

# E-Government Initiatives

## Introduction

The primary purpose of the E-Government and Lines of Business initiatives is to improve services to U.S. citizens and promote increases in the efficiency and effectiveness of government operations so that they provide savings to the taxpayer. The Treasury Department has made significant progress toward these goals by providing funding for 14 of the 27 E-Government initiatives and six of the nine Lines of Business. By facilitating discussions between Departmental E-Government representatives and the federal Managing Partners, the Treasury Department has improved the efficiency of many of its activities and has begun to identify and eliminate duplicative systems. For example, as managing partner of the Internal Revenue Service Free File program, the Treasury Department made it possible for almost 4 million taxpayers to file electronically in tax year 2006, producing a cost savings for the government of \$9.1 million. The Treasury Department's participation in the E-Travel initiative allowed the Department to save \$402,000 in travel management fees in FY 2007. Further specifics on the benefits, level of funding, and source of funding for each of the Department's E-Government initiatives are laid out in this chapter.

## Program Summary by Funding Source

Dollars in Thousands

Funding Source	FY 2009
Agency Contributions	\$3,292
Agency Service Fees 1/	\$29,027
<b>Grand Total Financial Plan Requirements</b>	<b>\$32,319</b>

1/ Service fees are estimates based on actual usage.

## Table of Contents

<b>Section 1 – Program Benefits</b> .....	<b>1</b>
1.1 – Description and Benefits of E-Government Initiatives.....	1
Government to Citizen.....	1
IRS Free File.....	1
GovBenefits.gov.....	1
Disaster Assistance Improvement Plan.....	1
Government to Business.....	2
Business Gateway.....	2
E-Rulemaking.....	2
Government to Government.....	2
Grants.gov.....	2
Internal Efficiency and Effectiveness.....	2
Recruitment One-Stop.....	2
E-Payroll.....	3
E-Travel.....	3
Enterprise Human Resources Integration.....	3
E-Training.....	3
Integrated Acquisition Environment.....	4
Integrated Acquisition Environment – Loans and Grants.....	4
Lines of Business (LOBs).....	4
Human Resources Management.....	4
Financial Management.....	4
Grants Management.....	4
Budget Formulation and Execution.....	5
Geospatial.....	5
Cross-Cutting.....	5
E-Authentication.....	5
<b>Section 2 – Budget</b> .....	<b>6</b>
2.1 – Funding by Program.....	6

## **Section 1 – Program Benefits**

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### **1.1 – Description and Benefits of E-Government Initiatives**

#### **Government to Citizen.....\$2,600,213**

*IRS Free File \$1,800,000 (Agency Contribution)* The Internal Revenue Service’s (IRS) Free File program allows eligible taxpayers to prepare and electronically file their tax returns over the Internet using commercial software for free. This free filing service is available at [www.irs.gov](http://www.irs.gov) and is made possible through a partnership between the government and the Free File Alliance, a consortium of tax preparation software manufacturers. For the 2006 tax year, the IRS reached out to 70 percent of the tax filing public and received 3.85 million e-filed tax returns through Free File services representing a cost-savings to the government of approximately \$9.1 million. Treasury is the only agency supporting the Free File Initiative and the source of funding for the operation and maintenance of Free File are appropriated funds.

Since inception in 2003, IRS Free File has allowed the U.S. Government to realize cost savings of \$45.5 million and through FY 2007 the IRS has spent \$2,250,000 and used 19 FTEs on the Free File program. The cost increase for FY 2007 included \$1,500,000 used to market the program. Both the IRS Inspector General and the Electronic Tax Administration Advisory Committee (a group of external experts that advises the IRS on electronic issues) have recommended expansive Free File marketing efforts. In response, the IRS developed a robust marketing campaign. Additional costs were due to an increase in contract costs for updating the IRS Free File website and the application that provides guides to taxpayers to the different company offerings. The contract for those services was renegotiated prior to FY 2007.

*GovBenefits.gov \$323,840 (Agency Service Fee)* GovBenefits.gov supports the Treasury Department’s mission by increasing public awareness of valuable tax benefit programs that allow businesses and individuals to grow and prosper without being limited by unnecessary or obsolete rules and regulations. For FY 2007, over 7,678 referrals to Treasury Department program pages were accessed by citizens using GovBenefits.gov.

*Disaster Assistance Improvement Plan \$476,373 (Agency Contribution)* The Disaster Assistance Improvement Program (DAIP) is a government-wide initiative to improve the delivery of assistance to disaster victims. Through modification of an existing E-Gov initiative, GovBenefits.gov, DAIP provides a one-stop portal for those affected by disasters by providing information on programs offering disaster assistance and screening of benefits for which they may be eligible. After determining their eligibility, users may apply for disaster assistance benefits using a single application through FEMA, leading to a more simplified, streamlined process. All benefit applications are adjudicated by the appropriate agency. DAIP will also allow returning users to check the status of the request for benefits available through the single application. DAIP includes member agencies that have programs that: provide benefits for persons in response to disasters;

help facilitate the application and delivery process through validation; have other resources that may assist disaster victims: or are otherwise relevant to those who are impacted by disasters. During its first year of operation, the DAIP Program Office will quantify and report on the benefits and cost savings for each member agency.

**Government to Business.....\$838,606**

*Business Gateway \$354,132 (Agency Contribution)* Business Gateway (BG) is a convenient portal for businesses to access a wide range of applicable forms online. BG reduces costs associated with forms printing, duplication, and distribution through the [www.business.gov](http://www.business.gov) website and benefits the Treasury Department by supporting the Department’s desire to help businesses succeed. BG supports the Alcohol and Tobacco Tax and Trade Bureau (TTB) and the IRS by providing businesses and citizens greater access to compliance tools and documents including 59 links to guidance resources and forms. BG also provides links to 674 tax guidance resources, forms, and tools and provides a centralized location for sharing changes in tax regulations or in the tax code and providing a forum to solicit feedback on such issues. Forms.gov, an extension of Business.gov, currently has 987 government-to-business and government-to-citizen forms and 1,045 related documents from all bureaus and offices.

*E-Rulemaking \$484,474 (Agency Service Fee)* The Treasury Department fully implemented its rulemaking processes to the Federal Docket Management System (FDMS), E-Rulemaking’s government-wide solution. The Department will continue to implement other rulemaking-related documents to FDMS. This initiative enables the Treasury Department to streamline and automate the rulemaking process, improve citizen participation in the comment phases, and enhance information management processes within the Department.

**Government to Government.....\$74,596**

*Grants.gov \$74,596 (Agency Contribution)* Grants.gov benefits the Treasury Department by providing a single location for citizens to find and apply for Department grant opportunities. The Department has three grant-making programs: the IRS Low Income Taxpayer Clinic, IRS Tax Counseling for the Elderly, and the Community Development Financial Institutions (CDFI) Fund. The Department of the Treasury is meeting its targeted goals regarding posting of grant opportunities and applications on the Grants.gov portal. The Department has posted five funding opportunities and five application packages on Grants.gov. The Department received 293 electronic applications and expects to report a total cost avoidance of \$45,000 in FY 2007.

**Internal Efficiency and Effectiveness.....\$28,266,198**

*Recruitment One-Stop \$808,814 (Agency Service Fee)* The USAJOBS.GOV web-portal allows the Treasury Department to announce position openings and attract qualified candidates from a larger and diversified pool. This expedites the Department’s ability to

fill mission critical positions and reduces paper applications and processing time, thus improving access to top candidates and the efficiency of the hiring process. The Treasury Department also leverages the USAJOBS resume function by uploading into its automated system, CareerConnector.

*E-Payroll \$17,772,620 (Agency Service Fee)* As a participant in the E-Payroll initiative, the Treasury Department leverages economies of scale through the use of the National Finance Center (NFC). E-Payroll creates standardized services and provides full payroll services to the Treasury Department.

*E-Travel \$7,426,421 (Agency Service Fee)* The Treasury Department is in the process of migrating all of its travel services to GovTrip, one of the designated E-Gov Travel Service (ETS) providers. The Treasury Department has fully deployed GovTrip in all but one bureau, and the remaining bureau is scheduled for full deployment by May 2008. As a result of deployment to GovTrip, the following benefits have been realized. Through a combination of advantageous Travel Management Center (TMC) pricing and a substantially higher degree of On-Line Booking Engine (OBE) usage (73 percent), the Department saved over \$402,000 in travel management service fees for reservations in FY 2007. By utilizing ETS, the Department reduced the time for manual post travel audits by 30 percent. The Department continues to process vouchers through the ETS and processed over 2,000 in August 2007. The Department decommissioned costly stovepipe legacy systems further supporting the Presidential Management Agenda (PMA) goals and objectives.

*Enterprise Human Resources Integration \$1,027,500 (Agency Service Fee)* Enterprise Human Resources Integration (EHRI) provides a standard Department-wide approach to gathering, maintaining, and analyzing personnel data across its 11 bureaus. Data warehouse and data-mining tools assist with forecast projections for strategic hiring, trend analysis, and succession planning. The Treasury Department is also planning to use EHRI resources to convert paper-based Official Personnel Folders (OPFs) to electronic format for some of its bureaus. This will be the first in a multi-year effort to convert all OPFs across the Department.

*E-Training \$750,000 (Agency Service Fee)* The Treasury Department previously had five separate Learning Management Systems (LMSs) servicing over 110,000 employees and, through a collaborative process, consolidated these disparate LMSs to one system in FY 2007. This consolidation eliminated redundant software and hardware, thereby decreasing future operations and maintenance costs. Additionally, the Department will leverage its buying power to lower the cost of future upgrades and enhancements. The Department can now electronically collect, maintain, and report training information and monitor professional development Department-wide. The transformation from a bureau-centric to an enterprise-wide approach will ensure that the Department is able to fully address the growing need to meet Treasury mission requirements through delivery of quality and cost-effective training.

Integrated Acquisition Environment \$367,879 (Agency Service Fee) Through adoption of Integrated Acquisition Environment (IAE) tools and services, the Treasury Department is improving its ability to make informed and efficient purchasing decisions and automate manual processes. IAE will provide a common data warehouse to facilitate trend analysis and provide acquisition information across the Department. IAE has allowed the Department to automate manual and paper-based processes as well as retire legacy systems. For example, the Department retired an acquisition data system in FY 2005 for a savings of \$161,000.

Integrated Acquisition Environment – Loans and Grants \$112,963 (Agency Contribution) All agencies participating in the posting and/or awarding of Loans & Grants are required by the Federal Funding Accountability and Transparency Act (FFATA) to disclose award information on a publicly accessible website. Cross-government cooperation with the Office of Management and Budget’s Integrated Acquisition Environment initiative in determining unique identifiers for Loans & Grants transactions furthers the agency in complying with the Transparency Act, which enhances transparency of federal program performance information, funding, and Loans & Grants solicitation.

**Lines of Business (LOBs).....\$474,330**

Human Resources Management \$260,870 (Agency Contribution) The Treasury Department operates HR Connect, an approved HR Line of Business (LoB) service provider. This initiative allows the Department to spread the cost of managing HR systems and processes across a larger customer base, reducing agency costs to operate these systems and processes.

Financial Management \$75,000 (Agency Contribution) The Treasury Department’s Bureau of Public Debt is one of four federal Financial Management (FM) LoB shared service providers. The Department hosts and administers financial systems and performs business processing operations for over 30 Government organizations, including most Department bureaus and 16 non-Department-related organizations. The increased customer base reduces duplicative financial management systems within the Department and allows for sharing of overall operation and maintenance costs. The Department leverages its IT and financial processing expertise to realize cost savings and avoidance through the standardization of business processes and a common business language at the agency and bureau levels.

Grants Management \$28,460 (Agency Contribution) By relying on shared service centers for the processing of grants, the Treasury Department will benefit from improved delivery of services to grant recipients, improved decision-making and decreased costs associated with building and maintaining grants management IT systems. The IRS, one of two grant-making entities within the Treasury Department, will continue to rely on the Department of Health and Human Services (HHS) for grants processing. CDFI, the second grant-making entity within the Treasury Department, has signed an Interagency Agreement (IAA) to migrate its grants-processing functions to HHS and expects to report cost savings/avoidance as these functions migrate.

*Budget Formulation and Execution \$95,000 (Agency Contribution)* The Budget Formulation and Execution (BFE) LoB is a cross-agency effort to find common solutions that produce efficiencies in budget formulation and execution activities across the federal government. In working toward this goal, the BFE LoB developed nine technology-based capabilities solutions. One of these solutions includes “Agency Budgeting Tools,” which is intended to make software applications already developed by some agencies available to the overall federal budget community. The Treasury Department has been leading an effort in making the formulation module of the Budget Formulation and Execution Manager (BFEM) available to any agency that wishes to use the tool. Since that time, six agencies have used the service and the Department is now working to make a performance module available as well. Aside from benefiting the overall federal government by eliminating costs agencies must incur for independent development efforts, this effort has a direct benefit for the Treasury Department since it spreads the cost of future BFEM development work. By creating a pool of funds contributed to by a wide range of agencies, the Department no longer has to fund BFEM development itself and can share those costs with other agencies.

*Geospatial \$15,000 (Agency Contribution)* The Treasury Department uses geospatial data to assist enforcement efforts and financial forecasting. The Geospatial LoB will enable geospatial interoperability across federal programs. Through interagency cooperation, federal programs can enhance their capacity for understanding and using information in terms of its relevant geography. Optimal use of geographic data and geo-analytics can significantly improve the way that governments plan their strategies, manage their organizations, and offer goods and services to the public. The LoB also facilitates a more coordinated approach to producing, maintaining, and using geospatial data, and will ensure sustainable participation from federal partners to establish a collaborative model for geospatial-related activities and investments.

**Cross-Cutting.....\$65,000**

*E-Authentication \$65,000 (Agency Service Fee)* The E-Authentication initiative allows the Treasury Department and its bureaus to use identity credentials issued and managed by organizations internal and external to the federal government, thereby relieving the Department of the cost of providing its own identity management solutions. The ultimate goal of the Department’s identity management solutions will be to enable users of one domain to securely access data or systems of another domain seamlessly, and without the need for completely redundant user administration. Use of identity management standards can reduce cost by eliminating the need to scale one-off or proprietary solutions. It can increase security and lower risk by enabling the Department to identify and authenticate a user once, and then use that identity information across multiple systems, including external partner websites.

Exhibit 300s for all of Treasury’s capital investments can be found at <http://www.treas.gov/exhibit300/> . The Treasury Department does not serve as the managing partner for any multi-agency E-Government initiatives.

## Section 2 – Budget

### 2.1 – Funding by Program

Funding by Program	Managing Agency	FY 2009
<b>Government to Citizen</b>		
IRS Free File	Department of the Treasury	\$1,800,000
GovBenefits.gov 1/	Department of Labor	\$323,840
Disaster Assistance Improvement Plan	Department of Homeland Security	\$476,373
<b>Government to Citizen (Total)</b>		<b>\$2,600,213</b>
<b>Government to Business</b>		
Business Gateway	Small Business Administration	\$354,132
E-Rulemaking 1/	Environmental Protection Agency	\$484,474
<b>Government to Business (Total)</b>		<b>\$838,606</b>
<b>Government to Government</b>		
Grants.gov	Health and Human Services	\$74,596
<b>Government to Government (Total)</b>		<b>\$74,596</b>
<b>Internal Efficiency and Effectiveness</b>		
Recruitment One-Stop 1/	Office of Personnel Management	\$808,814
E-Payroll 1/	Office of Personnel Management	\$17,772,620
E-Travel 1/	General Services Administration	\$7,426,421
EHRI 1/, 2/	Office of Personnel Management	\$1,027,500
E-Training 1/	Office of Personnel Management	\$750,000
Integrated Acquisition Environment 1/	General Services Administration	\$367,879
Integrated Acquisition Environment - Loans and Grants	General Services Administration	\$112,964
<b>Internal Efficiency and Effectiveness (Total)</b>		<b>\$28,266,198</b>
<b>Lines of Business</b>		
Human Resources	Office of Personnel Management	\$260,870
Financial Management	Department of Energy / Department of Labor	\$75,000
Grants Management	National Science Foundation / Department of Energy	\$28,460
Budget Formulation and Execution	Department of Education	\$95,000
Geospatial	Department of Interior	\$15,000
<b>Lines of Business (Total)</b>		<b>\$474,330</b>
<b>Cross-Cutting</b>		
E-Authentication 1/	General Services Administration	\$65,000
<b>Cross Cutting (Total)</b>		<b>\$65,000</b>
<b>Grand Total</b>		<b>\$32,318,943</b>

1/ Service fees are estimates based on actual usage.

2/ The Working Capital Fund Steering Committee will determine the exact scope of FY 2009 efforts during FY 2008.