

U.S. Nuclear Regulatory Commission
Agency E-Government Act Implementation Update
December 6, 2004

This report responds to OMB's Budget Data Request No. 05-08, "Agency E-Government Act Implementation Update", dated November 5, 2004 (attached).

Section 1: Content Overview for Section 1

Three crosscutting initiatives, which will transform Nuclear Regulatory Commission (NRC) operations and enable the NRC to achieve key strategic goals, are discussed in Section 1a. The discussion covers collaboration with other agencies, performance measures, and cost savings/avoidance associated with these initiatives. The initiatives are fully described in this year's NRC's Exhibit 300 submission. Section 1b discusses additional interactions with stake holders (external and internal) to find opportunities to use IT. Section 1c discusses service provisions for people without access to the Internet, and Section 1d describes other areas of NRC progress in implementing the E-Government Act.

Section 1a: Transforming NRC Operations

Initiative Name: Licensing Support Network (LSN))

The NRC-operated Licensing Support Network (LSN) portal is the mechanism by which the parties and potential parties to the high-level waste (HLW) repository licensing adjudication are to make all relevant documentary material available in compliance with 10 C.F.R. Part 2, Subpart J. Under Subpart J, parties/potential parties make their relevant materials available prior to the submission of a DOE license application. It represents a novel and fundamental change to the way document discovery is conducted in NRC's administrative adjudicatory proceedings by making all parties' potentially relevant materials accessible to all other parties well in advance of the beginning of the proceeding. This system is intended to remove the time-consuming process of document discovery from the statutory three-year period for conducting the proceeding that commences upon docketing of a license application.

NRC supports the Licensing Support Network Advisory Review Panel (LSNARP), a Federal Advisory Committee Act (FACA)-chartered advisory body that provides advice to the Commission on the design, development, and operation of the LSN, the electronic information management system for use in the Commission's HLW repository licensing proceeding. Membership consists of those interests (including the Department of Energy (DOE), State of Nevada, local governments, and Native American tribes) that will be affected by the HLW repository licensing program. The LSNARP normally meets annually.

Because this system is being used as part of an adjudicatory process, it is important that agency treatment of its party/potential party user community be objective and even-handed. Accordingly, DOE -- as well as the State of Nevada and potentially other local governments and tribal interests that will be parties/potential parties to the litigation -- cannot be a partner in this initiative. Nonetheless, stakeholders and potential users including DOE, state, local, and tribal governments, the private sector, and public interests groups have been actively engaged in the design and implementation of the system.

In congressional testimony in early 1999, nuclear industry officials indicated that the cost of adding on-site waste storage capacity at individual reactors in lieu of the Yucca Mountain, Nevada repository being ready to receive waste shipments was \$4.3 billion over an eight-year period - roughly \$537 million per year (constant dollars) in additional costs to the ratepayers. As with the Digital Data Management System (DDMS), the LSN is vital to the agency in helping to meet the congressional goal that the hearing process be completed in three years, thereby affording savings to industry and, ultimately, the public who pay for these storage costs in the form of higher utility prices.

LSN is currently providing online electronic access to discovery materials for the HLW repository proceedings. LSN is expected to help reduce the time required to adjudicate and make a determination on the issuance of a construction authorization for Yucca Mountain by 62% compared to the previous

most complex and politically charged reactor licensing proceeding. However, success in this metric cannot be determined until License Application is submitted and reviewed by the NRC.

LSN has been fully successful in accomplishing the following defined performance metrics in support of the agency's strategic goals and objectives:

- 1) providing a web-based portal for access to HLW-repository licensing proceeding discovery materials through the use of internet technology by establishing an NRC website and developing it to support the licensing process;
- 2) establishing and confirming the system's ability to transfer electronic documents and the audit the results of that transfer process;
- 3) connecting the collections of 10 potential HLW repository licensing proceeding parties by September 2004;
- 4) meeting a 99 per cent availability against scheduled availability metric;
- 5) maintaining technology currency as evidenced in 2004 efforts to revise system architecture and incorporate Autonomy™ Version 4;
- 6) closely managing technology by testing electronic capacity and verifying ability to index a large volume of discovery documents by completing successful system testing involving the loading of 150,000 documents and load testing of 500,000 test documents; and,
- 7) consistently accomplished performance metric of adding 30,000 documents per day that is needed to ensure loading schedules are met.

In general, LSN project team practices have reflected and/or incorporated recent statutory and regulatory mandates intended to promote effective management of technology projects, such as Earned Value Management System (EVMS); OMB reporting (300b); implementation of Enterprise Architecture (EA); NIST "recommended" and "draft" standards and guidelines pursuant to FISMA; GPEA assessments; Privacy Act assessments; and performance-based contracting initiatives. The LSN project has been closely managed in accordance with the Capital Planning and Investment Control (CPIC) process essential to proper project planning since its inception and has a six-year record of on-schedule and within-budget performance

Initiative Name: Digital Data Management System (DDMS)

The Digital Data Management System (DDMS) will provide the necessary technology and functionality for the Nuclear Regulatory Commission (NRC) to meet the congressional mandate that the NRC reach a determination on the DOE's application for construction authorization for a high-level waste (HLW) repository at Yucca Mountain, Nevada in a three-year time frame.

In doing so, NRC also must meet the regulatory requirement that there be online access to the HLW repository proceeding hearing docket during the hearings. The DDMS supports this requirement, as well the statutory scheduling guideline, by providing the necessary information technology (IT) and audio/visual (A/V) resources in a fully integrated hearing room environment. NRC will be conducting the proceeding, using the DDMS as a tool in the hearing room for the efficient capture and management of the enormous volume of multimedia data that must be processed and displayed in a very short time frame. Specifically, the DDMS will (1) provide IT and A/V capabilities in two hearing rooms - - one in the Las Vegas area so as to be in the vicinity of the Yucca Mountain site and another at NRC headquarters in Rockville, Maryland; (2) enable the creation and use of an integrated, comprehensive digital record for the HLW repository licensing proceeding; (3) record, store, and display the text and image of documents presented in the hearing using pre-filed electronic documents from the Electronic Hearing Docket (EHD); (4) by recording the proceeding in an electronic format, permit access and retrieval of the entire record including daily transcripts and exhibits, audio and video presentations of taped testimony, and simulation models; (5) allow counsel for the parties to bring prepared cross-examination materials to the evidentiary hearing electronically and have them integrated and accessible in the hearing room; (6) provide continual real-time access to the hearing record by the presiding officer and distribution to the parties in the litigation; and (7) support information management during the proceeding's prehearing, hearing, and post-hearing phases.

Parties/potential parties were invited to joint application design (JAD) sessions used to compile functional and performance requirements. Parties/potential parties were invited to demonstrations of the proof-of-concept system after it was delivered to NRC. Parties were subsequently interviewed for feedback on

usability of the proof of concept system to make adjustments to the final design requirements for the production system.

The DDMS Project Team on a regular basis updates the Atomic Safety and Licensing Board Panel (ASLBP) management team on the project's progress and engages them when decisions need to be made that may affect the procedural or design issues. Additionally, once the system is in production, it is the intent of the DDMS Project Team to create a change control board that considers system enhancement suggestions made by parties involved in the proceeding.

This is not a multi-agency initiative. Because this system is being used as part of an adjudicatory process, it is important that the agency's treatment of its party/potential party user community be objective and even-handed. Accordingly, DOE -- as well as the State of Nevada and potentially other local governments and tribal interests that will be parties/potential parties to the litigation -- cannot be a partner in this initiative. Nonetheless, stakeholders and potential users including DOE, state and local governments, private sector, and public interest groups have been actively engaged in the design of the system as noted in the previous response.

The return on investment (ROI) for the DDMS was calculated using industry estimates that the annual cost for additional on-site waste storage in lieu of the proposed Yucca Mountain repository is \$537 million or \$1,471,233 per day. Based on an estimated cost of \$5.2 million to develop the DDMS, the system "breaks even" if NRC avoids 3.5 days of courtroom delay, and each and every day thereafter results in additional savings to industry and, ultimately, the public who pay for these storage costs in the form of higher utility prices.

A feasibility study conducted in March 2001 to define the detailed information requirements to meet the required system functionality noted that introducing information technology into the hearing environment could reduce trial time between 25 and 50 percent.

Discrete, identified savings include estimated net reductions of (1) Approximately \$0.5 million in recurring costs of the life cycle of the hearings due to the reduced expenses for space needed to store paper generated at the hearings and reduced costs for inputting the documents generated at the hearings back into the ADAMS EHD; (2) 1.7 ASLBP full-time employees (FTEs) and 2.0 Office of General Counsel (OGC) FTEs over the life cycle of the hearings due to the need for fewer clerks and paralegals to handle the paper generated during the proceeding and to support post-hearing activities; and (3) 22 FTEs from other parties (the participants) over the life cycle of the hearings due to the need for fewer paralegal clerks to handle the paper generated during the proceeding.

Because the DDMS system is still in development, there are no tracking performance measures to demonstrate improved operational performance supporting agency objectives, strategic goals, and statutory mandates. As with the LSN, however, the Capital Planning and Investment Control (CPIC) process for project planning has been an essential part of the DDMS development process. Vulnerability and risk assessment activities pursuant to FISMA requirements have significantly contributed to early identification of potential risks associated with internet access to sensitive unclassified materials by identified parties to the proceeding.

Initiative Name: National Source Tracking System (NSTS)

The National Source Tracking System will implement a new business process. The process provides additional security to mitigate new risks connected to post-9/11 terrorist threats. Certain types of licensing operations will transform from "license to possess" to near real-time cognizance of actual inventories of materials of concern.

The NSTS is supported by a working group of interested parties, including Agreement States and Federal Agencies. The working group has contributed a number of innovative ideas for using IT.

The NSTS is guided by an Interagency Coordinating Committee of Federal agencies that collaborate on the strategic direction of the system to ensure that all users who need the data are supported.

The cost-benefit-risk analysis is in progress. Because the system implements new requirements, not applicable before 9/11, additional costs above the baseline are expected.

As the project is still in the conceptual stage, quantitative measures are not yet available; however, the project will directly support the NRC strategic plan and security goal. The project will enable NRC to perform in a way not possible with the legacy system. The underlying licensing process will no longer simply grant permission to possess material but will actively track the amounts and locations of materials that may be of concern for a terrorist threat. NRC will develop timeliness and accuracy measures of this strategic information to ensure that performance is effective.

Section 1b: Finding Innovative Ways to Use IT

NRC holds periodic meetings with external and internal stakeholders to provide opportunities to find innovative uses for IT. Several examples follow.

NRC supports the Licensing Support Network Advisory Review Panel (LSNARP) which advises the Commission on the design, development, and operation of the Licensing Support Network (LSN), an electronic information management system that will be used in the Commission's high-level waste (HLW) licensing proceeding, as discussed above. The panel consists of parties (including DOE, the State of Nevada, local governments, and tribes) that will be affected by the HLW program. The LSNARP normally meets annually.

NRC's Agencywide Documents Access and Management System (ADAMS) User Group consists of members of the public. ADAMS provides public access to all publicly available NRC documents. The user group informs enhancements to ADAMS and meets twice a year.

NRC holds quarterly IT focus group meetings, bringing together IT coordinators, power users, managers of IT investments, and industry representatives. The formal activities include reports on pilot technology studies; technology briefings; discussions of upcoming technology directions for the agency, and vendor demonstrations of new technologies with near-term potential. Equally important, the meetings allow different NRC organizational units to share their experiences using or investigating new technologies, including lessons learned, best practices, and common concerns.

NRC's Technology Policy and Direction Team works with internal customers to identify opportunities for using technologies to make the agency more effective and efficient. The team conducts assessments and pilot studies on new and emerging technologies. The team has reviewed best practices in other agencies to identify innovative solutions to business needs, and NRC has participated in the CIOC subcommittee on best practices. The team develops policies for managing and using new and emerging technologies. It monitors industry literature, attends seminars and trade shows, and communicates information on IT trends through its Web site and focus group meetings.

Section 1c: Service Provisions for People Without Access to the Internet

NRC maintains a Public Document Room where copies of NRC publicly available records can be read. Copies can be ordered in person or by phone.

The Public Document Room (PDR) has a toll-free number (1-800-397-4209) to assist members of the public that do not have Internet access. The PDR can also provide bibliographies based on a subject search of the public databases to give users an idea of what documents are available. The PDR also has a copy service. For a fee, the public can obtain publicly available documents. It is not uncommon to refer people to the nearest public library for further assistance since most public libraries now have Internet access.

Section 1d: E-Government Progress in Other Areas

The following paragraphs highlight additional agency actions supporting the implementation of the E-Government Act.

SmartBUY Guidance in Place

SmartBUY guidance has been provided to NRC's Contract Management Centers by the Office of Administration. On an ongoing basis, software acquisitions are being reviewed for appropriateness in SmartBUY, prior to approval. Although all acquisitions are being reviewed, to date NRC has been unable to take advantage of the SmartBUY program because the current software contracts in place under this

program do not fulfill NRC software requirements. The NRC continues to correspond with OMB and report NRC software requirements.

Procedures In Place To Avoid E-Gov Investment Overlap

In response to OMB's Passback Guidance for the FY 2005 budget, NRC has added an acquisition official from the Office of Administration to its Information Technology Business Council (ITBC) to ensure that agency investments in information technology do not overlap with E-Government initiatives.

Adherence to Department of Commerce Standards

The NRC standards for information management and information technology are documented in the agency's Technical Reference Model (TRM). The standards required by the NRC's TRM are consistent and compliant with all mandatory and required standards published in the Federal Information Processing Standards (FIPS) publications on the Web site published by the Secretary of Commerce at <http://www.itl.nist.gov/fipspubs/by-num.htm>. In addition, NRC has instituted a system security accreditation process to ensure that the agency's IT systems comply with mandatory and required FIPS standards for security.

Fee for Service/MOUs in Place

NRC continues to fulfill individual Presidential Priority Initiative (PPI) project requests made of the NRC. NRC has eight formal agreements in place with E-Government Project Management Offices. NRC offices continue to coordinate with the remaining seven PPIs that affect NRC's operations.

Significant Savings Captured on Move to E-Payroll

The NRC Inspector General (IG) reviewed NRC's migration to E-Payroll. NRC achieved a one-time savings of \$1.2 million and a recurring savings of about \$1.0 million.

Focus on Architecture

NRC has focused more on architecture. The goal is to improve the NRC OMB EA assessment score to at least a 3.0, the level necessary to achieve a "yellow" on the President's Management Agenda Scorecard.

Federal Enterprise Architecture (FEA) Aids in Place

NRC has put in place an FEA checklist that is updated annually to reflect new FEA products and A-11 guidance. The current checklist was used to verify that FEA requirements were being met on the Exhibit 300s and the Exhibit 53 that accompanied our FY 2006 budget submission. The current FEA checklist will be used to develop a project management methodology (PMM) standard operating procedure (SOP) that will be available on the PMM Web site. The SOP will be updated annually to reflect changes in A-11 guidance and updates to the FEA products.

Electronic Information Exchange Grows - (GPEA)

The NRC Infrastructure Services and Support Program includes the Electronic Information Exchange (EIE) service. The EIE service is a system which was developed to support secure electronic transmission of forms and documents. The system was designed to provide essential service using a Managed Public/Private Key Infrastructure (MPKI) technology as its core enterprise service. The use of electronic transmissions to the Agency officially began in January 2001 and has grown each year. Electronic submittals to the Agency allow for automated processing which results in cost savings and the reduction of document processing and distribution times.

Currently EIE is used for three specific document type transmissions. They include 1) "General Submissions" used by licensees to submit documents as required in the various parts of 10CFR, 2) Criminal History Files including the fingerprint files for transmittal to the Department of Justice, 3) High Level Waste submittals and distributions to the service list as required by 10CFR Part 2 Subpart J and the Atomic Safety and Licensing Board Panel Order "ASLBP 04-829-01-PAPO (High Level Waste)".

The "General" licensing submittals average about 200 per month and are processed electronically into ADAMS. There have been approximately 20 High Level Waste filings to date. Each filing is distributed, via EIE, to those participants who are part of the Service List. There are currently 50 participants on the Service List. The HLW submittals and distributions are processed through ADAMS into the Electronic Hearing Docket. 10CFR Part 2 Subpart J requires that all submittals be done electronically and the EIE

system is the main process for this function. The NRC receives approximately 4,500 Criminal History fingerprint submittals per month via EIE.

The EIE service additionally supports the OMB GPEA requirement that by 10/21/2003, Federal agencies provide for the options of: (1) electronic maintenance, submission, or disclosure of information, when practicable as a substitute for paper, and (2) use and acceptance of electronic signatures, when practicable.

NRC plans to expand the use of its EIE service to include other agency functions such as electronic processing of license submissions and other transactions with external parties.

Section 2: Implementation of Specific Privacy Provisions of Section 208 of the E-Government Act

Section 2a: Persistent Tracking Technology

NRC does not use persistent tracking technology.

Section 2b: A Readable Agency Privacy Policy Machine or an Explanation of Why It Is Not Readable

The contracting process to implement the Platform for Privacy Preferences (P3P) at the NRC public Web site has been completed. The contractor will provide several XML files to the NRC for placement on its server to enable the machine readable format. This will be done by 12/31/04.

Section 2c: Contact Information

The agency's principal contact for information technology, the Web, and privacy is:

Jacqueline E. Silber
Chief Information Officer
U.S. Nuclear Regulatory Commission
11555 Rockville Pike
Rockville, MD 20852-2738
301-415-8700

Section 3: Human Resource Strategy

Section 3a: Specialized Job Activities

NRC has identified *customer service* as an additional specialized job activity necessary to perform the agency mission since last year's report. Last year, NRC identified project management, capital planning and investment assessment, and enterprise and solutions architecture as job categories and specialty areas, skills, and competencies most critical to agency's strategic plan, enterprise architecture, and IT investments.

Section 3b: IT Training Integration With Overall Agency Training Plan

NRC has made a strong commitment in the area of strategic workforce planning (SWP). The Commission has made this one of its priorities to ensure that core critical skills are maintained. NRC has also implemented a SWP process designed to benefit employees, managers, and the agency. With an effective workforce planning process in place, the NRC is in an excellent position to make informed proactive decisions involving human and financial resources. This process will identify potential skill gaps and guide future recruitment, retention, and training.

NRC has developed a Web-based self-assessment tool. Employees use the tool to record and confirm their skills, and supervisors and managers use the tool to define critical skill needs. The information helps NRC managers determine where the skill demand exceeds supply, and planning for adequate staffing.

NRC requires that all employees complete the SWP self-assessment when they are hired and that they update their self-assessments annually. Supervisors are required to verify, to the best of their ability, their staff's input annually. Supervisors determine skill gaps by comparing the skills they identified as being critical skills for the position to the staff's input. Each office reports its skill gaps to the Office of Human Resources.

NRC's IT training plan addresses the training needs identified in NRC's annual skills assessment process. All skill gaps have been looked at in depth to determine if training can be used as part of the solution for closing the gaps. Where possible, training is being procured to help close skill gaps. This process is part of the overall agency training plan.

In FY 2003, OCIO identified project management as a skill gap area that needed an action plan. OCIO has developed an action plan for obtaining onsite advanced project management training and is now implementing the plan. In FY 2003, NRC gave a basic project management course to 71 employees. In FY 2004, NRC gave a second basic project management course, a Defining and Managing IT Project Requirement course, and an IT Project Risk Management course. In FY 2005-FY2006, NRC will give the following courses to OCIO project managers: (1) Defining and Managing IT Project Requirements, (2) Work Breakdown Structures, (3) Integrated Cost and Schedule Control, (4) Leadership and Communication Skills for Project Managers, (5) Managing Project Quality, and (6) Project Management Simulation. The OCIO is also obtaining a course on customer service for its IT staff.

To close additional skill gaps, OCIO has filled a key vacancy. The job is to perform information collection activities and analysis. In addition, OCIO is in the process of hiring an IT specialist to assist with technology and systems planning and three more people to assist with technology assessments and market research on new and emerging.

Section 3c: Use of OPM's Training Report

NRC has followed OPM's Training Report in implementing training programs to fill gaps in its IT workforce by utilizing existing Government-wide IT training programs when possible. NRC utilizes the USDA Graduate School for various courses and has contracted with Management Concepts, Inc. to provide project management courses.

In January 2005, NRC will do a pilot of the Gov Online Learning Center (GOLEARN) training site. If NRC decides to offer GOLEARN to all NRC employees, it will be an excellent alternative source of training and will help fill skill gaps.

Section 4. Determining which information will be made available on the Internet

Section 4a: Setting Priorities and Schedules

The NRC policy for making information public is in 10 CFR 2.390. Agency practice for the release of information is found in Management Directive 3.4, "Release of Information to the Public". Documents made public by the NRC are accessible in the Public Library of ADAMS which is available from the NRC Web site. The NRC Web site is designed to achieve two major objectives. First, to increase openness by providing information that enhances the ability of stakeholders to participate effectively in the regulatory process and to broaden the public's understanding of NRC's mission, goals and performance. Second, to make doing business with the NRC easier by enhancing access to agency information and making tools available for conducting business electronically. In addition to content describing who we are and what we do, and information on nuclear reactors, nuclear materials, and radioactive waste, the site has a specific section on public involvement where convenient links to pages provide opportunities to comment on proposed rules, draft documents, request enforcement action by the agency, or request that NRC change or establish a regulation. Members of the public may also comment on proposed rulemaking actions through the Federal e-Rulemaking Portal <http://www.regulations.gov>. There is also an Electronic Reading Room where there are current and archived documents relating to NRC's regulatory activities, including a link to ADAMS.

Documents made public by NRC are, in most cases, available to the public in five working days from the date the document is entered into ADAMS. The five day time frame for the release of internally generated documents is based on experience that "shorter" release times would result in recipients sometimes not receiving their document before it was available to the public.

For documents addressed to the NRC, the five day release time allows the agency to review a document to ensure that it does not contain proprietary, privacy or other sensitive information that should not be made public.

Certain documents will still be excluded from this policy, and could be released either sooner or later than the five-working day goal. For example, NRC documents addressed to external persons or organizations

may be released earlier than the five-day goal when the NRC has verified that the addressee has in fact received it. Press releases will be put out for immediate release.

Priorities and schedules were based on the above criteria and experience the agency encountered with an initial three working day release time for documents entered into ADAMS.

Section 4b: Public Comment

10 CFR 2.390, then number 10 CFR 2.790, was revised and issued for public comment as a proposed rule on October 21, 2001 (66 FR 52721) and published as a final rule on April 17, 2003 (66 FR 18836). A subsequent revision to 10 CFR Part 2, resulted in the provision being renumbered as 2.390 in the final rule issued January 14, 2004 (69 FR 2182).

Section 4c: Internet Link for Priorities and Schedules

10 CFR 2.790 can be found on the Internet at:

<http://www.nrc.gov/reading-rm/doc-collections/cfr/part002/part002-0390.html>

The link where priorities and schedules can be found on the Internet is:

<http://www.nrc.gov/reading-rm/doc-collections/news/2000/00-083.html>

More detailed information regarding information NRC releases to the public can be found on the Internet at:

<http://www.nrc.gov/reading-rm/adams/faq.html>

November 5, 2004

BUDGET DATA REQUEST NO. 05-08

MEMORANDUM FOR: PROGRAM DEPUTY ASSOCIATE DIRECTORS

FROM: Nancy S. Ridenour
Chief, Budget Review Branch

SUBJECT: Agency E-Government Act Implementation Update

Affected Divisions: All RMOs. This BDR **should be** shared with the agencies subject to the Paperwork Reduction Act (PRA).

Due Date: 4:00 p.m., Monday, December 6, 2004

Process Manager/Contact: Kimberly Nelson (room 10236, extension 5-3787)

Purpose: To compile information needed to produce OMB's report to the Congress on the status of agency FY 2004 implementation of the E-Government Act.

Background: **Section 202(g)** of the E-Government Act of 2002 requires OMB to collect from the agencies the status of agency implementation of the Act, and annually report this information to the Congress. The FY 2004 agency reporting instructions are found below. For more information on the requirements of the Act, refer to OMB's memorandum M-03-18, "Implementation Guidance for the E-Government Act of 2002" located on OMB's website at <http://www.whitehouse.gov/omb/memoranda/m03-18.pdf>.

Action Required: Agencies are asked to provide the following information by December 6, 2004, to Kim Nelson at knelson@omb.eop.gov and Dan Costello at dcostell@omb.eop.gov.

1. A brief high level overview (a text document of up to five pages) of your agency's implementation of the E-Government Act, including a summary of agency-specific E-Government initiatives. This should not include the 24 Presidential E-Government initiatives. The overview must address the following specific provisions of Section 202 of the Act:

- Describe how sample initiatives are transforming agency operations;
- Explain how your agency maintains an ongoing dialogue with interested parties to find innovative ways to use IT;
- Identify other agency partners who collaborate on the initiative;
- Identify improved performance by tracking performance measures supporting agency objectives, strategic goals, and statutory mandates;
- Quantify the cost savings and cost avoidance created by implementing the initiative (e.g. reduction and elimination of investments), and describe the methodology used to determine savings; and
- Explain how your agency ensures availability of Government information and services is not diminished for those without access to the Internet.

2. A summary of the implementation of the specific privacy provisions of Section 208 of the E-Government Act. Implementation guidance for the Privacy Provisions of the E-Government Act of 2002 is located at <http://www.whitehouse.gov/omb/memoranda/m03-22.html>. The privacy summary should contain the following three parts:

- a. The reporting of each instance where persistent tracking technology is used. For each instance agencies must:

- Explain the need to use persistent tracking technology;
- Identify the safeguards to protect any information collected from persistent tracking technology;
- Provide the contact information (name, title, phone number, and email) of the agency official who approved each instance of tracking technology use; and
- Provide the actual privacy policy notification of such use.

b. A readable agency privacy policy machine or an explanation of why it is not readable.

c. The contact information (name, title, phone number, and email) of individual(s) appointed by the head of the Executive Department or agency to serve as the agency's principal contact(s) for information technology/web matters and the individual (name and title) primarily responsible for privacy.

3. A summary (a text document of up to two pages in length) of your agency's progress to implement your information technology human resource strategy as described in Section 209 of the Act. The summary must:

- Identify any specialized job activities necessary to perform the agency mission that have changed since last year's report;
- Explain how your IT training plan integrates into the overall agency training plan; and
- Discuss how you have used the results of OPM's Training Report (www.opm.gov/hrd/lead/pubs/ittpreport_07-04/ittpreportJuly2004.pdf) to successfully implement training programs to fulfill gaps in your IT workforce.

4. A brief description of the process your agency has established for determining which information will be made available on the Internet as described in Section 207 of the Act. The description must:

- Provide the priorities and schedules for making Government information available and accessible;
- Explain how these priorities and schedules were available for public comment; and
- Identify the link where the priorities and schedules can be found on the Internet.

c: EEOB:

Austin Smythe
 Jennifer Newstead
 J.T. Young
 J.D. Foster
 Dick Emery
 Marcus Peacock
 Robin Cleveland
 Stephen McMillin
 Beth Rossman
 John Graham
 Robert Burton
 Dean Clancy

NEOB:

David Zavada (OFFM)
 Justine Rodriguez (EP)
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 Phil Dame
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 Andy Schoenbach
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 Nancy Ridenour
 Jenny Winkler
 Roz Rettman