

FY 2005
DEPARTMENT OF THE TREASURY
E-GOVERNMENT ACT REPORT
October 21, 2005

The Department of the Treasury strongly supports the vision of the E-Government Act of 2002 to expand web and computer resources in delivering and improving Government services to the citizen. As required by the E-Government (E-Gov) Act of 2002 and the Office of Management and Budget (OMB), this report is the Department's Fiscal Year (FY) 2005 submission on Treasury's progress in implementing provisions of the Act.

Part 1: Treasury's overall implementation of the Act as described in Section 202(g), including a summary of one agency-specific E-Government initiative

Treasury continues to make significant progress in implementing E-Government (E-Gov) initiatives within Department to enhance the delivery of services to the citizen, business, and other government entities. The Department is fully participating in all applicable Presidential E-Gov Initiatives and Lines of Business and is actively pursuing agency-specific E-Gov systems and services beyond the 24 government-wide initiatives. A key success in fiscal year 2005 was the official designation of HR Connect, Treasury's enterprise human resources system, as a Shared Service Provider under the Human Resources Management Line of Business. Treasury successfully deployed HRConnect at the Department of Housing and Urban Development (HUD) in April 2005, which added approximately 9,200 employees to the customer base.

In addition, Bureaus and offices continue to expand and deploy a wide range of agency-specific applications to facilitate automated and online capabilities including tax services, regulatory forms filing, and payment services. These E-Gov initiatives are helping to improve government responsiveness to the citizen, improve productivity, while achieving measurable cost savings. In compliance with the E-Gov Act, the Treasury Chief Information Officer (CIO) provides ongoing information technology (IT) leadership through participation in the Federal and Treasury CIO Councils, identification of enterprise-wide investment opportunities, and promoting awareness and compliance with accessibility, privacy, and information management requirements.

Agency-Specific E-Government Initiative: TreasuryDirect

Treasury's Bureau of the Public Debt (BPD) operates TreasuryDirect, an Internet application that enables investors to purchase and hold both marketable and non-marketable Treasury securities directly with Treasury in a single account. At TreasuryDirect.gov, investors can set up and access accounts, submit bids, purchase securities, conduct transactions, and manage their account information and holdings online in a secure environment.

TreasuryDirect has transformed BPD's retail securities business by 1) enabling investors to purchase, manage, and conduct transactions for securities conveniently from any home or office web-enabled Personal Computer without assistance from a bank, broker or other intermediary, and (2) setting the stage for paper-free processing for all retail securities. TreasuryDirect debuted in October 2002 when electronic Series I savings bonds were first offered for sale, and BPD added electronic Series EE bonds in May 2003. Additionally, in

August 2004, TreasuryDirect incorporated a payroll savings feature which enables employees to deposit amounts deducted from their pay to their TreasuryDirect accounts for the purchase of securities. Since March 2005, owners of paper savings bonds have been able to convert their bonds to electronic form and hold them in their TreasuryDirect accounts. BPD reached its goal of a one-stop shop for all retail securities by adding marketable securities to TreasuryDirect. Treasury bills, notes, and inflation-protected securities (TIPS) are now available at auction on a non-competitive basis. Investors may purchase, redeem, transfer, and receive payments for marketable securities online, and those who hold marketable securities in BPD's legacy system may transfer them to TreasuryDirect.

TreasuryDirect.gov is BPD's primary channel for communicating with their customers and stakeholders. The website contains a wealth of information and enables BPD to educate current and potential investors about Treasury's products and services. New features and program changes are highlighted on the website. Major program changes are also communicated via press releases, public notices, and publication of regulations in the *Federal Register*. Investors are able to communicate one-on-one with BPD by using the e-mail feature in their TreasuryDirect accounts, and BPD can use this feature to send target messages to specific investors. BPD collaborates closely with the Financial Management Service (FMS) to operate TreasuryDirect. The system uses FMS's online verification system, Pay.gov, to authenticate the identities of those who seek to set up a TreasuryDirect account. BPD has also joined with other Treasury Bureaus on the newly formed interagency group "identity theft" headed by the Federal Trade Commission.

To monitor TreasuryDirect's performance, BPD tracks a number of measures including the number of accounts established, number of transactions completed online by investors, sales of securities, outstanding balances in accounts, and paper savings bond conversions. In FY 2005, BPD met its goal of 400,000 new TreasuryDirect accounts, and 3 million online transactions. A total of \$752.8 million were invested in TreasuryDirect; of this total 12% of all sales were savings bonds compared to 9% in FY 2004. Dollars invested in TreasuryDirect were 4% higher than in FY 2004, despite the fact that overall savings bond sales declined by 25%. The total amount outstanding in TreasuryDirect at the end of FY 2005 exceeded \$2 billion. To date, more than 190,000 bonds worth \$109 million have been converted to electronic form.

TreasuryDirect eliminates all the paper associated with the legacy system for marketable securities and the related costs of handling paper tenders and mailing statements of account. With the migration to electronic savings bonds and the availability of marketable securities in TreasuryDirect, the volume and type of retail securities transactions that Federal Reserve Offices conduct on BPD's behalf are projected to change significantly. To reflect this change, a consolidation effort was completed in October 2005 that reduced the number of processing sites from seven to two. Federal Reserve management has estimated that Calendar Year (CY) 2006 reimbursable expenses for retail securities processing will be \$30 million less than in CY 2003 due to the efficiencies gained through consolidation.

To ensure that service is not diminished for those without Internet access, bond and marketable security services are still available through traditional channels. Paper savings bonds are still available for purchase over-the-counter and through payroll savings plans, and investors can purchase marketable securities at auction through the legacy system as well as TreasuryDirect.

Section 2: Process for determining which agency information will be made available on the Internet as described in Section 207(f) (2) of the Act

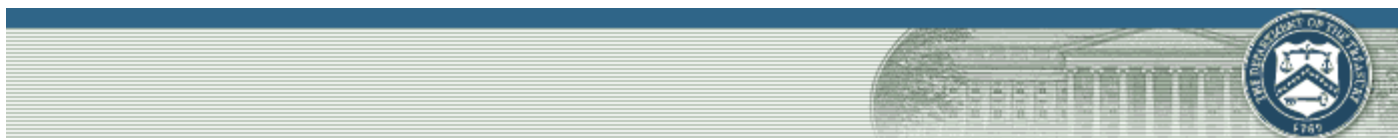
Overview

As described in Section 207 of the E-Gov Act, Treasury has a process in place for determining what information will be made available on the Internet. Treasury's Office of Public Affairs develops and implements the communications strategy for the Department and advises officials within the Department how best to communicate issues and priorities of public interest. Treasury has adopted and tailored the process suggested by the Interagency Committee on Government Information (ICGI) in 2004 and as posted in the Federal Web Content Manager's Toolkit, the ICGI guide for managing federal public websites. Based on ICGI guidelines, Treasury considers the audiences who do, should, and might visit the Treasury public website, drawing on a wide range of existing and ongoing customer segmentation efforts.

The Department examines citizen feedback through emails and analyzes Customer Satisfaction Survey Questions to determine what information, if any, is missing from the public website. Treasury also reviews search engine metrics to determine most frequently searched words and phrases. Treasury prioritizes and categorizes information, which is then published on the website via press releases and updated content pages. The Department published its web policy, including schedules and priorities for public comment on December 15, 2004. All Treasury bureaus have posted web content priorities and schedules on their Internet sites. A schedule for posting of web content and a comment form are available on the Department's principal public website, Treas.Gov, at <http://www.treas.gov/offices/cio/web-inventory.shtml>. Please see Attachment A to view this schedule.

In June 2005, Treasury replaced the hosted Treas.Gov search engine with an industry standard search engine, Google.com. Search results are displayed in order of relevancy and response times are equivalent to industry best practices. Treasury is making the Google appliance available to other Treasury bureaus for their public web sites. Currently, 12 of the Treasury Bureaus have search engines with response times equivalent to industry best practices, and 11 of these search engines sort results by relevancy. It is expected that by the end of December 2005, all 13 Bureaus will have a search engine.

Attachment A



INVENTORY OF U.S. DEPARTMENT OF TREASURY WEB CONTENT

As required by [Section 207\(f\) \(2\) of the E-Government Act of 2002](#) the Department of Treasury has created this inventory of web content. The Department has reviewed customer satisfaction surveys, Emails as well as queried Treasury content owners to determine any planned new content to be made public over the coming year.

If you wish to provide comments or suggestions on this inventory please complete this [form](#).

Information Category	Category Description	Planned New Content	Publication Target Date	Priority
Accounting and Budget	2003 Performance and Accountability Report, Treasury Budget Request, Accounting Policy, Daily Treasury Statement, Monthly Treasury Statement, Estimation of Total Taxable Resources	Content is added or updated as available or as required by law.	Ongoing	N/A
Enforcement	Specially Designated Nationals and Blocked Persons lists, Seized Property Auctions, Forfeiture Forms and documents, OFAC forms and documents.	Content is added or updated as available or as required by law.	Ongoing	N/A
Education	Treasury Duties and Functions, Treasury History, Building tours, Frequently Asked Questions on Coins, Currency, Personal Finance, Taxes, Financial Markets,	Content is added or updated as available or as required by law.	Ongoing	N/A
Financial Markets	Debt Management, Quarterly refunding Auction Schedules, Interest Rate Statistics Treasury Lending, International Capital Movements, Treasury Risk Insurance Program (TRIP)	Directory of TRIP Staff. Public Comments on Proposed TRIP Regulations. Other content is added or updated as available or as required by law.	2005	3
International	International Markets, Foreign Technical Assistance, Trade, International Standards and Codes, International Programs Budget, Exchange Stabilization	Content is added or updated as available or as required by law.	Ongoing	N/A
Press Releases	News (press Releases, statements, reports, photographs, speeches, testimony,) Media Advisories, Public Schedule, Treasury Official's bios and photos, Health Savings Accounts, Organization Chart	Content is added or updated as available or as required by law.	Ongoing	N/A
Small Business	Procurement, Doing Business with Treasury,	Content is added or updated as available or as required	Ongoing	N/A

Contract Opportunities,
Vendor Outreach Sessions

by law.

Taxes	Tax Treaty Documents, Tax Policy Congressional Testimony, Tax Policy Documents, Tax Policy Congressional Testimony, Blue Book	Content is added or updated as available or as required by law.	Ongoing	N/A
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Technology	Capital Planning and Investment Control, Cyber Security, E-Government, Enterprise Architecture, Enterprise Solutions, HR Connect, Information Management, IT Workforce, Telecommunications, Information Quality	Content is added or updated as available or as required by law.	Ongoing	N/A
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