.gov Reform Initiative

Department of Justice Web Improvement Plan

Working Draft as of 10/11/2011

Background

In the [August 12, 2011 Agency Instructions for Completing Web Inventories and Web Improvement Plans](), Agency CIOs were asked to work with their Agency Web Manager and Office of Public Affairs to submit an Interim Progress Report on their efforts to streamline Agency-managed .gov domains (due September 6, 2011) and to begin development of an Agency-wide Web Improvement Plan.

> "By October 11, Agencies shall develop a Web Improvement Plan that communicates their **strategy for managing web resources more efficiently, improving online content,** and **enhancing the customer experience of Agency websites**." This comprehensive plan will "address the broader objectives of **streamlining content, infrastructure,** and ultimately **improving customer service**."

The purpose of this Web Improvement Plan is to identify the strategy, actions, measurements, and timelines that the Agency is using to streamline website infrastructure, improve web content, and enhance the customer experience with Executive Branch websites.

Agencies are being asked to create a Web Improvement Plan that will be developed iteratively over the next few months. In this plan, Agencies will describe Agency-wide efforts to effectively manage publicly accessible websites in the .gov domain. Only agencies in the Executive Branch are required to submit a Web Improvement Plan. The initial plan for the Department of Justice, due to OMB by October 11, 2011, is in the following section.

Step 1: Current State of Agency-wide Web Improvement Efforts

Over the past few months, Agencies have been reviewing their .gov domains, web operations, and other web-related efforts in response to OMB .gov Reform data collection efforts (individual domain inventories, web governance survey, interim progress reports, etc.). The following describes the state of current web improvement efforts at the Department of Justice.

1) Does your Agency currently have an Agency-wide web strategy?

no.

The Justice Department has highly federated operation due, in large part, to disparate funding streams. Individual agencies and components may have individual strategies for web infrastructure, application, content creation, and content publishing based and their mission, size and scope of their operation, as well as their source of funding. The Office of the Chief Information Officer (OCIO) coordinates agency-wide information sharing and requires all content managers to complete quarterly web certifications to ensure all department websites meet agency and government-wide requirements. The department is in the process of developing standards and practices as part of a department-wide web strategy.

2) How does your agency currently ensure that Agency-wide web resources are managed efficiently (e.g. governance, technology/infrastructure, hosting, staffing, operations, etc.)?

Department of Justice (DOJ) Order 2880 establishes policy governing the planning, management, operation, and use of IT resources. The Office of the Chief Information Officer (OCIO) has primary control over agency web resources and determines, on a case-by-case basis, how to use department resources based on the demonstrated business need of the requesting office.

Departmental guidance and best practices are based on OMB guidance.   The policies and best practices relating to accessibility, navigability, privacy, social media, FOIA, and security are documented on the department's intranet. The department requires all Component CIOs to certify quarterly that their websites meet these requirements.

The DOJ OCIO is the primary administrative contact for the domains registered to the department. It is also the billing and technical contact.

A variety of systems – both proprietary and open source – are used for departmental sites.   Likewise, department sites are hosted at a range of data centers, both internal and external, including some cloud services. These systems were selected based on cost, each component's particular needs, and the most appropriate solution at the time the system was selected.

A department-wide group of Content Managers meet quarterly to discuss new programs, share ideas and develop policy recommendations. Significant effort has gone into implementing EO 13571. Plans in

place to streamline content and URLs is also expected to improve operational efficiency; governance; and technology, including the infrastructure and hosting architecture.   The Department is attempting to implement these plans despite severely constrained staffing levels.

3) How does your Agency currently ensure that website content is readily accessible, updated, accurate, and routinely improved?

OMB policies, departmental guidance, and best practices pertaining to departmental websites are documented on the department's intranet. These include policies relating to accessibility navigability, privacy, social media, FOIA, and security. The department requires all component CIOs to certify quarterly that their websites meet these requirements and that their content that is available to the public meets high standards for information quality.

4) How does your Agency currently ensure that websites are meeting user expectations and needs and that the customer experience with websites is continually enhanced?

Significant improvements have been made to improve the design, informational architecture and usability of justice.gov and many web properties owned and operated by the department in the past two years.

These improvements were based, in large part, on analytics data, customer surveys, and direct user feedback obtained through the Urchin metrics application, Foresee Survey, and emails to the Webmaster@usdoj.gov inbox.

The department continues to work with all components to present the public with the best web experience possible.

The department is keenly aware of growing public expectations for its websites.

As noted, currently several of these expectations are met on a best effort basis.   Based on funding, if a content management system (CMS) were implemented, the department would be better positioned to meet growing public expectations.