

Created: 11-13-2012 12:47PM
Updated 1-22-2013

Department of the Interior

Section 1: Highlights of Agency E-Government Activities

A. Enhanced Delivery of Information and Services to the Public

Activity #1. Cloud Services Acquisition DOI has developed an acquisition plan, and has issued the solicitation for Foundation Cloud Services. This is a Multiple Award, Indefinite Delivery Indefinite Quantity (IDIQ) contract with award expected by December 31, 2012. The Foundation Cloud Service Contract will streamline access to commercial cloud services in support of the Federal Data Center Consolidation Initiative (FDCCI), the Federal Cloud-First policy, the DOI Information Technology Transformation (ITT) Initiative, as well as emerging system owner demand for application and data hosting services. This contract will provide an attractive alternative to purchasing and maintaining hardware and software. Additionally, it will help improve “speed to market” for developing and modernizing applications by providing our developers and system owners with access to computing and storage resources on-demand. This will enable DOI to deliver services to the public taxpayer faster, more efficiently, and with a lower capital expenditure than current hosting solutions. The Foundation Cloud Services contract provides the government with the opportunity to shift from a capital intensive, asset-based perspective on delivering Infrastructure Services, to a

service-based perspective. As a metered service, it is paid as an operating expense, after it is consumed, and based solely upon resources utilized thus reducing the burden of maintaining and providing large scale government operated infrastructure services. DOI expects this service model to be cost competitive, because it leverages the economies of scale available in the commercial marketplace, and maintains competition throughout the acquisition life-cycle. Therefore, the government expects to reduce the internal demand for data center space, equipment, labor and support. This contract leverages the Federal Risk and Authorization Management Program (FedRAMP), to evaluate and maintain security consistently across the government enterprise. The “Authorize Once, Use Many” approach of the FedRAMP processes and governance will simplify compliance activities, reduce the market barriers-to-entry, and unlock additional economies of scale for cloud service providers thus reducing duplication of expenses to certify and accredit systems for public use and using taxpayer funds more efficiently. The initial Technical Service Lines defined within the contract include cloud-based Storage, Virtual Machine, Secure File Transfer, Database, Web, SAP Application Hosting, and Development and Test Environment hosting services. These initial services define the building blocks for defining future services, and were developed to meet the most urgent hosting needs for our internal customers. Upon completion of award and completion of the security Assessment and Authorization (A&A) process, the DOI will issue a task order to migrate DOI.GOV to the commercial cloud. Additionally, DOI is reviewing and developing business roadmaps, and is completing an assessment of all Bureau and Office applications to document and prioritize the highest value opportunities for future shared services. The department anticipates that many of these services will be offered as either Bureau-direct, or department-brokered services under the Foundation Cloud Services Contract.

Activity #2. Unified Messaging: On April 30, 2012, Interior awarded a contract for cloud-based “Software as a Service” (SaaS) email and collaboration services from a commercial provider of Cloud Computing services. Interior’s goal is to transition its current email and collaboration services from disparate, on-premise systems to a highly integrated, innovative, creative, cost-effective, and evolving cloud-based environment that better serves its employees and the American people. Interior is now implementing a suite of tools and capabilities that allow the government to transform the way its business is conducted with the American people today, while also having the ability to manage and monitor service performance, quality, and delivery through clearly defined roles and business rules.

These capabilities will act as a catalyst to accelerate and improve the delivery of Interior's mission goals and services to the public. Through the use of new online, web-based portals and websites, as DOI completes the implementation of these new services in early FY 2013, its bureaus and offices will be able to leverage them for increased collaborative consultation with partners and the public, improved information sharing and public comment, and more effective notice publication and issues representation among many other benefits that deliver on the promise of electronic government.

B. Capital Planning and Investment Control Procedures for IT

The Department of the Interior’s (DOI) Line of Business (LOB) Segment Roadmap initiative has been instrumental in leveraging the Capital Planning and Investment Control (CPIC) procedures to achieve performance improvements and cost efficiencies. DOI established the LOB Segment Roadmap initiative to plan improvements in DOI’s mission and support services Domains. The DOI Office of the Secretary Investment Review Board (OS IRB) surveyed the portfolio and recognized the need for a practical approach to meet business transformation objectives. The need was to develop a strategic implementation plan to improve the delivery and efficiency of business services and decisions that: align and prioritize investments and activities with business needs and funding; identify investments for consolidation, replacement or retirement; sequence investments and activities on a timeline for action; serve as a living document to guide the business on an ongoing basis; and identify areas for increased IT Cost Saving and/or efficiencies in spending. The OS IRB sponsored the development of Segment Roadmaps to address the need for strategic and tactical business plans to drive future CPIC and IT budget decisions for specific LOBs. The roadmaps contain time-phased initiatives with milestones, performance metrics, risks and resource needs for new and existing systems. This roadmap involves the review of existing systems, stakeholder needs, and business drivers/mandates, and plans for the future state of the LOB. There may be numerous strategic improvement opportunities identified, so it is important that these opportunities be prioritized for use in subsequent steps. The list of prioritized opportunities feeds into the streamlining of DOI’s IT portfolio. These opportunities may recommend new initiatives, removing duplicative systems, optimizing business processes, or implementing practices that maximize performance and standardization. The Segment Roadmaps

deliver recommendations that are aligned directly with the strategic intent defined for each business segment. Segment Roadmaps are intended to provide actionable plans for segment and project teams to implement and see results in the short-term (3-12 months), mid-term (1-3 years), and long-term (3+ years). DOI CPIC and EA teams are now able to see systems that may provide duplicate functions to identify opportunities to consolidated systems and/or supporting contracts which results in overall Portfolio Improvement, Performance Improvement, and more efficient IT Spending.

Section 2: Compliance with Goals and Provisions of the Act

A. Performance Integration

One of the key fundamental processes implemented by DOI's Office of the Chief Information Officer (OCIO) officials to manage IT organizational change and the staff's embracement of new initiatives is the identification of new performance metrics. Our fiscal year (FY) 2012 performance goals directly align with the Secretary's Information Technology Transformation (ITT) Strategic Plan, as well as our Administration's priorities. DOI recognized the importance of establishing targets and monitoring actual performance to effectively achieve ITT goals. FY 2012 requirements were heightened in our Information Resource Management (IRM) Organizational Assessment (OA) that was used to identify Bureau/Office IRM quarterly (Q) ratings. The Q4 2012 ratings were incorporated into the Departmental OA for use in the SES/SL/ST performance review process. The following OA components have been established to support Interior's ITT Strategic Plan which is accessible via: <http://www.doi.gov/ocio/index.cfm>.

Requirement

Open Government: Published one high-value dataset each quarter.

Federal Data Center Consolidation: Achieved 100% or > of FY 2012 targeted number of consolidations.

Accountability: IT major Investments: 95% or > Performance: within 10% of the planned schedule and cost baseline.

Secretarial Order 3309: Completion/Alignment of IT Annual Spend Plans; Performance Elements into Assistant Director for Information Resources/IT Program Managers Performance Plans; Revisions to Departmental Manual Chapter's organizational descriptions.

Mobile Device Management: Adopted DOI Enterprise MDM system as standard and migrated 25% of its existing mobile device inventories.

E-Mail: Migrations from on-premise email and collaboration services to the Cloud-based email and Collaboration Services solution by 12/30/12.

E-Forms: Enhanced focus on the completion of selected forms.

Radio Site Assessment and Remediation Plan of Action to address OIG Finding on Health and Safety (OCIO Directive 2010-008).

B. Accessibility

- http://www.doi.gov/ocio/information_management/section-508.cfm -- Department of the Interiors Section 508 website

C. Government-public Collaboration

The U.S. Geological Survey (USGS) is investigating the use of volunteers from the general public to update information about the location and names of common buildings such as police stations, fire stations, schools, and hospitals. This information would become part of *The National Map* (<http://nationalmap.gov>), a set of national databases that contain basic map information for the United States. The USGS typically maintains information in *The National Map* through partnerships with other governmental agencies and contracts with private sector firms. While the USGS has had a volunteer program in the past to maintain map information, technological advancements have made it much more feasible for the public to provide accurate locational information and for the USGS to incorporate this information into *The National Map*. In 2011, the USGS conducted a pilot project in the Denver, CO metro area to test the technology using a small number of university student volunteers. In 2012, the investigation was broadened to the state of Colorado and began to include contributions of data from the general public. If the results of the 2012 state

level project are positive, further expansion of the data collection area will occur in 2013. More specific information about the volunteer program can be found at: <http://nationalmap.gov/TheNationalMapCorps/index.html>.

D. Credentialing

In early FY 2012, Interior completed the implementation of a DOI-managed, federal external directory service project it began in FY 2011 that provides both authentication and authorization services to external partners and collaborators who use the agency's on-premise collaboration systems. Today, the authentication, authorization, and federation services components Interior designed and deployed to support this initiative also support the Department's move to cloud-based email, collaboration, and electronic records and document management systems. In addition to the issuance of Security Assertion Markup Language (SAML) 2.0 tokens this platform issues for Interior employees to use for cloud services today, the framework is engineered to support the consumption SAML tokens from external providers per the CIO Memorandum, "Requirements for Accepting Externally-Issued Credentials." Interiors FY 2012 activities in support of the Memorandum were focused primarily on:

New engineering work to extend the capabilities of the Agencies in-development, external-facing credential issuance system to also accept externally issued credentials

Inventory and analysis of the Agencies Level 1 and Level 2 web systems that allow or require the public and our partners to register or log on to access Interiors information

As web systems inventory and prioritization resulting from systems analysis draws to a close, Interior will select Trust Framework Providers. Interiors newly developed infrastructure platform will provide the basis for work the Agency will begin in FY 2013 to enable Level 1 and Level 2 web sites where appropriate with authentication using externally issued credentials. Interior expects full implementation within the next two years per the Memorandum.

E. USA.gov activities

- <http://www.usa.gov/directory/federal/department-of-the-interior.shtml> -- DOI USA.gov activities

F. eRulemaking

DOI is a supporting partner to the Environmental Protection Agency's, E-Rulemaking initiative. DOI fulfills its obligation under the E-Government Act of 2002 to maintain a publicly accessible website containing electronic dockets for regulations. DOI complies with Executive Order 13563, *Improving Regulation and Regulatory Review*; and Executive Order 13609, *Promoting International Regulatory Cooperation*; the Open Government Partnership National Action Plan; and the Presidential Memorandum on Managing Government Records. DOI efficiently processes large numbers of comments electronically. The two best examples of this in FY 2012 were the following two Fish and Wildlife Service regulations:

Removal of the Gray Wolf in Wyoming From the List of Endangered and Threatened Wildlife
90-Day Finding on a Petition to List All Chimpanzees as Endangered

For these two rules, we received 350,000 comments, and we estimate that e-rulemaking saved us \$1,010,208. This is an estimate of the costs saved by not using a completely manual, paper-based system of comment processing. The estimate is based upon an estimated processing time per comment that is 1/8 the time required using a paper-based system, and a processing cost of \$24.74 per hour.

G. National Archives Records Administration (NARA) Recordkeeping

In response to NARA Bulletin 2006-2 and 2010-2, the Department of the Interior (DOI) reported that there are a total of 424 electronic systems as of FY12, of which 341 have been scheduled. DOI submitted 83 electronic systems to NARA for approval, of which 68 were approved and 15 are pending approval. The NARA-approved records schedules and description of the records systems are available at <http://www.doi.gov/archive/ocio/egov/index.html>. DOI established the electronic eMail Enterprise Records and Document Management System (eERDMS) program to move the agency toward an integrated electronic enterprise recordkeeping system that provides support for messaging, records management, content management, case management, and early case assessment review. The eERDMS

program consists of the following four systems: Enterprise Forms System (EFS), Enterprise eArchive System (EES), Enterprise Dashboard System (EDS), and Enterprise Content System (ECS). These systems provide a Department-wide solution to increase cost savings and improve greater efficiencies for managing records in a Department of Defense (DoD) 5015.2 compliant records management environment

H. Freedom of Information Act (FOIA)

- Primary FOIA website: <http://www.doi.gov/foia/index.cfm>

I. Privacy Policy and Privacy Impact Assessments

- <http://www.doi.gov/privacy.cfm> -- DOI Privacy Policy:
- http://www.doi.gov/ocio/information_assurance/privacy/ppia.cfm -- DOI Privacy Impact Assessments:
- : -- The URL provided takes you directly to the DOI Privacy Policy, which informs the public on DOI information handling procedures. The DOI Privacy Policy is also available throughout DOI's websites via links at the bottom of each page.

J. Information Resources Management Strategic Plan

- <http://www.doi.gov/ocio/index.cfm> -- DOI IT Transformation Strategic Plan (dated June 2011) - For FY 2010 - FY 2015

K. Public Access to Electronic Information

- <http://www.doi.gov/open/index.cfm> -- DOI Open Government Initiative website
- <http://www.doi.gov/open/upload/Customer-Service-Plan-DOI-10-23-2011.pdf> -- DOI Customer Service Plan:
- <http://www.doi.gov/digitalstrategy/index.cfm> -- Digital Government Strategy Report website:
- http://www.doi.gov/notices_soc.cfm -- Final determinations, priorities, and schedules for each E-Gov initiative
- <http://www.doi.gov/archive/ocio/egov/products.html> -- Information dissemination product catalogs, directories, inventories, and any other management tools used to improve the dissemination of and access to information by the public

L. Research and Development (RD)

- <http://www.doi.gov/archive/ocio/egov/research.html> -- The Department of the Interior provides a list of websites 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 the results of the Federal research.

M. Privacy

The Interior Privacy Impact Assessment (PIA) Guide, issued March 1, 2004, includes a PIA template and guidance on conducting PIAs in accordance with the E-Government Act of 2002 and OMB M-03-22. Interior policy requires a completed PIA for all systems that handle personally identifiable information to ensure privacy implications are addressed when planning, developing, implementing, and operating information systems that maintain information on individuals. Interior privacy personnel collaborate with system owners and IT security to assess new or proposed programs, systems or applications for privacy risks, and recommend methods to protect individual privacy. In FY12, Interior developed a new electronic PIA form to facilitate the PIA completion process and improve PIA compliance, which includes specific questions designed to assess privacy risks. Interior also implemented an Interior Adapted PIA for agency use of third-party websites and applications in accordance with OMB policy. Interior completed a Department-wide PIA inventory in FY12 that included an evaluation of bureau PIAs and conducted reviews with findings for bureau privacy and security personnel to identify and correct deficiencies in the PIA completion process for Interior applications within the Cyber Security Assessment and Management (CSAM) system, Interior's official information system repository.

N. IT Training Programs

DOI surveyed its IT workforce in spring 2012 to assess IT capabilities with regards to 1,000+ skills and for proficiencies in 14 behavioral and business competencies. Competencies were selected based on the types of IT and technology management roles performed by IT professionals. In FY2013, it is expected that DOI will define additional operational details for the IT future state and identify the related competencies needed to achieve that future state. DOI will compare the IT workforce future state requirements against the IT workforce skills and competency assessment data to determine gaps. To close the gaps, DOI will develop a comprehensive, IT workforce training and development plan to ensure execution of the IT future state. DOI's Privacy Training Program includes mandatory Privacy Act training as part of the Federal Information System Security Awareness (FISSA) training for all new employees and contractors. Specialized computer-based training courses and individual or group training is also provided. DOI developed The Privacy for IT Personnel course, a computer-based privacy training course for IT personnel in accordance with OMB M-07-16 which requires that agencies provide targeted, role-based training to managers, Privacy Act officers and employees with privacy responsibilities.