

**Table 9–2. STATUS OF PRESIDENTIAL E-GOVERNMENT INITIATIVES**

INITIATIVE NAME	GOALS	PROGRESS TO DATE	PERFORMANCE METRICS	MIGRATION MILESTONES
<b>GOVERNMENT-TO-CITIZEN (G2C)</b>				
<p><b>Recreation One-Stop (DOI)</b> <a href="http://www.recreation.gov">www.recreation.gov</a></p>	<ul style="list-style-type: none"> <li>▪ Reduce amount of time citizens expend searching for information about recreation sites and reservations</li> <li>▪ Eliminate task duplication across government agencies, which will decrease operational costs, while improving customer service and increasing use at underutilized facilities</li> </ul>	<ul style="list-style-type: none"> <li>▪ First county/state data added to Recreation.gov as part of inter-governmental “Government Without Boundaries” initiative</li> <li>▪ Data provided for over 3,500 recreation sites managed by 10 Federal organizations and 4 states</li> <li>▪ Launched enhanced user interface and mapping capabilities</li> <li>▪ Established “RecML” data standard to improve data exchange among a wide range of partners (including non-government organizations)</li> <li>▪ Added National Park Service and Bureau of Reclamation facilities to National Recreation Reservation Service</li> </ul>	<ul style="list-style-type: none"> <li>▪ # of partners sharing data using common (RecML) data standard (Target: Increase by 15%; Measure: Not Available)</li> <li>▪ # of facilities listed in Recreation.gov (Target: 25% increase; Measure: 3,800 as of 1/7/04)</li> <li>▪ # of federal websites with consistent recreation data (Target: 25% increase; Measure: Not Available)</li> <li>▪ # of online reservations (Measure: Not Available)</li> </ul>	<ul style="list-style-type: none"> <li>▪ 6/04 – Award on-line cross-government reservation system contract</li> <li>▪ 11/04 – Initial release consolidated recreation reservation system</li> </ul>
<p><b>Gov Benefits.gov (DOL)</b> <a href="http://www.govbenefits.gov">www.govbenefits.gov</a></p>	<ul style="list-style-type: none"> <li>▪ Reduce the amount of time citizens spend trying to identify and access relevant information about government benefit programs that match their specific needs.</li> <li>▪ Reduce the number of incorrect benefits submittals from citizens</li> </ul>	<ul style="list-style-type: none"> <li>▪ Launched eligibility screening tool to identify social services citizens may qualify for</li> <li>▪ Added all applicable federal benefit programs for citizens to the site</li> <li>▪ Established state level relationships and identified state benefit programs for inclusion on the site</li> <li>▪ Launched GovBenefits 3.0 featuring new state and federal benefit programs, a redesigned homepage, streamlined questionnaire, and a customer satisfaction survey</li> </ul>	<ul style="list-style-type: none"> <li>▪ Visits to site per month (Target: 350,000; Measure: 498,743 for month ending 10/31/03)</li> <li>▪ # of unique visitors per month (Measure: 251,304 for month ending 10/31/03)</li> <li>▪ # of referrals to partner benefit sites (Target: 10% increase; Measure: 35,000 for month ending 10/02/02 – 107,484 for month ending 10/31/03)</li> <li>▪ Average time to find benefits and determine eligibility (Target: 20 minutes or less; Measure: 15 minutes as of 9/1/03)</li> </ul>	<ul style="list-style-type: none"> <li>▪ 4/04 – Establish cross-governmental standards working group and governance structure</li> <li>▪ 7/04 – GovBenefits additional release to include GovLoans gateway</li> </ul>
<p><b>E-Loans (ED)</b></p>	<ul style="list-style-type: none"> <li>▪ Provide citizens with quick and easy access to federal loan program information on the Web</li> <li>▪ Provide agencies and lenders with quicker and easier access to risk mitigation data</li> </ul>	<ul style="list-style-type: none"> <li>▪ Established agreement between GovBenefits.gov and E-Loans to create the GovLoans Gateway as a part of the GovBenefits.gov site</li> <li>▪ Analyzed Pay.gov as a possible common solution for electronically collecting lender payments</li> </ul>	<ul style="list-style-type: none"> <li>▪ # of clicks to access relevant loan information (Measure: Not Available)</li> <li>▪ Improve Agency access to risk mitigation data (Measure: Not Available)</li> </ul>	<ul style="list-style-type: none"> <li>▪ 7/04 – Build and deploy a GovLoans gateway that leverages GovBenefits architecture</li> <li>▪ 7/04 – Release of web-access to agency risk mitigation data</li> </ul>

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INITIATIVE NAME	GOALS	PROGRESS TO DATE	PERFORMANCE METRICS	MIGRATION MILESTONES
		<ul style="list-style-type: none"> <li>▪ Delivered a baseline report analyzing the technologies, systems, and processes lenders use to transmit data/reports to agencies during the loan lifecycle</li> <li>▪ Delivered design to provide non-HUD agencies/lenders with web access to default data on HUD’s Credit Alert Interactive Voice Response System</li> </ul>		
<p><b>USA Services (GSA)</b>  <a href="http://www.firstgov.gov">www.firstgov.gov</a> ,            1-800-FedInfo (333-4636) and            Pueblo Co, 81009</p>	<ul style="list-style-type: none"> <li>▪ Improve customer service to citizens across the Federal government</li> <li>▪ Reduce costs in labor, information technology, and citizen service contact centers by providing best value and practices to Federal agencies in citizen customer service.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Created an Office of Citizen Services at GSA to provide cross-agency customer service for citizens and integrated the Federal Citizen Information Center’s (FCIC) call center with FirstGov.gov to provide citizens with the ability to contact the federal government via telephone, e-mail, letters, and fax</li> <li>▪ Added e-mail capability to FCIC’s National Contact Center</li> <li>▪ Official launch of USA Services to the public</li> </ul>	<ul style="list-style-type: none"> <li>▪ Average time to respond to inquiries through Firstgov.gov and FCIC (Target: 100% of inquiries responded to within 24 hours; Measure: 12 hours as of 9/30/03)</li> <li>▪ Average time to resolve inquiries through Firstgov.gov and FCIC (Measure: 2 business days as of 9/30/03)</li> <li>▪ # of government-wide inquiries call center and e-mail systems can handle (Target: 3.3M calls/year and 150,000 emails/year; Measure: 1,756,700 calls as of 9/30/03 and 60,198 emails as of 9/30/03)</li> <li>▪ Achieve cost savings by outsourcing Tier 1 citizen contact center requirements to USA Services (Target: 10 agencies by 9/30/04; Measure: 3 as of 9/30/03 – 13 agencies have established working agreements)</li> </ul>	<ul style="list-style-type: none"> <li>▪ 7/04 – Launch expanded National Contact Center</li> <li>▪ 9/04 – Achieve 20 signed agency Working Agreements and 10 Tier 1 Inquiry Service agreements</li> </ul>
<p><b>IRS Free File (TREASURY)</b>  <a href="http://www.irs.gov/app/freeFile/welcome.jsp">www.irs.gov/app/freeFile/welcome.jsp</a></p>	<ul style="list-style-type: none"> <li>▪ Reduce burden and costs to taxpayers</li> </ul>	<ul style="list-style-type: none"> <li>▪ Launched free e-filing web site with Industry Partners</li> <li>▪ As of September 2003, approximately 2.79 million taxpayers used Free File Alliance (FFA) services to file their taxes electronically during the 2003 tax filing season</li> </ul>	<ul style="list-style-type: none"> <li>▪ % coverage of tax filing public (Target: minimum of 60%; Measure: 60% minimum)</li> <li>▪ # of citizens filing electronically (Measure: 2.79 million as of 9/30/03)</li> </ul>	<p>All migration milestones have been successfully met</p>
<b>GOVERNMENT-TO-BUSINESS (G2B)</b>				
<p><b>E-Rulemaking (EPA)</b></p>	<ul style="list-style-type: none"> <li>▪ Enhance public access and participation in the regulatory process</li> </ul>	<ul style="list-style-type: none"> <li>▪ FirstGov.gov links to all agency regulatory docket sites</li> </ul>	<ul style="list-style-type: none"> <li>▪ # of electronic comments submitted through Regulations.gov (Target:</li> </ul>	<ul style="list-style-type: none"> <li>▪ 9/04 – Complete enhancement of common e-docket</li> </ul>

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<a href="http://www.regulations.gov">www.regulations.gov</a>	<p>through electronic systems</p> <ul style="list-style-type: none"> <li>▪ Reduce burden for citizens and businesses in finding relevant regulations and commenting on proposed rulemaking actions</li> <li>▪ Consolidate redundant docket systems</li> <li>▪ Improve agency regulatory processes and more timely regulatory decisions</li> </ul>	<ul style="list-style-type: none"> <li>▪ Completed benchmarking study and evaluation of existing agency sites</li> <li>▪ Clinger-Cohen letter issued to consolidate redundant &amp; siloed web sites</li> <li>▪ Public launch of cross agency front-end web application for receiving public comments on proposed agency rules</li> </ul>	<p>200,000; Measure: 509)</p> <ul style="list-style-type: none"> <li>▪ # of online docket systems decommissioned with the associated cost savings and cost avoidance (Target: 5 systems - \$8M cost savings, \$5M cost avoidance; Measure: Not Available)</li> <li>▪ # of downloads of rules and regulations (Target: 4,000,000; Measure: over 700,000 page views or downloads from 7/03 through 11/03)</li> <li>▪ # of public participants in rulemaking process (Target: 150,000; Measure: almost 200,000 unique visitors to Regulations.gov from 1/03 through 11/03)</li> </ul>	<p>system</p> <ul style="list-style-type: none"> <li>▪ 9/04 – Migrate first wave of agencies’ (6-8) docket services to Regulations.gov, including all dockets in Federal Register</li> <li>▪ 5/05 – Develop common templates and expert systems to improve quality and consistency of regulatory analyses</li> <li>▪ 5/05 – Create agency intranet-based tools for rule-writing</li> <li>▪ 9/05 – Migrate remaining agencies to common e-docket system</li> </ul>
<p><b>Expanding Electronic Tax Products for Businesses</b> (TREASURY) <a href="http://www.irs.gov">www.irs.gov</a></p>	<ul style="list-style-type: none"> <li>▪ Reduce burden for tax forms filed by businesses</li> <li>▪ Reduce total processing time required for processing of accurate tax information</li> </ul>	<ul style="list-style-type: none"> <li>▪ Nationwide deployment of the Form 94x/Employment Tax</li> <li>▪ Completed proof-of-concept for Pre-Screening Notice and Certification Request for the Work Opportunity and Welfare-to-Work Credits (Form 8850)</li> <li>▪ Nationwide deployment of Internet Employer Identification Number (EIN)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Burden reduction for businesses per return and/or application filed (Measure: 290,991 burden hours saved from Internet EIN as of 11/29/03)</li> <li>▪ Administrative cost to Federal government per return filed (Measure: Not Available)</li> <li>▪ Cycle time to grant EIN - valid EIN granted immediately (Measure: 5 seconds for Internet EIN application)</li> <li>▪ # of electronic tax-related transactions (all forms) (Measure: Not Available)</li> <li>▪ # of electronic 94x forms submitted (Measure: 11,244 as of 12/05/03)</li> <li>▪ # of electronic SS-4 forms submitted (581,981 as of 12/20/03)</li> <li>▪ # of states participating in integrated registration and EIN (Measure: 2 as of 7/1/03)</li> </ul>	<ul style="list-style-type: none"> <li>▪ 2/04 – Release form 1120, Corporate Income Tax</li> <li>▪ 2/04 – Release form 990, Return of Organization Exempt from Income Tax</li> </ul>
<p><b>Federal Asset Sales</b> (GSA) <a href="http://www.firstgov.gov">www.firstgov.gov</a></p>	<ul style="list-style-type: none"> <li>▪ Provide substantial benefit to the Federal government through maximizing net proceeds from asset sales, reducing selling expenses, and</li> </ul>	<ul style="list-style-type: none"> <li>▪ Developed a draft Governance Model</li> <li>▪ Launched study of government Utilization and Donation practices</li> <li>▪ Final Request for</li> </ul>	<ul style="list-style-type: none"> <li>▪ At least 10 Federal departments and agencies actively contributing and supporting FAS effort by offering assets for sale by end of FY03 (Measure:</li> </ul>	<ul style="list-style-type: none"> <li>▪ 9/04 – Launch Sales Value Added Services for Personal &amp; Real Property</li> <li>▪ 9/04 – Migrate Personal and Real Property Sales</li> </ul>

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	<p>improving Utilization &amp; Donation processes</p> <ul style="list-style-type: none"> <li>▪ Reduce the expense and difficulty of doing business with the government</li> </ul>	<p>Proposal (RFP) posted for Personal Property Asset Class vendor solicitation</p> <ul style="list-style-type: none"> <li>▪ Formed and hosted the Source Selection Evaluation Board and Source Section Advisory Council for the Personal Property Asset Class vendor selection</li> <li>▪ Made competitive range determination for Personal Property Asset Class vendor selection</li> <li>▪ Completed Utilization and Donation Study for Personal Property</li> <li>▪ Completed white paper recommending transferring sponsorship of the Financial Asset Solution to a federal credit agency</li> </ul>	<p>GSA and NASA have committed assets to FAS solution as of 12/03)</p> <ul style="list-style-type: none"> <li>▪ Reduce the number of existing web sites that sell or list federal assets for sale by 25% in FY04 (Measure: Not Available)</li> <li>▪ Reduce the cost to process a personal property sales transaction by 5% in FY04 (Measure: Not Available)</li> <li>▪ Increase the number of unique visitors to FAS by 5 times January '03 baseline in FY04 (Measure: Not Available)</li> <li>▪ Decrease average cycle time associated with the personal property asset disposition process by 21 business days in FY04 (Measure: Not Available)</li> <li>▪ Net proceeds generated through personal property sales (Measure Not Available)</li> <li>▪ Net proceeds generated through real property sales (Measure: Not Available)</li> </ul>	<p>solutions to GSA’s Federal Supply Service (FSS) and Public Building Services (PBS) respectively for continued program management</p>
<p><b>International Trade Process Streamlining (DOC)</b> <a href="http://www.export.gov">www.export.gov</a></p>	<ul style="list-style-type: none"> <li>▪ Create a seamless environment for exporters to research markets, gather trade leads, and conduct a majority of their export transactions online</li> <li>▪ Provide more timely and accurate export information</li> <li>▪ Reducing the amount of time spent by U.S. exporters for collecting information and filling out forms</li> <li>▪ Continue to expand forms available in One Stop, One Form.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Defined solution architecture for simplifying export processes</li> <li>▪ Launched One Stop, One Form</li> <li>▪ Launched automated NAFTA certification of origin</li> <li>▪ Consolidated/merged content of USATrade.gov into the Export.gov portal</li> <li>▪ Redesigned Export.gov, integrating content from BuyUSA (Market Research and PTA) and enhancing functionality</li> </ul>	<ul style="list-style-type: none"> <li>▪ Time to fill out export forms and locate information (Target: 10% annual reduction; Measure: Not Available)</li> <li>▪ # of unique visitors to Export.gov (Target: 15% increase; Measure: 598,290 as of 1/7/04)</li> <li>▪ # of trade leads accessed by SMEs through Export.gov (Target: 10% increase; Measure: 28,716 as of 1/7/04)</li> <li>▪ # of registered businesses on Export.gov (Measure: 1,246 as of 1/7/04)</li> </ul>	<ul style="list-style-type: none"> <li>▪ 1/04 – Expanded One Stop, One Form including Ex-Im Bank electronic claims form.</li> <li>▪ 7/04 – Expand One Stop, One Form platform to include forms from Ex-Im Bank, FAS, and DoC</li> <li>▪ 7/04 – Complete migration of BuyUSA to Export.gov</li> <li>▪ 7/04 – Conduct pilot of content management system with DoC and FAS to Export.gov</li> <li>▪ 12/04 – Implement cross-agency content management system for Export.gov</li> </ul>
<p><b>Business Gateway (SBA)</b> <a href="http://www.business.gov">www.business.gov</a></p>	<ul style="list-style-type: none"> <li>▪ Consolidate redundant investments in e-forms systems</li> <li>▪ Increase Federal agencies’ GPEA compliance to at least 75% by 9/04</li> </ul>	<ul style="list-style-type: none"> <li>▪ Launched BusinessLaw.gov</li> <li>▪ Integrated State and Federal EIN eApplication</li> <li>▪ Piloted Portal Maximizer</li> </ul>	<ul style="list-style-type: none"> <li>▪ Time savings for business compliance and filing (Target: 50% reduction; Measure: Not Available)</li> <li>▪ Regulatory agency savings through transition</li> </ul>	<ul style="list-style-type: none"> <li>▪ 3/04 – Launch federal forms catalog</li> <li>▪ 9/04 – Consolidate content from Business.gov, BusinessLaw.gov and</li> </ul>

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	<ul style="list-style-type: none"> <li>▪ Reduce amount of redundant data and forms submitted to the Federal government</li> <li>▪ Reduce burden on small businesses</li> </ul>	<p>for improved navigation</p> <ul style="list-style-type: none"> <li>▪ Created 4 projected digital compliance assistance tools: 1) INS' Alien Employee Visa Classification eTool, 2) OSHA Emergency Evacuation Procedures eTool, 3) EPA's Auto Dismantler &amp; Recycler Environmental Audit Advisor, 4) Motor Vehicle Waste Disposal Wells Advisor</li> <li>▪ Harmonized Electronic Miner Reporting proof of concept (saving 25,000 hours in reporting time for mining firms)</li> <li>▪ Completed the Small Business Paperwork Relief Task Force Report to Congress</li> </ul>	<p>to compliance from enforcement through automated processes (Target: 25% increase; Measure: Not Available)</p> <ul style="list-style-type: none"> <li>▪ # of days reduced for issuing permits and licenses (Measure: Not Available)</li> <li>▪ Cycle time to issue permits and licenses issued (Target: within 24 hours; Measure: Not Available)</li> <li>▪ # of visitors/page views (Target: 10-20% increase; Measure: Not Available)</li> <li>▪ Reduction in redundant IT investments (Measure: Not Available)</li> </ul>	<p>sba.gov under Business.gov</p> <ul style="list-style-type: none"> <li>▪ 10/04 – Harmonize form elements for industry verticals</li> </ul>
<p><b>Consolidated Health Informatics (HHS)</b></p>	<ul style="list-style-type: none"> <li>▪ Enable agencies to improve patient safety, which will reduce error rates, lower administrative costs, and strengthen national public health and disaster preparedness</li> </ul>	<ul style="list-style-type: none"> <li>▪ Government-wide health IT governance council established</li> <li>▪ Portfolio of 24 target domains for data and messaging standards identified</li> <li>▪ Four messaging and one health vocabulary standards adopted government-wide; additional vocabulary standards being reviewed</li> <li>▪ Partnered with 23 federal agencies/departments who use health data for agreements to build adopted standards into their health IT architecture</li> <li>▪ Regular meetings with industry to prevent major incompatibilities in partnership with the National Committee on Vital and Health Statistics</li> </ul>	<ul style="list-style-type: none"> <li>▪ # of federal agencies &amp; systems using the standards to store and/or share health information (Measure: Not Available)</li> <li>▪ # of contracts requiring the standards (Measure: Not Available)</li> <li>▪ Impact on patient service, public health and research (Measure: Not Available)</li> <li>▪ % increase in common data available to be shared by users (Measure: Not Available)</li> </ul>	<ul style="list-style-type: none"> <li>▪ 4/04 – Release/adopt last set of standards</li> </ul>
<b>GOVERNMENT-TO-GOVERNMENT (G2G)</b>				
<p><b>Geospatial One-Stop (DOI)</b> <a href="http://www.geodata.gov">www.geodata.gov</a></p>	<ul style="list-style-type: none"> <li>▪ Reduce burden on public entities by creating consistency, compatibility, and easy access to geospatial data</li> <li>▪ Stimulate vendor development of geospatial tools and reduce</li> </ul>	<ul style="list-style-type: none"> <li>▪ Launched GeoData.gov portal</li> <li>▪ Inventory of existing Federal data holdings completed</li> <li>▪ Created and harmonized Draft Framework Data</li> </ul>	<ul style="list-style-type: none"> <li>▪ # of data sets posted to portal (Measure: 5,417 as of 11/05/03)</li> <li>▪ # of users (Measure: 12,299 unique visitors for month ending 11/30/03)</li> <li>▪ # of cost sharing</li> </ul>	<p>All migration milestones have been successfully met</p>

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	<p>technology risk for geospatial data users</p> <ul style="list-style-type: none"> <li>▪ Reduce total processing time to gain access to geospatial data which will improve decision making and the delivery of government services</li> <li>▪ Provide shared access to spatial data and resources</li> </ul>	<p>Standards submitted to ANSI for review and approval process</p> <ul style="list-style-type: none"> <li>▪ All draft standards available for review on <a href="http://www.geodata.gov">www.geodata.gov</a></li> <li>▪ Created draft standard to ensure consistency among data sets that describe transportation routes and allow governments to share data about transportation related issues. Pilot project demonstrating the utility of the standard completed.</li> </ul>	<p>partnerships for data collection activities (Measure: Not Available)</p> <ul style="list-style-type: none"> <li>▪ # of data-set hits (Measure: Not Available)</li> <li>▪ # of federal agencies posting data sets to geodata.gov (Measure: 16 as of 11/5/03)</li> </ul>	
<p><b>Disaster Management (DHS)</b> <a href="http://www.disasterhelp.gov">www.disasterhelp.gov</a></p>	<ul style="list-style-type: none"> <li>▪ Save lives and reduce property loss</li> <li>▪ Provides federal, state, and local emergency managers better online access to disaster management-related information, planning and response tools</li> </ul>	<ul style="list-style-type: none"> <li>▪ Released upgraded DM Interoperability Services (DMIS) to include new tools such as alerts, web-services map capability, open source intelligence, specific needs request, and regional weather</li> <li>▪ DMIS used in 34 actual emergencies and 61 disaster preparedness exercises with over 291 DMIS operating groups (with 201 waiting for access) in 46 states</li> <li>▪ DisasterHelp.gov has over 10,000 registered users in 8 months</li> </ul>	<ul style="list-style-type: none"> <li>▪ Reduce response recovery time by 15% (Measure: Not Available)</li> <li>▪ Improve situational awareness planning capability by 25% (Measure: Not Available)</li> <li>▪ Increase the number of first responders using DMIS tools by 10% (Measure: 1,500 first responders trained to use DMIS tools as of 11/13/03; DMIS delivered to almost 300 responder groups)</li> <li>▪ # of registered users in DisasterHelp.gov (Measure: 10,291 as of 11/13/03)</li> </ul>	<ul style="list-style-type: none"> <li>▪ 7/04 – Sign consortium agreement for first responder toolset</li> </ul>
<p><b>SAFECOM (DHS)</b></p>	<ul style="list-style-type: none"> <li>▪ Reduce the unnecessary loss of life and property during emergency incidents by facilitating public safety communications and interoperability</li> <li>▪ Reduce costs to local, tribal, State and Federal public safety agencies through coordinating standards for communications equipment</li> <li>▪ Reduce costs to local, tribal, State and Federal public safety agencies through coordinated planning and guidance</li> </ul>	<ul style="list-style-type: none"> <li>▪ Developed grant guidance for public safety interoperability equipment grants to local, tribal, and State organizations adopted by FEMA and COPS</li> <li>▪ Chartered and held the first meeting of the Federal Interagency Coordination Council - an Interagency working group coordinating technical assistance, standards, federal funding and grant guidance across the Federal government</li> <li>▪ Integrated the Public Safety Wireless Network Program</li> <li>▪ Released the beta version of the Interoperable Communications Grant Clearinghouse database</li> </ul>	<ul style="list-style-type: none"> <li>▪ # of agencies that can communicate with one another (Measure: Not Available)</li> <li>▪ Response times for jurisdictions and disciplines to respond to an event (Measure: Not Available)</li> <li>▪ # of wireless grant programs that include Safecom-approved equipment (Measure: 2)</li> <li>▪ Voice, data and video convergence (Measure: Not available)</li> </ul>	<ul style="list-style-type: none"> <li>▪ 2/04 – Deliver common requirements specification</li> <li>▪ 5/04 – Deploy interoperability clearinghouse</li> <li>▪ 4/04 – Deliver interoperability primer</li> <li>▪ 4/04 – Deliver gap analysis for standards</li> <li>▪ 9/05 – Delivery of national architecture including standards</li> </ul>

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		<ul style="list-style-type: none"> <li>▪ Released a Request for Information for technology concepts and existing or under-development products or services to provide for the interoperability of public safety communications</li> <li>▪ Established a governance system comprised of local, state, and federal representatives</li> <li>▪ AGILE and SAFECOM released the first draft of the Statement of Requirements for public safety interoperability</li> <li>▪ Released a National Strategy for Interoperability developed at a SAFECOM/AGILE sponsored strategic planning session</li> </ul>		
<p><b>E-Vital (SSA)</b></p>	<ul style="list-style-type: none"> <li>▪ Reduce administrative, program, and customer costs associated with vital records</li> <li>▪ Enhance the ability of state and federal agencies to provide quality customer service by improving the accuracy and speed of access to vital records data</li> <li>▪ Reduce frequency and amount of benefits fraud and erroneous payments as a result of untimely and inaccurate vital records</li> </ul>	<ul style="list-style-type: none"> <li>▪ Three states (MN, MT, SD) and New York City have signed contracts to implement an improved death registration process</li> </ul>	<ul style="list-style-type: none"> <li>▪ Time for state to report death to SSA (Target: 15 days; Measure: Not available)</li> <li>▪ # of verified death records (Measure: Not Available)</li> <li>▪ Time to verify birth and death entitlement factors (Target: 24 hours; Measure: Not Available)</li> <li>▪ # of false identity cases (Measure: Not Available)</li> </ul>	<ul style="list-style-type: none"> <li>▪ 1/04 – Deploy EDR to NJ, NH, and DC</li> <li>▪ 9/04 – Deploy EDR to NYC, MN, MT, SD</li> </ul>
<p><b>Grants.gov (HHS)</b> <a href="http://www.grants.gov">www.grants.gov</a></p>	<ul style="list-style-type: none"> <li>▪ Minimize the burden of finding and applying for grants</li> <li>▪ Minimize time spent looking up procedures and filling out redundant information, while maximizing time on actual grant-related work</li> <li>▪ Facilitate the review process and enable agencies to make awards more efficiently</li> <li>▪ Avoid the cost of building and maintaining redundant agency grant systems</li> </ul>	<ul style="list-style-type: none"> <li>▪ Conducted Find system pilot</li> <li>▪ Completed unified grant application core data standards</li> <li>▪ Launched Grants.gov web site</li> <li>▪ Launched Find system</li> <li>▪ Phased 100% of agencies' competitive announcements into Find system</li> <li>▪ Completed Apply pilot</li> <li>▪ Deployed Apply system initial release</li> <li>▪ Conducted Apply system training</li> </ul>	<ul style="list-style-type: none"> <li>▪ # of grant-making agencies publishing grant opportunities in portal (Measure: 26 as of 12/9/03)</li> <li>▪ # of grant programs available for electronic application (Measure: 6 as of 12/9/03)</li> <li>▪ % of reusable information per grant application (Measure: Not Available)</li> <li>▪ # of applications received electronically (Measure: 4 as of 12/9/03)</li> <li>▪ # of grant announcements posted in Grants.gov (Total Postings) (Measure: 1,516 as of 12/3/03)</li> </ul>	<p>All migration milestones have been successfully met</p>



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INITIATIVE NAME	GOALS	PROGRESS TO DATE	PERFORMANCE METRICS	MIGRATION MILESTONES
<b>INTERNAL EFFICIENCY AND EFFECTIVENESS (IEE)</b>				
<p><b>E-Training (OPM)</b> <a href="http://www.golearn.gov">www.golearn.gov</a></p>	<ul style="list-style-type: none"> <li>▪ Avoid/decrease costs of tuition fee, travel expenses, and software license fees</li> <li>▪ Compress learning times through use of online coursework versus instructor-led courses</li> </ul>	<ul style="list-style-type: none"> <li>▪ Launched GoLearn.gov</li> <li>▪ 190,000 registered users and 160,000 course completions to date</li> <li>▪ Variable training costs have been reduced to less than a penny per student</li> <li>▪ Launched IT security courses mapped to GISRA and NIST requirements</li> <li>▪ Launched Module 2 – added free and fee-for-service courses; collaborations with FEI/MDCs (Leadership Learning Floor) and FLETC access; highlighted upcoming IT Workforce Development Roadmap and MSP Tutorial</li> <li>▪ Launched Module 3 – established initial IT COP/ Knowledge Domain through IT Workforce Development Roadmap; e-mentoring; upgraded performance support tools; and initial standardized reports</li> </ul>	<ul style="list-style-type: none"> <li>▪ Cost avoidance: total tuition/travel cost reductions for participating agencies (Target: minimum of \$50M in reductions; Measure: \$15M as of 7/31/03)</li> <li>▪ % of executive branch agencies receiving their e-training via GoLearn.gov (Measure: 14 as of 7/31/03)</li> <li>▪ # of registered users with GoLearn.gov (Measure: 190,000)</li> <li>▪ Total # of courses completed (Measure: 160,000)</li> </ul>	<ul style="list-style-type: none"> <li>▪ 9/04 – All agencies committed to migrate to E-Training initiative and to shut down duplicative systems</li> <li>▪ 9/05 – All scheduled migration activities complete and duplicative systems shutdown</li> </ul>
<p><b>Recruitment One-Stop (OPM)</b> <a href="http://www.usajobs.opm.gov">www.usajobs.opm.gov</a></p>	<ul style="list-style-type: none"> <li>▪ Increase public satisfaction with the federal hiring process</li> <li>▪ Expedite agencies' identification of qualified candidates</li> <li>▪ Improve quality of new hires</li> </ul>	<ul style="list-style-type: none"> <li>▪ Re-launched upgraded USAJOBS web site</li> <li>▪ Job-seeker requested enhancement package implemented</li> <li>▪ Averaging almost 200,000 visits per day since launch on new platform</li> <li>▪ Over one-quarter million new resumes created since launch</li> <li>▪ Integration platform implemented</li> <li>▪ New job announcement template prototyped</li> </ul>	<ul style="list-style-type: none"> <li>▪ Cost-per-hire (Measure: \$2,790 as of 8/30/03)</li> <li>▪ Time-to-fill vacancies (Measure: 102 as of 8/30/03)</li> <li>▪ % of federal job applicants using Recruitment One-Stop (Target: 80%; Measure: Not Available)</li> <li>▪ # of visitors to site (daily) (Measure: 183,911 as of 12/31/03)</li> <li>▪ # of applications (resumes) on file annually (Measure: 273,820 as of 12/31/2003)</li> <li>▪ Availability of applicant status (Target: Real-time; Measure: Not Available)</li> </ul>	<ul style="list-style-type: none"> <li>▪ 7/04 – All agencies scheduled to shutdown job search engines/resume builders and committed to use of USAJOBS</li> <li>▪ 7/04 – Approach defined for use of USAJOBS-provided assessment tools for Administrative Careers With America (ACWA) positions</li> <li>▪ 7/05 – Agencies using assessment tools</li> </ul>
<p><b>Enterprise HR Integration (OPM)</b> <a href="http://www.opm.gov/egov">www.opm.gov/egov</a></p>	<ul style="list-style-type: none"> <li>▪ Reduce dependencies on paper-based processes</li> <li>▪ Provide single source of</li> </ul>	<ul style="list-style-type: none"> <li>▪ Deployed Release 1</li> <li>▪ Loaded Release 1 Repository with eight</li> </ul>	<ul style="list-style-type: none"> <li>▪ Cost/cycle time savings per transaction due to reduction in manual paper</li> </ul>	<ul style="list-style-type: none"> <li>▪ 3/04 – Rollout of Release 2 (extend data model; begin load of</li> </ul>



**Table 9–2. STATUS OF PRESIDENTIAL E-GOVERNMENT INITIATIVES**

INITIATIVE NAME	GOALS	PROGRESS TO DATE	PERFORMANCE METRICS	MIGRATION MILESTONES
	<p>official employee information</p> <ul style="list-style-type: none"> <li>▪ Provide single set of analytical tools supporting workforce analysis, forecasting, and strategic management of human capital</li> </ul>	<p>years of CPDF data</p> <ul style="list-style-type: none"> <li>▪ Defined Release 2 Logical Data Model and Data Elements</li> <li>▪ Defined Portal User Roles for Release 2 and beyond</li> <li>▪ Analyzed database security design and Implementation approach for Release 2</li> </ul>	<p>processing (Measure: Not Available)</p> <ul style="list-style-type: none"> <li>▪ Time for inter-agency transfers (Measure: Not Available)</li> <li>▪ Usage of analytics by all Cabinet-level agencies in the Human Capital Planning process (Measure: Not Available)</li> </ul>	<p>historical data)</p> <ul style="list-style-type: none"> <li>▪ 10/04 – Rollout of Phase 3 (extend data model; complete load of historical data; employee transfer capability)</li> </ul>
<p><b>E-Clearance (OPM)</b> <a href="http://www.opm.gov/egov">www.opm.gov/egov</a></p>	<ul style="list-style-type: none"> <li>▪ Reduce time to locate previous investigations which enhances the opportunities for reciprocity</li> <li>▪ Reduce data entry burden and time</li> </ul>	<ul style="list-style-type: none"> <li>▪ Loaded clearances into OPM SII system</li> <li>▪ Deployed single point of access to clearances that links the OPM SII system with the DOD JPAS system</li> <li>▪ Deployed SF 86C (Certification) form</li> <li>▪ Opened E-Clearance learning lab</li> <li>▪ Began imaging investigative records</li> <li>▪ U.S. State Department has deployed the Electronic Questionnaires for Investigations Processing (e-QIP) System</li> </ul>	<ul style="list-style-type: none"> <li>▪ Cost per application (Measure: Not Available)</li> <li>▪ Reciprocation between agencies (Measure: Not Available)</li> <li>▪ Average time to process clearance forms (Measure: Not Available)</li> <li>▪ Average time to complete clearance forms (Measure: 2 hours as of 6/23/03)</li> <li>▪ Time to locate and evaluate previous investigations and clearances (Measure: Not Available)</li> </ul>	<ul style="list-style-type: none"> <li>▪ 7/04 – All clearance organizations committed and scheduled to receive training on e-QIP System</li> <li>▪ 7/05 – All clearance organizations using e-QIP</li> </ul>
<p><b>E-Payroll (OPM)</b> <a href="http://www.opm.gov/egov">www.opm.gov/egov</a></p>	<ul style="list-style-type: none"> <li>▪ Reduce modernization costs by consolidating payroll systems</li> <li>▪ Reduce cost per payroll transaction per employee</li> </ul>	<ul style="list-style-type: none"> <li>▪ Non-continuing agencies aligned with E-Payroll Providers</li> <li>▪ Provider entrance sessions completed, customers and migration dates on target</li> <li>▪ Payroll Advisory Council formed and monthly sessions conducted</li> <li>▪ Standardization focus group formed to develop policy and procedures for payroll delivery standardization opportunities</li> <li>▪ Completed migration of DoE, ABMC, NRC and STB</li> </ul>	<ul style="list-style-type: none"> <li>▪ Payroll cost per transaction/per employee (Target: in-line with industry averages; Measure: Not Available)</li> <li>▪ Accuracy of Treasury Disbursements, Post Payroll Interfaces, and Periodic Reporting; Measure: Not Available)</li> </ul>	<ul style="list-style-type: none"> <li>▪ 7/04 – All agencies, unless otherwise exempted by OPM, formally committed and scheduled to migrate to one of the two payroll providers partnerships</li> </ul>

**Table 9–2. STATUS OF PRESIDENTIAL E-GOVERNMENT INITIATIVES**

INITIATIVE NAME	GOALS	PROGRESS TO DATE	PERFORMANCE METRICS	MIGRATION MILESTONES
<p><b>E-Travel (GSA)</b>  <a href="http://egov.gsa.gov">http://egov.gsa.gov</a></p>	<ul style="list-style-type: none"> <li>▪ Improve the Government’s internal efficiency, administrative performance, and regulatory compliance relative to travel</li> <li>▪ Eliminate redundant and stovepipe travel management systems through a buy-once/use-many shared services approach</li> <li>▪ Minimize capital investment, operations, and maintenance costs for travel management services</li> <li>▪ Bring world-class travel management and superior customer service to the Federal travel process</li> </ul>	<ul style="list-style-type: none"> <li>▪ Developed government-wide inventory and business case defining cost/benefits and high-level agency migration requirements</li> <li>▪ In final stages of completing Memorandum’s of Understanding (MOUs) with 24 Business Reference Model (BRM) agencies</li> <li>▪ 18 BRM agencies have begun migration plans with 10 agencies targeting 2004 to begin migration</li> <li>▪ E-Travel Services (ETS) contract award has been awarded</li> <li>▪ Finalized exception language and incorporated agency comments for the final Federal Travel Regulation amendment requiring the use of ETS by Dec 2006</li> </ul>	<ul style="list-style-type: none"> <li>▪ % users expressing high level of satisfaction (Measure: Not Available)</li> <li>▪ # of agencies using E-Travel (Measure: Not Available)</li> <li>▪ % of use of E-Travel services within each agency (Measure: Not Available)</li> <li>▪ # of trips serviced through E-Travel (Measure: Not Available)</li> <li>▪ % of trips planned and completed online (Measure: Not Available)</li> <li>▪ Significant reduction in duplicative systems (Currently 6+ online booking channels, 50+ travel planning/processing channels, 200+ licensed and government-developed expense reporting systems) (Measure: Not Available)</li> <li>▪ Reduction in administrative cost per trip (Target: align with commercial best practices; Measure: Not Available)</li> </ul>	<ul style="list-style-type: none"> <li>▪ 3/04 – All agencies, unless exempted by GSA, formally committed and scheduled to migrate to E-Travel Services</li> <li>▪ 12/06 – All agencies, unless exempted by GSA, migrated to E-Travel Services</li> </ul>
<p><b>Integrated Acquisition Environment (GSA)</b>  <a href="http://www.BPN.gov">www.BPN.gov</a>  <a href="http://www.FedBizOpps.gov">www.FedBizOpps.gov</a>  <a href="http://www.FedTeDS.gov">www.FedTeDS.gov</a>  <a href="http://www.PPIRS.gov">www.PPIRS.gov</a>  <a href="http://www.wdol.gov">www.wdol.gov</a>  <a href="https://fpds.gov">https://fpds.gov</a>  <a href="http://www.epls.gov">www.epls.gov</a>  <a href="http://www.contractdirectory.gov">www.contractdirectory.gov</a></p>	<ul style="list-style-type: none"> <li>▪ Reduce burden for vendors</li> <li>▪ Achieve cost savings through consolidated vendor information, procurement data systems, and common processes</li> <li>▪ Reduce cycle time of procurement process</li> </ul>	<ul style="list-style-type: none"> <li>▪ Launched Past Performance Information Retrieval System (PPIRS)</li> <li>▪ Issued Business Rules for Intra governmental Transactions</li> <li>▪ Merged SBA Pro-NET with Central Contractor Registration (CCR)</li> <li>▪ Registered all agencies for intra-governmental transactions</li> <li>▪ Launched Federal Technical Data System (FedTeDs.gov) to post sensitive but unclassified documents</li> <li>▪ Central Contractor Registration mandated for new awards and payment data collection</li> <li>▪ Launched Wage Determination Online</li> <li>▪ Launched Federal</li> </ul>	<ul style="list-style-type: none"> <li>▪ % reduction in time for delivery of products and services (Measure: Not Available)</li> <li>▪ cost-to-spend (Measure: Not Available)</li> <li>▪ # of intragovernmental transactions going through the Intragovernmental Transactions Exchange (Measure: 40 as of 12/11/03)</li> <li>▪ # of interagency contracts in directory (Measure: 16,000 as of 12/11/03)</li> <li>▪ # of vendors registered in CCR central database (Measure: 262,823 as of 12/11/03)</li> <li>▪ % reduction in procurement transaction errors (Measure: Not Available)</li> </ul>	<ul style="list-style-type: none"> <li>▪ 7/04 – Initial launch of portal integrating IAE applications</li> <li>▪ 7/04 – Rent and IT services transactions process through the Intragovernmental Transactions Exchange</li> <li>▪ 10/04 – Implement eMarketplace Catalog Capability</li> <li>▪ 10/04 – Contract Award Documents Online (CADO)</li> <li>▪ 1/05 – Full operational capabilities of portal integrating IAE applications</li> </ul>

**Table 9–2. STATUS OF PRESIDENTIAL E-GOVERNMENT INITIATIVES**

INITIATIVE NAME	GOALS	PROGRESS TO DATE	PERFORMANCE METRICS	MIGRATION MILESTONES
		<p>Procurement Data System Next Generation providing ability to integrate management information reporting via web services</p> <ul style="list-style-type: none"> <li>▪ Launched central directory of all contracts available for multi-agency use</li> </ul>	<ul style="list-style-type: none"> <li>▪ % of transactions reported directly to FPDS-NG (Measure Not Available)</li> </ul>	
<p><b>E-Records Management (NARA)</b></p>	<ul style="list-style-type: none"> <li>▪ Increase % of eligible data archived/preserved electronically</li> <li>▪ Provide consistency in approach to implementing e-records management applications</li> <li>▪ Improve ability of agencies to access/retrieve records</li> </ul>	<ul style="list-style-type: none"> <li>▪ Issued guidance for transferring permanent e-mail records and attachments to the National Archives</li> <li>▪ Issued transfer guidance for permanent scanned images of textual records</li> <li>▪ Expanded methods of transferring electronic records to the National Archives</li> <li>▪ Endorsed revised DoD standard for common set of requirements for records management applications government-wide</li> <li>▪ Issued guidance for transferring permanent PDF records to the National Archives</li> <li>▪ Released Guidance for Coordinating the Evaluation of Capital Planning and Investment Control Proposals for Electronic Records Management Applications</li> <li>▪ Registered, into a NIST repository, XML schemata capable of supporting automated transfer and accessioning of e-records</li> <li>▪ Issued transfer guidance for permanent digital photographic records</li> </ul>	<ul style="list-style-type: none"> <li>▪ % of eligible data items archived/preserved electronically (Measure: Not Available)</li> <li>▪ Document search/retrieval burden (Measure: Not Available)</li> <li>▪ Document recovery burden (Measure: Not Available)</li> <li>▪ Median time for processing archival electronic records (Measure: 250 calendar days)</li> </ul>	<ul style="list-style-type: none"> <li>▪ 9/04 – Agency agreement as to transfer record formats and commitment to use</li> </ul>
<b>CROSS-CUTTING</b>				
<p><b>E-Authentication (GSA)</b> <a href="http://www.cio.gov/eauthentication">www.cio.gov/eauthentication</a></p>	<ul style="list-style-type: none"> <li>▪ Reduce authentication system development and acquisition costs</li> <li>▪ Reduce burden of conducting secure transactions with government</li> <li>▪ Eliminate the need for</li> </ul>	<ul style="list-style-type: none"> <li>▪ Issued final OMB E-Authentication Guidance for Federal agencies (establishes 4 levels of identity assurance)</li> <li>▪ Issued Federated Technical Architecture Design and Component</li> </ul>	<ul style="list-style-type: none"> <li>▪ Cost avoidance from a coordinated and streamlined approach (Measure: Not Available)</li> <li>▪ Minimum # of different credentials required to do business with the government online</li> </ul>	<ul style="list-style-type: none"> <li>▪ 1/04 – Stand up interoperability testing lab</li> <li>▪ 4/04 – Create E-Authentication Portal for FirstGov</li> <li>▪ 4/04 – Issue Final NIST Technical Guidance on</li> </ul>

**Table 9–2. STATUS OF PRESIDENTIAL E-GOVERNMENT INITIATIVES**

INITIATIVE NAME	GOALS	PROGRESS TO DATE	PERFORMANCE METRICS	MIGRATION MILESTONES
	<p>Federal agencies to establish independent authentication systems</p> <ul style="list-style-type: none"> <li>▪ Protect privacy by ensuring that individuals can control their own personal information</li> </ul>	<p>Interface specifications for pilot</p> <ul style="list-style-type: none"> <li>▪ Completed Interim Credential Assessment Framework</li> <li>▪ Conducted Credential Assessment on 3 Credential Service Providers</li> <li>▪ Completed strategic business plan</li> </ul>	<p>(Measure: Not Available)</p> <ul style="list-style-type: none"> <li>▪ # of accredited credential providers (Measure: 3 as of 12/31/03)</li> <li>▪ # of interoperable authentication products (Measure: 4 as of 12/31/03)</li> <li>▪ % of citizens trusting transactions with the government (Measure: 24% of Americans are “high trusters” according to a Pew survey in April, 2002)</li> </ul>	<p>Authentication systems</p> <ul style="list-style-type: none"> <li>▪ 4/04 – Complete federated authentication pilot and issue report</li> <li>▪ 7/04 – Add at least 25 credential service providers to credential trust list</li> <li>▪ 7/04 – Issue Federated Technical Architecture Design and Component Interface specifications for government-wide deployment</li> </ul>