I.A.: OVERVIEW BY10

Descriptive Information BY10

Template Name	BY2010
Investment Name	OASAM - GovBenefits
Investment Revision Number	12
Is this investment a consolidated business case?	No
Point of Contact	Turner, Curtis
Revision Comment	
Date of Submission	4/10/2009
Agency	Department of Labor
Bureau	DM - OASAM
Name of this Capital Asset	OASAM - GovBenefits
Exhibit 53 Part	IT Investments by Mission Area
OMB Investment Type	01 - Major Investment
OMB Exhibit 53 Major Mission Area	Federal e-Gov
What kind of investment will this be in this Budget Year?	Multi-Agency Collaboration
OMB Short Description	GovBenefits.gov is the official benefits website of the U.S. Government, providing all U.S. citizens with information and eligibility prescreening services for more than 1,000 federal benefit and assistance programs.

Screening Questions BY10

Provide a brief summary and justification for this investment, including a brief description of how this closes in part or in whole an identified agency performance gap:

GovBenefits.gov is an E-Gov initiative that consolidates benefit program information and resources on one Web site. Launched in April 2002, GovBenefits celebrated its 6th Anniversary this year. To date, the site has connected over 28 million citizens from all walks of life to more than 1,000 Federal and State benefit and assistance programs. The site's easy-to-use search tools and prescreening questionnaire enable users to identify benefit programs for which they may be eligible and to access information on how to apply to the identified programs. Currently GovBenefits.gov, which is maintained in both English and Spanish, is in standard operations and maintenance mode, though enhancements to the software occur as necessary and appropriate.

The GovBenefits.gov mission is to become the single source for citizens to identify Federal and State benefit and assistance programs that may meet their needs. GovBenefits leverages the Internet to increase citizen access to this information while reducing the expense and difficulty of doing business with the government.

Utilizing a strategic, targeted, and measured approach to program planning and execution, GovBenefits' milestones for FY09 are:
1.1.1 Plan and implement integrated marketing communications campaign (Q1)
1.1.2 Measure, analyze and report results (Q1, Q2, Q3, Q4)
1.2.1 Define what citizens expect to find on GovBenefits.gov, e.g. what is a benefit? (Q1)
1.2.2 Conduct research based on "benefit" definition (Q2)
1.2.3 Add new programs (Q4)
1.3.1 Conduct Annual Program Audit and implement updates (Q3)
1.3.2 Deploy CMS improvements (Q3)
1.3.3 Perform ongoing research to identify benefit programs not currently on GovBenefits.gov (Q4)
2.1.1 Launch Questionnaire Help Text (Q4)
2.1.2 Launch USA.gov site search (Q1)
2.2.1 Establish clear "Next Step" for citizens (Q2)
2.2.2 Launch Veterans Affairs (VA) Customized Connection (Q1)
2.2.3 Launch second Customized Connection (Tentative: FirstStep)(Q4)
3.1.1 Submit Exhibit 300 to OMB (Q4)
3.1.2 Submit quarterly updates to DOL capital planning group (Q1, Q2, Q3, Q4)
3.1.3 Manage program financial and acquisition deliverables (Q4)
3.2.1 Maintain software and infrastructure (Q1, Q2, Q3, Q4)
3.3.1 Manage funding (Q2)
3.3.2 Manage Memoranda of Understanding (MOUs) and Inter-Agency Agreements (IAAs)
3.3.3 Engage Partnership in strategic governance of the program

Did the Agency's Executive/Investment Committee approve this request?	Yes
If "yes," what was the date of this approval?	8/20/2008

Did the Project Manager review this Exhibit?	Yes
Has the agency developed and/or promoted cost effective, energy efficient and environmentally sustainable techniques or practices for this project.	Yes
Will this investment include electronic assets (including computers)?	Yes
Is this investment for new construction or major retrofit of a Federal building or facility? (answer applicable to non-IT assets only)	
If "yes," is an ESPC or UESC being used to help fund this investment?	
If "yes," will this investment meet sustainable design principles?	
If "yes," is it designed to be 30% more energy efficient than relevant code?	
Does this investment directly support one of the PMA initiatives?	Yes
If "yes," check all of the PMA initiatives that apply:	Expanded E-Government
Is this investment for information technology?	Yes
Briefly and specifically describe for each selected how this asset directly supports the identified initiative(s)? (e.g. If E-Gov is selected, is it an approved shared service provider or the managing partner?	GovBenefits.gov is an E-Government initiative that provides citizens a centralized location on the Internet to quickly and easily identify benefit programs that meet their specific needs.

IT Screening Questions BY10

If the answer to Question, "Is this investment for information technology?" was "Yes," complete this sub-section. If the answer is "No," do not answer this sub-section.

In addition to the Project/Program Manager FAC-P/PM or DAWIA certification level, what project management qualifications does the Project Manager have? (per CIO Council PM Guidance)	(1) Project manager has been validated as qualified for this investment
If this project produces information dissemination products for the public, are these products published to the Internet in conformance with OMB Memorandum 05-04 and included in your agency inventory, schedules and priorities?	Yes
Are the records produced by this investment appropriately scheduled with the National Archives and Records Administration's approval?	No

I.B.: SUMMARY OF SPENDING BY10

Summary of Spending BY10

Provide the total estimated life-cycle cost for this investment by completing the following table. All amounts represent budget authority in thousands, and are rounded to three decimal places. Federal personnel costs should be included only in the row designated "Government FTE Cost," and should be excluded from the amounts shown for "Planning," "Full Acquisition," and "Operation/Maintenance." The "TOTAL" estimated annual cost of the investment is the sum of costs for "Planning," "Full Acquisition," and "Operation/Maintenance." For Federal buildings and facilities, life-cycle costs should include long term energy, environmental, decommissioning, and/or restoration costs. The costs associated with the entire life-cycle of the investment should be included in this report.

SUMMARY OF SPENDING FOR PROJECT STAGES   * Costs in thousands

	2002 and Prior	2003	2004	2005	2006	2007	PY 2008	CY 2009	BY 2010
Planning									
Budgetary Resources	0	80	762	0	0	0	0	0	0
Acquisition									
Budgetary Resources	0	0	1867	847	0	0	0	0	0
Subtotal Planning & Acquisition									
Budgetary Resources	0	80	2629	847	0	0	0	0	0
Operations & Maintenance									
Budgetary Resources	4546	9481	8802	4477	4321	4318	4297	4441	4566
TOTAL									
Budgetary Resources	4546	9561	11431	5324	4321	4318	4297	4441	4566
Government FTE Costs									
Budgetary Resources	210	290	420	176	179	182	185	188	192
Planning									
Budgetary Resources	0	0	0	0	0	0	0	0	0
Acquisition									
Budgetary Resources	0	0	0	0	0	0	0	0	0
Maintenance									
Budgetary Resources	210	290	420	176	179	182	185	188	192

Full Time Equivalents BY10

Use the following table to provide the number of Government Full Time Equivalents (FTE) represented by the Government FTE Costs in the Summary of Spending Table. Numbers should be entered in decimal format for each of the categories listed.

FTE Table

	2002 and Prior	2003	2004	2005	2006	2007	PY 2008	CY 2009	BY 2010
Security	0	0	0	0	0	0	0	0	0
IT	0	0	0	0	0	0	0	0	0
Financial Management	0	0	0	0	0	0	0	0	0
Program Management	1	1	1	1	1	1	1	1	1
Other	0	0	0	0	0	0	0	0	0
Total*	1	1	1	1	1	1	1	1	1

I.C.: ACQUISITION/CONTRACT STRATEGY BY10

Sensitive Data

* * * SENSITIVE DATA: This information was omitted completely * * *

I.D.: PERFORMANCE INFORMATION BY10

Sensitive Data

* * * SENSITIVE DATA: This information was omitted completely * * *

I.E.: SECURITY AND PRIVACY BY10

Sensitive Data

* * * SENSITIVE DATA: This information was omitted completely * * *

I.F.: ENTERPRISE ARCHITECTURE (EA) BY10

General EA Questions BY10

In order to successfully address this area of the capital asset plan and business case, the investment must be included in the agency's EA and Capital Planning and Investment Control (CPIC) process and mapped to and supporting the FEA. The business case must demonstrate the relationship between the investment and the business, performance, data, services, application, and technology layers of the agency's EA.

Is this investment included in your agency's target enterprise architecture?	Yes

If "no," please explain why this investment is not included in your agency's target enterprise architecture?

Is this investment included in the agency's EA Transition Strategy?	Yes
Will the application leverage existing components and/or applications across the Government (i.e., USA.gov, Pay.Gov, etc)?	Yes

If "yes," please describe how the application will leverage existing components and/or applications across the Government.

GovBenefits.gov is leveraging existing components and applications across the government where feasible. Below are components/applications across the government that GovBenefits.gov currently leverages:

Contact Center Services - GovBenefits.gov is utilizing GSA's FirstGov.gov's USA Services for Tier 1 support to respond to citizen emails about the website.

American Customer Satisfaction Survey - GovBenefits.gov is utilizing Department of Treasury's American Customer Satisfaction Index tool (ForeSee) which is also being used by other E-Gov initiatives such as FirstGov.gov, Grants.gov and USAJobs.gov plus over 25 other federal agencies and organizations. The ForeSee tool allows GovBenefits.gov to survey the GovBenefits.gov users to better understand needs of the citizens.

USDA's NITC Hosting - GovBenefits.gov is leveraging USDA's NITC hosting services which also serve other federal agencies. The NITC services and facilities not only comply with federal standards but also focus on establishing federal best practices.

GovBenefits.gov Customized Connections - GovBenefits.gov has developed the "Customized Connections" initiative. The concept was successfully demonstrated with the creation and launch of GovLoans.gov (www.GovLoans.gov). This website was jointly developed by DOL and the Department of Education (ED) at significant cost avoidance to ED. Subsequently, GovBenefits created a Customized Connection for Social Security, replacing their Benefit Eligibility Screening Tool (BEST). Both GovLoans and SSA BEST use the GovBenefits infrastructure (hosting environment), database, and rules engine to serve their unique constituencies. GovBenefits is also creating another Customized Connection for the Department of Veterans Affairs, which should go live in December of 2008, further reducing redundancy within government.

As is inherent with E-Gov initiatives, the GovBenefits.gov and the Customized Connection approach allows multiple agencies to reuse the GovBenefits.gov solution and its components, thereby reducing the burden to design and develop individual solutions. Reusable components include:
Pre-screening questionnaire for benefit programs;
Pre-screening questionnaire for all programs in the GovBenefits.gov database;
Keyword search for benefit programs;

Search of agency-specific benefit programs;
Search of benefit programs by category;
GovBenefits.gov database of benefit programs; and
Hosting environment

FEA Primary Mapping BY10

FEA Primary Mapping

Reference Model: BRM
Business Area: Support Delivery of Services
Line of Business: Public Affairs
Sub Function: Official Information Dissemination
Primary Mapping Code: 305109

IV.A.: MULTI-AGENCY COLLABORATION OVERSIGHT BY10

Partners BY10

Part IV should be completed only for investments identified as an E-Gov initiative, a Line of Business(LOB) Initiative, or a Multi-Agency Collaboration effort. The "Multi-Agency Collaboration" choice should be selected in response to Question 6 in Part I, Section A above. Investments identified as "Multi-Agency Collaboration" will complete only Parts I and IV of the exhibit 300.

Multi-agency Collaborations, such as E-Gov and LOB initiatives, should develop a joint exhibit 300.

As a joint exhibit 300, please identify the agency stakeholders. Provide the partner agency and partner agency approval date for this joint exhibit 300.

Stakeholder Table		
Partner Agency Name	**Partner Agency**	**Joint Exhibit Approval Date**
Agriculture, Department of	005	
Commerce, Department of	006	
Education, Department of	018	
Energy, Department of	019	
Health and Human Services, Department of	009	
Homeland Security, Department of	024	
Housing and Urban Development, Department of	025	
Interior, Department of	010	
Justice, Department of	011	
Labor, Department of	012	
Office of Personnel Management	027	
Small Business Administration	028	
Social Security Administration	016	
State, Department of	014	
Transportation, Department of	021	
Treasury, Department of	015	
Veterans Affairs, Department of	029	

Analysis Background BY10

An Alternatives Analysis for multi-agency collaborations should also be obtained. At least three viable alternatives, in addition to the current baseline (i.e., the status quo), should be included in the joint exhibit 300. Use OMB Circular A-94 for all investments, and the Clinger Cohen Act of 1996 for IT investments, to determine the criteria you should use in your Benefit/Cost Analysis.

Did you conduct an alternatives analysis for this investment?   Yes

IV.B.: RISK MANAGEMENT BY10

Risk Management Plan BY10

You should have performed a risk assessment during the early planning and initial concept phase of this investment's life-cycle, developed a risk-adjusted life-cycle cost estimate and a plan to eliminate, mitigate or manage risk, and be actively managing risk throughout the investment's life-cycle.

Does the investment have a Risk Management Plan?	Yes
What is the date of the risk management plan?	7/8/2008

IV.C.: COST AND SCHEDULE PERFORMANCE BY10

Sensitive Data

* * * SENSITIVE DATA: This information was omitted completely * * *