

E-Government Act Implementation Report

Department of Defense

Fiscal Year 2006

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Overview

1. Provide a brief overview of your agency's implementation of the Act including a description of an internal agency-specific E-Government initiative.

Overview of DoD Implementation of the E-Gov Act

Implementation of the E-Government Act and the President's Management Agenda are key priorities of the Department. In support of these goals, the DoD CIO actively pursues DoD-wide initiatives to effectively implement the President's Agenda and the tenets of the E-Gov Act. Specifically, the Department continues to engage and serve in key lead roles regarding Federal-wide initiatives as well as DoD-wide efforts. The DoD Chief Information Officer (CIO) and the Service CIOs participate on the Federal CIO Council and the DoD CIO Executive Board to garner support and implementation of key efforts. In support of the President's goal of expanding E-Government, the Department is actively engaged in 24 Federal E-Government initiatives and Lines of Business working with OMB and the Federal Managing Partners to facilitate the implementation of DoD's E-Government Implementation Plan.

The Department also plays a lead role in the Federal CIO Council's IT Workforce Committee initiatives to grow and enhance the professional capabilities of the federal IT workforce. These initiatives include foundational activities such as the bi-annual review of the Clinger-Cohen Core Competencies; development of new specialty titles for the IT Management community; oversight of curricula development such as the Information Resources Management College's new IT Project Management certificate program; and development of the bi-annual Federal IT Workforce Capability Assessment survey tool. Other initiatives are more topical, such as the 2006 Federal IT Summit. This venue brought together over 300 IT professionals to spend a day focused on critical Enterprise Architecture, IT Project Management and Cyber-security issues. Leading the plenary, panel and breakout sessions were noted experts from federal agencies and academic institutions who discussed current policies, programs, legislation, and technological requirements impacting the federal IT sector. Through the IT Workforce Committee, the oldest standing committee on the Federal CIO Council, DoD has forged strategic partnerships to promote and sustain a highly skilled federal IT workforce.

Additionally, the Department is implementing SmartBUY eGovernment initiative through the efforts of the DoD Enterprise Software Initiative (ESI) Team. The ESI Team works closely with the GSA SmartBUY Program Management Office to provide DoD commercial software requirements, to manage selected agreements and to assist DoD buyers with use of all SmartBUY agreements. DoD SmartBUY policy was updated in FY06, making use of SmartBUY agreements mandatory. Under this policy, DoD activities are required to coordinate all Commercial Off The Shelf software acquisitions through the DoD ESI, ensuring their consideration for potential new SmartBUY agreement. This close collaboration resulted in the establishment of two new "co-branded" SmartBUY/ESI agreements for Telos and Quest software products. DoD Software Product Managers negotiated and administer these agreements on behalf of the GSA SmartBUY PMO for all federal government customers.

The DoD ESI has been successful in focusing IT buyers' attention on the inherent efficiencies and increased service opportunities available through strategic partnerships with selected IT vendors via DoD-wide enterprise agreements. The five DoD ESI Software Product Managers are heavily involved in ongoing IT acquisition activities within their respective Components, satisfying requirements and providing support to customers from across the Department. They share their expertise on software licensing issues and other IT acquisition issues at all ESI meetings, online discussions, and through other collaboration opportunities.

In addition to a strong partnership with the GSA SmartBUY Program Management Office, the DoD ESI Team collaborates with the US Intelligence Community, NATO, Department of Homeland Security, Department of the Interior, and others. All leading commercial software publishers and many other IT vendors are in regular contact with the DoD ESI team. The DoD ESI and SmartBUY methodology ensures that *people, process, and technology are working together to enable timely and trusted access to, and sharing of, information* whenever enterprise-wide IT acquisition is being considered. The DoD ESI is a *Strategic Sourcing Activity* selected by the Assistant Deputy Under Secretary of Defense for Strategic Sourcing and Acquisition Processes to help change the way the Department of Defense does business.

The following DoD E-Government example, The Self-Service Human Resources (SSHR) initiative illustrates how we are transforming agency operations; working with interested parties to find innovative ways to use IT; collaborating with other agency partners; and tracking performance metrics.

Self-Service Human Resources (SSHR) (Describe how the initiative is transforming agency operations.)

The Civilian Personnel Management Service (CPMS) Human Resource Business, Information, and Technology Solutions Division (HR-BITS) is the program office that manages the Defense Civilian Personnel Data System (DCPDS) of which the Self-Service Human Resources (SSHR) is a component. Self-Service HR functionality is web-based and is accessed through *My Biz* and *My Workplace* modules within DCPDS. These two modules allow DoD employees and managers, respectively, to view personnel information about themselves and their staff members and update their own personal information.

- *My Biz* - Has been designed for employees and offers secure, real-time, online access to view personnel information including appointment, position, personal, salary, benefits, and allows update of items such as telephone number and email address, disability codes, ethnicity and race identification, and foreign language proficiency. *My Biz* also allows employees to provide input on performance plans and accomplishments for performance appraisals.
- *My Workplace* – Brings key information about personnel together in one place, streamlining the human resources decision-making process and enabling managers and supervisors to balance managerial tasks with day-to-day demands more easily. *My*

Workplace keeps managers and supervisors informed of their employees' personnel actions. With quick and easy access to employees' personnel information, **My Workplace** helps to make budget decisions, staffing plans, performance plans, appraisals, and work distributions. This easy-to-use module is rapidly changing the way managers and supervisors perform their human resources responsibilities. **My Workplace** helps managers and supervisors more effectively shape an enterprise-wide human capital strategy.

- **My Biz** is accessible by the DoD Appropriated Fund community only, with expansion to Non-Appropriated Fund (NAF) and Local Nationals (LN) in the fall of 2006. **My Workplace** is accessible to military and civilian supervisors who manage appropriated fund civilians; NAF and LN managers and supervisors will be phased in later. An advantage of **My Biz** is that the information is always current, since the employee is actually viewing live data within their record. This helps to assure that reports requiring this information are current, in addition to the ability to rapidly respond to various DoD reporting requirements.

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

The Under Secretary of Defense, Personnel and Readiness (USD(P&R)) manages civilian HR for the Department using a defined governance structure. This includes the Deputy Under Secretary of Defense for Civilian Personnel Policy (DUSD(CPP)) and staff, CPMS, and all DoD Components. A DCPDS Change Control Board (CCB) with representation from the stakeholder community reviews and recommends software changes and improvements in functionality; an Engineering Review Board for hardware and non-system software changes; and Component customers from the Military Services and Defense Agencies who participate in SES level forums, including the DCPDS Executive Committee (EXCOM). Each Component has a designated Project Manager responsible for the governance of Component regionalized HR operations and acts as spokesperson in forums related to the overall management of the regionalized operations. The Component Program Managers meet monthly with the DCPDS Program Manager and staff; the EXCOM meets quarterly, which includes the Director, CPMS. A DCPDS Computer Security Working Group (CSWG) also meets quarterly with designated Component security representatives to address and coordinate security issues related to the HR IT systems.

Identify external partners (e.g., Federal, State or local agencies, industry) who collaborate on the initiative.

As the Department transforms HR through the National Security Personnel System (NSPS), DoD is in constant communication with the Office of Personnel Management (OPM), the Department of Homeland Security (DHS), and other Federal agencies that have a vested interest. SSHR is a major aspect in the successful implementation of NSPS; therefore, its development and implementation have been incorporated from a communication and collaborations perspective from the beginning.

Identify improved performance (e.g., outcome measures) by tracking performance measures supporting agency objectives and strategic goals.

SSHR was deployed in June of 2006. Usage statistics have been collected since deployment and are being reviewed on a regular basis. Beyond system usage improvements, SSHR is expected to promote efficient and timely entry of personal information and also increase efficiency for managers/supervisors during completion of employee performance appraisals. Efficiencies for employees will also be gained as performance and yearly accomplishment processes are also automated through self-service functionality. Statistics revealing improvement in these areas will be monitored as the system matures.

Quantify the cost savings and cost avoidance achieved through implementing the initiative (e.g., reducing or eliminating other investments in information technology).

SSHR is an extension of DCPDS that puts personal data updates in the hands of the employee. Significant savings have already been generated by way of HR automation through implementation of DCPDS and streamlining HR processes to include employee data updates by HR professionals. Moving system accessibility to the employee level will further increase benefits gained from implementation of DCPDS. Statistics revealing cost savings/avoidances in these areas are premature, but will be monitored as the system matures.

Explain how this initiative ensures the availability of government information and services for those without access to the Internet and for those with disabilities.

HR Professionals have access to SSHR and can assist employees without access. Local government centers can offer access points to SSHR. SSHR was developed and is maintained in compliance with Section 508 of the Americans with Disabilities Act.

2. Describe your process for determining which information will be made available on your agency's public website and the Internet as required in Section 207(f)(2) of the Act.

Describe your process for determining which government information the agency intends to make available and accessible to the public on the Internet and by other means.

The Office of the Assistant Secretary for Public Affairs (OASD(PA)) is the main channel through which information is identified for release to the general public. Public Affairs (PA) activities are governed by DoDD 5122.5, "Assistant Secretary of Defense for Public Affairs (ASD(PA))" (September 27, 2000).

The policy directive that provides overarching guidance for publishing information via the Internet is Department of Defense Directive (DoDD) 8910.1, "Management and Control of Information Requirements" (June 11, 1993) and the guidance document "Web Site Administration Policies and Procedures" (November 25, 1998, amended January 11, 2002). Section 3 of the latter document, Information Posting Process, directs Department Component

Heads to establish posting procedures that include identifying information needs, identifying audiences, reviewing for distribution and access controls, and reviewing for compliance with DoD directives.

In addition, all information to be released to the general public must be reviewed in accordance with DoDD 5230.9, "Clearance of DoD Information for Public Release" (April 9, 1996) and DoD Instruction (DoDI) 5230.29, "Security and Policy Review of DoD Information for Public Release" (August 6, 1999). DoDD 8000.1, "Management of DoD Information Resources and Information Technology" (February 27, 2002) and DoDD 8100.1, "Global Information Grid (GIG) Overarching Policy" (September 19, 2002) provide additional guidance to DoD Components with respect to the use of information technology and the Internet to disseminate information. Publication of information requirements also occurs in the acquisition and procurement processes which are governed by DoDD 5000.1, "The Defense Acquisition System" (May 12, 2003) and DoDI 5000.2, "Operation of the Defense Acquisition System" (May 12, 2003).

The policies reference above are available for public review at the DoD Issuances website (<http://www.dtic.mil/whs/directives/>).

Include a copy of the priorities and schedules for making your information available and accessible.

Publication priority is event-based, driven in part by national security, urgency, and decision-making implications. Publication schedules are also established on a case-by-case basis, as needed, and as approved. News sites, for example, are updated almost daily. Regular and routine postings such as information on awarded contracts are released everyday. Policy documents, on the other hand, are posted shortly after approval for public release.

Explain how and when such final determinations, priorities, and schedules were available for public notice and comment.

DefenseLINK (<http://www.defenselink.mil/>), a primary web site for the Department of Defense, provides a web-based question/comment form ("Ask a Question/Submit a Comment" at <http://www.defenselink.mil/faq/comment.html>). The public may send comments about the publication priorities and schedules of products via this form. Comments are reviewed and acted upon by a multidisciplinary team led by ASD(PA).

Provide the link where final determinations, priorities, and schedules can be found on your principal Federal agency public website.

DefenseLINK (<http://www.defenselink.mil/>) is the single, unified starting point for finding military information on-line. Published final determinations, priorities and schedules can be found in applicable sections on this site.

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.

DefenseLINK provides a search engine (<http://www.defenselink.mil/search/>) to assist visitors in locating information by keyword. The search defaults to relevancy ranking and offers sorting by date as an option. DefenseLINK also provides a searchable knowledge database in its Frequently Asked Questions feature at <http://www.defenselink.mil/faq/>.

3. Describe how your agency's information dissemination activities are coordinated with its FOIA operations in order to improve both access to and dissemination of government information to the public. Your description must include a link to your agency's Information Resources Management (IRM) Strategic Plan and FOIA Improvement Plan.

On December 14, 2005, the President signed Executive Order (EO) 13392, "Improving Agency Disclosure of Information". This EO emphasizes a new citizen centered and results oriented focus on agency Freedom of Information Act (FOIA) programs. The EO required the head of each Federal agency to appoint a senior official at the Assistant Secretary or equivalent level to serve as the Chief FOIA Officer. On January 11, 2006, the Deputy Secretary of Defense designated the Director of Administration and Management (DA&M), Office of the Secretary of Defense, as the Chief FOIA Officer for the DoD. In turn, the DA&M established the Defense Freedom of Information Policy Office (DFOIPO), which is responsible for the DoD implementation of FOIA policy, to include the President's FOIA policy as established in the EO.

The EO required agencies to conduct a survey of their FOIA operations and to submit a FOIA Improvement Plan to the Attorney General. One of the requirements of the EO survey was for agencies to "review the agency's policies and practices relating to the availability of public information through websites and other means, including the use of websites to make available the records described in section 552(a)(2) of title 5, United States Code." Additionally, the EO required agencies to "include specific activities that the agency will implement to eliminate or reduce the agency's FOIA backlog, including (as applicable)...increased reliance on the dissemination of records that can be made available to the public through a website or other means that do not require the public to make a requester for the records under the FOIA." To comply with the EO review requirement, DFOIPO conducted a web-based survey of DoD FOIA Officers, which results showed that the DoD FOIA Offices were doing a good job in most cases, of keeping electronically posted documents current.

On June 14, 2006, the DA&M submitted the DoD FOIA Improvement Plan, available at http://www.dod.mil/pubs/foi/FOIA_improvement_plan.pdf, to the Attorney General. This plan addressed several areas for improvement within the DoD, including the standardization of DoD FOIA websites to increase public access to DoD information. The steps to meet this goal include the establishment of a DFOIPO website, the establishment and issuance of DoD FOIA website standards, and monitoring of these websites.

To accomplish the first step, DFOIPO established a website in September 2006, (<http://www.dod.mil/odam/DFOIPO.htm>). The second step was accomplished on September 29,

2006, when DFOIPO issued a memorandum to all DoD FOIA Public Liaisons. This memorandum stated that all DoD FOIA Requester Service Centers must have a website that meets the requirements of the Electronic FOIA (E-FOIA) and the EO. These requirements include contact information for the Center, an electronic posting of frequently requested documents, name and contact information of the FOIA Public Liaison, and a link to a FOIA Handbook. This memorandum also required the FOIA Public Liaisons to report back to DFOIPO on Requester Service Center compliance with these standards.

As an example of DoD compliance with the E-FOIA and making frequently requested documents available to the public, the Office of the Secretary of Defense/Joint Staff FOIA Requester Service Center has posted numerous documents on its website, <http://www.dod.mil/pubs/foi/>. Such documents include the Counterintelligence Field Activity, streaming videos of American Airlines Flight 77 striking the Pentagon on September 11, 2001, and documents on detainees at Guantanamo Bay, Cuba. In addition to these documents of current interest, historical documents concerning the USS Liberty, Desert One, UFOs, casualties in Southeast Asia, the 1958 Taiwan Straights Crisis, and over 1000 other documents are maintained on this website.

It is the intention of DFOIPO, in accordance with the EO and E-FOIA, that DoD FOIA Requester Service Centers become more proactive in making more documents available electronically to the public. A major underpinning of our democracy is that the American public should be informed of the activities and operations of the government, and the dissemination of information through the FOIA is instrumental to having an informed public.

Describe specifically how you are fulfilling your responsibilities under Section 207(d), "Categorizing of Information," of the Act.

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The scope of information and variety of audiences at DefenseLINK require that our information be categorized via different methods. "Press Resources" (<http://www.defenselink.mil/news/>) are available for the professional press. Press resources are presented in sub categories based on product type, special events, high interest topics, and are sorted chronologically. Other product categories include images/photographs, news articles, special reports, publications, and information about and from top DoD leaders. Additionally, information is categorized based on topics of special interest, such as the global war on terrorism and the transformation of the Department of Defense.

The effectiveness of these categories and need for adjustments is determined via advanced analysis of web usage and feedback from the various audiences provided through the Ask a

Question/Make a Comment tab of our “Contact Us” link (<http://www.defenselink.mil/faq/comment.aspx>).

Describe specifically how you are fulfilling your responsibilities under Section 207(e), “Public Access to Electronic Information,” of the Act.

Department of Defense Directive (DoDD) 5015.2, “DoD Records Management Program”, March 6, 2000, establishes responsibility for the DoD Records Management Program, in accordance with reference Title 36, Code of Federal Regulations, Chapter XII, "National Archives and Records Administration," Subchapter B, "Records Management." It establishes responsibilities for life-cycle management (creation, maintenance and use, and disposition) of information as records in all media, including electronic. The Department of Defense continues to manage records, including electronic records consistent with DoDD 5015.2.

Department of Defense Standard 5015.2 (DoD 5015.2-STD), "Design Criteria Standard for Electronic Records Management Software Applications," June 19, 2002, sets forth mandatory baseline functional requirements for Records Management Application (RMA) software used by DoD Components in the implementation of their records management programs; defines required system interfaces and search criteria to be supported by the RMAs; and describes the minimum records management requirements that must be met, based on current National Archives and Records Administration (NARA) regulations.

Additionally, the DoD CIO issued a policy memorandum “Electronic Mail Records and Electronic Mail Retention Policies for the Department of Defense (DoD),” May 22, 2005, to re-emphasize DoD email records and email retention policies, and to orchestrate actions between the Department’s records management and email systems management communities.

Describe specifically how you are fulfilling your responsibilities under Section 207(g), of the Act, "Access to Federally Funded Research and Development," including how your R&D information is available through Radius, Science.gov, or other means.

The Director, Defense Research & Engineering (DDR&E) has established a centralized digital DoD E-Gov repository to collect information regarding DoD funded research and development (R&D) activities. This repository, managed by the Defense Technical Information Center (DTIC), is maintained on the Defense Research and Engineering (R&E) Portal (<https://rdte.osd.mil>) and provides access to DoD researchers, acquisition professionals, testers and operators. DoD’s actions to implement the E-Gov Initiative include:

- Establishment of processes and procedures for collecting and reporting R&D data in accordance with the E-Gov Act.
- Provided leadership and guidance to the DoD working group (WG), which includes representation from Army, Navy, Air Force, Defense Advanced Research Projects Agency (DARPA), Defense Threat Reduction Agency (DTRA), and Missile Defense Agency (MDA).
- Established data elements and data collection cycles.
- Consolidated DoD R&D data into a central repository.

- Established an E-Gov library and search capability.
- Managed content by presenting a single, centralized, personalized view of DoD R&D data sources and relevant applications.
- Provide data/reports to OMB as required.

The database consolidates all DoD R&D data into a single, searchable location available to anyone within DoD. Routine quality assessments of collected data are performed, evaluating both financial and technical accuracy. In addition to the required E-government data fields required by the Public Law, the DDR&E data collection effort requested additional programmatic information that eliminates the need for multiple data calls throughout the fiscal year and provides a single information source for DoD R&D programs. DDR&E works with all of the DoD Services and Agencies that receive R&D funding to ease the data collection exercise as much as possible.

The Defense Science and Technology Advisory Group (DSTAG) oversees the process. The DSTAG is comprised of the Science and Technology (S&T) Executives from all of the Services, DoD Agencies and all of the DDR&E elements. Once the initial data reports are reviewed and discussed, the DSTAG recommends solutions to issues and provides guidance regarding adjustments to the collected data elements, the collection process, or the use of the information (display, search features, reports, etc.).

The database was recently adopted by the DSTAG as the official S&T information database. This system is now the designated database for the DoD S&T planning process and will be used in the management of the DoD S&T portfolio.