

# **E-Government Act of 2002 Annual Status Update - FY 2009**

<b>1. Describe your agency's efforts with respect to an internal agency-specific E-Government initiative.</b>
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GSA has adopted “cloud computing” for the hosting, storage, and disaster recovery services associated with the Federal Web portal USA.gov. Cloud computing allows users to access programs and other information from Web browsers or virtual servers. Virtualization of hosting and storage will allow GSA to quickly add and change functions and allow the agency to readily respond to increased demand on USA.gov.

**A. Describe how the initiative is transforming agency operations.**

The cloud solution lets USA.gov quickly tap into cloud computing resources to handle spikes in online traffic without having to purchase extra capacity that may go unused during periods of reduced demand. The on-demand nature of cloud computing allows GSA complete access to secure cloud-based computing resources within minutes instead of weeks. This solution will also supply GSA with industry-leading physical and logical security and robust connectivity to leading carrier networks.

Cloud Computing efforts will focus on initiatives in deploying Infrastructure as a Service, Platform as a Service, and Software as a Service, and other initiatives advancing open government using technology such as enable greater participation in government by citizens, such as Data.Gov.

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

The CIO facilitates weekly meetings involving operations staff, contract staff, and management. These meetings communicate standards of performance, required contractor performance, and surface plans to optimize government performance with innovation. The OCIO has also developed agency-wide strategic plans in coordination with internal and external customers.

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

The cloud computing is provided by the company Terremark and its Enterprise Cloud services.

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

Performance Information Table								
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
2005	Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Customer Results	Customer Benefit	Customer Satisfaction	ACSI Index	ACSI Index 74% - goal to maintain the American Customer Satisfaction Index (ACSI) in 2005.	0% change; ACSI Index 74%	ACSI Index 74%
2005	Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Mission and Business Results	Public Affairs	Public Relations	Number of documents consolidated and indexed.	15 million documents	0% increase;	12 million, 20% decrease
2005	Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Processes and Activities	Productivity and Efficiency	Productivity	Visits per week to the web site.	1,500,000 visits per week; 78 million visits per year	1,650,000 visits per week; or 85.8 million visits per year	1,663,000 visits per year; or 86.5 million visits per year
2005	Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Technology	Reliability and Availability	Reliability	Uptime of the infrastructure.	99.5% uptime	99.5% uptime - maintain uptime especially through recompetes of major contracts in 2006 and 2007.	99.5% uptime
2006	Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Customer Results	Customer Benefit	Customer Satisfaction	ACSI Index	ACSI Index 74%	ACSI Index 74%	ACSI Index 74%
2006	Best Value:Develop and deliver timely, accurate, and cost-effective acquisition	Customer Results	Customer Benefit	Customer Satisfaction	Uptime of the infrastructure.	99.5%	Maintain high availability at current levels;	99.8%

	services and business solutions.						99.5%	
2006	Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Mission and Business Results	Public Affairs	Public Relations	Number of documents consolidated and indexed.	12 million documents	67% increase; 20 million documents - increase the number of posted information documents. (Note - changed the methodology for search which led to a substantial increase in docs indexed.)	20.1 million documents
2006	Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Processes and Activities	Productivity and Efficiency	Efficiency	Visits per week to the web site.	1,663,000 visits per year; or 86.5 million visits per year	1,815,000 visits per week; 94.380 million visits per year	1,581,457; 79.5 million per year
2006	Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Technology	Reliability and Availability	Availability	Uptime of the infrastructure.	99.5% uptime	99.5% uptime - maintain uptime especially through recompetes of major contracts in 2006 and 2007.	99.8% uptime
2007	Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Customer Results	Customer Benefit	Customer Satisfaction	ACSI Index	ACSI Index 74%	Maintain above average performance; 74%	ACSI INdex 73%
2007	Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Mission and Business Results	Public Affairs	Public Relations	Number of documents consolidated and indexed.	20 million documents	50 million documents - increase the number of posted information documents.	50 million documents
2007	Best Value:Develop and	Processes and	Productivity	Productivity	Visits per week to	1,581,457;	1,692,000 visits per	1,692,000 visits per

	deliver timely, accurate, and cost-effective acquisition services and business solutions.	Activities	and Efficiency		the web site.	79.5 million per year	week; 88 million visits per year	week; 88 million visits per year
2007	Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Technology	Reliability and Availability	Reliability	Uptime of infrastructure	99.5	99.5 uptime - maintain uptime throughout the contract life.	99.5
2008	Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Customer Results	Customer Benefit	Customer Satisfaction	ACSI Index	ACSI Index 74%	Maintain above average performance; 74%	72 Percent
2008	Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Mission and Business Results	Public Affairs	Public Relations	Number of documents consolidated and indexed.	50 million documents	60 million documents	61 million documents
2008	Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Processes and Activities	Quality	Complaints	Visits/touchpoints per week to the web site.	1,692,000 visits per week; 88 million visits per year	1,861,000 visits per week; 96.8 million per year.	2,750,164 visits per week; 143.0 million per year.
2008	Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Technology	Reliability and Availability	Reliability	Uptime of the infrastructure	99.5	99.5 uptime - maintain uptime throughout the contract life.	99.9
2009	Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Customer Results	Customer Benefit	Customer Satisfaction	ACSI Index	ACSI Index 74%	Maintain above average performance; 74%	80% GobiernoUSA.gov website -- www.gobiernousa.gov
2009	Best Value:Develop and deliver timely, accurate, and	Mission and Business	Public Affairs	Public Relations	Number of documents	60 million documents	66 million documents	67 millilon documents

	cost-effective acquisition services and business solutions.	Results			consolidated and indexed.			
2009	Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Processes and Activities	Quality	Complaints	Visits/touchpoints per week to the web site.	2,750,164 visits per week; 143.0 million per year.	3,003,180 visits per week; 156.2 million visits per year.	148 million
2009	Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Technology	Reliability and Availability	Reliability	Uptime of the infrastructure	99.9	99.9 uptime - maintain uptime throughout the contract life.	99.99
2010	Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Customer Results	Customer Benefit	Customer Satisfaction	ACSI Index	74 Percent	Maintain above average performance: 74 Percent	
2010	Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Mission and Business Results	Public Affairs	Public Relations	Number of documents consolidated and indexed.	67 million documents	73 million documents	
2010	Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Processes and Activities	Productivity	Productivity	Visits/touchpoints per week to the web site.	148 million per year.	3,003,180 visits per week; 156.2 million visits per year.	
2010	3.Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Technology	Reliability and Availability	Reliability	Uptime of the Infrastructure	99.9	99.9 uptime - maintain uptime throughout the contract life.	
2011	3.Best Value:Develop and deliver timely, accurate, and cost-effective acquisition	Customer Results	Customer Benefit	Customer Satisfaction	ACSI Index	74 Percent	Maintain above average performance: 74	

	services and business solutions.						Percent	
2011	Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Mission and Business Results	Public Affairs	Public Relations	Number of documents consolidated and indexed.	73 million	81 million	
2011	Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Processes and Activities	Productivity	Productivity	Visits/touchpoints per week to the web site.	156.2 million	164.1 million	
2011	Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Technology	Reliability and Availability	Reliability	Uptime of the Infrastructure	99.9	100	

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

By moving to a cloud computing model, web management costs are reduced by more than 50 percent. Simultaneously, this initiative builds a foundation for a new generation of Web 2.0 and other online services. As optimization plans for cloud-computing pilots and other initiatives are developed and implemented, this program is expected to lead to greater efficiency in infrastructure investments, labor savings, greater efficiency and buying power through aggregated services and hardware purchases, greater consistency and standardization of infrastructure platforms, and major advances in the Administration's goals to create an open government, and encourage broad involvement and participation in government decisions, through the use of information technology.

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

USA.gov has fully complied with section 508 of the amended Rehabilitation Act of 1998. Specifically, GSA has eliminated barriers in information technology, made new opportunities available for people with disabilities, and encouraged development of technologies that will help achieve these goals. In addition, GSA has given disabled employees and members of the public access to information that is comparable to the access available to others.

Access to information for those without access to the Internet is available both internally and externally. Within GSA, non-Internet access is available through hardcopy, audio materials and as presented in meetings. External access is available through similar media in both available forums and through Freedom of Information Act actions:

**G. Explain how the project applies effective capital planning and investment control procedures.**

Select phase

Annually, during budget formulation, all proposed Information Technology (IT) investments will have business cases or modified business cases prepared for review and approval by the respective Service/Staff Office (SSO) governance bodies. Upon SSO-level approval, these IT initiatives comprise the SSO IT portfolio, which is submitted next to GSA OCIO for agency-level governance review.

The GSA Portfolio Management Committee (PMC) conducts the first enterprise-level review/approval of the SSO IT initiatives. IT initiatives approved by the PMC are recommended for consideration by the IT Executive Council (ITEC). The ITEC, in turn, reviews the PMC-recommended portfolio, and determines which IT initiatives it will recommend for approval by the GSA Business Systems Council (BSC). The BSC has

approval authority for IT initiatives, which are then included in the GSA IT Capital Plan for submission by the Administrator as part of GSA's annual budget package.

#### Control phase

Throughout the year as part of budget execution, GSA governance bodies monitor major Information Technology investments' progress against planned cost, schedule and performance milestones. This oversight is addressed during regularly scheduled PMC, ITEC, and BSC meetings, at which control review results for steady state (SS) and development, modernization, and enhancement (DME) activities are presented. Initiative baseline change requests submitted for review/approval are assessed by the Office of the Chief Information Officer (OCIO), with recommendations provided to the PMC for action. OCIO also reports major IT initiative progress data to the OMB IT Dashboard monthly.

GSA's major initiatives that include substantial DME are required to conduct EVM compliance reviews to ensure the adequacy of EMV reporting systems and processes. In addition, completion of Integrated Baseline Reviews ensure common understanding of the Performance Measurement Baseline, including the scope of work, key milestones, risks and associate mitigation strategies, and required management processes.

#### Evaluate phase

IT system that result from major Information Technology investments undergo post implementation reviews to gauge the systems' success in meeting objectives and to acquire lessons learned that will inform current and future Capital Planning and Investment Control processes. Annual Operational Analyses of ongoing systems contribute to management and stakeholder awareness of capabilities and needs, and support continued IT portfolio evolution and decision making.

<b>2. Please provide link(s) to your agency's web site where the following information is located.</b>
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#### **A. Your agency's Information Resources Management (IRM) Strategic Plan.**

<http://www.gsa.gov/exhibit300>

#### **B. Final determinations, priorities, and schedules. Also include your agency's information dissemination product catalogs, directories, inventories, and any other management tools used to improve the dissemination of and access to your agency's information by the public.**

<http://www.usa.gov/webcontent/>

<http://www.usa.gov>

<http://www.gobiernoUSA.gov>

<http://www.USAservices.gov>

<http://www.pueblo.gsa.gov>

<http://www.consumeraction.gov>  
<http://consumidor.gov>  
<http://kids.gov>  
<http://mymoney.gov>

- C. Your agency's FOIA handbook, the link of your agency's primary FOIA website, and the website link where frequent requests for records are made available to the public.**

**FOIA Handbook**

[http://www.gsa.gov/gsa/cm\\_attachments/GSA\\_DOCUMENT/PublicInformationHandbook\\_R2E-s8V\\_0Z5RDZ-i34K-pR.doc](http://www.gsa.gov/gsa/cm_attachments/GSA_DOCUMENT/PublicInformationHandbook_R2E-s8V_0Z5RDZ-i34K-pR.doc)

**Primary FOIA Website**

[http://www.gsa.gov/Portal/gsa/ep/contentView.do?contentType=GSA\\_OVERVIEW&contentId=11388&noc=T](http://www.gsa.gov/Portal/gsa/ep/contentView.do?contentType=GSA_OVERVIEW&contentId=11388&noc=T)

**Frequent Requests for Records**

[http://www.gsa.gov/Portal/gsa/ep/contentView.do?contentType=GSA\\_DOCUMENT&contentId=22860&noc=T#Frequently\\_20Requested\\_20Documents](http://www.gsa.gov/Portal/gsa/ep/contentView.do?contentType=GSA_DOCUMENT&contentId=22860&noc=T#Frequently_20Requested_20Documents)

- D. A list of your agency's public web sites disseminating research and development (R&D) information to the public, describing for each whether the website provides the public information about federally funded R&D activities and/or provides the results of Federal research.**

Not Applicable

- E. An inventory describing formal agency agreements (e.g., contracts, memorandum of understanding) with external entities (e.g., partnerships with State and local governments, public libraries, industry and commercial search engines) complementing your agency's information dissemination program, briefly explaining how each agreement improves the access to and dissemination of government information to the public.**

[www.USAServices.gov](http://www.USAServices.gov)

- F. An inventory that describes your agency's NARA-approved records schedules(s) or the link to the publicly-posted records schedules(s), and a brief explanation of your agency's progress to implement NARA Bulletin 2006-02. For the brief explanation please report the number of systems for which a record schedule was submitted to NARA in FY 2008 and the number of systems still requiring records schedules.**

- a. Publicly-posted Records Schedules**

<http://w3.gsa.gov/web/c/file.nsf/4b6aaf8da00cdb5c85256325005e3d48?OpenView>

[http://www.gsa.gov/Portal/gsa/ep/contentView.do?contentId=21567&programPage=%2Fep%2Fprogram%2FgsaBasic.jsp&channelId=-24921&oid=20113&pageTypeId=8199&P=CAIM&programId=16390&contentType=GSA\\_BASIC](http://www.gsa.gov/Portal/gsa/ep/contentView.do?contentId=21567&programPage=%2Fep%2Fprogram%2FgsaBasic.jsp&channelId=-24921&oid=20113&pageTypeId=8199&P=CAIM&programId=16390&contentType=GSA_BASIC)

[http://www.gsa.gov/Portal/gsa/ep/contentView.do?contentType=GSA\\_BASIC&contentId=21568](http://www.gsa.gov/Portal/gsa/ep/contentView.do?contentType=GSA_BASIC&contentId=21568)

**b. Implementation of NARA Bulletin 2006-2**

- GSA submitted a list of all major systems as defined by OMB in 2007, with recommendations for disposal and tentative identification of many as being covered under either the General Records Schedule, or by disposition authorities granted by NARA to GSA predecessor systems.
- We submitted two schedules in FY 2009 for minor systems, including the debarred bidders listing system, gsa.gov and insite.gsa.gov
- We further proposed disposition internally to the GSA organizations maintaining USA.gov and the Federal Real Property Reporting systems in 2008.