International Experiences with Government Integrated Services - United States

Daniel Mintz
Former Chief Information Officer
US Department of Transportation

dmintz@ourownlittlecorner.com
Twitter: www.twitter.com/technogeezer
Facebook: www.facebook.com/technogeezer

What I Will Discuss*

- eGovernment in the United States
- US Government IT in Context
- Examples and Lessons Learned
- Government Interoperability Framework Thoughts
- Current Administration Emphasis

eGovernment In the United States

"Our success depends on agencies working as a team across traditional boundaries to better serve the American people, focusing on citizens rather than individual agency needs. I thank agencies who have actively engaged in cross-agency teamwork, using E-Government to create more cost-effective and efficient ways to serve citizens, and I urge others to follow their lead."

- President George W. Bush

"*My Administration is committed to creating an unprecedented level of openness in Government*. We will work together to ensure the public trust and establish a system of transparency, public participation, and collaboration. Openness will strengthen our democracy and promote efficiency and effectiveness in Government. Government should be transparent … participatory … collaborative."

- President Barack H. Obama

Initial Focus Was to Change Culture

- **Strategic Management of Human Capital** – Putting processes in place to ensure the right person is in the right job, at the right time, and is not only performing, but performing well;

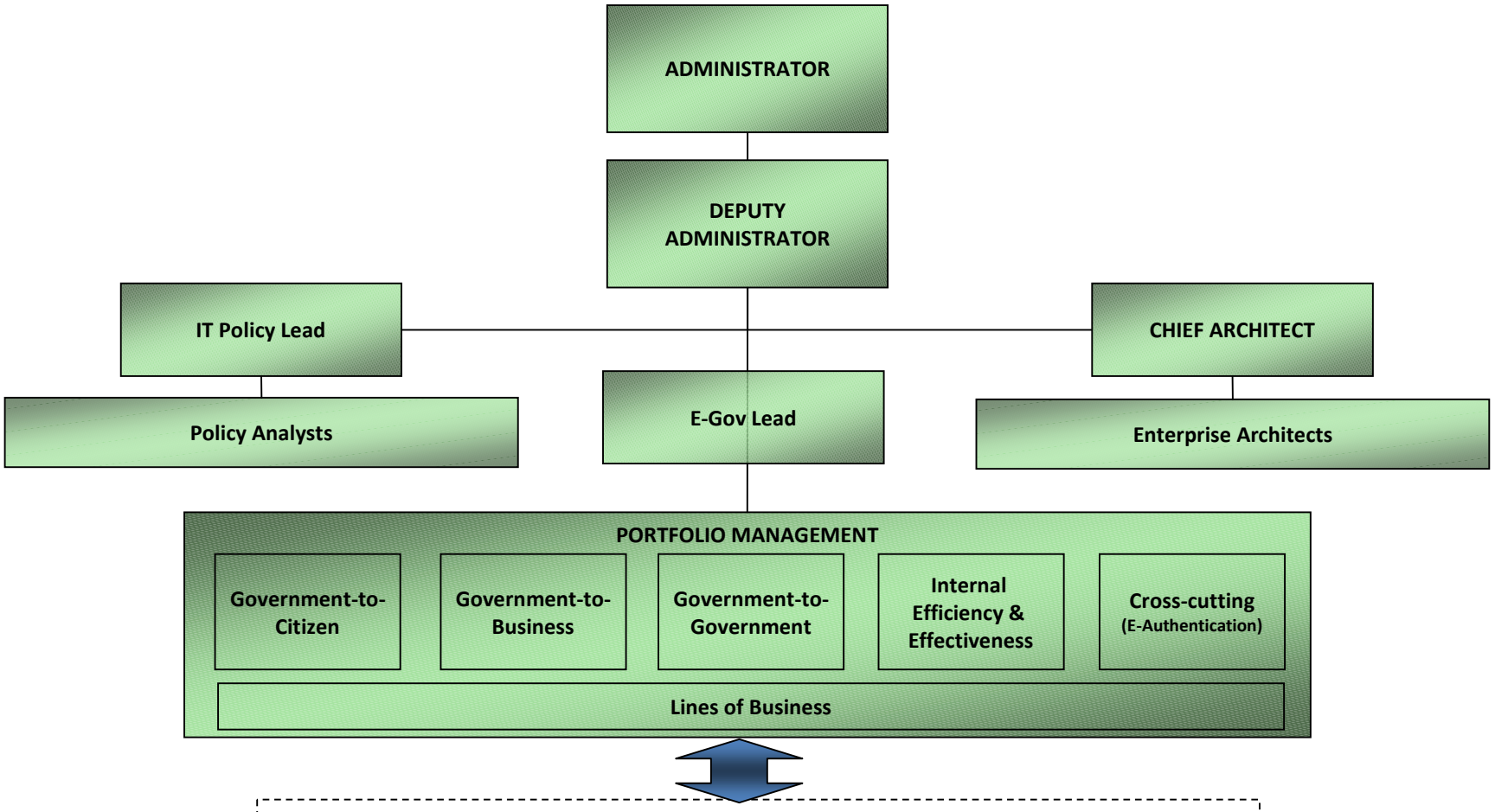
- **Commercial Services Management**– Regularly examining commercial activities that agencies undertake to improve the operation of their commercial support functions and free up savings in direct support of their missions. These activities include internal business process reengineerings (BPRs) and public-private competitions.

- **Improved Financial Performance** – Accurately accounting for the taxpayers' money and giving managers timely and accurate program cost information to inform management decisions and control costs;

- **Expanded Electronic Government** – Ensuring the Federal Government's $71 billion annual investment in information technology (IT) significantly improves the government's ability to serve citizens, and that IT systems are secure, and delivered on time and on budget; and

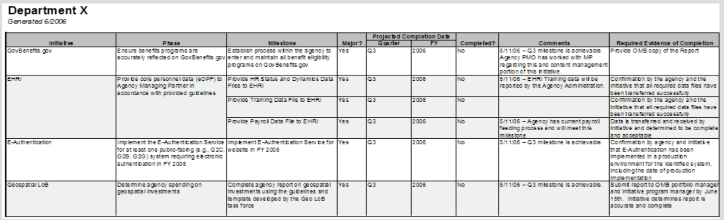
- **Performance Improvement** – Ensuring performance is routinely considered in funding and management decisions, and that programs achieve expected results and work toward continual improvement.

OMB / E-Gov Organization

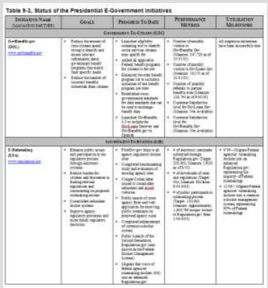


Keys to Success – Measures/Accountability

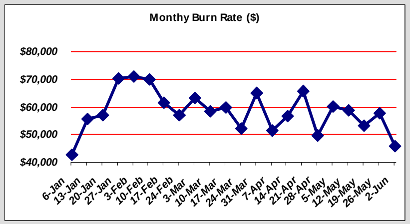
Implementation Plans



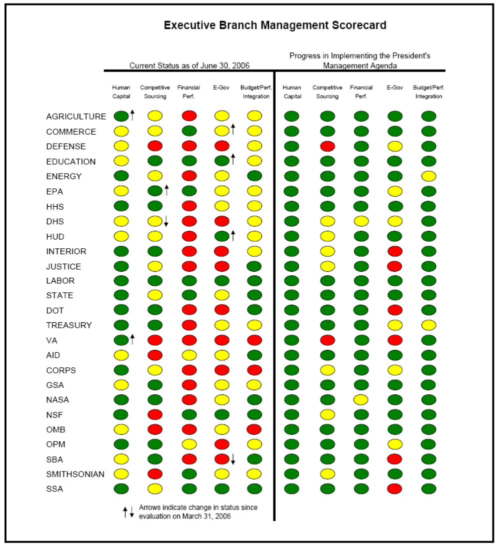
Performance Metrics



Earned Value Management



PMA Scorecard



- Executive Review
- Quarterly Updates
- Multiple Status/Progress Indicators

US Government IT In Context

- Complex Legislative Background
- IT Spending Is Large – approximately $71B/year
- US Government is a Federation

Legislative Background

Clinger-Cohen Act of 1996
- Provides processes for executive agencies to analyze, track, and evaluate the risks and results of major IT investments
- Mandates reporting on the program performance benefits

Paperwork Reduction Act of 1995
- Establishes information resources policy & principles

E-Government Act of 2002
- Promotes the dissemination of government information through:
  - USA.gov
  - Regulations.gov

Federal Information Security Management Act of 2002
- Provides a comprehensive framework for information security standards and programs
- Provides uniform safeguards to protect the confidentiality of information provided by the public for statistical purposes

Government Performance Results Act
- Holds Federal agencies accountable for achieving program results
- Emphasizes results, service quality and customer satisfaction

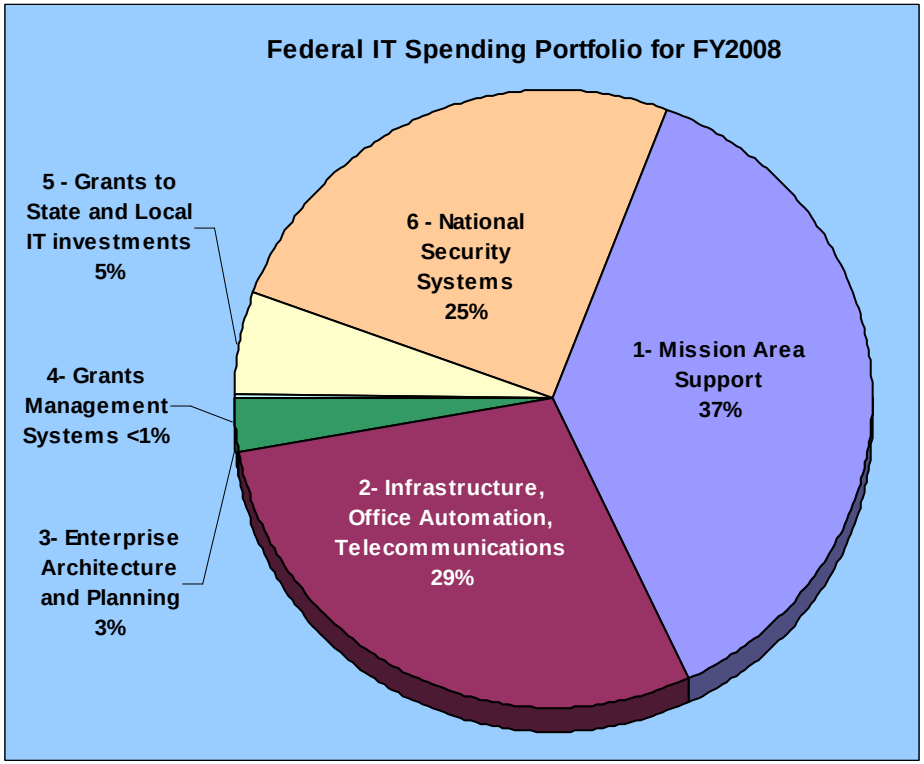
Freedom of Information Act
- Protects democracy by establishing presumption all government information is public unless exempted from disclosure (e.g, classified)

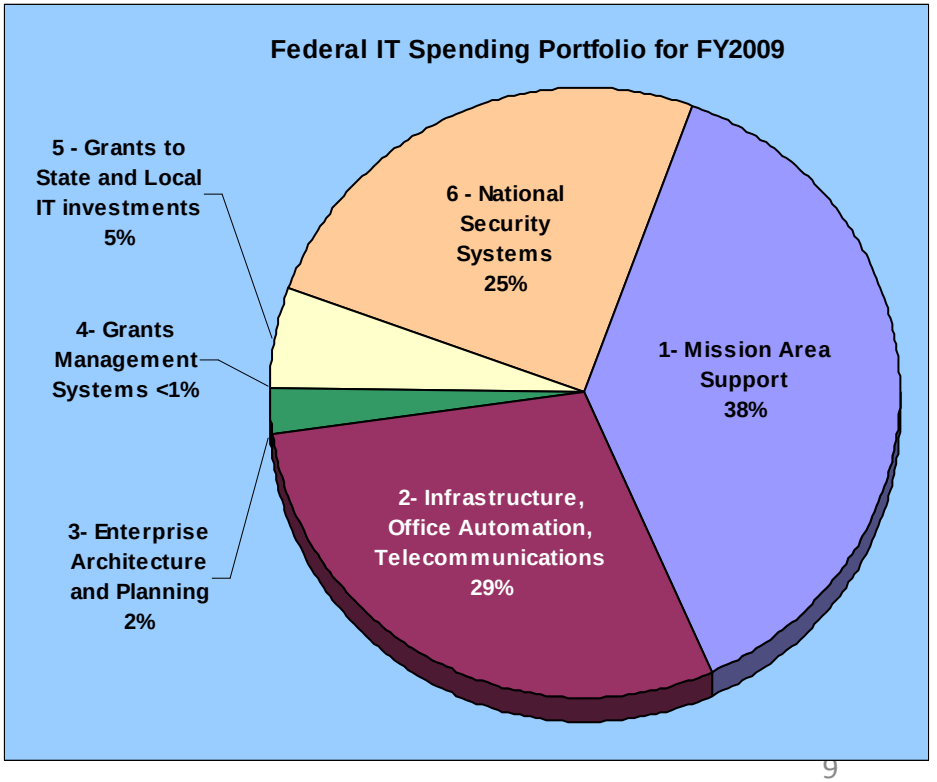
Privacy Act
- Requires Federal agencies to develop systems of record for any information in their possession that identifies an individual by name, number, or any identifying particular assigned to that person

Federal Portfolio, IT Spending

Investment Type (Exhibit 53 Part)	Total ($ milions) FY2007	FY2008	FY2009	DME ($ milions) FY2007	FY2008	FY2009	SS ($ milions) FY2007	FY2008	FY2009
01 - Mission Area Support	$24,253	$25,280	$26,801	$8,443	$9,169	$9,409	$15,810	$16,111	$17,393
02 - Infrastructure, Office Automation, Telecommunications	$19,591	$20,016	$20,666	$2,773	$2,814	$2,716	$16,818	$17,202	$17,951
03 - Enterprise Architecture and Planning	$1,512	$1,768	$1,755	$309	$441	$472	$1,202	$1,328	$1,283
04 - Grants Management Systems	$147	$149	$158	$62	$57	$59	$85	$92	$99
05 - Grants to State and Local IT investments	$3,669	$3,642	$3,647	$628	$724	$704	$3,041	$2,918	$2,943
06 - National Security Systems	$18,988	$17,266	$17,689	$10,548	$8,409	$8,298	$8,440	$8,857	$9,391
Grand Total	**$68,160**	**$68,121**	**$70,716**	**$22,764**	**$21,614**	**$21,657**	**$45,396**	**$46,508**	**$49,060**

DME - Development/Modernization/Enhancement SS - Steady State





US Government is a Federation

Information Technology (IT) Spending for the Federal Government - For Fiscal Years 2007, 2008, and 2009
(dollars shown in millions) April 2008

Agency	*FY2007 Actuals*	*FY2008 Enacted*	*FY2009 Request*	*Change from FY2008 to FY2009 $*	*%*
Department of Defense					
Department of the Navy	$7,768	$7,080	$7,028	($52)	-0.7 %
Department of the Army	$9,468	$7,771	$7,744	($28)	-0.4 %
Department of the Air Force	$6,822	$6,863	$7,004	$141	2.1 %
Department of Defense Agencies	$10,326	$10,368	$11,256	$888	8.6 %
Department of Defense Totals	*$34,384*	*$32,082*	*$33,032*	*$950*	*3.0%*
Civilian Agencies					
Department of Agriculture	$2,227	$2,395	$2,429	$34	1.4 %
Department of Commerce	$1,704	$1,816	$2,295	$479	26.4 %
Department of Education	$555	$587	$593	$6	1.0 %
Department of Energy	$1,995	$2,023	$2,038	$15	0.7 %
Department of Health and Human Services	$5,526	$5,514	$5,681	$167	3.0 %
Department of Homeland Security	$4,455	$5,312	$5,317	$5	0.1 %
Department of Housing and Urban Development	$299	$275	$313	$38	13.9 %
Department of the Interior	$954	$918	$965	$47	5.1 %
Department of Justice	$2,405	$2,601	$2,750	$149	5.7 %
Department of Labor	$498	$514	$542	$27	5.3 %
Department of State	$813	$959	$1,045	$86	9.0 %
U.S. Agency for International Development(USAID)	$108	$93	$103	$10	10.8 %
Department of Transportation	$2,769	$2,765	$2,981	$216	7.8 %
Department of the Treasury	$2,673	$2,933	$3,061	$128	4.4 %
Department of Veterans Affairs	$1,735	$2,151	$2,534	$383	17.8 %
Corps of Engineers	$488	$613	$392	($221)	-36.0 %
Environmental Protection Agency	$475	$438	$455	$17	3.9 %
General Services Administration	$484	$530	$558	$28	5.3 %
National Aeronautics and Space Administration	$2,046	$1,969	$1,874	($94)	-4.8 %
National Archives and Records Administration	$114	$129	$136	$7	5.7 %
National Science Foundation	$53	$62	$83	$21	33.8 %
Nuclear Regulatory Commission	$123	$125	$155	$29	23.4 %
Office of Management and Budget	$5	$6	$5	($1)	-19.3 %
Office of Personnel Management	$88	$104	$89	($15)	-14.7 %
Small Business Administration	$68	$85	$85	$0	0.3 %
Smithsonian Institution	$61	$62	$66	$4	6.3 %
Social Security Administration	$1,056	$1,060	$1,139	$79	7.5 %
Civilian Agencies Totals	*$33,776*	*$36,039*	*$37,684*	*$1,645*	*4.6%*
Total IT Investments for the Federal Government	***$68,160***	***$68,121***	***$70,716***	*$2,595*	*3.8%*

A Few Examples & Lessons Learned

- eAuthentication – customer/citizen facing
  - Updating old applications is very expensive, may make more sense to implement only on new s/w
- HSPD-12 – two factor authentication for employees and contractors
  - Expect a five-to-ten year implementation cycle
  - Biggest hurdles include non-employee access, trust between organizations

Examples & Lessons Learned - 2

- Recovery.gov – predecessor started in 2007
  - Multiple sources, legislation
  - Inconsistent data definitions, layouts, data formats
  - Different methods, frequency of update

Government Interoperability Framework Thoughts

- Top level support must be emphasized and demonstrated many times
- Information sharing and privacy are difficult to reconcile
- Transparency - making data available including intermediate data will be resisted but has great rewards
  - http://www.appsfordemocracy.org/
- Data standards are critical
- This is a journey, the path is not short

Current Administration Emphasis

- Expose as much data as possible
  - www.data.gov
  - Let external users manipulate the data
- Use open source
  - www.whitehouse.gov runs on open source
- Focus on Web Services (Service Oriented Architecture/SOA), cloud computing
- Status:
  - http://www.whitehouse.gov/omb/e-gov/

Daniel Mintz
dmintz@ourownlittlecorner.com
Twitter: www.twitter.com/technogeezer
Facebook: www.facebook.com/technogeezer