civil rights violations.
 - Multimedia (streaming audio and video), particularly directed at demonstrating/explaining rights and responsibilities under various statutes.
- Federal Bureau of Prisons' information on Federal correctional institutions.
- Justice Management Division - Library Staff plan to add answers to common questions about DOJ artwork and history.
- Justice Management Division - Finance Staff plan to add statistical information about the DOJ Workforce.
- Justice Management Division - Office of Debt Collection Management plan to add Debt Payment Information – provide interface to allow debtors that owe a debt to the Federal government, that was referred to the Department of Justice for litigation, to make payments on-line using Pay.gov.
- Justice Management Division - Office of Debt Collection Management plan to add Private Counsel Program – provide information on current Private Counsel under contract with the DOJ to perform financial litigation services and information on future contracting opportunities.

- Justice Management Division - Office of Debt Collection Management to add Debt Referral Information – provide information to Federal agencies on how to refer debt to DOJ for litigation.
- Justice Management Division – Office of Attorney Recruitment and Management - Information relating to Federal Bureau of Investigation Whistleblower complaints – guidelines for filing request for correction action (RCA), sample RCA
- Office of the Federal Detention Trustee –
 - Under "Acquisitions" -- "Contracting Officers Warrant Policy" - detailed section under new subhead: DOING BUSINESS WITH OFDT
 - Under "Acquisitions" -- "Acquisition of Non-Federal Detention Services" - detailed section under new subhead: DOING BUSINESS WITH OFDT
 - Under "Statistics" -- a link to a PDF of the "Statistical Compendium of Federal Detention 1994-2001" (27 pages)
- United States Trustee Program handbooks, manuals and practitioner resources.

Priority 4, other information:

- Executive Office for Immigration Review – Court closures due to weather or other situations