

TO: Nicholas Fraser, nfraser@omb.eop.gov

FROM: Emory Gargon, Deputy Chief Information Officer
Federal Energy Regulatory Commission
Emory.gargon@ferc.gov

SUBJECT: The Federal Energy Regulatory Commission's E-Government Act
Implementation Report

Our E-Government Act Implementation Report follows. Please contact me if you have additional questions. The report has been published on our website at <http://www.ferc.gov/docs-filing/docs-filing.asp>.

FERC FY 2007 E-Government Act Report (DRAFT)

1. **Agency Implementation Overview** - FERC consolidates agency-specific implementation in our FERC Online initiative and participates in cross-agency E-Gov initiatives.

FERC Online is the integrated receipt, storage, disposition, publication, and dissemination of documents and information related to the conduct of FERC business with regulated industries and the public. Specifically, FERC Online is comprised of the following FERC E-Government applications:

- eFiling; the electronic filing of documents in agency docketed proceedings.
- eService; provides for the electronic legal service by the Commission of documents to parties in Commission proceedings.
- eSubscription; allows public and staff to subscribe to FERC proceedings and automatically receive documents.
- eLibrary; FERC's electronic document management system, providing staff and the public with access to over two million documents with over 10 million pages.
- eForms; provides an integrated interface for customers to file structured data.
- eReports (Electric Quarterly Reports, EQR); provides an interface for customers to file structured electric power market transaction data.
- eTariff; will provide an interface for regulated entities to file tariff filings and the associated tariffs with the Commission and will provide the public with improved access to those tariffs.
- <http://www.Ferc.gov> ; the Commission's site is organized for specific categories of FERC constituents based on usability testing and provides timely content and related FERC events via Calendar of Events.
- Activity Tracking Management System (ATMS); an integrated, Commission-wide activity tracking management system that supports the Commission's Business Plan.
- Virtual Agenda; provides electronic scheduling, document management, and status reporting and electronic voting for decisional documents to be considered by the Commission in open meetings or by notational process.

To maintain an ongoing dialogue with interested constituents and find innovative ways to use IT, FERC:

- Announces and receives comments about online initiatives using rulemakings, notices and technical conferences;
- Conducts website usability testing with users;
- Holds focus group meetings with constituents when it is in the process of developing or enhancing online applications. Prototype systems are made available to constituents to provide feedback;
- Syndicates its most important decisions, news, events, and technical conferences using Really Simple Syndication (RSS);
- Provides internet users with email address, phone number, and on-line surveys to provide feedback on topics of interest—please see the results of our last eGov Services Survey <http://www.ferc.gov/docs-filing/results-eGov-services-survey.pdf>;
- Provides regular briefings on online systems at industry and government meetings.

To collaborate and partner with other agencies, we:

- Participate actively in the Small Agency Council and the Small Agency CIO Council;
- Participate actively in the Web Content Managers Forum group;
- Regularly review other agency solutions and best practices;
- Cross pollinate web pages on websites of the Department of Energy, Canadian Government, CFTC, NARUC, and others.

Since the use of FERC online services reduces information transfer and information transaction times across most agency goals, to verify that FERC Online positively impacts agency performance, we:

- Measure our timeliness in posting public documents;
- Measure customer service;
- Monitor service level agreement metrics for the eLibrary service and adjust operations and maintenance accordingly.

The public and the energy industry practitioners are the primary customers and beneficiaries of FERC Online and achieve operational savings through reductions in:

- The time and cost required to file documents with FERC;
- The time and cost required to search for and retrieve documents from FERC;
- The time and cost required to serve parties to proceedings;
- The time and cost required to participate in and monitor agency actions and events.

Though we have not quantified the savings to our constituents, our business case for implementing FERC Online identified an internal ROI of 34% from cost avoidance alone.

To ensure that availability of Government information and services is not diminished for FERC constituents without access to the Internet and for those with disabilities, we:

- Continue to make the electronic filing of documents voluntary, driven by benefit rather than mandate;
- Allow parties to proceedings to waive electronic service of documents;
- Continue to use regular mail when appropriate to notify any land-owners and other constituents of any agency proceedings that affect them;
- Continue to maintain a public reference room that provides access to both paper documents and FERC Online services;
- Comply with ADA Section 508 guidelines;
- Continue to provide FERC constituents timely, informative customer service by telephone and e-mail.

The project, mandated by GPEA, is supported by a business case that was approved by OMB in 2003. Most components are in steady-state; however, we monitor using earned value management tools as appropriate.

Additionally, the Commission transitioned three of its six annual charge assessments to the Department of Treasury's Pay.gov system. This transition enabled the Commission to issue its assessments to regulated entities via e-mail and eliminated the time and expense of the previous paper-delivery methods. Also, the Commission enhanced its new web-based travel system (GovTrip) by integrating it with the Commission's financial management system. This integration allowed the Commission to seamlessly integrate travel planning, authorization, and vouchering processes.

2. **Agency Information Management Activities –**

Our Information Resources directly support our Strategic Plan, see <http://www.ferc.gov/about/strat-docs/strat-plan.asp>.

Our information dissemination products are all hosted on our public website, see our sitemap <http://www.ferc.gov/sitemap.asp>.

Our FOIA handbook is available on our website, see <http://www.ferc.gov/legal/ceii-foia.asp#skipnavsub>. We have also implemented a FOIA Service Center, see <http://www.ferc.gov/legal/ceii-foia/foia/service-center.asp>.

We do not fund R&D activities.

We do not rely on agreements with other agencies to disseminate information. However; updates to the Commission's regulations are readily available through the Federal Register, (<http://www.gpoaccess.gov/fr/index.html>). In addition, we maintain a citizen-centric web-page to facilitate dissemination, see <http://www.ferc.gov/for-citizens/for-citizens.asp>.

Our Comprehensive Records Disposition Schedules are being revised and will be made available on our website. We have developed agency policy which will allow us to manage our records in compliance with required regulations. We have integrated records schedule and disposition phase requirements with our systems development life cycle, identified mission essential systems of records in mixed-life-cycle or steady-state, and are prioritizing them for scheduling.