Business Gateway UPDATE

April 28th SBA Expo trade show—Washington, Hilton, Business Gateway will have a booth next to the SBA booth

May 18th Advisory Group meeting—1:00–3:00pm, SBA Eisenhower Conference Room

May 25th Governance Board meeting—1:00–3:00pm, SBA Eisenhower Conference Room

CONTACTS

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What's New

Welcome, New Project Leads! The Business Gateway (BG) is pleased to welcome Kate Donohue (DOL) and Tracy Back (EPA) to the Program Management Office (PMO); Kate and Tracy will lead the Compliance Assistance project lane, providing strategic direction and subject matter expertise to identify and implement tools to help businesses comply with government regulations.

Recent Meetings: The Advisory Group met on March 23rd to discuss project status; an update for each project area is below and on page 2.

Collaboration Site: Financial 'dashboards' and other project tracking documents can be found on the BG collaboration site: http://ioa-qpnet-co.gsa.gov/bg by clicking on the 'Core Documents' button. If you do not know your agency's user name and password, please contact Jiyoung Chung at jiyoung.chung@touchstone.com.

Project Updates

RESEARCH

Update: The PMO will soon be launching a multi-phased research effort to clearly define needs of the business community and how BG can meet those needs. The procurement process is underway for:

- Phase I (April- May 2005): Focus groups, industry association roundtable, and secondary research (including agency data)
- Phase II (June-July 2005): Survey of businesses
- Phase III (FY06): Post-enhancement usability testing and external web analysis

Next Steps: A focus group vendor was selected, and a focus group kick-off meeting was held April 4th, during which project lane leads met with the research vendor to clarify/ specify research needs. The other research phases/ components will be put to bid within the next couple weeks.

Resource Needs: The PMO asks that agencies send FAQs and other inquiry logs/ reports of business constituents' most pressing government information needs. This data will be compiled with other data to provide insight into businesses' needs and how BG can address them.

Action: Send this information to Jiyoung Chung at jiyoung.chung@touchstone.com.

OUTREACH

Update: BG will exhibit at the SBA Expo trade show on April 26, 2005. In addition, PMO is working with SBA's Office of Communications and Public Liaison to procure a vendor to develop an outreach strategy.

Next Steps: The PMO will identify existing contract vehicles and put the outreach Statement of Work to bid in Q3.

Resource Needs: PMO asks that partner agencies provide a list of Public Affairs contacts.

Action: Send this information to Jiyoung Chung at jiyoung.chung@touchstone.com.

CONTENT MANAGEMENT

Update: To date, content has been managed and updated primarily by the PMO, but moving forward, PMO must share this responsibility with partner agencies if BG content is to remain current. To this end, the PMO developed a Content Management Process, which outlines a shared approach to managing and maintaining content. The PMO conducted working group sessions March 9th and 15th to vet the Content Management Process document with partner agencies and facilitated a conversation around the Content Management governance structure with the Advisory Group on March 23rd.

CONTENT MANAGEMENT (cont'd)

Next Steps: Implement the Governance Process to update content (April); align site/integrate with related sites; train agencies on the current CMS; define business, functional, and technical requirements; document a CMS acquisition strategy. It is imperative that site content be updated as soon as possible and on an ongoing basis, as increased outreach activities will drive more businesses to the site.

Resource Needs: The PMO will communicate with the working group the week of April 11th regarding the Content Management Process document and related resource needs, as well as seek approval for the process from the Advisory Group also in April.

Action: Review the Content Management Process document (distributed via email with the March 23rd Advisory Group meeting notes). An overview will also be presented at the April 13th Advisory Group meeting, at which time the PMO will request approval to move forward with the process.

COMPLIANCE ASSISTANCE

Update: New lane co-leads—Tracy Back of EPA and Kate Donohue of DOL/OSHA—will help guide the development of an overall Compliance Assistance strategy. The PMO is also finalizing a Statement of Work for a requirements analysis and is holding vendor meetings.

Next Steps: The Compliance Assistance team will provide input into the focus group development (early April) and review existing compliance tools and proof-of-concepts (Q3).

Resource Needs: Agencies should identify individuals to participate in the Compliance Assistance Working Group.

Action: Identify the appropriate individual for this role.

DATA HARMONIZATION

Update: BG is hiring a contractor to facilitate partner agency discussion around development of a data harmonization strategy and implementation of data harmonization initiatives. A member of the Federal Enterprise Architecture team will also help develop the data harmonization strategy. The Coal Vertical harmonization project is ready to implement and is awaiting contract award in early April.

Next Steps: Data Harmonization strategy planning sessions will be conducted in April (exact dates TBD).

Resource Needs: Designate an individual to participate in upcoming Data Harmonization strategy planning sessions and help identify a government resource to lead this lane.

Action: Identify the appropriate individual to attend strategy planning sessions. A position description will also be distributed for a Data Harmonization lane lead (by mid-April). Please review this and send recommendations to Justin Van Epps.

FORMS CATALOG

Update: On February 28th, FedForms was successfully decommissioned and traffic redirected to Forms.gov. Visits to Forms.gov increased over 200% of its previous daily average. The forms team also drafted and circulated Version 3 requirements to the working group for feedback (see 'Next Steps' for what these goals are). This project area's current focus is on maintenance (i.e., testing methods for broken links identification, coordinating with agency administrators to review their Forms.gov links).

Next Steps: The Forms team will work to implement Version 3 goals: easier-to-use reports, agency forms management enhancements, broken links reports, and enhanced search capabilities.

Resource Needs: Continued participation in Working Group sessions (dates TBD).

FORMS PROCESSING

Update: A contractor is finalizing and will present its analysis of alternatives (AoA) at the Advisory Group meeting in April.

Next Steps: The PMO will conduct a series of strategy planning discussions with partner agencies in April to clearly define and describe BG's approach to forms processing (exact dates TBD). The objective of these discussions is to achieve consensus on a defined approach and to obtain approval by the BG Governance Board of the approach by the end of FY05. The ultimate goal is to implement a solution in FY 06.

Resource Needs: PMO asks that partner agencies designate an individual to participate in upcoming Forms Processing strategy planning sessions (dates TBD).

Action: Identify the appropriate individual for this role.