

Department of Commerce



E-Government Act Report

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Table of Contents

Executive Summary	Page 3
Section I: Transparency, Engagement and Innovation	Page 5
Section II: Information and Information Technology Management	Page 12
Section III: Implementation of E-Government Initiatives	Page 15

Executive Summary

Through the Department's CIO Council and its advisory groups, Commerce's operating units have worked together to identify common technical solutions for the implementation of Internet-based services. Each of the operating units and Departmental offices has made great strides in achieving internal interoperability and in providing new and more efficient services to our customers and stakeholders. Our approach is to create innovative solutions, rather than simply automate existing processes. We have transformed the Department of Commerce into a truly electronic government entity, demonstrating significant performance gains, and providing leadership at the national level. It is our intent to continue this transformation by delivering even more of our public-facing services through the Internet and to improve efficiencies government-wide.

Commerce requires, through the IT planning process and the CPIC process, that the Department's information collection and dissemination activities make maximum use of the Internet, using innovative technologies to provide our customers with easier and more efficient access to our e-government capabilities. The Investment Review Board (IRB) process for approval of new IT initiatives requires the establishment of a measurable e-government goal and the submission of a business case that demonstrates the innovative use of the Internet to reduce the reporting burden placed on our customers. Each operating unit has addressed, in their Strategic IT Plan, a methodology for furthering the Department's e-government goals and implementing Internet-based e-government initiatives. The implementation of these methodologies is a criterion against which the operating units are assessed in the IRB review process.

DOC's progress in embracing the Internet as a customer-service vehicle is exemplified by the implementation of our [e-Gov Highlights](#) Web site, through which the public is able to buy products, obtain information, and apply for fishing permits, export licenses, and patents and trademarks. Commerce has demonstrated effective use of the Internet by converting 80 percent of our transactions with the public to an electronic format and making most of these transactions achievable through the use of electronically fillable forms. This has helped us to achieve our aggressive e-government goals and significantly reduce the amount of paperwork required, both in our dealings with the public and in internal Departmental operations.

Future goals include developing end-to-end electronic processes that will remove one more layer of manual intervention from our business processes. In addition to eliminating the need for paper-based transactions, Commerce has made significant achievements in the area of Web-based public informational services. Our progress in offering our services and products online is demonstrated by the amount of traffic experienced by the Department's Internet Web sites. In July 2009, Commerce was ranked by comScore as the most visited of all U.S. Government Web sites. NOAA's National Weather Service Web site is particularly popular during the June to October hurricane season.

The Commerce commitment to transparency, engagement, and innovation is illustrated by the launch of Commerce Connect, one-stop shopping for Commerce business services, the availability of over 100,000 data sets in data.gov, and our widespread use of Social Media and Web 2.0 to reach the public. All Commerce USASpending.gov data are current.

At Commerce, we are leveraging the IT Dashboard to accurately track spending, scrutinize performance metrics, and closely monitor project milestones. We have a robust FOIA program and NARA-compliant records program. The breadth of our interagency agreements and R&D Web sites evidence our active participation in these areas. Through our Web certification program and Section 508 policies, we ensure that all Commerce Web sites reflect the requirements of Section 508 of the Rehabilitation Act, and that Commerce IT hardware and software platforms comply with Section 508.

Commerce manages, through the International Trade Administration, one of the original e-government initiatives, International Trade Process Streamlining (ITPS). The ITPS initiative was created to make it easier for small and medium-sized enterprises to obtain the information and documents needed to conduct business abroad. Export.gov, the ITPS Web site, is the government's online portal for small business export assistance information. Section III provides ITPS details.

Each of Commerce's operating units maintains its own telework policy which ranges from providing hardware, software, and broadband access in the employee's residence to excluding certain job series entirely from telework. The US Patent and Trademark Office (USPTO) maintains one of the premier telework and hoteling programs in the Federal Government. The National Institute of Standards and Technology (NIST) utilizes a number of Web 2.0 tools including wikis, discussion groups, RSS feeds, and group collaboration sites such as Share Point that can be utilized both from the NIST campus and when teleworking.

Section I: Transparency, Engagement and Innovation

1. Major transparency initiatives undertaken by Commerce in the past year and major transparency initiatives planned for the coming year.

FY 2009 Transparency Initiatives

- [CommerceConnect](#), now known as BusinessUSA, is a Commerce initiative launched by Secretary Gary Locke in October 2009 to make businesses more competitive and create jobs by bringing all of the Department of Commerce's services together under one roof. It enhances transparency and open government by expanding the availability and reach of Commerce services to businesses of all sizes, including sole proprietorships. At its pilot location outside Detroit, MI, CommerceConnect is focused on integrating Commerce Department programs to help businesses at every point of their life cycle. Ultimately, the CommerceConnect initiative aims to create a virtual "one-stop shop" for information, counseling, and government services that can help U.S. businesses around the country transform themselves into globally competitive enterprises.
- Commerce Secretary Gary Locke launched a Twitter account in an effort to connect with Americans from all walks of life, especially U.S. businesses and entrepreneurs that use the microblogging service. Locke's first tweet was from the September 25, 2009 Inc. 500/5000 conference of successful start-up businesses.
- The Bureau of Economic Analysis (BEA) developed the first-ever Congressional Web Page and added it to bea.gov in order to provide lawmakers with even more accessible economic statistics that can be used to track the economic health of states and localities across the U.S. These statistics, which are now more accessible than ever, can be used to make key policy decisions to improve national, state and local economies. BEA also initiated a series of new Media Advisories that provide advance notice to media across the country about upcoming economic news releases from BEA. These advisories describe the topic of the upcoming news release, provide examples of how these economic statistics can be used, and direct the advisory recipients to BEA's interactive Web pages where the data can fully be explored and analyzed.
- In October 2009, the Census Bureau launched the Director's Blog; Dr. Groves speaks to visitors about how the Census Bureau is preparing for specific activities, and the Census Bureau's value and importance to communities across the nation. Readers are given opportunities to comment on these articles. This information exchange (<http://blogs.census.gov/2010census/>) also helps the Census Bureau dispel myths about the program with factual information. The Census Bureau has initiated social media channels to allow the public to interact with agency staff in new ways and share Census Bureau content. The director has started a blog and the agency has been using Twitter as a micro-blogging platform. The Twitter

account has nearly 600 followers thus far. As users begin to communicate with the agency through these social media channels, the Census Bureau will be able to see common trends in areas of interest to the public. In January 2010, additional social media channels specifically related to 2010 Census activities will launch on MySpace, Twitter, and Facebook.

FY 2010 Commerce Transparency Initiatives

As the public's primary online point of entry into National Oceanic and Atmospheric Administration (NOAA) Climate Services, the **Climate Portal** (<http://www.climate.gov>) will be a central component in the agency's climate communications, education, extension, outreach, and professional development strategy. The Portal will have audience-focused sections designed to serve four key segments of society: (1) decision makers and policy leaders; (2) scientists and applications-oriented data users; (3) educators; and (4) business users and the public. The Climate Portal will provide easily accessible, user-friendly climate data and information in forms and formats targeted to meet the needs of key stakeholder communities. Recent developments in Web-based technologies make it possible for NOAA to present both existing data and new products in formats that are readily usable by decision-makers in government agencies and businesses (e.g., geospatial tools that enable resource managers to place information on impacts and affected resources in a place-based context relevant to planning or permitting).

In Phase 1 (concluding at the end of FY10), the Portal will contain (1) a main home page as primary point of entry; (2) the climate science magazine for outreach to the public; and (3) an initial "Data & Services" section for data users with a subset of NOAA's catalog of climate data and services. The Portal is seen as a means for engaging our audiences. Guided by users' requests and audience engagements, NOAA will use new Web technologies to serve climate data and products in formats that are readily usable by public users and decision makers. NOAA's plan is to grow and evolve the Portal's scope, product content, and functionality based upon user engagement. User feedback on products and services available through the Portal will also provide important insights into user applications and climate information needs that can help guide the future evolution of NOAA climate services.

Phases 2 and 3 (FY11 and beyond) will expand the Portal's scope to work more extensively with NOAA's external partners (government, private, and non-profit) to help host and serve their Web-based data, information and services in support of a government-wide national climate service enterprise with participation of numerous federal agencies as well as partners in the academic community and private sector.

NOAA's 20th Century Historical Climate Reanalysis Project is using a 3-D globally-complete climate model as well as available weather observations to produce output fields of weather variables four times daily, ranging from 1871 and to the present. Using what has been sparse data sets of observations, the project is able to "reconstruct" past weather and fill in missing data values over the globe. This data will be available via

Web-based, interactive plotting pages as well as downloadable files. In addition to generating plots, users will be able to conduct basic data analysis, download data subsets, and obtain the data in Google Earth format, allowing easy visualization using the Google Earth application.

Currently, the data are available at NOAA's Earth Systems Research Laboratory/Physical Sciences Division, but only in 'grib' format -- a format that is extremely hard to read and it is not available for online plotting and analysis. The complete dataset itself is well over 4 Terabytes -- examining even parts of it can use enormous space and computing resources. By enabling the public to work with the data and data products online, NOAA will enable users to examine past weather and climate events in detail in a way that has never before been possible. Version 1 of the project is available today at www.esrl.noaa.gov/psd/data/20thC_Rean/. However, it is limited to the years 1908-1958 and does not include the interactive plotting tools described above. Version 2 is currently under development. NOAA expects that data and online plotting tools for 1891 to the present to be available online in FY2010 Q3.

The US Patent and Trademark Office's (USPTO) Enhancement to Patent Maintenance Fee Events Data project will make patent fee data available in machine-readable form for the first time. In the first quarter of FY 2010, the USPTO plans to make available to the public a new machine-readable online product—Patent Maintenance Fee Events. Patent Maintenance Fee information has previously been available only via interactive patent application retrieval from the USPTO Public PAIR system. This data has been frequently requested by USPTO data customers and will be the first machine-readable, raw data from the USPTO Public PAIR system. Another new initiative, Expansion of Patent Bibliographic Data will upgrade existing mechanisms for training users on IPR USPTO is developing an outsourcing model for public e-learning opportunities to globally educate and train the public on intellectual property, patents and trademarks. USPTO is identifying better search tools and it is re-architecting application management systems to improve applicants' electronic business experience with 24/7 capability. In addition to the USPTO data sets already available on data.gov, USPTO is working with the public to identify mechanisms to quickly expand public access to more USPTO data. (Source: http://www.commerce.gov/NewsRoom/PressReleases_FactSheets/PROD01_008692)

2. Commerce candidates for the Innovation Gallery.

The **Digital Coast** (<http://www.csc.noaa.gov/digitalcoast/>) is a partnership and community resource initiated by the National Oceanic and Atmospheric Administration's (NOAA) National Ocean Service (NOS) NOAA Coastal Services Center for use by organizations who manage the nation's coastal resources. It was developed to provide a simple and effective way to access user-specified data, and the tools and methods to turn that data into information that is used.

- A Web site is the primary mode of communication for Digital Coast. This enabling platform provides access to priority geospatial data needed by coastal management organizations along with the tools, training and case studies needed to address coastal issues.

- A Partnership Group, which is comprised of representatives from the target audience, is used to determine the focus of the content, form and function of the Digital Coast initiative. These user groups also use the Digital Coast initiative as a forum from which they can create new partnerships to address coastal management issues.

During its first year, 19,000 users downloaded data from the Digital Coast and 8,000 users downloaded tools.

Collaborations with other federal efforts are critical to ensuring the success of the Digital Coast. This includes close working relationships with the federal Integrated Ocean and Coastal Mapping (IOCM) effort and the National Map. Coordination with the private sector, which develops a variety of coastal data and tools, is equally as important enabling the government to efficiently develop needed data and tools quickly.

The **Severe Weather Data Inventory** (SWDI) at NOAA's National Climatic Data Center (NCDC) provides users access to archives of several datasets critical to the detection and evaluation of severe weather. These datasets include:

- NEXRAD Level-III point features describing general storm structure, hail, mesocyclone and tornado signatures
- National Weather Service Local Storm Reports collected from storm spotters
- National Weather Service Warnings
- Lightning strikes from Vaisala's National Lightning Detection Network (NLDN)

SWDI archives these datasets in a spatial database that allows for convenient searching. These data are accessible via the NCDC Web site, FTP or automated Web services. The results of interactive Google Maps based Web page queries may be saved in a variety of formats, including plain text, XML, Google Earth's KMZ and Shapefile. Summary statistics, such as daily counts, allow efficient discovery of severe weather events. For more information, please refer to <http://www.ncdc.noaa.gov/swdi>.

NOAA's Office of Atmospheric Research (OAR) has developed the **Drought Portal** in recognition that drought risks are dependent on the ability to monitor and forecast the diverse physical indicators of climatological drought, as well as relevant economic, social, and environmental impacts. A 2004 report from the Western Governors' Association made it clear that recent and ongoing droughts expose the critical need for a coordinated, integrated drought monitoring, forecasting, and early warning information system. To fill this need, Congress passed the National Integrated Drought Information System Act of 2006 (Public Law 109-430) (NIDIS). The first component of NIDIS is the Drought Portal (www.drought.gov). It is part of the interactive system to:

- Provide early warning about emerging and anticipated droughts;
- Assimilate quality control data about droughts and models;
- Provide information about risk and impact of droughts to different agencies and stakeholders;
- Provide information about past droughts for comparison and also to understand current conditions;

- Explain how to plan for and manage the impacts of droughts; and
- Provide a forum for different stakeholders to discuss drought-related issues.

The next major addition to the drought portal will be soil moisture observation data from the U.S. Climate Reference Network, not currently available to the public. The U.S. Drought Portal will add soil moisture data operationally by December 31, 2009.

The US Patent and Trademark Office (USPTO) nominates two applications for the Innovations Gallery. Peer-to-Patent opens the patent examination process to public participation for the first time, allowing the community to review and improve the quality of patents. For more information, see <http://www.peertopatent.org/>. The Business.gov community leverages familiar online tools and plain language content to engage and facilitate conversation between the small business community and all levels of government. <http://community.business.gov/bsng/>.

3. Commerce data.gov participation.

The Department of Commerce is building into its data lifecycle the ability to publish additional data sets and tools that will support the evolving Data.Gov environment and open government initiative. As part of the open government initiative the department has published in excess of 100,000 data sets and tools. The department was one of the early adopters and beta test sites for the Data Set Management (DMS) tool that allows online submissions for the Data.Gov environment. Commerce is proactively working with the Data.Gov Project Management Office and OMB so that in the near future Commerce will be adding multiple categories of data sets and tools to enhance both the volume and quality of the existing Data.Gov environment.

4. Commerce progress in complying with posting all spending data on USASpending.gov.

Commerce complies with all OMB requirements relating to the posting of Commerce spending data on usaspending.gov to ensure that the public is fully informed about our spending, in accordance with the goals of the Federal Funding Accountability and Transparency Act of 2006 (FFATA). All Commerce spending data posted on USASpending.gov is current and complete.

5. Commerce uses a variety of tools to advance citizen participation and engagement.

- The **Bureau of Industry Security (BIS)** export control redesign systems (the export control license application (SNAP-R) used by 28,000 registered exporters through Web access, and the export enforcement (Investigative Management System Redesign (IMS-R) implement Web 2.0 technical features for their restricted authorized users; the developers used Web 2.0 tools such as AJAX ([http://en.wikipedia.org/wiki/Ajax_\(programming\)](http://en.wikipedia.org/wiki/Ajax_(programming))). BIS used the Web 2.0 tools to create these interactive Web applications or rich

Internet applications (e.g., SNAP-R and IMS-R) (http://en.wikipedia.org/wiki/Rich_Internet_application). Both SNAP-R and IMS-R provide users controlled information sharing capability. These applications are fully running on client browsers without any plug-in. Other Web 2.0 features can be also found in SNAP-R and IMS-R for authorized users. While IMS-R is running in a controlled environment without any connection to the Internet, it provides many Web 2.0 capabilities to its users. For example, IMS_R provided search engine optimization to links (similar to the “tagging” feature in Web 2.0) activities (such as leads, outreaches and inspections) with identities (exporters, consignees, companies and people, etc.) to support the enforcement agents in building cases.

- The **Minority Business and Development Administration (MBDA)** embraces social media as an important tool to advance citizen participation and engagement. MBDA uses Facebook as an open forum on MBDA affairs, Twitter as a business development and growth tool, and LinkedIn for B2B networking. MBDA also uses RSS feeds, both inbound and outbound, for current affairs about minority business news, small business information, and general business financing.
- **NOAA’s National Weather Service (NWS)** is developing eSpotter, which will aggregate local Twitter spotter reports. NWS is working on a Facebook page to primarily cover news stories; new multimedia offerings; weather facts; post-severe weather, water, and climate updates; and posts featuring NWS employees and the work they do.
- **NOAA’s Office of Ocean Exploration and Research** participates in several third party social media and Web 2.0 sites to aid citizen engagement and participation from their Ocean Explorer. They are actively using the following solutions to compliment their outreach and communication activities on the Web: YouTube (<http://www.youtube.com/oceanexplorergov>), Flickr (<http://www.flickr.com/photos/oceanexplorergov>), and Twitter (<http://twitter.com/oceanexplorer>).
- The **National Ocean Service (NOS)** social media program was developed and implemented to extend the reach of the [NOS Web site](#) and thus the NOS message. The following tools have been implemented by NOS.
 - RSS feeds for ocean facts, weekly news, and audio podcasts to deliver NOS news and information directly to subscribers; RSS feeds are the most frequently requested pages on the entire NOS site.
 - Two audio podcasts – *Making Waves* (weekly news program) and *Diving Deeper* (bi-weekly interview program) – to use a new tool to inform a broader audience about the work of NOS.
 - [NOS Twitter account](http://twitter.com/usoceangov) (<http://twitter.com/usoceangov>) to drive more visitors to the NOS Web site; currently over 5,500 followers; new content added daily.

- [NOS YouTube channel](http://twitter.com/usoceangov) (<http://twitter.com/usoceangov>) to present videos from NOS; currently ~200 channel subscribers and over 6,000 channel views; new videos posted ~ every two weeks (or as available).
 - [NOS Facebook page](http://www.facebook.com/usoceangov) (<http://www.facebook.com/usoceangov>) to reach an additional audience with NOS messages and provide a forum for this audience to voice their opinions and interact with NOS; currently ~800 Facebook fans; fans regularly interacting by commenting on posts; posts made daily.
 - [NOS Flickr account](http://www.flickr.com/photos/usoceangov) (<http://www.flickr.com/photos/usoceangov>) to make NOS images available to a larger number of users and direct users to the NOS Web site; three to four new images added each week; images averaging 10-20 views per week.
- **The National Institute of Standards and Technology (NIST)** launched a YouTube site in April 2009 at <http://www.youtube.com/user/usnistgov>. The site features videos on a wide range of topics. Examples include short news videos about new research results of interest to the public; tutorial videos for research scientists and engineers; cyber security practices for small business; and best practices for implementing the Baldrige Criteria to achieve organizational excellence. The NIST YouTube channel has received almost 18,000 page views and includes regularly updated content. The public is encouraged to comment on the videos and to ask questions. NIST launched Facebook located at <http://www.facebook.com/4NIST> and Twitter pages at <http://www.twitter.com/usnistgov> in November 2009. The Facebook page features all of NIST’s major news items and encourages the public to comment on specific items or to post questions or comments on the Facebook “wall.” The Twitter account is linked to the Facebook page; consequently, all Facebook updates also appear on Twitter. NIST also uses Twitter during many of its major conferences to allow attendees to quickly share information presented at conferences with others, using agreed upon “hash tags.”
 - **The US Patent and Trademark Office (USPTO)** uses a variety of technologies in working with the public and its customers.
 - USPTO Director’s Forum: David Kappos’ Public Blog: <http://www.uspto.gov/blog/>
 - Patent and Trademark Advisory Committees: <http://www.uspto.gov/about/advisory/index.jsp>
 - Search library information: <http://www.uspto.gov/products/library/search/index.jsp>
 - Products, Events, and Training for the Public: <http://www.uspto.gov/products/events/index.jsp>

6. Commerce compliance with M-09-19 reporting requirements.

Commerce is fully compliant with the reporting requirements OMB Memo M-09-19, Guidance on Data Submission under the Federal Funding Accountability and

Transparency Act (FFATA). Data for all Commerce financial assistance awards, including those awarded pursuant to the American Recovery and Reinvestment Act, is submitted to USASpending.gov in accordance with the requirements with M-09-19. Regarding contract award data, Commerce provides data to the Federal Procurement Data System (FPDS), which submits the data to USASpending.gov.

Section II: Information and Information Technology Management

1. How IT Dashboard has impacted the investment management process at Commerce.

The IT Dashboard has proved internally useful as an alert to senior management that providing quality data for performance, cost, and schedule are critically important. The CIO rating raised the visibility of the CIO and OMB's seriousness regarding quality funding and milestone information. This heightened senior management awareness of project management has proved valuable. The ability to have a snapshot view of Commerce IT investments affords the opportunity to compare the quality and usefulness of our information across investments. This provides help in comparing the usefulness of project milestone data.

As the Dashboard matures, we will incorporate it into our consolidation and optimization activities. We have a consolidation team process that uses the Commerce Infrastructure Exhibit 300 as a starting point for consolidations. The CIO architecture group is also working on consolidation opportunities.

2. Commerce compliance practices for the reporting requirements for the IT Dashboard.

For each of its investments on the Dashboard, Commerce maintains a separate instance of its 52 Exhibit 300 business cases and capital asset plans within its electronic capital planning system, eCPIC, to update the Dashboard. The eCPIC system is the data source for all Department-level investments. OCIO staff monitors eCPIC for updates, and evaluates the quality of the any proposed or new information. Considerable dialogue ensues with the operating units to fine tune the eCPIC data. The OCIO staff then updates the IT Dashboard. Reinforcing data quality assurance is the formal baseline change request functionality that Commerce has incorporated in eCPIC. This process controls what changes can be made, and includes criteria for considering technical revisions of project milestones that can be approved by the operating unit CIO, or those that require Departmental CIO approval.

3. Commerce CIO Evaluation process for major IT investments.

Commerce CIO evaluations are informed by the Investment Review Board (IRB) reviews of our major systems. These reviews have a set of criteria used to rate the investment on risk management, program management, basis for investment, acquisition strategy and

management, IT security, and mission goals. The Dashboard tracks a subset of these criteria and is informed through metrics only, so the institutional knowledge that IRB members have is valuable in evaluating Commerce systems. We envision the continued use of our Investment Review Board criteria to rate investments. The Dashboard graphical information may also be incorporated in future IRB presentation materials.

The CIO evaluation process for investments is an ongoing process whereby the monthly reporting process may necessarily cause a change in the investment's rating. We plan to share scores with the Commerce CIO community on a regular and ongoing basis through the Commerce CIO Council.

4. The Commerce Information Resources Management (IRM) Strategic Plan and Enterprise Architecture (EA). Plans are attached.

5. Commerce integrates the Commerce Enterprise Architecture and the Capital Planning and Investment Control processes and policies.

The Commerce Enterprise Architecture program, following the guidance from OMB, has linked all investments to segment architectures and is beginning to utilize these linkages to better plan investments geared towards achieving the business goals of the Department.

The Enterprise Architecture Program is linked to the capital planning and investment review process through the strategic IT plans and the Exhibit 300s that form the basis of budget initiatives, investment reviews, and operational IT plans. The Commerce maturity model measures these linkages. Architectural compliance is included in criteria formally scored by the Commerce Investment Review Board (IRB) members when they evaluate IT investments.

In an effort that supports the Enterprise Architecture, Commerce's Consolidated Infrastructure Team (CIT) developed a single business case covering all DOC infrastructure investments. The CIT is a governing body sanctioned by the CIO Council and charged with facilitating efforts to consolidate, integrate, and coordinate the management of all Commerce IT infrastructure activities. The CIT is composed of representatives from across the Department. The CIT developed an IT Infrastructure Management Framework, principles governing the management of Commerce's IT infrastructure, which is consistent with the Federal Enterprise Architecture and the Department's Enterprise Architecture, and the Federal Cloud Computing initiative.

6. Status and maturity of the Commerce modernization roadmap (segment architecture) activity, including use by major programs and alignment on shared target architectures.

The Department of Commerce has aligned all of its investments on the Exhibit 53 with a segment architecture. Additionally, for those segments that have been identified as

“standard” segments, DOC has identified each investment with the appropriate segment coding to indicate inclusion and alignment with the standard segments.

DOC continues to refine its segment architectures, as OMB further defines them, and the interaction between the Enterprise Architecture and the Capital Planning and Investment Control functions of the agency.

7. Commerce information dissemination products

The Commerce [Web Publication Schedule](#) describes the information dissemination product catalogs, directories, inventories, and any other management tools used to improve the dissemination of and access to Commerce information by the public.

8. Commerce FOIA handbook, Web site, and record request site.

The Commerce Freedom of Information Act (FOIA) [Reference Guide](#) informs the public how to submit FOIA requests and explains the process. It is posted on the [Commerce FOIA Web site](#), which also provides a facility for filing a FOIA request electronically. Records that are frequently requested are posted on the [Electronic Reading Room](#) Web site.

9. Commerce implementation and compliance with [Section 508](#) of the Rehabilitation Act.

Commerce maintains an [Electronic and IT Accessibility Web site](#) that provides the public and Commerce employees with information about their rights under Section 508 and Commerce policies and procedures to ensure that Commerce information is accessible. The Commerce Section 508 Coordinator maintains a network of Section 508 coordinators through out the Commerce operating units to communicate Commerce accessibility policy and share best practices. Commerce ensures that all of the information on its Web sites is fully accessible to individuals with disabilities through its Web Certification program.

Commerce has maintained for several years, an MOU with the Department of Defense’s Computer Electronics/Accommodation Program (CAP) which provides, at low cost, assistive technologies to the Commerce community of individuals with disabilities. Through the Office of the CIO, a text-messaging and TTY replacement service software, NTS Client Server, which provides assistance to the hard of hearing community in the Commerce headquarters building. Commerce is committed to the intent and spirit of the Section 508 legislation.

10. Commerce Web presence for disseminating research and development (R&D) information to the public and federal funding information.

The National Oceanic and Atmospheric Administration (NOAA) and the National Institute of Standards and Technology (NIST) are the two principal Commerce operating

units that perform R&D work and make this information available to the public. Much of this work is federally funded. The [Commerce Research and Development \(R&D\) Web site](#) is used to disseminate R&D information to the public. It is being updated to provide the public information about federally funded R&D activities and/or provides the results of federal research.

11. Commerce inventory of formal agency dissemination agreements.

The [Commerce Data Dissemination Agreements Web site](#) provides the public with the agreements (e.g., contracts, memoranda of understanding, and partnerships) with external entities (e.g., partnerships with state and local governments, public libraries, industry, and commercial search engines) that complement Commerce's information dissemination program. Following (attached?) is a brief explanation of how each agreement improves the access to and dissemination of federal information to the public.

12. Commerce inventory of NARA-approved record schedules and progress in implementing NARA Bulletin 2006-02.

Current approved records schedules for Commerce and its operating units are posted on the [Commerce Records Management Web site](#), along with Commerce policies, training aids, links to National Archives and Records Administration (NARA) Web site, and other helpful information resources. In response to NARA Bulletin 2006-02, Commerce reported to OMB that there are a total of 311 Commerce e-records systems or series, of which 212 (or 62 percent) have been scheduled or for which schedules were developed and/or submitted to NARA for review at the end of FY 2009. Commerce continues to vigorously review its records record schedules and develop new ones. As the result of increased emphasis and close coordination with NARA, Commerce has reduced the number of unscheduled e-records from 99 at the end of FY 2009 to 35 at present.

Section III: Implementation of E-Government Initiatives

1. Commerce's International Trade Administration (ITA) maintains the sole E-Government initiative managed within the Commerce Department, the International Trade Process Streamlining (ITPS).

The International Trade Process Streamlining (ITPS) initiative allows small and medium-sized enterprises (SMEs) to obtain more easily the information and documents needed to conduct business abroad.

The Department of Commerce, through the International Trade Administration, has the mandated responsibility to coordinate the export promotion and finance activities of the 19 Federal agencies through the Trade Promotion Coordinating Committee (TPCC). The TPCC is to "provide a central source of information for the business community on Federal export promotion and export financing programs" (15 U.S.C. 4727 (0) (2)).

Export.gov, the government's existing online portal for small business export assistance information, has been enhanced to meet the mandate and is integrated with the 1-800-USA-Trad(e) call center and domestic and foreign offices staffed by trade specialists. Export.gov provides online information about foreign market intelligence, trade leads, trade shows, export finance, and other valuable information and directs SMEs toward local Export Assistance Centers or to relevant offices in the foreign markets.

2. Cost savings and cost avoidance realized by ITPS.

The concept of the International Trade Process Streamlining (ITPS) initiative was to consolidate the export assistance programs and market information spread across 19 federal agencies into a single, easy-to-use web portal with a common-sense URL – www.Export.gov. One of the key elements of this initiative was the implementation of a content management system (CMS) for Export.gov to enable the International Trade Administration (ITA) and its partner agencies to easily change and update their export-related content and to provide consolidated information architecture for federal export-related content.

Cost Savings/Benefits to ITA

Over the life of the initiative, the Trade Promotion Coordinating Committee Agencies and the International Trade Administration of the Department of Commerce has decommissioned duplicative and redundant web sites. Not only has this reduced hardware and technical support costs, it has also saved staff time by not having to manage so much content.

Benefits to the Public

Recent surveys indicate that less than two percent of U.S. small and medium-sized (SME) businesses sell their products outside of the U.S., and two-thirds of those SME's export to only one market. The potential leverage available from small investments in export promotion is large. These non and under-exporting SMEs represent an immense, untapped source of future U.S. employment and prosperity. For example, if a modest 0.5 percent increase in the level of SME exports were realized as a result of ITPS (an amount equal to \$1.2 billion in sales by U.S. companies) it is estimated that U.S. employment levels could rise by nearly 19,000 jobs. An additional benefit is that firms that export have been found to pay 15 percent higher wages than the average firm and go bankrupt at a significantly smaller ratio than non-exporting firms.

3. ITA maintains an ongoing dialogue with interested parties (e.g., exporters) to find innovative ways to use information technology.

The Secretary of Commerce chairs the Trade Promotion Coordinating Committee (TPCC) which consists of representatives from 19 Federal Agencies that are involved in promoting and/or financing exports. The International Trade Administration of the Department of Commerce manages the TPCC Secretariat that is the coordinating office for the TPCC. Through this structure, ITA collaboratively works with the related agencies to assess what is, and what is not working for U.S. companies seeking to enter

the export business, and for experienced exporters, how to expand sales. Collectively, the TPCC determines its direction and the ITPS Program Management Office evaluates technical options, prioritizes projects and implements solutions that meet the needs of the exporting community.

4. ITPS tracks performance measures supporting Commerce objectives and strategic goals improved performance.

- Number of visitors per year to the ITPS Web site:
 - Fiscal Year 2009 = 2.5million unique visitors
- Number of trade leads viewed by U.S. companies:
 - Fiscal Year 2009 = 74,000
- Customer Satisfaction:
 - Fiscal Year 2009 = 73%

5. ITPS ensures the availability of government information and services for those without access to the Internet.

Information on the Export.gov Web site, along with live export counseling and resource referral is available to the public via ITA's call center (1-800-USA-TRAD(E)) and through over 105 domestic Export Assistance Centers (EACs) located throughout the U.S. The 800 number is also included on all print publications that the Bureau produces. Export.gov utilizes technology that is viewable using standard screen reading software and performs biannual checks for Section 508 compliance.

6. External partners (e.g., federal, state or local agencies, industry) that collaborate on the ITPS.

Key Federal Partners:

- International Trade Administration
- Department of Energy
- Export-Import Bank
- Foreign Agriculture Service (FAS)
- Agency for International Development (USAID)
- Overseas Private Investment Corporation (OPIC)
- Small Business Administration
- Department of State
- U.S. Trade and Development Agency (USTDA)
- United States Trade Representative

Key Private Sector Partners:

- Google
- City National Bank
- Comerica Bank
- M&T Bank
- PNC Bank
- TD Bank
- Zions Bank
- Baker & McKenzie
- TUV Rheinland
- FedEx
- UPS
- U.S. Postal Service
- FITA, the Federation of International Trade Associations
- Reed Exhibitions
- Aon Corporation
- ThinkGlobal Incorporated

7. ITPS applies effective capital planning and investment control procedures.

This project, which is now in the operations and maintenance phase of its lifecycle, has been managed in accordance with federal and Department of Commerce capital planning and investment control requirements since its inception. ITA created and continues to maintain a business case (OMB A-11 Exhibit 300) that documents investment decisions and status related to ITPS.

8. & 9. Commerce has an established business process in place for the continued ongoing process of identification of initiatives. Commerce also maintains this robust capital investment review process to identify and quantify cost savings and cost avoidance achieved through implementation for new IT programs. Commerce implemented no new major IT programs in FY 2009 and therefore has no cost information to report.

The Commerce Investment Review Board (IRB) serves as the senior oversight board in the investment review process and provides decision-making recommendations to the Deputy Secretary at the Department. The IRB is co-chaired by the Chief Financial Officer/Assistant Secretary for Administration (CFO/ASA) and Chief Information Officer (CIO) supported by the Program Management Office (PMO). As of March 2009,

the IRB combined the functions of the long-standing Acquisition Review Board (ARB) and the DOC Information Technology Review Board (CITRB) into one unified review board for both IT and non-IT investments. In this capacity, the IRB provides for Department oversight of program performance through the objective review of progress and assessment of pertinent measurable data tied to total life-cycle investment planning, budgeting and execution.

Major investments with program/project life-cycle values exceeding \$75 million or otherwise designated by the Deputy Secretary as being either high risk or critical to the DOC's mission are subject to IRB review. The IRB's control reviews address projects that are in progress, at key milestones, or demonstrate a need for management intervention. The IRB review process includes initial reviews and opinions by Departmental personnel with expertise in the CPIC process, cost-benefit analysis, project management practices, Enterprise Architecture, e-government strategy, privacy, IT Security, Acquisition planning, legal issues, budgeting, or other technical competency areas specific to the project in question. The results of these expert reviews provide the IRB with insight as to how well Commerce's ongoing systems are meeting cost, schedule, and performance goals, and assist the Board in directing corrective actions as necessary.

Project managers of major investment initiatives with high visibility, or significant risk factors, submit monthly Earned Value Management reports that provide to the DOC OCIO with an executive-level view of the cost and schedule performance of the Department's IT investment portfolio. At least annually, OCIO staff reviews IT systems that are not the subject of formal DOC IRB reviews or quarterly earned value reporting. Proposals for new IT initiatives, along with supporting documentation, are presented the OCIO and IRB as part of the budget submittal process. Project sponsors also brief the IRB on the merits of their projects, and the IRB then rates and ranks the proposed initiatives according to documented evaluation criteria. Project sponsors are given an opportunity to correct deficiencies and improve their scores. Projects that receive satisfactory ratings are forwarded as approved by the CIO for the budget review process. The CIO provides finalized project ratings and recommendations to the Office of Budget and Departmental executives for determining final budget approval.

As an IT initiative is completed or reaches the operational life-cycle phase, a post-implementation review is conducted to explore lessons learned, verify how well it met the initial investment criteria, and to provide suggestions for better managing future projects. Managers of implemented projects are also required to submit an annual operational analysis that examines the initiative's performance in terms of customer results, business results, cost and schedule performance, and innovation. Operational performance of implemented projects is compared to projections, thus providing valuable information relative to the project's impact on operating unit and Departmental mission performance. This analysis identifies any investment initiative modifications that may be needed. These operational analyses and review techniques allow the Departmental CIO to revise the investment management process based on lessons learned.

10. Commerce progress in consolidating and collaborating with other agencies to reduce the number of federal data centers.

During fiscal year 2010, Commerce will migrate major administrative and financial management applications to the Federal Aviation Administration's (FAA) Mike Monroney Aeronautical Center located in Oklahoma City, Oklahoma, including the Office of the Secretary development and test instance of the Commerce Business System (CBS), Commerce's financial system of record. The Commerce Business Environment (CBE), which tracks Commerce procurements and interfaces with CBS, is part of this move. Other systems include the Department's Web Time and Attendance system and property management systems. The CBS test and development instance as well as other administrative systems are currently housed in the Office of Financial Management Offices located in Gaithersburg, Maryland, and the Office of the Secretary's Office of Computer Services (OCS) Data Center, located in Springfield, Virginia, respectively.

As part of leveraging the move to an existing federal data center, Commerce is closing the OCS Data Center and will no longer host applications in the Office of Financial Management location. Those Commerce applications not moving from the OCS data center to the FAA data center will be consolidated within existing federal data centers. On a smaller scale, the International Trade Administration (ITA) has, in the recent past, migrated previously ITA-run administrative functions to a commercial data center in Ashburn, VA.

Department of Commerce has under review the Commerce Information Technology (IT) Infrastructure which includes the hardware platforms, software platforms, and telecommunications for its 13 operating units, each with a diverse mission to accomplish for the American public. Commerce currently operating units maintain 24 data centers, including the Office of the Secretary data center, in support of its diverse programmatic missions as well as in support of administrative systems. The Department is building upon existing IT Infrastructure review a lifecycle process that will include the ability to consolidate IT Infrastructure, where appropriate, in a cost effective and efficient manner. During the process, and where feasible, Commerce will incorporate cloud computing to enhance the Department's ability to respond to the ever changing IT requirements.

11. Commerce is committed to maximizing the use of its telework program. Various initiatives exist to expand its telework program and increase the ability of Commerce employees to use Web 2.0 tools to work-at-a-distance.

Each of Commerce's operating units maintains its own telework policy which ranges from providing hardware, software, and broadband access in the employee's residence to excluding certain job series entirely from telework. The US Patent and Trademark Office (USPTO) maintains one of the premier telework and hoteling programs in the Federal Government. The National Institute of Standards and Technology (NIST) utilizes a number of Web 2.0 tools including wikis, discussion groups, RSS feeds, and group collaboration sites such as Share Point that can be utilized both from the NIST campus and when teleworking.

Bureau of Economic Analysis (BEA) employs the telework program, and allows telework on both an on-going basis and for intermittent purposes. BEA employees have secure capability to work remotely and are able to access e-mail, files, and databases through secure remote access.

There are three primary forms of an alternative workplace for **Census Bureau** employees: an employee's home without government-furnished computer equipment; a telecenter established by General Services Administration (GSA); or the Bowie Computer Center (BCC). The Census Bureau's telework program enables headquarters employees to work effectively in a nontraditional setting. The telework program currently has 1,701 participants and is open to all eligible headquarters employees. Due to security constraints, the Census Bureau currently has no plans to incorporate Web 2.0 tools for the telework program.

Bureau of Industry Security (BIS) policy allows telework on an exception only basis. Many BIS employees are law enforcement officers (LEO), job series 1811. The law enforcement officer (LEO) job series 1811 is mission essential; therefore, per OPM policy, the LEO 1811 job series is not eligible for telework. The remaining BIS mission and non-mission essential employees are eligible for telework on an exception only basis.

The National Oceanic and Atmospheric Administration (NOAA) has established a baseline level of telework capability available to all staff assigned a NOAA.GOV e-mail address and who have access to the internet. Approximately 9,000 employees currently have the capability to participate in its telework program and supervisors are being encouraged to allow telework for up to 2-3 days, depending on the individual program and its needs.

NOAA's teleworkers access their e-mail either directly or via Web mail, and their intranets via a virtual private network (VPN) to their desktops. Employees are able to collaborate with co-workers and external parties via conferencing applications such as WebEx Meeting Center and Juniper Secure Meeting. There is also use of Instant Messenger (IM) for real time collaboration and coordination. In addition, the NOAA Google Apps Pilot is an ideal tool for collaboration by teleworkers.

National Institute of Standards and Technology (NIST) has a liberal telework policy that encourages employees to request telework arrangements if their work activities are portable and can be performed effectively outside of the office. Job tasks performed through telework must be primarily project oriented and measurable. Security of data transferred between the telework site and NIST must be ensured.

- 45% of eligible employees have approved telework agreements in place to telework on a scheduled or ad hoc basis, or in the event of an emergency
- The number of employees who participate in the telework program has increased from 466 in FY04 to 672 in FY08
- Of the current total NIST employee population, 23% participate in telework
- Implementation of two-factor authentication for virtual private network- (VPN-) based remote access, strengthening the security of remote access to NIST IT

resources for telecommuters and other remote users. All NIST employees are able to use an RSA random digit token to gain access from home to the NIST internal Web site and through this portal to remotely view their government computer from home.

- Use of a number of Web 2.0 tools including wikis, discussion groups, RSS feeds, and group collaboration sites such as Share Point that can be utilized either from campus or when teleworking.

The **US Patent and Trademark Office (USPTO)** currently manages fifteen telework and hoteling programs.

- Office of the Chief Financial Officer (OCFO) Telework Program. The OCFO Telework Program is an ongoing work arrangement that provides workplace flexibility to achieve organizational excellence through allowing eligible employees who work in eligible positions in the OCFO to perform their officially assigned duties at an alternate work site.
- Office of the Chief Information Officer (OCIO) Telework Program. The OCIO Telework Program is an ongoing work arrangement that provides workplace flexibility to achieve organizational excellence through allowing eligible employees who work in eligible positions in the OCIO to perform their officially assigned duties at an alternate work site.
- The Patents Telework Program (PTP) is an ongoing work arrangement that allows eligible employees under the Commissioner for Patents in the POPA bargaining unit to work at an alternate work site during paid working hours to conduct their officially assigned duties without diminished employee performance.
- Non-Patents Telework Program (POPA). This program is for POPA bargaining unit employees who are not a part of the Patents business area.
- Patent Management Telework Program. The Patent Management Telework Program (PMTP) allows Patent Managers to work at their home or designated alternative work site (hereinafter referred to as “home”) during paid work hours to conduct their officially assigned duties. All eligible Patents managers may apply to participate in the Patent Management Telework Program using employee provided equipment. Participation will be occasional and at the Office Director/Administrator’s discretion. Participants may work up to 36 hours per quarter at home
- Patent Hoteling Program (POPA). The Patents Hoteling Program (PHP) will allow eligible employees under the Commissioner for Patents in the POPA bargaining unit to perform officially assigned duties at an alternate work site for a work schedule as defined in Section A2, below. As used herein, “alternate work site” is defined as a location in the employee’s home designated by the employee as the location they will use to perform their official USPTO duties, or another location approved by the Agency. The alternate work site must be located in the United States. The “USPTO work site” is defined as the USPTO headquarters in Alexandria, VA, or another location approved by the Agency.
- Patents LIE Hoteling Pilot (NTEU 243). The United States Patent and Trademark Office (USPTO or Agency) will implement a pilot program for the Technology

- Center (TC) Legal Instrument Examiners (LIEs) in Patents. This pilot will run for one (1) year unless terminated earlier. The pilot, hereinafter referred to as the Patents Hoteling Program for TSS, is a work arrangement that allows eligible employees (as described in Section 5) under the Commissioner for Patents and in the National Treasury Employee Union Chapter-243 (NTEU 243) bargaining unit to work at an alternate work site during paid work hours to conduct their officially assigned duties without diminished employee performance.
- BPAI Flexiplace. The BPAI Flexiplace Program is a comprehensive overall program that includes all flexible telecommuting working arrangements at the BPAI. This program is consistent with the USPTO's overall program to encourage and support the expansion of flexible, family-friendly, work arrangements and to make the most efficient use of available office space.
 - Trademark Trial & Appeal Board Work-at-Home. Eligible Trademark Trial and Appeal Board (TTAB) administrative trademark judges, interlocutory attorneys, paralegals, and some support staff members presently participate in the TTAB work-at-home program (TTABWAH). Each participant must work at the PTO for a total of eight hours each week and at home the remainder of the time. The eight hours must be worked between 8:30 a. m. and 5:00 p. m. and can be worked over multiple days. New participants are provided training in the set-up and use of the work-at-home equipment. Each participant is deployed a laptop, monitor, printer, telephone capacity, and peripherals, as well as high-speed broadband Internet connectivity, before going home to work. The work-at-home set-up connects to the employee's TTAB desktop PC and has the same functionality as the TTAB office PC.
 - Trademark Examining Attorneys Work-at-Home (NTEU 245). Eligible Trademark Examining Attorneys work at home a majority of their workweek and electronically reserve office space for use as needed when they come into the office. New participants are provided training along with a laptop, dual monitors, printer, telephone capability and peripherals as well as high-speed broadband connectivity before going home to work. Their computer desktop provides the same functionality at home as in the office.
 - Trademark (TM) Managing/Senior Attorneys and Supervisory Legal Instruments Examiners Work-at-Home. Eligible Trademark managers and supervisors work at home up to eight hours per week. They provide their own computer equipment and broadband capability and connect to their Office desktop using RDP. Managers and supervisors remain accessible to their employees through email and telephone and in office coverage is insured by their colleagues.
 - Trademark Assistance Center Program. The first work at home program for a telephone call center is being piloted in the TAC where eligible Trademark Information Specialists work at home three days per week. All specialized equipment, software, telephone and broadband connectivity are provided at home.
 - Trademark Post Registration. Eligible Trademark Specialists in Post Registration are piloting a work at home program where they perform their work assignments at home three days per week. All computer equipment and broadband

connections are provided. When working at the USPTO, participants share office space.

- Office of Trademark Quality Review. OTQR attorneys work at home a majority of their workweek and hotel when in the office. Equipment and broadband connectivity is provided. Training Specialists and Trademark Program Analysts work at home up to three days per week.
- Trademark Petitions. Eligible Staff Attorneys may work at home three days per week. Equipment and connectivity is provided. When in the office, participants share space. Trademark Specialists in Petitions are piloting a work at home program where they perform their work assignments at home three days per week. All computer equipment and broadband connections are provided. When working at the USPTO, participants share office space.

More information on the USPTO's Telework can be found in the *2008 Telework Annual Report*:

http://ptoweb.uspto.gov/ptointranet/telework/docs/uspto_2008_telework_annual_report.pdf

(Source: <http://ptoweb.uspto.gov/ptointranet/telework/programs.htm>)