Outline

- eGovernment in the U.S.
- U.S. Office of eGovernment
- FirstGov.gov
- Federal Enterprise Architecture
- Authentication
- Services available
- State eGovernment
  - Florida

U.S. e-Government

- Intra-agency
- Inter- and Intra-governmental

Agency to business

Agency to the public

eGovernment Act of 2002

- Office of Electronic Government
  - New office within OMB, presidential-appointed administrator
- E-Government Fund
  - $345 million over 4 years for interagency e-gov projects
- Privacy
  - Requires privacy impact assessments for new IT systems
- Internet Guidelines
  - Basic standards for agency websites
- GIS Standards
  - Common protocols for geographic information systems
- Judicial Information
  - Requires federal courts to put information online, including docket information and written opinions
**E-Government Based on Citizen Needs**

- For individuals
  - Easy-to-find, one-stop shops for citizens
  - Single points of entry to high-quality governmental services
- For businesses
  - Reduce paperwork burden on businesses via Internet
- For government agencies
  - Ease state and local reporting requirements, with better performance measurement
  - Internal efficiency and effectiveness
    - Reduce costs of Government administration: supply chain management, financial management, and knowledge management

**FirstGov.gov (3 Clicks)**

**Environmental Protection**

**FEA Framework**

**Goals**
- Business
- Data
- Applications
- Technology

**Conceptual Framework**

**Business Processes**
- Federal Business Architecture
- Interoperability Standards Framework
- E-Buyer
- E-Sell
- E-Delivery
- E-Service

**Data**
- Business Data Models
- Data Standards
- Data Interoperability
- Data Exchange Formats

**Technology**
- IT Architecture
- Information Technology Standards
- IT Security
- IT Standards

**Applications**
- Business Applications
- IT Applications
- IT Applications Standards
- Business Applications Standards

**GovBenefits**

- Select Categories
- Answer Questions
- Use Benefits List

**Goals**
- Business
- Data
- Applications
- Technology
Duplication and Overlap in Critical Government Functions

- 50 agencies implement Federal drug control strategies
- 29 agencies administer 541 clean air, water, and waste programs
- 23 agencies administer 200 programs of assistance to countries formerly part of the Soviet Union
- 13 agencies administer 342 Federal economic development-related programs
- 12 agencies administer more than 35 food safety laws

Federal Enterprise Architecture (FEA)

Performance Reference Model (PRM)
- Government-wide Performance Measures & Outcomes
- Line of Business-Specific Performance Measures & Outcomes

Business Reference Model (BRM)
- Lines of Business
- Agencies, Customers, Partners

Service Component Reference Model (SRM)
- Capabilities and Functionality
- Services and Access Channels

Data Reference Model (DRM)
- Business-focused data standardization
- Cross-Agency Information exchanges

Technical Reference Model (TRM)
- IT Services
- Standards

Performance Reference Model

Relates inputs and outputs to desired outcomes

Performance and Outcomes

Business Results
- Customer Results
- Processes and Activities
- Technology

Inputs and Outputs

Line of Sight
- Processes, Integrated Technology
- ONR
- DOD
- DOE

IT Services
- Standards
- Services and Access Channels

Federal Enterprise Architecture

Shared Lines of Business

Recreation
- Dept. of Interior

Natural Resource
- US Dept. of Agriculture

Health and Human Services
- Health
- Consumer Safety

Dept. of Energy
- Energy Research
- Pollution Prevention & Control
- Energy

SOURCE: JOHN PRYZSUCHA, DOE

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Federal Enterprise Architecture
Solution Architects Working Group

Expanded structure based on demand for skills

- Executive Management
- Delivery Oversight
- Recommendations
- Program Management
- Communication/Outreach

PRESENTATION
(FirstGov)

PLATFORMS & DB
(FirstGov)

BUSINESS LOGIC
(GSA)

SECURITY
(GSA)

MESSAGING
(GSA)

Forms, Scripting
DHTML, XSL, XML
JSP, ASP
HTML, JavaScript
FirstGov Integration

GSA = GENERAL SERVICES ADMINISTRATION

Government CTO
Chief Architect
Senior Solution Architect

Government Services

PMO
Common Business Processes
Content Publishing
Content Management

DOT USDA EPA HHS ENERGY INTERIOR

Online Rulemaking and Management

Point of Entry, Authentication, Service Directory

Customer

Policy Search Engine
Policy Profile
Publish Docket Calendar
Policy Review

Discussion Forums
Alerts and Subscriptions
FAQ’s, Links

Public/Citizen Services

Policy Repository
Business Rules

Government Services

Policy

OMB E-Authentication Guidance
Policy Operations

G2C G2B G2G IEE

ID Assurance Levels

Level 1
Level 2
Level 3
Level 4

Little or no confidence in asserted identity (e.g. self identified user/password)
Some confidence in asserted identity (e.g. PIN/Password)
High confidence in asserted identity (e.g. digital cert)
Very high confidence in the asserted identity (e.g. Smart Card)

Established by Office of Management and Budget

SOURCE: MARY MITCHELL

SOURCE: MARY MITCHELL

SOURCE: JUDITH SPENCER

SOURCE: JUDITH SPENCER
### Assurance Level Risks

<table>
<thead>
<tr>
<th>Potential Impact Categories for Authentication Errors</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inconvenience, distress or damage to standing or reputation</td>
<td>Low</td>
<td>Mod</td>
<td>Mod</td>
<td>High</td>
</tr>
<tr>
<td>Financial loss or agency liability</td>
<td>Low</td>
<td>Mod</td>
<td>Mod</td>
<td>High</td>
</tr>
<tr>
<td>Harm to agency programs or public interests</td>
<td>N/A</td>
<td>Low</td>
<td>Mod</td>
<td>High</td>
</tr>
<tr>
<td>Unauthorized release of sensitive information</td>
<td>N/A</td>
<td>N/A</td>
<td>Low</td>
<td>Mod</td>
</tr>
<tr>
<td>Personal Safety</td>
<td>N/A</td>
<td>Low</td>
<td>Mod</td>
<td>High</td>
</tr>
<tr>
<td>Civil or criminal violations</td>
<td>N/A</td>
<td>Low</td>
<td>Mod</td>
<td>High</td>
</tr>
</tbody>
</table>

### Token Type by Assurance Level

<table>
<thead>
<tr>
<th>Allowed Token Types</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hard crypto token</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Soft crypto token</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Zero knowledge password</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>One-time Password Device</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Strong password</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PIN</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Federal ID Required Proof

- **Level 1**
  - Self assertion, minimal records

- **Level 2**
  - On-line, instant qualification may be possible
    - Verify by mail, phone or (possibly) e-mail

- **Level 3**
  - In-person registration not required, but verification delay ensues
    - Verify by mail or phone

- **Level 4**
  - In-person proof
    - Record a biometric - later prove who got the token

### Asset Recovery and Disposition

- **E-gov Project**
  - Integrated Acquisition Environment

- **Asset Phase**
  - Purchase by federal agency
  - Use until no longer needed

- **Purpose**
  - Identification and transfer of excess property among federal agencies
  - Transfer of surplus property to non-federal public agencies

- **Federal Asset Sales Scope**
  - Sale
  - Donation (Surplus)
  - Use (Excess)

- **Recycle Federal assets. Allow agencies, businesses, and citizens to find and acquire federal assets**
Electronic Permitting

- Internet approval of permit applications using Web-based geo-spatial data, maps and databases
- Automation of business permit processes such as document tracking, permit statusing and report management
- Secure Internet forms with digital signatures and other security components
- Online payment capability

*truePERMIT™ System Architecture*

- Clients
- Digital ID
- truePERMIT™ Server
- Internet Forms
- Permit Repository
- GIS Warehouse
- Imaging Systems
- Legacy Database
- Management Tracking
- Online Payment

*truePERMIT™ Forest Cutting*

- Secure access to Forest Tenure Online
- Forest Tenure Online integrates and streamlines online electronic recordkeeping for U.S. Forest Service (USFS) and private sector forest companies (stakeholders). You can log on to the Forest Tenure Online system to access your customer profile, view and manage your forest resources, and perform other tasks related to forest management. You can also access Forest Tenure Online using a web-based interface or mobile devices, allowing you to access your data anytime, anywhere.
truePERMIT™ Forest Cutting

Numerous tenure permit selections

Resolves potential conflicts, reports and creates template permit application maps

Geo-reference client data and view other government geospatial data

State Systems

- Political communication
  - Politicians show accomplishments
- State services
- Cost reduction (government and private sector)
- Information source
- Brings citizens closer to government
- Vast number of public access databases online
Florida eGovernment

Florida Data Policies

- Sweeping public records law
- Open Meetings Act
- Maintain only data that are auditable, or can be determined to be accurate, valid, and reliable.
- Share data among different agencies without requiring major redesign of individual systems.
- Integrate data by establishing standard definitions, formats, and integrated electronic systems
- Make data available on the Internet

Florida Stakeholders

- 67 elected Sheriffs
- 67 elected Clerks of Court
- 20 Chief Judges
- 20 elected State Attorneys
- 20 elected Public Defenders

Florida Criminal Justice Net
Some Examples

Florida Crime Information Center (FCIC) Hotfiles
Computerized Criminal History (CCH)
National Crime Information Center (NCIC)
National Drug Pointer Index (NDPix)
Interstate Identification Index (III)

Other databases:
- Florida Division of Highway Safety and Motor Vehicles
- Florida Department of State
- Florida Department of Corrections
- US Alcohol, Tobacco and Firearms
- US Department of Transportation HAZMAT
- National Insurance Crime Board
**Criminal History Data Flow**

- Sheriff or Juvenile Justice
- Arrest Data
- Livescan at booking and Juvenile Justice assessment centers • 10 minute ID standard
- Clerks of Court
- Offenders
- Bondsman
- Victims
- Disposition Notification
- Court Data Case Management
- State & National Interfaces
- Warrants, Dockets, Schedules, Offender Information, Disposition
- Law Enforcement/Corrections/State Court Administrator/Juvenile Justice
- Dispositions Criminal History
- Court Facilities
- Witnesses
- Defense Attorneys
- Media & Public
- Judges
- Jurors
- State Attorney
- Clerks of Court

**eGovernment Future**

- Large-scale replacement of paper records
- Vast interconnection between arms of government
- Increasing importance of XML
- Coming: the semantic web
- Wireless support
- Connection to business sector systems
- Greater efficiency and oversight in government
- Attention to workflow and automated processes

**Q&A**