FY 2008 E-GOVERNMENT ACT REPORT

October 2008

1. Implementation of Electronic Government Initiatives:

USAID's implementation of the Electronic Government (E-Gov) Act of 2002 has taken two primary forms: participation and implementation. Externally, the Agency currently participates in 25 of the 37 Federal E-Gov initiatives or Lines of Business (LoB's). Internally, USAID has applied the Government-wide perspectives and lessons-learned to its own information technology investments, as exemplified by the GLobal Acquisition and Assistance System (GLAAS).

The GLAAS initiative implements an enterprise, end-to-end, web-based Acquisition and Assistance (A&A) solution to standardize business processes and automate USAID's management of the A&A process by integrating it with the Agency's financial management system. GLAAS is the implementation of PRISM, a commercial-off-the-shelf (COTS) acquisition and assistance management tool configured for USAID. Investment in GLAAS directly serves two essential functions: expansion of e-Gov initiatives and Agency business modernization.

GLAAS is able to maximize interoperability and minimize redundancy through integration with a host of internal and external systems. Through the real-time integration of GLAAS with USAID's financial management system, the Agency is able to provide inclusive, timely, and accurate reporting to better accommodate mandates and management of stakeholders' data calls. GLAAS replaces the aging legacy New Management System (NMS) used domestically, and provides a standardized IT solution for disparate paper-based processes in eighty-one Missions overseas.

GLAAS provides real-time integration with the Agency's financial system for posting commitments, obligations, and awards, as well as synchronization of vendor data. Working with other interested parties to innovate the use of the information, it also integrates with external government systems including FPDS, FedBizOpps, FAADS, and Grants.gov. Based on collaboration with the General Services Administration (GSA) and the Department of Health and Human Services (HHS), the interfaces will reduce user workload and simplify the A&A process.

Currently, the acquisition functionality of GLAAS is being piloted to 450 users in Washington D.C., and at seven Missions overseas. The combined acquisition and assistance functionalities will be piloted in December 2008, with full deployment following thereafter. Utilizing a single A&A tool will provide significant benefit to the Agency in terms of staff workload, deployment, project management, reporting, and legacy system retirement. USAID's A&A workload has significantly increased over the last eight years, despite a reduction in the A&A staff since 2001. The proposed single solution will allow USAID to handle this considerable workload while also preparing for current trends that include: 1) increased competition mandated by Congress; and 2) the need for additional oversight as USAID increases its opportunities targeted to new partners, small businesses, and local and indigenous

organizations. GLAAS will increase efficiency and enhance data collection and reporting thus improving accountability, transparency, and compliance.

USAID's Capital Planning and Investment Control (CPIC) CPIC is defined as policy in the Agency Directives System (ADS). The process ensures that IT investments meet business goals, objectives, and plans including schedules and budgets. Proposed investments are initially reviewed by the sponsoring organization and then sent to the CPIC committee. Results are passed to an Information Technology Systems Sub-committee (ITSS) headed by a Deputy Assistant Administrator and the CIO. ITSS recommendations are forwarded to the Business Transformation Executive Committee (BTEC) composed of Assistant Administrators. Their recommendations are, in turn, passed to the Administrator for approval and funding. Existing investments are subject to the same scrutiny annually.

The GLAAS system adheres to the capital planning policies and its defined process for reviewing, approving and monitoring investments to ensure that investments are not redundant and support mission goals. It also is in full compliance with Section 508 of the US Rehabilitation Act. Therefore, GLAAS web pages will be delivered in compliance with Section 508 requirements; as well as the Freedom of Information Act (FOIA) and other web maintenance standards, ensuring the availability of government information and services for those without access to the Internet and for those with disabilities.

GLAAS performance goals are as follows:

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target
2009	Strengthening Consular and Management Capabilities	Mission and Business Results	Budget Execution	Budget Execution: Percentage of appropriated funds that are managed using a worldwide integrated acquisition and assistance system	5%	30%
2009	Strengthening Consular and Management Capabilities	Customer Results	Access	Availability: Number of domestic and overseas users benefiting from web-based acquisition and assistance management system that provides real-time financial integration and reduced paper-based manual processes	0	700
2009	Strengthening Consular and Management Capabilities	Processes and Activities	Efficiency	Standard Reporting: Number of Missions/Washington Bureaus generating standardized acquisition and assistance reports	8	15
2009	Strengthening Consular and Management Capabilities	Technology	Internal Data Sharing	Expanded data use to improve internal monitoring: Number of program staff using integrated real-time financial information to manage acquisition and assistance obligations	100	150

Process efficiencies resulting from the implementation of the pilot program are creating on-budget savings to USAID. USAID program and acquisition and assistance (A&A) staff manage contract and grant activities. A single integrated solution significantly benefits these existing combined business processes. Based on Gartner Inc. market research on automated acquisition systems, the implementation of a combined A&A system should provide an efficiency gain of 10% of the total amount of spend processed, or $1.7 million dollars in FY09.

Despite this strong showing, USAID faces significant issues that prevent it from realizing the full potential of E-Gov. Business processes lack standardization, with unique ways of doing the same thing at each of the Agency's 82 locations worldwide. Authority and responsibility for IT remains decentralized. And, the Agency lacks sufficient staffing and funding to meet IT cost, schedule, performance and compliance goals, requirements and expectations.

2. Agency Information Management Activities

A. 1. Information Technology Strategic Plan: The Information Technology Strategic Plan is currently under Senior Management review prior to approval and publication.
    2. The EA Transition Plan is at: http://www.state.gov/documents/organization/110566.pdf

B. Information dissemination product catalogues, directories, inventories, priorities, schedules, and management tools used to improve the dissemination of and access to USAID's information by the public are available at: http://www.usaid.gov/policy/egov/inventory.html

C. FOIA-related items can be found as follows:
    1. FOIA handbook: http://www.usaid.gov/about/foia/handbook.html
    2. Primary FOIA Website: http://www.usaid.gov/about/foia/
    3. Frequent requests for records: http://www.usaid.gov/about/foia/webfreq.html

D. USAID does not fund Federal R&D activities. USAID's mission focuses on international development, empowerment of nations, and promoting democracy and prosperity in the world. While USAID performs research towards those ends, it does not perform or fund "R&D activities."

E. USAID does not have formal agency agreements with external entities complementing the agency's information dissemination program. However, in addition to disseminating information through its own website, USAID and its partners maintain many websites dedicated to disseminating USAID mission   related information to communities of practice, communities of interest, NGOs, and the general public. The following is a link to a list of those websites: http://www.usaid.gov/policy/egov/usaid_portals_projects.pdf

F. 1. The Disposition Schedule for E-records can be found at: http://www.usaid.gov/policy/ads/500/502maa.pdf. This policy is consistent with NARA General Records Schedule 20, and includes USAID policy on the retention schedule for different kinds of electronic documents.

2. The Disposition Schedule for paper records can be found at: http://www.usaid.gov/policy/ads/500/502mac/502mac_toc.html#2. This policy is consistent with NARA guidance, and includes USAID policy on the retention schedule for different kinds of paper documents.