

FY 2018 E-Government Act Reporting Instructions

The [E-Government Act of 2002](#) (E-Gov Act) (Pub. L. No. 107-347, 44 U.S.C. § 3601) requires the Office of Management and Budget (OMB) to submit an annual report to Congress describing Federal agency compliance with the provisions of the E-Gov Act, and a summary of the information reported by agencies (44 U.S.C. § 3606). This message provides instructions for your agency's annual submission for the report to Congress as required by the E-Gov Act.

The list of agencies requested to submit information for the purposes of this report can be found in Attachment A (page 5). Agency responses should summarize FY 2018 activities highlighting compliance with the various provisions of the E-Gov Act. Your agency's report should include responses for all sections unless otherwise noted.

Actions

By September 28, 2018 (Friday), submit an agency point of contact responsible for coordinating your agency's submission via the [FY18 E-Government Act Report POCs MAX page](#).

By November 16, 2018 (Friday), submit your agency's reporting requirements via the [FY18 E-Government Act Implementation MAX Collect Exercise](#).

Reporting Requirements

This information is being collected pursuant to the various provisions of the E-Gov Act. For your reference, each section below identifies the specific E-Gov Act reporting requirement.

Unless otherwise noted, agencies must provide responses for all sections.

Agencies should read the [FY18 E-Gov Act Report Technical Guidance](#) posted on MAX to minimize submission errors. A link to previous reports to Congress on the Implementation of the E-Government Act is also provided on the MAX Community page for reference.

Section 1: Highlights of Agency E-Government Activities

Section 1 provides highlights of agency activities that enhance delivery of information and services to the public and agency capital planning and investment control procedures for IT.

A. Enhanced Delivery of Information and Services to the Public – Pub. L. No. 107-347, § 101, 44 U.S.C. § 3602(f)(9), Pub. L. No. 107-347, § 202(g), 44 U.S.C. § 3501 note. The E-Gov Act requires agencies to provide information on how electronic government is used to improve performance in delivering programs to constituencies. **In no more than 250 words, describe one IT agency activity** or initiative that enhances the delivery of information and services to the public and others, or makes improvements in government operations. This example should highlight how electronic government improved the effectiveness, efficiency, and quality of services provided by your agency.

HUD's Response:

HUD's new Strategic Framework focuses on reimagining the way we work and effectively delivering services to our customers. HUD's FHA Resource Center use of innovative Customer Relationship Management (CRM) tools has allowed the Department to be recognized as a [Federal High Impact Service Provider](#). HUD's Unified CRM continues to (a) provide a knowledge base allowing anyone

access to the answers to common customer questions; (b) answer customer questions at the first point of contact; (c) with consistent communications with the public; (d) archive and retrieve historical information shared with the public; (e) to track issues by program and topic across the enterprise. These will complement existing CRM Customer Centric geo-spatial technology tools like the Community Assessment Reporting Tool (CART) and the HUD Resource Locator.

B. Public Access to Electronic Information - Pub. L. No. 107-347, § 207(f)(1)(B), 44 U.S.C. § 3501 note

The E-Gov Act requires that agency websites assist public users to navigate agency websites, including the speed of retrieval of search results and the relevance of the results. Provide the updated URL(s) that contains your agency's customer service goals and describes activities that assist public users in providing improved access to agency websites and information, aid in the speed of retrieval and relevance of search results and uses innovative technologies to improve customer service at lower costs. For example, include the URL to your agency's Customer Service Plan.¹

HUD's Response:

HUD utilizes the mandated USA Search function on its website to return relevant search results to the public. Additionally, the URLs below represent HUD's customer service goals and activities to assist the public's ability to access information on HUD's website:

Digital Strategy: www.hud.gov/digital_strategy

Customer Service Plan: www.hud.gov/sites/documents/CUSTSERVPLAN11292011.PDF

Web Management and Policies: www.hud.gov/library/bookshelf11

HUD Open Data Page: data.hud.gov

HUD Resources: www.hud.gov/resources

Site Map: www.hud.gov/siteindex

A to Z Site Index: www.hud.gov/siteindex/quicklinks

Section 2: Compliance with Goals and Provisions of the E-Gov Act

- A. Performance Integration – Pub. L. No. 107-347, § 202(b), 44 U.S.C. § 3501 note.** The E-Gov Act requires agencies to develop performance metrics that demonstrate how electronic government supports agency objectives, strategic goals, and statutory mandates. **In no more than 250 words**, describe what performance metrics are used and tracked for IT investments and how these metrics support agency strategic goals and statutory mandates. Please discuss performance metrics that focus on customer service, agency productivity, innovative technology adoption and best practices. If applicable, include a description of your agency's evaluation model and how it is used. Provide applicable URL(s) for performance goals related to IT.

HUD's Response:

HUD's IT strategic goal is to make high-quality data available to those who need it, when they need it, where they need it, to support decision-making in furtherance of HUD's mission. This strategy aims to enhance the quality, availability and delivery of HUD's information to citizens, employees, business partners and the government, while striving for excellence in IT management practices and governance. HUD aims to vastly broaden its ability to achieve current and future goals in pairing enhanced technology and practices, while developing and strengthening its workforce. Its performance metrics include: (a) the number of enterprise IT solutions implemented; (b) data center productivity; and (c) IT customer satisfaction scores.

B. Accessibility – Pub. L. No. 107-347, § 202(c) & (d), 44 U.S.C. § 3501 note

The E-Gov Act requires agencies to consider the impact of implementing policies on persons without access to the internet and ensure accessibility to people with disabilities. Provide the URL(s) for your agency's website which describes actions taken by your agency in accordance with Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794(d)).

HUD's Response:

The URL(s) for HUD's website that describe actions taken in accordance with Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794(d)):

Section 504: https://www.hud.gov/program_offices/cio/ASSISTIVETECH

Section 508: https://www.hud.gov/program_offices/cio/Section_508_At_HUD

C. Government-Public Collaboration – Pub. L. No. 107-347, § 202(e), 44 U.S.C. § 3501 note

The E-Gov Act requires agencies to sponsor activities that use information technology to engage the public in the development and implementation of policies and programs. **In no more than 250 words**, describe one example of how your agency utilized technology to initiate government-public collaboration in the development and implementation of policies and programs.

HUD's Response:

To initiate collaboration with and inform the public of HUD's programs and investments in their neighborhood, HUD has launched an online tool that generates a snapshot of HUD's investment at the community level called the Community Assessment Reporting Tool (CART). CART is an innovative reference and mapping tool created to help answer the question, "How is HUD investing in my community?". It cuts the time it takes to generate information from several business days to minutes and uses geospatial technology to show HUD investments by city, state, county, metropolitan area, or congressional district. Its interactive mapping interface allows users to explore property and grant-level detail for a variety of geographies. This data includes: (a) Community Planning and Development - Competitive and Formula Grants, (b) Rental Housing Assistance through HUD's Multifamily programs, Housing Choice Vouchers and Public Housing properties, (c) Housing Counseling and other signature programs like Promise Zones, Strong Cities Strong Communities and Rental Assistance Demonstration, and (d) Census demographic information. CART is available via Egis.hud.gov/cart and is responsive and mobile-friendly to be used in government-public collaborations for developing and implementing policies and programs.

D. USA.gov activities – Pub. L. No. 107-347, § 204, 44 U.S.C. § 3501 note) and Pub. L. No. 107-347, § 207(f), 44 U.S.C. § 3501 note

In accordance with Section 204 (44 U.S.C. § 3501 note) of the E-Gov Act, www.USA.gov serves as an integrated internet-based system for providing the public with access to government information and services. In accordance with Section 207(f)(3) (44 U.S.C. § 3501 note), provide the URL(s) your agency's activities on www.USA.gov.

HUD's Response:

The URL(s) for HUD's USA.gov activities:

<https://www.usa.gov/federal-agencies/u-s-department-of-housing-and-urban-development>

¹ Agencies may include activities that support [Executive Order 13571: Streamlining Service Delivery and Improving Customer Service](#) and [Digital Government Strategy](#).

E. Freedom of Information Act (FOIA) – Pub. L. No. 107-347, § 207(f)(A)(ii), 44 U.S.C. § 3501 note.

The E-Gov Act requires agency websites to include direct links to information made available to the public under the Freedom of Information Act. Provide the updated URL for your agency's primary FOIA website.

HUD's Response:

The E-Gov Act requires agency websites to include direct links to information made available to the public under the Freedom of Information Act. Here is the URL link: https://www.hud.gov/program_offices/administration/foia

F. Information Resources Management (IRM) Strategic Plan – Pub. L. No. 107-347, § 207(f)(A)(iv), 44 U.S.C. § 3501 note.

The E-Gov Act requires agency websites to include the strategic plan of the agency developed under section 306 of title 5, US Code. Provide the updated URL to your agency's IRM Strategic Plan. This plan should encompass activities in FY17. If your agency does not have an updated plan, please provide the URL to the most recent plan and indicate when an updated plan will be available.²

HUD's Response:

The Office of the Chief Information Officer's development of the IRM Strategic Plan is currently under development with the OCIO's new leadership goals and priorities. The development of the OCIO's Information Resource Management Strategic Plan has been delayed pending the completion of the OCIO's Technical Assessment. The link to HUD's IRM plan is <https://www.hud.gov/sites/documents/STRATPLAN5.PDF>.

G. Research and Development (R&D) – Pub. L. No. 107-347, § 207(g), 44 U.S.C. § 3501 note.

If your agency funds R&D activities, provide the updated URL(s) for publicly accessible information related to those activities, and specify whether or not each website provides the public information about Federally funded R&D activities and/or the results of the Federal research.

HUD's response:

HUD only funds R&D associated with economic and community development. All publicly accessible information related to this, including results etc. may be accessed through the "Research & Publications" Tab of: <https://www.huduser.gov/portal/home.html> and related links.

H. Governmentwide IT Workforce and Training Policies – Pub. L. No. 107-347, § 209(b)(1) and (b)(3), 44 U.S.C. § 3501 note **(Only Applicable to Office of Personnel Management)**

The E-Gov Act requires OPM to analyze the personnel needs of the government related to IT, and issue policies to promote development of performance standards for training and uniform implementation by agencies.

In no more than 750 words, OPM is requested to provide a summary of all government activities related to IT workforce policies, evaluation, training, and competency assessments in accordance with this section.

² OMB Memorandum [M-14-08, "Fiscal Year 2014 Portfolio Stat."](#)

I. Agency IT Training Programs – Pub. L. No. 107-347, § 209(b)(2), 44 U.S.C. § 3501 note.

The E-Gov Act calls for agencies to establish and operate information technology training programs. The Act states that such programs shall have curricula covering a broad range of information technology disciplines corresponding to the specific information technology and information resource management needs of the agency involved; be developed and applied according to rigorous standards; and be designed to maximize efficiency, through the use of self-paced courses, online courses, on-the-job training, and the use of remote instructors, wherever such features can be applied without reducing the effectiveness of the training or negatively impacting academic standards. **In no more than 250 words**, describe your agency's IT training program, privacy training program, cross-agency development programs, and competencies reviews for IT workforce.

HUD's Response:

HUD's IT Security Program is comprehensive in that it includes initial training, annual, and specialized training. Each tier addresses insider threat, privacy, and cybersecurity topics tailored to the trainee's roles and responsibilities. Training is provided via instructor led (on-site and virtual), Computer Base Training (CBT), and YouTube.

HUD completed the Cybersecurity Workforce Framework assessment to identify HUD employees and contractors with significant information security responsibilities to create advance training requirements and course material. The OCIO in coordination with OCHCO developed and launched the specialized security awareness training for HUD employees and contractors specifically tailored to HUD's mission.

In FY 2018, 99 percent of HUD employees and contractors completed the annual Security Awareness Training. The specialized Security Awareness training was completed by 93 percent of HUD employees and contractors with significant information security responsibilities.

This fiscal year HUD's training network, HUD LEARN, administered the IT Specialist Skills Assessment to determine the appropriate learning strategies to eliminate or significantly reduce the competency/skills gaps for this mission critical occupation. Currently, HUD is awaiting the results. In addition, HUD offered group training classes in IT Project Management, Leadership and Acquisition for HUD employees. Several training classes were held via video teleconference, so that the field office employees could participate.

J. Disaster Preparedness ***(Only Applicable to the Department of Homeland Security)***

OMB requests that DHS provide a summary of how IT is used in coordinating and facilitating information on disaster preparedness, response, and recovery, while ensuring the availability of such information across multiple access channels. OMB will report this to Congress on activities that further the goal of maximizing IT use in disaster management. .

K. Geospatial – Pub. L. No. 107-347, § 216, 44 U.S.C. § 3501 note ***(Only Applicable to the Department of Interior)***

The E-Gov Act promotes collaboration with private sector experts, state, local, and tribal governments, commercial and international standards groups, and others to facilitate the development of common geospatial protocols. These common protocols are designed to maximize the degree to which unclassified geographic information can be made electronically accessible and promote development of interoperable geographic information systems that allow widespread, low-cost use and sharing of geographic data. In accordance with this section, provide a summary of activities on common protocols for geographic information systems, initiatives that reduce redundant data collection and information, and efforts that increase collaboration and use of standards for geographic information. Include an overview of the Geospatial Platform.

Your agency will have the opportunity to review the draft E-Government Act report to Congress prior to final submission.

If you have any questions, please contact OFCIO@OMB.eop.gov with subject line "FY18 E-Gov Act Report (YOUR AGENCY NAME)."

Attachment A: Agencies Requested to Submit E-Government Act Information

Department of Agriculture
Department of Commerce
Department of Defense
Department of Education
Department of Energy
Department of Health and Human Services
Department of Homeland Security
Department of Housing and Urban Development
Department of Justice
Department of Labor
Department of State
Department of the Interior
Department of the Treasury
Department of Transportation
Department of Veterans Affairs
Environmental Protection Agency
General Services Administration
National Aeronautics and Space Administration
National Archives and Records Administration
National Science Foundation
Nuclear Regulatory Commission
Office of Personnel Management
Office of the Director of National Intelligence
Small Business Administration
Social Security Administration
U.S. Agency for International Development