United States
Office of
Personnel Management Washington, DC 20415-0001

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MEMORANDUM FOR KAREN EVANS
Administrator, Office of E-Government and
Information Technology, Office of Management
and Budget

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SUBJECT FY 2006 E-Government Act Report

The E-Government Act of 2002 (Act), Public Law 107-347 Section 202(g) requires that the Office of Management and Budget (OMB) prepare an annual report to Congress based on a summary of information supplied by agencies. The Office of Personnel Management input for this report follows.

1. **Provide a brief overview of your agency's implementation of the Act including a description of an internal agency-specific E-Government initiative.**

Description of the Retirement Systems Modernization Project

The major IT initiative at OPM continues to be the Retirement System Modernization (RSM) project. This project is not classified as an E-Government initiative, but has many of the characteristics of an E-Gov project in that it is a multi-year project, is described yearly in a Capital Asset Plan, and its use is envisioned as government-wide. The Capital Asset Plan provide extensive details mapping the project's support for OPM's strategic goals and the performance measures established for RSM as well as provide details of the cost and benefits of the project.

In April 2006, OPM awarded the first of three contracts for the RSM project. This contract is for the Defined Benefits Technology Solution (DBTS). When fully implemented, DBTS will provide OPM and the Retirement System's user community a

fully automated virtually paperless environment that will transform the agency's retirement processing as well as provide timely, accurate, and efficient services and information.

Processing retirements of Federal employees is a mission requirement for OPM. The RSM investment is critical to fulfilling that requirement for two reasons. First, the aging Federal workforce will increase the retirement specialist workload. Second, the Federal Retirement Program technology and processes need to keep pace with private sector technology and processes in order to attract new employees to the Federal workplace. The current Federal practice is dated, as some of the retirement processes have been in place for three decades utilizing cumbersome paper-based processes and older technology. The RSM investment is targeted at timely, accurate retirement benefit payments and more efficient and flexible processes using proven technology rather than manual, paper-based processes.

RSM includes the following:
- Reengineering of the business processes used to determine an employee's annuity,
- Providing a comprehensive view of Federal employment history and tools to employees and processing staff,
- Acquiring the technology to support them,
- Aligning the Federal retirement practice to redesigned processes.

RSM is using OPM's Information Technology Systems Management (ITSM) approach to lifecycle management.

RSM will interface with Service Centers' HR Management Systems by providing capabilities, tools and services in support of benefits counseling services for employees. With RSM, agencies will be able to provide OPM with retirement contribution and other data on a recurring basis and will ensure a current view of each participant's defined benefit retirement account, while virtually eliminating paper-based processes.

Agency Transformation

This project is in the implementation phase. By implementing the DBTS solution, the Retirement System will be transformed into a paperless environment with improved processing and will be more accessible to both the Retirement System employees working with the system and the community of employees and annuitants that participate in the system.

The stakeholders for this investment include:

- Office of Management and Budget

- Federal Civilian Agencies

- Civilian Federal employees

- Annuitants and survivors

Certain stakeholders are kept informed of the status and progress of the project through the Capital Planning and Investment Control (CPIC) process which includes the establishment of an Executive Steering Committee and progress reporting on a quarterly basis to the OPM IT Investment Review Board.

Under the OPM-led Enterprise Human Resource Integration (EHRI) initiative, OPM has been working closely with all agencies to develop a centralized HR repository of information. The OPM Retirement System Modernization Group (RSMG) has initiated efforts to develop a clear plan with Shared Services Centers (payroll providers) (i.e., the National Business Center (NBC), General Services Administration (GSA), United States Postal Service (USPS), Defense Finance and Accounting Services (DFAS), the National Finance Center (NFC)) on multiple issues vital to the implementation of the program . RSMG has already participated in several meetings with the Shared Service Centers and has scheduled periodic meetings to ensure continuous dialogue between OPM and the Shared Service Centers.

Other agency partners who collaborate on the initiative

RSM affects all Executive branch agencies, as well as the legislative and judicial branches. RSM will interface with the shared service providers that OPM has designated under the HRLOB. The agency partners who collaborate on the initiative include:

- National Business Center (NBC), Department of Interior

- General Services Administration (GSA)

- Department of Health and Human Services (HHS)

- United States Postal Service (USPS)

- Defense Finance and Accounting Services (DFAS)

- National Finance Center (NFC), U.S. Department of Agriculture

Improved performance

The RSM project has developed performance goals and measures that meet OPM's Strategic and Operational goals, as defined in the "OPM Strategic and Operational Plan 2006-2010." In addition, key out-year goals are outlined in the Capital Asset Plan. A description of selected goals is provided below:

- *Award Retirement Systems Modernization contracts and begin implementation for Defined Benefit Technology Solution and Business Transformation/Information Technology Service by May 1, 2006, and June 1, 2006, respectively"* (performance goal met on April 28, 2006).

- Make the first benefit payment on the day it is due for employees who have a complete retirement record in electronic form – February 2008.

- Provide online access to 100% of the retirement record and retirement planning tools for active Federal employees who have their retirement record in electronic form – completed in waves beginning in February 2008; all waves projected to be completed by end of FY 2009.

RSM will meet other performance goals as outlined in the investment's Capital Asset Plan, *OPM's Performance Reference Model* and the defined benefits technology solution vendor's proposal when RSM is fully implemented with centralized data and new technology. These performance goals and measures involve planned improvements to the RSM baseline such as system reliability, availability and timeliness.

Accessibility of Government information and services

Many OPM customers do not have access to the Internet and OPM, therefore, has developed and maintained several alternative methods to ensure that information and products are available to the public. These alternatives include multiple call centers, Interactive Voice Response systems (IVR), brochures, forms, and direct mail.

2. **Describe (the) process for determining which information will be made available on (the) agency public website and the Internet as required in Section 207(f)(2) of the Act.**

The Office of Personnel Management (OPM) redesigned its website to better align with its Strategic and Operational Plan for 2006-2010 and to improve the communication with its audiences. OPM's mission is to ensure the Federal Government has an effective civilian workforce. We provide human resources policies, products and services through the agency Internet.

We take various steps to determine which information will be made available on the Internet as described in Section 207(f)(2) of the E-Government Act of 2002 and OMB

Memorandum M-05-04 "Policies for Federal Agency Public Websites." OPM obtains feedback from users on the site's ease of use. Such information is provided to OPM offices which manage web pages and own the content of that and other OPM sites. Using that feedback and other information about their primary audiences, the owners identify key issues of concern, then develop and provide content to OPM's Office of Communications and Public Liaison (OCPL) who publishes the information.

OPM developed an inventory of published information and a schedule of publications. The inventory shows the categories of information disseminated by OPM, its priority level, as well as the publication target timeframe. The link to the OPM inventory on the public website is: http://www.opm.gov/about_opm/WebContentInventory-OMB.asp.

OPM has enhanced the search capability on the agency public website by implementing better metadata coding. This allows for searching all files intended for public use on the www.opm.gov, apps.opm.gov, and the Chief Human Capital Officer Council (CHCOC) http://www.chcoc.gov/ websites. The search results are displayed in order of relevancy to search criteria and are provided in response time equivalent to industry best practices.

3. Describe how (the) agency information dissemination activities are coordinated with its FOIA operations in order to improve both access to and dissemination of government information to the public.

The U.S. Office of Personnel Management has redesigned its entire website, and it is now simpler to navigate through the agency's Freedom of Information Act (FOIA) homepage and site. Subjects of interest are categorized clearly on the FOIA homepage and the public and agencies who access the site are directed where to find particular information. In addition, the agency's FOIA Requester Service Center is coordinating with OPM Program Offices to post additional frequently requested contracts, records, policies, and agency opinions to the FOIA Reading Room for public access. The agency's FOIA Improvement Plan (http://www.opm.gov/efoia/FOIAPlan.pdf) explains in detail the strategies for posting additional information to the Reading Room by December 31, 2006.

Additionally, the agency's IRM Strategic Plan for FY2006-FY2010 describes the goals of each office under the Center for Information Services and the Chief Information Officer, and how those offices will fulfill their goals from the present through FY2010. The plan is currently in the approval process to be posted on the agency website www.opm.gov. When the document is approved for posting, the link in this report will be replaced with a direct link to the plan.