E-GOV AND INFORMATION TECHNOLOGY ACCOMPLISHMENTS
July 2004

"Implementation of E-Government is important in making government more responsive and cost–effective."
– President George W. Bush, July 10, 2002

- **GovBenefits.gov:** Representing more than $2 trillion in federal benefit dollars, GovBenefits.gov provides on-line access to 419 citizen-focused federal benefit programs and 108 state level benefit programs with representation from all 50 states plus DC. In its first year, GovBenefits.gov was honored with Government Executive Magazine's 2002 Grace Hopper Government Technology Leadership award and listed as one of USA Today's "Hot Sites." GovBenefits.gov's latest achievement is GovBenefits.gov En Español, offering Spanish-speaking communities greater access to available federal and state benefits.
  www.govbenefits.gov   **Managing Agency: DOL**

- **Recreation One-Stop:** Provides citizens with easy access to roughly 3,000 federal parks and other recreation sites, including about 2,000 campgrounds, representing about 150,000 campsites, managed by 10 Federal organizations and 4 states. Using data provided by the Geospatial One-Stop initiative, citizens can search by recreation activity, location, or even by interactive map to find recreation sites within a certain distance of where they are planning to visit.
  www.recreation.gov   **Managing Agency: DOI**

- **IRS Free File:** Provides a single-point of access to free on-line preparation and electronic tax filing services. At least 60% of all Americans were eligible to use IRS Free File during the 2002 and 2003 filing season through a partnership agreement between the IRS and the Free File Alliance. For the 2002 tax season, 2.8 million taxpayers filed on-line at www.irs.gov, representing 23.5% of all returns filed electronically with the IRS. In its second year, the Free File program saw 3.4 million taxpayers use the free on-line filing service. In addition, the Free File web site logged 12.5 million page visits through June 30, 2004.
  www.irs.gov/app/freeFile/welcome.jsp   **Managing Agency: TREAS**

- **E-Loans:** The E-Loans partner agencies, ED, USDA, HUD, SBA, and VA, recently launched GovLoans.gov, a single point of access for citizens to locate federal loan information on the Web. Built in partnership with DOL/GovBenefits.gov, and with feedback from citizens and the private sector, GovLoans.gov provides details about federal loan programs, plus FAQs, loan comparison charts, Glossary terms, links to lender locators, and other resources.
  www.govloans.gov   **Managing Agency: ED**

- **USA Services:** Presents citizens with a single "front door" to government, allowing them to receive accurate, timely, and consistent answers and information. Through Firstgov.gov, the National Contact Center (1-800-FED-INFO), and the Pueblo, Colorado, publication distribution facility, USA Services had 209 million citizen contacts in FY2003. USA Services also helps other E-Gov Initiatives and Federal agencies better respond to citizen inquiries. Currently, the initiative has 14 agencies signed up to send USA Services misdirected calls and e-mails. Additionally, the initiative provides Tier 1 service to 6 agencies, in which USA Services personnel responds to citizens' frequently asked questions with information that has been cleared through agency experts.
  www.firstgov.gov, 1-800-FED-INFO, Pueblo, CO   **Managing Agency: GSA**

- **E-Rulemaking:** Makes it quicker and easier for citizens and small businesses to participate in the federal rulemaking process via the web. Regulations.gov allows the public to search, view, and comment on hundreds of proposed federal regulations from approximately 160 federal agencies. Launched in January 2003, Regulations.gov is estimated to save $94 million over three years by consolidating redundant docket systems across agencies and reducing duplicative spending for these systems.
  www.regulations.gov   **Managing Agency: EPA**

- **Expanding Electronic Tax Products for Businesses:** New business owners can now apply for and receive an Employer Identification Number (EIN) on-line through the Expanding Electronic Tax Products for Businesses initiative. Before this was available, people had to fill out and mail a paper version of the EIN form, waiting up to

two weeks to receive their EIN from the IRS. With the on-line EIN application, they can receive their EIN immediately. Since the service was launched in April, 2003, the IRS has received over 1.5 million on-line applications for EINs.

Managing Agency: TREAS

- **Business Gateway:** Business Gateway recently announced the launch of Business.gov, a web site that will serve as the business gateway for U.S. businesses to connect with federal agencies. Business.gov is a powerful web site that will provide one-stop, on-line federal government information and services that businesses need and can access in one easy-to-find location. Business.gov allows businesses to connect quickly and efficiently to information on business development, financial assistance, taxes, laws and regulations, international trade, workplace issues, buying and selling, and federal forms. The site currently has more than 2,000 forms for businesses to fill out on-line or on paper, print, and send to federal agencies.
  www.business.gov   **Managing Agency: SBA**

- **International Trade Process Streamlining:** Answers the business community's request to unify and consolidate government-sponsored export assistance programs and market information into an agency-neutral information portal. The initiative accomplishes this by providing a central source of information for the business community of federal export promotion and export financing programs through Export.gov. By making the process easier, clearer, and more available, more small and medium-sized (SME) businesses will choose to export their products, and current U.S. exporters will increase their markets to include additional countries. If results facilitated by this initiative could see a modest ½ percent increase in the level of SME exports ($1.1 billion), this would result in a significant growth in export-related employment.
  www.export.gov   **Managing Agency: DoC**

- **Consolidated Health Informatics:** HHS, DOD, and VA are working with other federal agencies to identify appropriate, existing data standards and to endorse them for use across the federal health care sector. The CHI initiative recently announced the adoption of 15 new standards building on the existing set of 5 standards adopted in March, 2003. The CHI standards will help improve quality of care by making it easier to coordinate care and exchange needed information across federal agencies and will serve as a model for the private sector.

Managing Agency: HHS

- **Geospatial One-Stop:** Geospatial One-Stop's web portal, GeoData.gov, makes it easier, faster, and less expensive to find, share, and access geospatial information across all levels of government. Since its launch in July 2003, the web site has also provided mapping assistance for natural disaster tracking and response. Twice in September, GeoData.gov quickly compiled and posted links to maps, web sites, and information from numerous government sources on the impending impact of Hurricane Isabel as well as the September 25th earthquake in Japan and its potential impact on the United States.
  www.geodata.gov   **Managing Agency: DOI**

- **Disaster Management:** Provides federal, state, and local emergency managers on-line access to disaster management related information, planning, and response tools. Since its inception in November 2002, DisasterHelp.gov has registered almost 15,000 user accounts. Services provided by Disaster Management have been used in 43 actual emergencies and 226 disaster preparedness exercises to assist first responders in responding to the needs to citizens.
  www.disasterhelp.gov   **Managing Agency: DHS**

- **SAFECOM:** SAFECOM recently released the first comprehensive Statement of Requirements (SOR) document outlining future technology requirements for public safety wireless communications and interoperability. The SOR marks the first time the 50,000 public safety agencies have a document that defines future requirements for communicating and sharing information - as authorized, when and where needed, and in a manner that allows for the most effective use of that information.
  www.safecomprogram.gov   **Managing Agency: DHS**

- **E-Vital:** Three states (Montana, New Hampshire, and South Dakota) recently deployed their Electronic Death Registration (EDR) systems through the coordination of the E-Vital initiative. EDR automates the transfer of death certificate information using the Internet, resulting in more accurate and available information. EDR will save the federal government between $36 million and $41 million in program savings annually when implemented in 90% of the States (estimated to occur in 2010) by preventing incorrect benefit payments from the federal government.

Additional savings can be realized with EDR due to immediate termination of benefits, reduction in time needed for data input, alert development, erroneous death reversals, and reduction of other federal and state resources. Additionally EDR will reduce the likelihood of fraud because States will be able to cross-match birth and death records more timely and accurately, lessening the possibility that a person can assume the identity of a deceased individual.

Managing Agency: SSA

- **Grants.gov:** Grants.gov, the Federal government's central portal for finding Federal grants, officially launched their web site in October of 2003, which provides information in a standardized format across agencies and includes a "Find Grant Opportunities" feature to help applicants find potential funding opportunities and an "Apply for Grants" feature that greatly simplifies the application process. Since the launch 157 grant programs have been made available for electronic application through Grants.gov and 825 grant applications have been received electronically, Grants.gov has more than $360 billion in annual grants from 26 federal agencies available on-line for grantees to find and apply for.
  www.grants.gov   **Managing Agency: HHS**

- **E-Training:** Considered the number one most visited on-line training site in the world, E-Training's web site, GoLearn.gov, has over 3,000 e-training courses, e-books, and career development resources. More than 220,000 federal employees have used the site to complete over 195,000 courses at a cost of pennies per course. The initiative is estimated to save taxpayers about $784 million over the next 10 years.
  www.golearn.gov   **Managing Agency: OPM**

- **Recruitment One-Stop:** OPM unveiled the new look and feel of USAJOBS in August of 2003 with the adoption of an advanced job-search engine and improved navigation. Recently there have been a string of enhancements including a revised on-line vacancy announcement encouraging agencies to improve job descriptions and the ability for registered job seekers to receive job announcements by e-mail. In May alone, OPM sent 3,009,175 e-mail notices to registered USAJOBS job seekers. Since the re-launch, job seekers have logged more than 65 million visits to the web site and created over 600,000 new on-line resumes.
  www.usajobs.opm.gov   **Managing Agency: OPM**

- **Enterprise HR Integration:** Streamlines personnel management actions and provides HR managers and specialists with an impressive array of workforce analytical and planning capabilities. To date the initiative has released its first deployment which includes 8 years of Central Personnel Data File (CPDF) data. Additionally, EHRI has deployed a workforce analysis and forecasting tool and an initial Business Intelligence tool with ad-hoc query capability and limited standard reporting capability. When fully implemented, EHRI offers the taxpayer a potential savings estimated at $235M over 10 years.
  www.opm.gov/egov   **Managing Agency: OPM**

- **E-Clearance:** Improves and speeds up the processing of investigations for federal security clearances. Recent improvements to the clearance process have included the Clearance Verification System (CVS) portal, a system designed to monitor and provide access to existing clearance information. With the connection of the DOD and OPM clearance databases through CVS, more than 98% of all government security clearances are now available for searching in one virtual database. E-Clearance has also deployed the electronic Questionnaire for Investigations Processing (eQIP), an automated information collection tool that obtains and stores data from the clearance applicant so that information won't need to be re-collected and re-entered for future evaluations. eQIP reduces the time for applicants to complete the clearance application so that federal agencies can schedule background investigations sooner. As of July 1, 2004 28 agencies have received training on these systems. The initiative is expected to save the government $260 million over 10 years.
  www.opm.gov/egov   **Managing Agency: OPM**

- **E-Payroll:** This initiative, which is working to consolidate 22 federal payroll systems to simplify and standardize federal payroll processes, is estimated to save $1.1 billion over its lifetime. **Already, 6 agencies have migrated to one of the two systems, and 5 more plan to migrate this year.**
  www.opm.gov/egov   **Managing Agency: OPM**

- **E-Travel:** GSA announced all three E-Travel vendors' were approved and certified to provide a common travel management service to federal agencies. In June 2004 GCN reported, 'By centralizing operations, E-Travel is intended to remedy government-wide problems with inconsistent processes.' The E-Travel Service (eTS) provides travelers an on-line tool with help desk support to make travel arrangements from beginning to end, including air

travel, hotel accommodations and rental cars. It expedites the approval process, interfaces with agency accounting systems, and creates vouchers for reimbursement. eTS also supports travel policy compliance. As of July 2004, 6 agencies have selected an eTS vendor and have started implementation of the service. eTS will save more than $730 million over the next 10 years, including $230 million in transactions costs', GCN reported in May 2004.

http://egov.gsa.gov   **Managing Agency: GSA**

- **Integrated Acquisition Environment:** The IAE initiative creates a secure business environment that facilitates and supports cost-effective acquisition of goods and services by agencies, while eliminating inefficiencies in the current acquisition environment. IAE's most recent successes included a cross-agency initiative with the SBA, OMB, GSA and DOD to integrate the Pro-Net and CCR database to simplify the contracting process for small businesses by creating a single point of registration for business data. Additionally, IAE launched the Wage Determinations Online (WDOL) portal and began the processing of rent transactions thru the Intra-Governmental Transactions Exchange portal.

http://egov.gsa.gov   **Managing Agency: GSA**

- **E-Records Management:** Provides policy guidance to help agencies better manage their electronic records, so that records information can be effectively used to support timely and effective decision making, enhance service delivery, and ensure accountability. The initiative most recently issued guidance to supplement current requirements for transferring permanent electronic records to NARA. This guidance expands currently acceptable formats to enable the transfer of permanent digital geospatial data records created for Geographic Information Systems (GIS) to NARA.

http://www.archives.gov/records_management/initiatives/erm_overview.html   **Managing Agency: NARA**

- **E-Authentication:** E-Authentication is establishing the infrastructure to allow citizens, businesses, state and local governments and Federal employees to access Federal programs and services on the internet more quickly and at a reduced burden. On July 7th, the Initiative's Executive Board approved the final architecture, which features an open standards-based, federated approach. This approach allows E-Authentication to meet the diverse authentication needs of its many customers with one service offering based on a single set of policies, but supported by multiple technologies and interoperable products. E-Authentication is currently conducting multiple pilots and plans to move to full production by the end of 2004.

http://www.cio.gov/eauthentication/   **Managing Agency: GSA**

As an integral part of the President's Management Agenda, the E-Gov Initiatives make it easier for citizens and businesses to interact with the government, save taxpayer dollars, and streamline citizen-to-government transactions. For more information on each of the President's E-Government and IT Initiatives, please visit www.egov.gov or contact OMB Communications at 202-395-7254.