

Agencies

Department of the Interior

A. Enhanced Delivery of Information and Services to the Public - Sec. 202(g)

Recreation One Stop (R1S) is an interagency partnership among federal agencies to provide reservation services, sharable data, and recreation trip-planning tools for federal lands and waters across the United States. R1S was created as one of the Quicksilver e-government initiatives under the Bush administration in 2002 with the primary goal of reducing redundancy by combining the online reservation services of the Forest Service, the U.S. Army Corps of Engineers, and the National Park Service.

Today, millions of visitors use Recreation.gov to plan, reserve, and share their federal land recreational experiences in national parks, national forests, national wildlife refuges, and national waterways. In 2016, there were more than 31 million sessions, 16 million visitors, and 287 million page views to Recreation.gov, which represents a 40 percent increase in visitation over 2014. Currently, Recreation.gov hosts more than 3,300 individual facilities, with more than 90,000 campsites, 12 ticketed tours or events, and 26 high-demand locations accessed by permit or lottery.

B. Public Access to Electronic Information - Sec. 207(f)(1)(B)

Public Facing Agency URL(s)	Brief Explanation (if necessary)
https://www.doi.gov/open	DOI Open Government Initiative
https://www.doi.gov/digitalstrategy	DOI Digital Strategy
https://www.doi.gov/ocio/policymanagement/informationandrecordsmanagement/products	Information dissemination product catalogs, directories, inventories, and management tools
https://www.doi.gov/sites/doi.gov/files/policyandcustomer-service-plan-DOH0232011.pdf	DOI Customer Service Plan

A. Performance Integration - Sec. 202(b)

The DOI Office of the Chief Information Officer (OCIO) through its Capital Planning staff works closely with its bureaus, offices, and IT investment owners to emphasize alignment of the Secretary's strategic goals and objectives in the accomplishment of mission goals. DOI's vision is developing and providing the right mix of IT products and services at a lower cost while delivering greater service to employees and customers. This process integrates program management, capital planning, enterprise architecture, IT security, and budget formulation into a framework which enables critical decision making by the CIO and respective leadership review boards throughout the IT investment life-cycle. In order to accomplish this, we track IT performance by ensuring all of DOI's major investments have at least one metric measuring financial performance, one metric measuring strategic and business results, and three metrics measuring customer satisfaction. Each metric is assigned a target for the current fiscal year, and tracked in a budget submission tool. The metrics and associated performance are visible on the public facing ITDashboard.gov. <https://itdashboard.gov/portfolios/agency=010>

B. Accessibility - Sec. 202(c) and (d)

Public Facing Agency URL(s)	Brief Explanation (if necessary)
https://www.doi.gov/accessibility	Accessibility Statement
https://www.doi.gov/ocio/section508	The URL to the DOI Section 508

C. Government-Public Collaboration - Sec. 202(e)

Benefits.gov is the official benefits website of the U.S. Government, providing citizens with information and eligibility prescreening services for more than 1,200 Federal and state benefit programs across 17 Federal agencies. Before Benefits.gov, citizens spent hours searching the web and contacting agencies for government benefit information, costing Federal agencies millions of dollars. For the past 14 years, Benefits.gov continues to prove the value of how electronic government can improve quality of service and efficiency for citizens and stakeholders.

In FY16, the Benefits.gov Program saw nearly 9.4 million site visits, and reached at an all-time high of nearly 1 million monthly site visits in August. The Program won three major awards including the 'Government Standard of Excellence' Web Award, the Summit Creative Award, and the Department of Labor's Secretary's Honor Award, all of which recognize Benefits.gov's site design, innovation and technology, and program management, respectively. This year, Benefits.gov pioneered 'personalization' technology on its site, launching three new premiere site features which allow users to quickly find more benefits relevant to their situation. The team also spearheaded a strong focus on customer engagement and outreach, launching two new marketing activities with the goal of increasing engagement with citizens. These activities, including a Facebook Q&A and a new YouTube user series, helped the Program gain a total of 3,000 new followers to the Facebook and Twitter pages; almost 22,000 referrals to the Benefits.gov site; a 15% increase to nearly 142,000 subscribers.

D. Credentialing - Sec. 203

The Department of the Interior (DOI) Identity, Credential, and Access Management (ICAM) program manages over 80,000 PIV credentials in the DOIAccess identity and credential management system, which interfaces with the GSA USAccess Shared Service to assure compliance with HSPD-12 goals and standards. The DOIAccess System captures identity information during the on-boarding process for employees, contractors and associates, validates employee identity information against DOI's Federal Personnel and Payroll System (FPPS), validates contract information against the DOI Financial Business Management System (FBMS), and enables personal identity verification (PIV) enabled authentication through Microsoft Active Directory (AD) for internal and remote users. This year, DOI implemented the capability to automatically disable accounts when the employment status in DOIAccess or FPPS is suspended or terminated, ensuring access to the DOI network and integrated applications is quickly and effectively disabled. In addition the DOIAccess system produces a Separations Report that system owners can use to manage access lists.

Following the OPM data breach in 2015, and DOI's ongoing Cybersprint work, DOI reinforced policies requiring PIV authentication for using the DOI Access PIV Card/Credentials to access the DOI network for both privileged and unprivileged accounts. In 2016, DOI also enforced PIV authentication to its cloud-based, enterprise email system, BisonConnect. In addition, DOI issued a Strong Authentication Exception policy to ensure PIV exceptions are issued consistently across the Department, and for limited durations (24 hours to 7 days). The Department also set the goal to have the total number of PIV exceptions in place be less than 3% of the population.

E. USA.gov activities - Sec. 204 and Sec. 207(f)

Public Facing URL(s)	Brief Explanation (if necessary)
http://www.usa.gov/directory/federal/department-of-the-interior.shtml	USA.gov

F. eRulemaking - Sec. 206

The eRulemaking Program has simplified and encouraged public participation in the Department of the Interior's rulemaking process by making regulatory information more available and accessible on Regulations.gov. This website increases opportunities for public involvement in DOI's rulemaking process by making it easier to submit comments on proposed rules published by the Department.

In FY 2016, DOI posted 304 final and proposed rules, 136 Federal Register notices, and 66,431 public comments in Regulations.gov. The eRulemaking Program offers streamlined internal rulemaking business processes with agency access to FDMS.gov. DOI had 159 staff using FDMS.gov in FY 2016. It created 112 regulatory dockets in FDMS.gov for new regulatory actions published in FY 2016. The DOI has 654,171 documents stored in FDMS.gov that are available to the public via Regulations.gov.

G. National Archives Records Administration (NARA) Recordkeeping - Sec. 207(d-e)

DOI established the electronic eMail Enterprise Records and Document Management System (eERDMS) program to move the agency toward an integrated DoD 5015.2 electronic enterprise recordkeeping system. The eERDMS program consists of the multiple sub-component systems which include: Enterprise Forms System (EFS), Enterprise eArchive System (EES), Enterprise Dashboard System (EDS) and Enterprise Content System (ECS). These program provide a Department-wide solution to improve efficiencies in managing records.

In response to the OMB Directive M-12-18, "Managing Government Records", DOI has identified 282 electronic systems as of FY17 potentially eligible for an integrated enterprise management to meet the OMB Directive Goal 1.1. To facilitate streamlined scheduling, DOI is completing the Departmental Records Schedule (DRS). Currently, the Administrative DRS and the Policy DRS are approved. DOI is submitting the Mission DRS in sections due to the size and complexity.

http://www.doi.gov/ocio/information_management/information_dissemination.cfm.

H. Freedom of Information Act (FOIA) - Sec. 207(f)(A)(ii)

Public Facing Agency URL(s)	Brief Explanation (if necessary)
https://www.doi.gov/foia	DOI FOIA Program

I. Information Resources Management (IRM) Strategic Plan - Sec. 207(f)(A)(iv)

Public Facing Agency URL(s)	Brief Explanation (if necessary)
https://www.doi.gov/sites/doi.gov/files/uploads/doi_irm_strategic_plan_final_0.pdf	DOI Information Resources Management (IRM) Strategic Plan for Fiscal Years 2014 - 2018

J. Research and Development (R&D) - Sec. 207(g)

Public Facing Agency URL(s)	Brief Explanation
https://www.doi.gov/ocio/policy-management-support/information-resources-management/each	Websites Disseminating Research and Development (R&D) information

K. Privacy Policy and Privacy Impact Assessments - Sec. 208(b)

The DOI Privacy Impact Assessment (PIA) Guide provides guidance on conducting PIAs, and outlines the roles and responsibilities of agency privacy officials, Information System Owners, and Information System Security Officers in the PIA process. The DOI Chief Information Officer is the Senior Agency Official for Privacy designated by the Secretary, with authority and responsibility for conducting PIAs and assessing privacy controls. DOI privacy officials collaborate with Information System Owners and security personnel to assess and mitigate privacy risks, and correct deficiencies as necessary to protect privacy.

The DOI PIA Guide requires PIAs to be conducted on all information systems, third-party and social media applications and websites, and PIAs must be updated whenever system changes occur, or every three years at a minimum, to ensure privacy risks are addressed during the information life cycle. DOI uses an automated PIA form designed to identify and assess privacy implications for the collection and maintenance of personally identifiable information. The PIA form standardizes the PIA process, increases accountability, and allows DOI to analyze privacy risk and the adequacy of the controls implemented to safeguard privacy and reduce the risk of compromise. The DOI PIA Guide also requires PIAs to be published on the DOI PIA website for public viewing. DOI is currently revising the PIA Guide and PIA form to incorporate new guidance from OMB Circular A-130, provide updated guidance on privacy control assessments, and integrate privacy requirements into the risk management framework.

K2. Privacy Policy and Privacy Impact Assessment Links - Sec. 208(b)

Public Facing Agency URL(s)	Brief Explanation (if necessary)
https://www.doi.gov/privacy/pia	DOI Privacy Impacts and Assessments
http://www.doi.gov/privacy.cfm	DOI Privacy Policy

M. Agency IT Training Programs - Sec. 209(b)(2)

DOI conducted an initial analysis of the IT workforce that identified the major duties of IT positions throughout DOI and a comprehensive view of the IT work performed across the Department. Under the Department's implementation of the Federal IT Reform Act (FITARA), every bureau completed an assessment of their IT workforce. The Department is working across its bureaus to standardize position descriptions for IT job series and implement them consistently

across the agency. This work will contribute to an overarching DOI IT workforce plan that will include more targeted training and development opportunities for employees based on skills gaps we see in the IT workforce. DOI established a policy for the Federal Acquisition Certification for Program and Project Managers (FAC-P/PM), which established general training and professional experience requirements for those responsible for managing major IT investments. FAC-P/PM focuses on the essential competencies needed by program and project managers for successful accomplishment of their day-to-day activities. In support of the continued efforts to standardize FAC-P/PM certification training requirements, DOI along with DOI University implemented a curriculum designed to develop these managers. DOI University now offers an IT specific curriculum for program and project managers that oversee major IT investments. Employees may also take Skillsoft project management classes on DOI Learn to maintain their current certifications or to increase their skill sets.

O. Geospatial – Sec. 216

The Geospatial Platform initiative continued to grow and maintain a fast rate of progress in 2016 with the release of many new features and capabilities. Some examples of these advancements include establishing the Geospatial Interoperability Reference Architecture as a online collaboration Community within the GeoPlatform, in coordination with the Program Manager-Information Sharing to further enable the timely discovery, access, use, and collaboration for the enhancement and sustainment of the GIRA.

In addition, the Department incorporated the ESRI ArcGIS OnLine (AGOL) environment into its GeoPlatform. This allows GeoPlatform users publishing data direct access to the ArcGIS Online community and the ability to save and publish maps to the AGOL community Map Gallery The Department made significant upgrades to the Geospatial Platform to improve the user experience through agile development processes. DOI expanded GeoPlatform capabilities across the spectrum of content and services such as:

Provisioning enhancements to the Map Viewer for 2131 disparate integrated map services;

Implementing significant enhancements to the common map manager,

Strengthening IT security;

Creating a shared marketplace tool for posting planned elevation data projects;

Developing a new Platform resource manager (Registry+) for managing and providing rapid access to geospatial data, service, layer and map assets;

Improving the Content Management System capabilities for Community support; and