Tennessee Valley Authority E-Government Report FY2006

1. Provide a brief overview of your agency's implementation of the Act including a description of an internal agency-specific E-Government initiative.[2] The description of the initiative must:

   - Describe how the initiative is transforming agency operations;
   - Explain how your agency maintains an ongoing dialogue with interested parties to find innovative ways to use information technology for the initiative;
   - Identify external partners (e.g., Federal, State or local agencies, industry) who collaborate on the initiative;
   - Identify improved performance (e.g., outcome measures) by tracking performance measures supporting agency objectives and strategic goals;
   - Quantify the cost savings and cost avoidance achieved through implementing the initiative (e.g., reducing or eliminating other investments in information technology);[3] and

www.TVAed.com - TVA's Economic Development Web Site

A dynamic Web site is considered by many professionals today as the most important economic development tool because it supports the fast-paced nature of business decision-making and provides immediate access to large databases of relevant information. Through TVAed.com, TVA's Economic Development group supports their mission statement of "One Source, Seven States" by offering a one-stop shop for information on the seven-state Tennessee Valley region. This Web site has received the **2006 International Economic Development Council's General Purpose Web Site Excellence Award**.

When TVA's Economic Development group sharpened its focus as a marketing organization a few years ago, one of its first actions was to redesign its general Web site to provide a more reader-friendly structure and to expand the amount of information available. Once that was completed, a concerted effort was made to drive business to the Web site. Every press release, advertisement or collateral piece displays the URL and refers readers to the Web site for more information. The Web site is never viewed as static and is ever-changing to meet the competitive demands of today's business world.

The "Valley Business Ventures" section of the Web site is a resource center for women and minority-owned companies. There is also access to the e-Synchronist® Business Information System, which assists communities in their efforts to get to know and understand existing businesses and industries in their area. This online system provides a format for surveying companies and tracking action items, and is available to all communities in the Tennessee Valley. Participating communities benefit from an enhanced relationship with their key employers – allowing them to solve problems, address needs, and find out about expansions and new recruitment targets. TVA tracks the number of new and retained jobs in the Tennessee Valley as one of TVA's performance measurements.

TVAsites.com was created as an economic development site selection tool to attract and retain quality jobs, as well as to increase capital investment in the Tennessee Valley. The

Web site has been the number one Web site in the Google search engine for generic industrial sites and buildings. The Web site has received a **CoreNet Global Economic Development Leadership Award** and has been named a finalist in the economic development category of the **2006 Stockholm Challenge**. In 2006, the Web site received an **International Economic Development Council Excellence Award for Special Purpose Web Site**.

The Web site was designed to provide rural areas and small governments with the ability to search for economic development sites by facility type (e.g., building, land, warehouse, etc.), minimum/maximum size, acreage/square footage and geographic parameters. There is a rich data source by site with approximately 1,700 active sites on the system; sites are turned on or off as their availability status changes. The system has the depth to give demographic, business, workforce, consumer expenditure and business analysis information. Mapping is provided down to street level – with industrial development sites and other special themes. Satellite imagery is included and information can be downloaded to PDF, Excel and Word documents. The system makes Tennessee Valley sites visible to a global audience, receiving more than 500 visitors per day.

Cyber Security Summit - "Confronting Cyber Security Challenges"

TVA's Information Services and the Office of Inspector General partnered with the University of Tennessee–Knoxville and the Federal Bureau of Investigation (FBI) to host the region's first Cyber Security Summit. The two-day event brought together computer and technology security experts from private industry, government and higher education to share information about crimes committed against or through the misuse of computer networks. The event, which was held in October 2005, reviewed topics aligned with the "Confronting Cyber Security Challenges" theme. The event provided the opportunity for participants to gain knowledge of the growing threats and countermeasures from industry experts and to obtain Continuing Professional Education credits. Among the topics discussed were hacking, Internet fraud and phishing. Among the many participating federal agencies were the Department of Defense, the Department of Energy, the United States Secret Service and the FBI. Participants from the commercial sector also attended the event.

Community Connections Online Survey and Volunteer Hours Tracking System

TVA has long played an important role in fostering the social and economic well-being of the people of the United States. TVA's corporate citizenship activities play an important role in improving the quality of life in the Tennessee Valley's communities. TVA employees volunteer many hours of their personal time to help non-profit causes. To recognize and encourage the valuable community roles of its employees, TVA created "Community Connections," a program that awards grants to eligible non-profit organizations based on the level of employee volunteer activity.

During FY2006, the Community Connections program was piloted at three TVA locations: Browns Ferry Nuclear Plant, the Nashville corporate office, and Shawnee Fossil Plant. An online survey was also conducted throughout TVA to help pinpoint possible program changes and employee interest. Once the program was launched, an online volunteer hours tracking system was implemented to help employees track their hours during the year.

Retirement Services Website Development

TVA has a diverse group of employees that work varying shifts across a wide geographic area. TVA's Retirement Services has long provided information via a Web Site for employees which was accessible through a TVA computer located at a work site during work hours. However, information was difficult to find and the site provided limited tools. After studying how other large retirement plans made information available, Retirement Services chose to provide a Web Site that could easily be accessed from home or work, at any hour. Information was regrouped according to participants "life stage"; such as New Employee, Mid Career, Ready to Retire and Retiree, which better fits the planning and decision process associated with retirement decisions. Providing access from outside TVA, allows employees to more easily share information with their families and offers the possibility of reducing the amount of time spent at work in the retirement education or research process.

Support by Procurement for Retiree Resources

TVA's retirement population is considered a major public stakeholder for TVA, providing additional expertise to supplement its labor force. Information Services assisted Procurement with the establishment of the myBVI.org Web site. This Web site is part of an overall strategy to keep TVA retirees in touch with each other and to tap their talent, knowledge and experience. This Web site offers registration/update forms, as well as confirmation, notification and other secured processes to allow data to flow to BVI liaisons within TVA.

Mississippi State University Tour

TVA's Information Services also contributes to community outreach by hosting a group of middle and high school teachers visiting TVA as part of Mississippi State University's Research Experiences in Industry (REI) Program. The teachers received a general overview of TVA and the responsibilities of the Information Services organization. A number of Information Services employees talked to the teachers about their work areas and the skills that are necessary for their jobs. The teachers also visited one of Information Technology Education's computer labs and received hands-on training in how to use styles and templates in Microsoft Word. The goal of the REI Program is to educate teachers about what employers, like TVA, are looking for in terms of skills so they can, in turn, educate their students.

TVA's Hiring Gateway Recruiter

TVA introduced a new Web-based Hiring Gateway Recruiter on the tva.com Web site this past year. The gateway provides a robust talent management solution that allows potential employees to apply for TVA employment via the Internet and for Human Resource personnel and hiring managers to focus on their core recruiting objective of hiring the best people.

The Hiring Gateway Recruiter allows potential employees to create an account, upload resumes, apply for a specific position and create search agents. In addition, potential employees are automatically notified when each of these actions are completed or when positions they might qualify for are available. Potential employees benefit by knowing their status at all times and TVA benefits through the automation of the notification process.

The Hiring Gateway Recruiter has the capability to automatically match resumes to open vacancy requisitions containing specific skills and experience, and to produce a list of qualified candidates. Recruiters can also search the candidate database at any time for resumes that match a list of desired or required skills and other criteria. A recruiter can then forward candidate profiles (including resumes) to the Human Resource Consultant and track each candidate through the review process.

The Hiring Gateway Recruiter provides advanced automated staffing and skills management solutions that enable TVA to source and identify the most qualified people to fill open positions.

www.TVA.com - TVA's Public External Web site

TVA.com offers a myriad of information, including facts on the TVA power system, environmental stewardship, the river system and economic development, as well as resources for investors. For example, through the "Public Notice" link, interested parties may find requests for public comments in a variety of areas, along with a monthly calendar of open meetings conducted by TVA for collecting, providing or discussing information and policy, including TVA Board meetings. They also can find listings of TVA reports on activities related to environmental protection, including the Annual Environmental Report, environmental assessments of present or future projects, and findings related to current studies. Notices on Land-Use Actions – requests from private individuals or public agencies for changes in the use of public lands under TVA management – and listings of commercial property, equipment and vehicles for sale are also available. In addition, TVA often lists notices of requests to provide additional system capacity.

In the "News" section, TVA offers the latest news stories and releases on environmental and financial items of interest to the public. In FY06, a link to both audio and video streams of TVA Board meetings became available.

2. Describe your process for determining which information will be made available on your agency's public website and the Internet as required in Section 207(f)(2) of the Act.[4] Your description must:

> Describe your process for determining which government information the agency intends to make available and accessible to the public on the Internet and by other means;
> Include a copy of the priorities and schedules for making your information available and accessible;
> Explain how and when such final determinations, priorities, and schedules were available for public notice and comment;
> Provide the link where final determinations, priorities, and schedules can be found on your principal Federal agency public website; and
> Identify progress to date for permitting searching of all files intended for public use on the website, displaying search results in order of relevancy to search criteria, and providing response times appropriately equivalent to industry best practices.

At TVA, a screening process is used to choose the information that will be available to the public via the Internet. The screening process takes all government information releases into account. Those that are deemed appropriate by TVA's Communications organization for distribution are scheduled in a queue for posting. Currently, all government information for release to the Internet is posted within four hours of receipt. Due to the short timeframe 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.

In addition, TVA has completed the implementation of the Google search engine to permit searching of all files intended for public use on the Internet. Searches will now display search results in order of relevancy to search criteria and provide response times appropriately or equivalent to industry best.

3. Describe how your agency's information dissemination activities are coordinated with its FOIA operations in order to improve both access to and dissemination of government information to the public. Your description must include a link to your agency's Information Resources Management (IRM) Strategic Plan and FOIA Improvement Plan.[5] You must also describe specifically how you are fulfilling your responsibilities under three provisions of the Act:

> Section 207(d), "Categorizing of Information;"
> Section 207(e), "Public Access to Electronic Information;"[6] and

The Tennessee Valley Authority improves access to and dissemination of government information to the public by closely coordinating the efforts of the public information and FOIA activities. The personnel responsible for final release of information are located in the same area (both functionally and literally) with the FOIA personnel. Additionally, much information that is of public interest and might be requested via FOIA is routinely made available in the TVA FOIA reading room, the TVA Web site, public meetings, localized meetings, and other sources. This information is detailed in the TVA FOIA improvement plan which is located at:
http://www.tva.com/foia/pdf/improving_agency_disclosure.pdf

TVA is fulfilling the requirements of Section 207(d) and 207(e) of disseminating information to the public-at-large by publishing information directly to the Internet. This procedure makes information freely available, allows the use of search functions and adequately organizes and categorizes the agency's information.