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SUBJECT: **TVA E-Government Act Implementation Update FY2004**

1. A brief high level overview (a text document of up to five pages) of your agency's implementation of the E-Government Act, including a summary of agency-specific E-Government initiatives. This should not include the 24 Presidential E-Government initiatives. The overview must address the following specific provisions of Section 202 of the Act:

- Describe how sample initiatives are transforming agency operations;
- Explain how your agency maintains an ongoing dialogue with interested parties to find innovative ways to use IT;
- Identify other agency partners who collaborate on the initiative;
- Identify improved performance by tracking performance measures supporting agency objectives, strategic goals, and statutory mandates;
- Quantify the cost savings and cost avoidance created by implementing the initiative (e.g. reduction and elimination of investments), and describe the methodology used to determine savings; and
- Explain how your agency ensures availability of Government information and services is not diminished for those without access to the Internet.

Economic Development

TVA's vision is to generate prosperity throughout the valley by stimulating economic growth. To meet this mission in FY2004, TVA has implemented an **on-line Business Resource Center** to assist small, women and minority-owned businesses in accessing a variety of resources to aid them in starting or improving their business. Offering these resources in an electronic format allows TVA to offer current information on a 24-hour basis while reducing TVA's cost to provide this information. In the last 12 months the site has been visited over 5,000 times.

TVA provides information on facilities for sale or lease to the public via TVA-managed sites and commercial websites. The TVA websites are www.tva.com, www.tva.gov and www.tvasites.com.   The two external web services are www.loopnet.com (accessible by subscription only) and www.ccimnet.com.   The information provided includes size, address, cost, name of the TVA contact, and other descriptive information about the properties.

To promote further economic development in the Tennessee Valley, TVA developed **TVAsites.com.** This new web-based application, accessible by the public, provides an inventory of real property in the Tennessee Valley available for lease or purchase. It allows prospective business to easily gather demographics, site characteristics and local business information about 1700 sites across the TVA region. It offers an electronic tool to enhance marketing efforts with the goal to increase prospect visits (the performance metric) to the Tennessee Valley. This application has resulted in a savings of $200,000 annually by replacing a legacy application and increasing functionality.

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Communities within the TVA valley now can access an application called **Synchronist** that assists communities in their efforts to get to know and understand existing businesses and industries in their local areas. This online system provides a format for surveying companies and tracking action items and is available to all communities in the valley. Participating communities benefit from an enhanced relationship with their key employers, giving them the basis from which to solve problems, address needs, find out about expansions and new recruitment targets. TVA tracks the number of new and retained jobs in the Tennessee Valley as a component of one of TVA's performance measurements.

Shoreline Construction Permits

Section 26a of the TVA Act requires that TVA approval be obtained before any construction activities can be carried out that affect navigation, flood control, or public lands along the 11,000 mile shoreline of TVA reservoirs, or in the Tennessee River or its tributaries. We review about 2,500 construction proposals annually. Permit approvals for construction under Section 26a are considered federal actions and are therefore subject to the requirements of the National Environmental Policy Act and other federal laws. The TVA.gov Web site contains information about the purpose, regulations, construction standards, and how to apply. It also includes the application, example drawings, and other material that the public can download to expedite the process. Enhancements to this Web site, such as interactive maps of TVA reservoir shorelines and land rights will be made in 2005. We continue to enhance our external website and measure effectiveness by tracking the number of hits and information downloads.   We anticipate an increase in the correctness and completeness of permit applications which will reduce processing costs. In addition, TVA has worked closely with the Corps of Engineers to better coordinate Section 26a and 404 Permit requirements.

Fossil Power Group (FPG)

The Fossil Power Group (FPG), functioning as most producers of fossil-fired generation, is accountable for communication and reporting with other federal agencies such as the EPA and FERC. Under the leadership of those agencies, FPG participates in supporting e-government through utilization of the electronic reporting options provided by those agencies. FPG also works with those agencies and associated software providers to collaboratively enhance and further the utilization of electronic products.

Bulk Power Trading

Bulk Power Trading has implemented a new Transaction Management System that has provided a seamless solution for recording wholesale transactions, requesting transmission reservations, and submitting NERC tags.

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Communications & Government Relations

Customer and stakeholder feedback is gathered as part of TVA's performance improvement process. For example, feedback from reservoir users led TVA to redesign its reservoir information pages to provide more complete information and interactive capabilities.

Travel Services

As the result of an RFP issued in FY2003, TVA selected a new travel management services supplier in November of 2003. The contract was awarded to World Travel Services, Inc. (WTS), as a supplier using current and reliable technology to ensure the most cost effective travel usage by TVA travelers and providing for enhanced reporting capabilities while delivering a high level of service to the TVA traveler. Factored into the decision to award to this supplier was their awareness of and flexibility to work with future e-Travel developments and their innovative use of leading edge industry technology.

In the past year, TVA has achieved a number of improvements in the delivery and management of travel services in collaboration with our new vendor, including:

- Organization level reporting with online drill down of data for better management of travel usage
- Automated tracking of unused ticket for cost savings
- Automated business rules, supporting federal guidelines and providing increased assurance of meeting these varied requirements
- Implementation of online booking as an option for all TVA travelers
- Web based interactive training for travelers

As part of these services, WTS conducts a quarterly customer satisfaction survey which is shared with TVA management for developing service improvements. In addition WTS provides an up-to-date website with TVA specific travel information and a page for submitting comments and inquiries.

Direct cost savings for FY2004 were calculated to be $43,894, including $37,927 in transaction costs and $5,967 in savings for unused refundable tickets that were tracked and refunded to TVA. Both of these are directly attributable to more effective use of technology.

TVA and WTS ensure availability of services to all TVA travelers by providing a toll free telephone number from which all services may be accessed.

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Contractor Workforce Management (CWM) Project

The CWM Project was designed to be a singular point of focus to control TVA's contractor workforce. The project implemented a company-wide CWM policy, procedures, and a web-based information system to manage solicitation, selection, management, and payment of TVA contractors which has resulted in $27.1 million in savings in its first year of operation.

Noteworthy accomplishments include:
- development of the company's first CWM policy
- Implementation of Elance software, which has helped to standardize the policy and processes throughout TVA
- new CWM reporting processes which focus on contractor full-time equivalents and costs to better support TVA organizations' business needs.

This new streamlined CWM report replaces the monthly contractor-headcount report that focused on the number of contractors and required input from more than 50 organization and supplier resources each month.

Supplier Portal

The Supplier Portal is designed to be a "one-stop" access point for TVA to exchange information with current and potential suppliers. The content includes TVA terms & conditions and related procurement forms and provides on-line training instructions for the use of TVA systems by suppliers and contractors. Since the portal has only recently been implemented, no quantitative savings can be documented.

TVA's Employee Technical Training and Organizational Effectiveness

TVA's Employee Technical Training and Organizational Effectiveness group, our corporate learning organization, maintains an ongoing dialogue with other "best practice" companies through participation in benchmarking groups focused on the use of information technology (IT) for the deployment of learning solutions. We provide access to Web-based IT course content for TVA power distributors upon request. In addition, training evaluation services are available to the Tennessee Valley Public Power Association including posting of valuable information via an external website

Customer Service and Marketing

TVA Online Connection went through a major upgrade in FY2004 migrating from an in-house developed portal to Plumtree's Enterprise portal software. The TVA Online Connection is an extranet web portal designed to enhance and improve our business activities with TVA's distributors, federal, and industrial customers making it easier for them to do business with TVA. It allows TVA to funnel and filter key business

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information to our customers through consistent promotion of TVA products and services, automation of requests and routing of requests and provision of a knowledge base and on-line document repository. The main focus of design was to improve our customer support through standardized methods of information delivery and increase customer loyalty.

2. A summary of the implementation of the specific privacy provisions of Section 208 of the E-Government Act. Implementation guidance for the Privacy Provisions of the E-Government Act of 2002 is located at http://www.whitehouse.gov/omb/memoranda/m03-22.html. The privacy summary should contain the following three parts:

a. The reporting of each instance where persistent tracking technology is used. For each instance agencies must:

- Explain the need to use persistent tracking technology;
- Identify the safeguards to protect any information collected from persistent tracking technology;
- Provide the contact information (name, title, phone number, and email) of the agency official who approved each instance of tracking technology use; and
- Provide the actual privacy policy notification of such use.

TVA does not use persistent tracking technologies on its public Web sites. Each TVA public site contains a link to the Agency Web Privacy Policy which indicates that no such tracking technology is used.

b. A readable agency privacy policy machine or an explanation of why it is not readable.

TVA is investigating compliance strategies via the Platform for Privacy Preferences Project (P3P). We understand that this is the only venue with which to implement a privacy policy machine and this specification is still in a working draft status. TVA will consider implementation as this working draft becomes more mature.

c. The contact information (name, title, phone number, and email) of individual(s) appointed by the head of the Executive Department or agency to serve as the agency's principal contact(s) for information technology/web matters and the individual (name and title) primarily responsible for privacy.

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3. A summary (a text document of up to two pages in length) of your agency's progress to implement your information technology human resource strategy as described in Section 209 of the Act. The summary must:

- Identify any specialized job activities necessary to perform the agency mission that have changed since last year's report;
- Explain how your IT training plan integrates into the overall agency training plan; and
- Discuss how you have used the results of OPM's Training Report (www.opm.gov/hrd/lead/pubs/ittpreport_07-04/ittpreportJuly2004.pdf) to successfully implement training programs to fulfill gaps in your IT workforce.

TVA has an internal IT Education group that guides our technical skills development. IT Education incorporates e-learning by using off-the-shelf content and custom in-house developed courses. This fiscal year, IT Education has begun to be more strategic by meeting with organizations across the agency conducting skill gap analyses, developing comprehensive training plans, and incorporating these training plans into individual development and career progression plans. Again, e-learning has been a focus whenever possible. Through relationships with industry consulting and benchmark forums, TVA continually updates its knowledge base and skill set in the areas of IT Performance Assessment, Models and Methods, and Capital Planning and Investment Assessment.

Internally, TVA University has changed to a performance consulting model called Employee Technical Training and Organizational Effectiveness. Part of this new model is the development of a TVA Training Peer Team which is charged with coordinating the overall agency training plan and integrates IT skill development for IT professionals as well as end-users of IT infrastructure.

Two initiatives this year addressed specialized activities that are deemed mission critical for TVA.   To align with industry best practices and federal guidance, TVA created new roles for those involved with IT Security called System Security Officers (SSO), Organization Security Officers (OSO) and Designated Approving Authorities (DAA). These new groups are made up of TVA employees and executives from both Information Services and the TVA business units. The roles required significant training and program involvement, which was accomplished through a combination e-learning (the major delivery mechanism) and instructor led training and meetings.

The second initiative was begun after a skill gap analysis was completed with TVA's IT Project Management Office (PMO) where general project management skills were identified as a competency gap.   As a result, the PMO has developed a comprehensive training plan for targeting different levels of management, aligning with the Clinger-Cohen core competencies and giving employees the benefit of having a toolset that enables them to develop professionally.

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In addition, our Senior Vice-President for Information Services participates in executive level benchmarking forums and analysis of the latest IT organizational management philosophies and technology direction. TVA recently completed an extensive training optimization study which resulted in funding core IT Education functions and a reduction of headcount from 14 to 7. Beginning with fiscal year 2005, IT Education no longer passes through charges for many of their services to TVA business units. The removal of the cost recovery element is allowing IT Education to become more strategic in its course offerings.

As the new Employee Technical Training and Organizational Effectiveness group emerges, IT Education will encourage their IT workforce to develop Individual Development Plans, conduct competency assessments, perform gap analysis and use the IT Roadmap.

4. A brief description of the process your agency has established for determining which information will be made available on the Internet as described in Section 207 of the Act. The description must:

- Provide the priorities and schedules for making Government information available and accessible;
- Explain how these priorities and schedules were available for public comment; and
- Identify the link where the priorities and schedules can be found on the Internet.

At the Tennessee Valley Authority, a screening process is used to determine which information will be made available to the public via the Internet. That screening process takes all Government information releases into account, and those that are deemed appropriate by the Communications and Government Relations department for distribution are scheduled in a queue for posting.

Currently, all Government information for release to the Internet is posted within four (4) hours of receipt.

- Due to the short time frame for posting, it was not deemed necessary to make the priorities and schedules available for public comment.
- The link with information on the timeliness of posting Government data can be found at:
  http://www.tva.gov/infoquality/timely.htm

Web site contact information is included on all applicable documents distributed to the public, customers and stakeholders. TVA recently released new versions of its reservoir information and economic development Web sites with more interactive capabilities.