OCT 2 1 2005

Ms. Karen Evans
Associate Director for Information
 Technology and E-Government
Office of Management and Budget
Washington, D.C. 20503

Dear Ms. Evans:

This submission provides an update on the Department of the Interior's (DOI) E-Government Act initiatives and activities during Fiscal Year (FY) 2005 in response to the July 28, 2005, Office of Management and Budget (OMB) memorandum, "FY 2005 E-Government Act Reporting Instructions."

The enclosed report follows E-Government Act reporting guidelines to provide a brief overview of implementation of the act during FY 2005. As requested, it also outlines the achievements of the Incident Management Analysis and Reporting System (IMARS), an initiative that supports the Department's strategic goals and the President's Management Agenda.

Sincerely,

W. Hord Tipton
Chief Information Officer

Enclosure

U.S. Department of the Interior
Report on Implementation of the E-Government Act
October 2005

I. OVERVIEW OF E-GOVERNMENT ACT IMPLEMENTATION, INCLUDING INTERNAL AGENCY-SPECIFIC E-GOVERNMENT INTIATIVE DESCRIPTION

Brief Overview of the Agency Implementation of the E-Government Act

The DOI has made significant progress in implementing the E-Government Act by improving the quality and delivery of its services to its customers in a timely, cost-effective manner. This report provides an overview of the Department's implementation of the Act and includes a summary of one of the Interior agency-specific E-Gov initiatives, as requested in the July 28, 2005 Office of Management and Budget (OMB) Memorandum, "FY 2005 E-Government Act Reporting Instructions." Accordingly, the Incident Management, Analysis, and Reporting System (IMARS) is provided as an example of a DOI initiative that is transforming the program, business, and technological foundations of law enforcement systems while retiring several inefficient and outdated legacy law enforcement and asset tracking systems.

The Department is an active participant in implementing E-Government initiatives managed by partner agencies, with oversight and governance of the migration processes performed by DOI's E-Government Team. We are working within defined Lines of Business and focusing on major business processes where enabling technologies can be better managed. First, Financial Management defines an overall strategy and governance of financial systems and sets standards for data models – an area in which the Department of the Interior is identified as a Center of Excellence. Second, the Department has been identified by OMB as a Shared Service Center for Human Resource – a second Line of Business area focused on improved strategic management of human capital and customer services to citizens. Third, Interior provided OMB the FY 2005 Implementation and Alignment Plan, which details tasks, milestones, and resources which positions the Department and Bureaus to create and leverage Federal solutions.

Investment Management
Improvements in the FY 2005 Capital Planning and Investment Control Process (CPIC) include: Earned Value Management for all investments requiring significant Development/Modernization/Enhancement, conducting operational analyses for investments in steady state, ensuring establishment and effective operation of IT review boards at every bureau, fostering enterprise architecture-driven investment and portfolio decision-making, and enhanced quarterly control reporting—all critical to reaching stage 2 on the Government Accountability Office Information Technology Investment Management maturity model. To improve control of IT investments, Interior executes a quarterly reporting process for major investments expending development, modernization, and enhancement funds. Projects more than 5% out of variance from

planned budget, schedule or performance are required to develop remedial action plans, which were then tracked to determine whether they are successfully implemented and result in the projects executing within variance. Steady state investments are required to perform an operational analysis at least annually. DOI is focusing on improving the quality and usefulness of information to improve investment and portfolio management and decision-making, further integrating enterprise architecture, E-Government, security, acquisitions, project and portfolio management, and other disciplines in IT investment management, planning and evaluation activities, implementing and refining rating and ranking systems for IT portfolio management, and analysis and integration of automated project and portfolio management tools.

IT Security

Interior achieved major accomplishments in IT security during FY 2005. For example, the Department is maintaining a continuous monitoring program as part of the certification and accreditation (C&A) processes. This includes independent third-party review of C&A packages, routine automated vulnerability scanning and remediation of identified weaknesses, internal and external penetration testing of networks and major applications, and an improved Plan of Actions and Milestones (POA&M) process.

HSPD-12 mandates all government employees issued an identification badge shall comply with the requirements specified by the National Institute of Standards and Technology (NIST). The DOI initiated a HSPD-12 pilot with an October 27, 2005 conclusion date. The pilot is an integrated solution bundled PIV products including CyberTrust Shared service Provider (SSP) credentials & infrastructure, Probaris SP, ActivCard Card Management System version 3.8, CoreStreet Online Certificate Status Protocol (OCSP), Oberthur dual interface Java Cards, ActivCard Gold (middleware), and ActivCard GSC-IS Java Applets. As part of the pilot, the DOI have successfully deployed PKI certificates to a set of users in OCIO and NBC, conducted user testing on the SP/PIV automated solution and owns the infrastructure components built specifically for the pilot.

IT Enterprise Infrastructure

Interior enjoyed significant accomplishments in enterprise infrastructure during FY 2005. This included achieving major progress toward consolidating 13 networks into a single Departmental Enterprise Services Network (ESN). Work was completed the network design and building a single departmental intranet. Five major Bureaus and the Office of the Secretary consolidated Internet access from multiple locations to five secure enterprise sites. The three remaining bureau networks are targeted for consolidation during the first quarter of FY 2006. Four bureaus have completed migration to high speed network services. Two are scheduled for completion in the first quarter FY 2006 with the remaining three bureaus scheduled to finish by the end of FY 2006. The ESN architecture includes robust network perimeter security controls and enables Interior to manage perimeter controls more consistently, effectively, and cost efficiently. Scanning has been extended beyond the SANS Top 20 done in 2004. The remediation process for identified vulnerabilities has been successful in steadily reducing the number identified each month since initiation. Interior has also completed the development of a

departmental directory service. Three bureaus have completed migration to this service in FY 2005. One bureau will complete migration in the first quarter of FY 2006 and the remaining by the end of FY 2006. This directory improves security and lays a foundation for managed single sign-on services.

Enterprise Architecture (EA)
In concert with the standards and specifications included in DOI's Technical Reference Model (TRM), Enterprise Licensing Agreements (ELAs) or Blanket Purchase Agreements (BPAs) enable DOI customers to realize significant cost-savings from acquiring select IT hardware and software products at higher-volume discounts. By committing to set quantities of select products upfront, as part of the base enterprise agreement enrollment, DOI is realizing about $68.0 million in cost-avoidance, or 45 percent below GSA-schedule prices for comparable product configurations for the duration of each contract. In addition, direct cost-savings can also be calculated for the select hardware and software products based on the actual purchases made by the DOI customers in a given fiscal year. In FY 2005, the direct cost-savings for hardware and software agreements equated to another $9 million, or 19 percent below GSA-schedule prices. Other EA highlights include: renewing the Microsoft Enterprise Agreement through Sept. 2008 by consolidating five separate agreements into one; expanding marketing and outreach for existing contracts through a revamped and updated storefront link; and defining an acquisition process to be used for establishing future enterprise agreements. Interior notably received the highest maturity score (4.06 out of 5) for its EA program in July of 2005.

Modernization Blueprint Methodology
In 2004, DOI developed a modernization blueprint methodology to provide structure and consistency in its architecture use to guide future capital planning and IT investments in the areas of recreation, law enforcement, financial management, and wildland fire management. In FY 2005, the blueprints have been successful increasing business efficiency by seizing opportunities for program collaboration and shared business processes. Human resources, education, and water resources management blueprints are currently under development, and DOI will continue to move forward on implementing decisions from the completed and approved modernization blueprints.

Brief Overview of the Agency Specific E-Government Initiative

Agency-Specific Initiative: IMARS
The Incident Management Analysis and Reporting System (IMARS) is being created to provide a Department-wide information collection, analysis, and reporting system for incident information. An incident management system is needed to support Department of the Interior (DOI) Strategic Goals and the President's Management Agenda, and has been mandated by Public Law 100-690.

Currently, the Department is unable to provide the full range of data and information on incidents when asked, and lacks meaningful information to report on a number of Government Performance and Results Act (GPRA) goals. This lack of information has

been identified as a "material weakness." The wide-ranging responsibilities of DOI and the increased emphasis on homeland security amplify the need for a centralized incident management system. IMARS will provide a common capability across all participating functional areas for capturing and reporting law enforcement, emergency management, and security incident information. The system will also enable DOI and bureau personnel to interface with other systems within and outside of DOI.

IMARS is in the planning stage of its life cycle. From FY 2006 through FY 2008, IMARS will be a mixed-state system. From FY 2009 through FY 2013, IMARS will be fully operational and in steady state. IMARS implementation is aligned with the scheduled target date.

Question: Describe how the initiative is transforming agency operations.

Implementation of IMARS will advance the Department's mission objectives and its goals for enhanced public safety and security by improving DOI's ability to:

- Prevent, detect and investigate criminal activity including crimes against persons and property.
- Protect natural and cultural resources.
- Capture, integrate and share law enforcement and related information within the Department and from other sources.
- Provide information to the Department and Bureaus related to Activity Based Costing.
  Identify needs (training, resources, etc.).
- Measure performance of law enforcement programs.
- Meet reporting requirements, including validated NIBRS elements to the FBI.
- Analyze and prioritize protection efforts.
- Justify requests and expenditures.
- Manage visitor use and protection programs.

IMARS will provide a common capability across all participating functional areas for capturing and reporting law enforcement, emergency management, and security incident information. It currently is not possible to query for incidents across multiple NPS parks or DOI Bureaus. Implementation of a single incident management system across the DOI will improve the automation levels of incident investigation and response, patrol enforcement activities, drug and non-drug investigative activities. Real-time information exchange between law enforcement entities will improve homeland security functions, intelligence sharing, proactive community policing and a decline in the overall crime rate on public lands, better resource protection, and improved public safety. IMARS shall become the first federal entity to be certified with the FBI Crime Statistics Management Unit.

Question: Explain how your agency maintains an ongoing dialogue with interested parties to find innovative ways to use IT for the initiative.

Interior maintains an ongoing dialogue with partners and stakeholders to enhance operational efficiency and act on feedback on how we can use IT and E-Government approaches to improve the Department's operations and delivery of services. The DOI Office of Law Enforcement and Security and the National Park Service (NPS) lead the IMARS initiative. Senior DOI officials have been briefed and are supportive of this initiative. Participation is actively being received from all bureaus. An advisory council will be chartered to insure proper representation is met, including non-law enforcement subject areas.

Question: Identify external partners who collaborate on the initiative.

All offices and sites in the Department with public safety (law enforcement, emergency management, security) responsibilities are affected by this project. Customers of this initiative include DOI Office of Law Enforcement and Security, National Park Service, Bureau of Reclamation, Fish and Wildlife Service, Bureau of Indian Affairs, and the Bureau of Land Management. The system will also interface with criminal information sharing networks, including the FBI National Incident Based Reporting System (NIBRS), the El Paso Intelligence Center, the FBI Joint Terrorism Task Force (JTTF) Centers, the DHS Watch Office, U.S. Court's Central Violations Bureau (CVB), as well as other State, County, and City Governments. This initiative is currently not a multi-agency initiative, but all components of IMARS may be used to support cross-servicing of other Federal agencies.

Question: Identify improved performance by tracking performance measures supporting agency objectives and strategic goals.

Specific performance results will become available as IMARS expands beyond the planning stage, but IMARS performance measures will include the following:

- Number of cases successfully adjudicated
- Number of illegal incidents leading to damage or loss to Federal property or private property located on DOI lands or areas of interest
- Percent of DOI natural and cultural resources designated as critical assets meet national physical security guidelines
- Number of (LE, EM, Security) incidents reported annually via IMARS
- Number of (LE, EM, Security) incidents reported electronically by IMARS
- Number of (LE, EM, Security) personnel using IMARS to report incidents
- Number of Significant incidents reported electronically via IMARS
- Number of NIBRS reports submitted electronically via IMARS
- Number of cases benefiting from IMARS sharing of information between Bureaus / DOI
- Number of incidents shared with external federal agencies (FBI, DHS, etc.)

Question: Quantify the cost savings and cost avoidance achieved through implementing the initiative.

IMARS will reduce costs by replacing and integrating isolated law enforcement efforts into a centralized and common infrastructure that ensures technological expandability and reduced training efforts. Specific quantitative benefits will become available as this initiative expands beyond the planning stage. The results of a life-cycle analysis of IMARS versus competing approaches resulted in the following investment comparison:

Life cycle Element	Individual Bureau Systems	Centralized System (IMARS)
Developing DOI-Wide Business Requirements	$2,452	$10,490
Develop system	$60,000	$5,955
Administration, support, training, implementation	$6,000	$6,253
Maintenance	$60,000	$49,150
Total	**$128,452**	**$71,848**
NOTE: $$$ are in thousands		

Question: Explain how your agency ensures the availability of Government information and services for those without access to the Internet and for those with disabilities for this initiative.

Secretary Norton's "4C's" vision (Consultation, Cooperation, and Communication, in the Service of Conservation) continues to guide our efforts to enhance our relationships with our internal and external customers. DOI recognizes the Internet as an increasingly important communication channel but maintains other information distribution mechanisms. DOI works closely with the communities it serves through its 2,400 field stations. DOI receives over 450 million visits each year to 388 units of the national park system, 544 wildlife refuges, and vast areas of multiple use lands. We provide information and services in a direct manner to the visitors to our National Parks, National Wildlife Refuges, public lands and other recreational facilities. We hold numerous public meetings and consultation sessions to procure public input on our policies and decisions. We hold formal consultation meetings with the Tribal governments to which DOI has trust obligations. We also provide services and scientific information to a wide variety of partners, including educational institutions and public interest groups.

DOI makes its online content as accessible as possible in accordance with Section 508 of the Rehabilitation Act by maintaining an accessibility page that describes its efforts to make information accessible and provides a point of contact for assistance if the user encounters any accessibility problems on the site. DOI aims to be proactive in addressing any problems by making inaccessible features compliant or providing inaccessible information in an alternate format. This includes synchronization of equivalent alternatives for multimedia presentations with the presentation.

II. INTERNET CONTENT

A brief description of the process your agency has established for determining which information will be made available on the Internet as described in Section 207(f)(2) of the Act and OMB Memorandum M-05-04 "Policies for Federal Agency Public Websites.

DOI is committed to providing reliable, timely and accurate information to the public using the Internet. The effectiveness of DOI can be measured by its ability to share and exchange quality information throughout the Department and with external organizations. The DOI Web Council (DWC), implemented by the Office of the Chief Information Officer, commenced to improve user experience, security, and costs of managing the Department's Web sites. DWC is in the process of finalizing its Departmental Web Handbook, which will provide elaborate standards and guidelines on compliance with the E-Government Act. It is an instrumental tool in ensuring that Government information is available, accessible, reliable, and compliant with federal laws and regulations. Bureaus and offices with existing guidelines and standards can incorporate any new requirements from the DOI Web Standards into their own standards.

Information quality maximizes the quality, objectivity, utility, and integrity of information disseminated by Federal organizations. It also ensures that relevant content—wants and needs as assessed through surveys, e-mail, focus groups, and statistics—will be organized for citizens and other audience groups in a manner that enhances usability. When new or additional content becomes available, DOI will publish it on its Web sites in the order of the following publishing priorities recommended in implementation guidelines in Section 207(f):

- *Priority 1*, as required by law, regulation, Presidential directive, or other official directive or to ensure national security or public safety:
    - o Regulatory documents
    - o Freedom of Information Act and Privacy Policy materials
    - o Links to Regulations.gov and FirstGov.gov
    - o Accessibility resources
    - o Annual performance and accountability reports
    - o No Fear Act Equal Employment Opportunity Data and Policy
- *Priority 2*, mission-critical and essential for program operations, but not required by law, regulation, or Presidential directive:
    - o Strategic plans and goals and major initiatives listings
    - o Annual report to Congress
    - o State oversight reports
    - o Recent court decisions
    - o Media advisories and public notices
    - o Licensing, applications, registration, and fee payments
- *Priority 3*, frequently requested information or services that would improve business processes and/or customer service to the public:
    - o Agency and administrative information
    - o Public service information and FAQs

- o Key contact information and organizational charts
- o Audit plans, reports, and investigations
- o Workplace diversity and EEO policies
- o Search tools and result sets
- o Links to federal government issue portals
- o Complaint forms and processes
- *Priority 4*, other information:
  - o Recent court opinions and filings ·
  - o Reports and studies
  - o Working group and advisory committee reports
  - o Technical information and data
  - o Commentary and recommendations

If information fits in two or more priorities, it will be assigned to the higher of the two. These priorities and schedules are available on our Website for public comment at http://www.doi.gov/soc.html. The public may send comments through a link on the same page that lists the priority schedules.

Question: 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.

The search function gives visitors a way to quickly find the information they need. The Department of the Interior has completed it efforts in the facilitation of searching our public accessible Web sites to meet objectives of the E-Government Act.