

## Department of Justice

### Section 1: Highlights of Agency E-Government Activities

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

*Section 202(g) of the E-Gov Act requires agencies to provide information on how electronic Government is used to improve performance in delivering programs to constituencies. In no more than 250 words, describe one IT agency activity or initiative that enhances the delivery of information and services to the public and others, or makes improvements in government operations. This example should highlight how electronic government improved the effectiveness, efficiency, and quality of services provided by your agency.*

United Financial Management System (UFMS): One of the major Departmental financial initiatives for the Department of Justice is to reduce the number of legacy accounting and financial management systems from seven systems down to two. Four law enforcement components have been using the Department's new Unified Financial Management System (UFMS) for the last several years, and on October 13th , 2015, the first three of the Offices, Boards and Divisions (OBDs) started using this new system: the Office of the Pardon Attorney, the Executive Office for Immigration Review and the Office of the Inspector General. This implementation of the UFMS increases the user base by 160 new users and by implementing a standard set of business processes helps pave the way for migrating remaining thirty plus OBDs to UFMS over the next three years. The UFMS is a modern, commercial off the shelf financial software platform that includes procurement, and advanced financial management services in a single application.

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

*Section 207(f)(1)(B) of the E-Gov Act requires that agency websites assist public users to navigate agency websites, including the speed of retrieval of search results and the relevance of the results. Provide the updated URL(s) that contains your agency's customer service goals and describes activities that assist public users in providing improved access to agency websites and information, aid in the speed of retrieval and relevance of search results, and uses innovative technologies to improve customer service at lower costs. For example, include the URL to your agency's Customer Service Plan.*

Public Facing Agency URL(s)	Brief Explanation (if necessary)
<a href="http://www.justice.gov/sites/default/files/oip/legacy/2014/07/23/customer-service.pdf">http://www.justice.gov/sites/default/files/oip/legacy/2014/07/23/customer-service.pdf</a>	Customer Service Focus

## Section 2: Compliance with Goals and Provisions of the E-Gov Act

### **A. Performance Integration - Sec. 202(b)**

*The E-Gov Act requires agencies to develop performance metrics that demonstrate how electronic government supports agency objectives, strategic goals, and statutory mandates. In no more than 250 words, describe what performance metrics are used and tracked for IT investments and how these metrics support agency strategic goals and statutory mandates. Please discuss performance metrics that focus on customer service, agency productivity, innovative technology adoption and best practices. If applicable, include a description of your agency's evaluation model and how it is used. Provide applicable URL(s) for performance goals related to IT.*

The Department of Justice performance goals for enterprise information technology (IT) are set forth in the DOJ Strategic Plan for Information Services and Technology 2015-2018. This plan defines key goals, strategies and objectives for the department's IT organization and resources for support of the department's missions and strategic goals. In turn, IT programs and projects define metrics and measures to enable project managers, and program executives to determine the effectiveness of IT systems and assets in supporting and improving mission outcomes. Most particularly, the department CIO monitors the performance of 21 of the department's largest IT program designated as Major IT Programs. Each of these programs has identified from 4 to 8 key measures that provide indicators of Customer Satisfaction, Strategic and Business Results, and Financial Performance. Examples of these metrics are: Mean Time to Repair, Network Availability, User Satisfaction Results (from surveys), Immediate Determination Rate of Eligibility, Accuracy Rate, Help Desk Resolution Rate. Results against these and other measures are assessed and reported each month and monitored by the Department CIO's Office to determine the performance of these important programs. When negative trends are detected, programs are examined for root causes, and may be reviewed by component governance reviews or directed to report to the Department CIO or the Department Investment Review Council for determination of any corrective actions or the need for focused technical or management support.

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

*The E-Gov Act requires agencies to consider the impact of implementing policies on persons without access to the internet, and ensure accessibility to people with disabilities. Provide the URL(s) for your agency's website which describes actions taken by your agency in accordance with Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d).*

Public Facing Agency URL(s)	Brief Explanation (if necessary)
<a href="http://www.justice.gov/accessibility/accessibility-information">http://www.justice.gov/accessibility/accessibility-information</a>	Accessibility page

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

*The E-Gov Act requires agencies to sponsor activities that use information technology to engage the public in the development and implementation of policies and programs. In*

*no more than 250 words, describe one example of how your agency utilized technology to initiate government-public collaboration in the development and implementation of policies and programs.*

As part of the Department of Justice National Initiative for Building Community Trust and Justice, the department introduced a number of innovative strategies to strengthen bonds between police and citizens they serve. Among these strategies was the launch of a new online resource available at [trustandjustice.org](http://trustandjustice.org), which will advance cutting-edge research and information about best practices and trust-building policy. This site is funded through a grant provided by the Office of Justice Programs. The National Initiative for Building Community Trust and Justice is designed to improve relationships and increase trust between communities and the criminal justice system. It also aims to advance the public and scholarly understandings of the issues contributing to those relationships. The National Initiative combines existing and newly developed interventions informed by these ideas in six pilot sites around the country. It seeks to develop and implement interventions for victims of domestic violence and other crimes, youth, and the LGBTQI community; conduct research and evaluations; and establish a national clearinghouse where information, research, and technical assistance are readily accessible for law enforcement, criminal justice practitioners and community leaders. The website at [www.trustandjustice.org](http://www.trustandjustice.org) provides lists of intervention techniques, tools and guides, research, and current articles on this important facet of public policy and engagement.

**D. Credentialing - Sec. 203**


*The E-Gov Act seeks to achieve interoperable implementation of electronic signatures for appropriately secure electronic transactions with Government. In no more than 250 words, describe current activities your agency is undertaking to achieve the interoperable implementation of electronic credential authentication for transactions within the Federal Government and/or with the public (e.g. agency implementation of HSPD-12 and/or digital signatures).*

In FY15, the Department focused the efforts of its Components to substantially increase the percentage of DOJ network and application users who are required to use their Personal Identity Verification (PIV) credential for logical access. The second largest DOJ Component increased PIV issuance from 0% to 100% this year greatly increasing the Department digital signature capability.

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

*In accordance with Section 204 of the E-Gov Act, www.USA.gov serves as an integrated internet-based system for providing the public with access to government information and services. In accordance with Section 207(f)(3), provide the URL(s) your agency's activities on www.USA.gov.*

Public Facing Agency URL(s)	Brief Explanation (if necessary)
<a href="http://www.justice.gov">www.justice.gov</a>	Agency website homepage
<a href="https://www.usa.gov/federal-agencies/Drug-Enforcement-Administration">https://www.usa.gov/federal-agencies/Drug-Enforcement-Administration</a>	Drug Enforcement Administration

Public Facing Agency URL(s)	Brief Explanation (if necessary)
 <a href="https://www.usa.gov/federal-agencies/Bureau-of-Alcohol,-Tobacco,-Firearms,-and-Explosives">https://www.usa.gov/federal-agencies/Bureau-of-Alcohol,-Tobacco,-Firearms,-and-Explosives</a>	Bureau of Alcohol, Tobacco, Firearms, and Explosives
<a href="https://www.usa.gov/federal-agencies/Bureau-of-Prisons">https://www.usa.gov/federal-agencies/Bureau-of-Prisons</a>	Federal Bureau of Prisons
<a href="https://www.usa.gov/federal-agencies/Federal-Bureau-of-Investigation">https://www.usa.gov/federal-agencies/Federal-Bureau-of-Investigation</a>	Federal Bureau of Investigation

## **F. eRulemaking - Sec. 206**

*The E-Gov Act seeks to assist the public, including the regulated community, in electronically submitting information to agencies under Federal requirements, by reducing the burden of duplicate collection and ensuring the accuracy of submitted information. In no more than 250 words, provide a description of your agency's use of online electronic regulatory submission capabilities, specifically the usage of [www.Regulations.gov](http://www.Regulations.gov) and the Federal Docket Management System (FDMS).*

In FY 2015, DOJ created 31 regulatory dockets in FDMS for new regulatory actions published. The agency has received 859 public comments via Regulations.gov that are directly stored in FDMS and are available to the public online. In FY 2015, the DOJ posted a total of 46 rules and proposed rules with associated documents.

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

*The E-Gov Act requires agencies to adopt policies and procedures to ensure that chapters 21, 25, 27, 29, and 31 of title 44, United States Code, are applied effectively and comprehensively to Government information on the Internet and to other electronic records. In no more than 250 words, describe your agency's adherence to NARA recordkeeping policies and procedures for electronic information online and other electronic records. Additionally, please indicate the number of electronic records that have been scheduled with NARA and any pending scheduling for electronic systems at your agency.*

In this fiscal year, the Department of Justice has continued to follow its ongoing practice of scheduling electronic records that contain federal records. As reported last fiscal year, the Department has approximately 3730 EIS (that contain Federal records), of which approximately 3250 have been scheduled with an additional 7 schedules submitted by DOJ and awaiting approval by NARA. The Department does not have information on NARA's estimates for when all of these schedules will be approved. Following is a link to all of the Department's records schedules that are posted on NARA's public website at: <http://www.archives.gov/records-mgmt/rcs/schedules/index.html?dir=/departments/department-of-justice/rg-0060>. In addition, the Department has an approved records retention schedule for its public facing websites including a separate schedule for social media tools used on those sites. The number of reported EIS and reported approved schedules is a direct result of an intensive Department wide inventory project conducted in 2013-2014. A scheduling initiative to ensure submission of records schedules to NARA for the remaining electronic records schedules is expected to be completed in 2016 and an update to the inventory is planned for FY 2017.

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

*The E-Gov Act requires agency websites to include direct links to information made available to the public under the Freedom of Information Act. Provide the updated URL for your agency's primary FOIA website.*

Public Facing Agency URL(s)	Brief Explanation (if necessary)
<a href="http://www.justice.gov/oip/oip-foia">http://www.justice.gov/oip/oip-foia</a>	

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

*The E-Gov Act requires agency websites to include the strategic plan of the agency developed under section 306 of title 5, US Code. Provide the updated URL to your agency's IRM Strategic Plan. This plan should encompass activities in FY14. If your agency does not have an updated plan, please provide the URL to the most recent plan and indicate when an updated plan will be available.*

Public Facing Agency URL(s)	Brief Explanation (if necessary)
<a href="http://www.justice.gov/jmd/file/631221/download">http://www.justice.gov/jmd/file/631221/download</a>	DOJ Information Services and Technology Strategic Plan 2015-2018
<a href="http://www.justice.gov/jmd/file/631221/download">http://www.justice.gov/jmd/file/631221/download</a>	DOJ Information Technology Strategic Plan, FY 2015-2018

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

*If your agency funds R&D activities, provide the updated URL(s) for publicly accessible information related to those activities, and specify whether or not each website provides the public information about Federally funded R&D activities and/or the results of the Federal research.*

No Data Available

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

*The E-Gov Act requires agencies to conduct a privacy impact assessment; ensure the review of the privacy impact assessment by the Chief Information Officer, or equivalent official, as determined by the head of the agency; and if practicable, after completion of the review under clause, make the privacy impact assessment publicly available through the website of the agency, publication in the Federal Register, or other means. In no more than 250 words, describe your agency's adherence to this provision, including adherence to OMB's guidance pertaining to the use of IT to collect, maintain, or disseminate identifiable information, or when new systems are procured for this purpose. In addition, describe your agency's process for performing and updating privacy impact assessments for IT.*

The Department of Justice's privacy compliance process begins with an Initial Privacy Assessment (IPA), which allows the Department's components to streamline the assessment of information privacy issues associated with all systems and programs that involve the collection and storage of personally identifiable information (PII). Through this IPA process, which is incorporated into the Department's IT security framework, the Department also reviews information technology systems that contain PII and/or information in identifiable form to determine whether the privacy requirements under the E-Government Act and OMB guidance apply. If the privacy requirements apply to the IT system, the Department requires a full Privacy Impact Assessment be conducted for the system. The process of conducting and drafting a PIA involves multiple stakeholders, including component privacy officials, IT security personnel, and program personnel responsible for the system or program, and PIAs are reviewed by the Office of Privacy and Civil Liberties and approved by the Department's Chief Privacy and Civil Liberties Officer. This process helps ensure that system developers and owners have identified privacy risks and have made technological and operational policy choices that incorporate privacy protections into the underlying architecture and operational processes of the system. In addition, if the IT system is modified during its operational life cycle, and the modifications impact the technology associated with privacy of information maintained in the system, a subsequent IPA must be conducted to determine again whether additional privacy requirements and considerations must be applied to the modified system, and a PIA update may be required.

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

*In addition to the narrative provided above in section K., provide the updated URL(s) for your agency's privacy policy and the website where your agency's privacy impact assessments are available.*

Public Facing Agency URL(s)	Brief Explanation (if necessary)
<a href="http://www.justice.gov/doj/privacy-policy">http://www.justice.gov/doj/privacy-policy</a>	Agency Privacy Policy
<a href="http://www.justice.gov/opcl/doj-privacy-impact-assessments">http://www.justice.gov/opcl/doj-privacy-impact-assessments</a>	Privacy Impact Assessments page
<a href="http://www.justice.gov/doj/privacy-policy">http://www.justice.gov/doj/privacy-policy</a>	Privacy Policy
<a href="http://www.justice.gov/opcl/doj-privacy-impact-assessments">http://www.justice.gov/opcl/doj-privacy-impact-assessments</a>	Privacy Impact Assessments

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

*The E-Gov Act calls for agencies to establish and operate information technology training programs. The act states that such programs shall have curricula covering a broad range of information technology disciplines corresponding to the specific information technology and information resource management needs of the agency involved; be developed and applied according to rigorous standards; and be designed to maximize efficiency, through the use of self-paced courses, online courses, on-the-job training, and the use of remote instructors, wherever such features can be applied without reducing the effectiveness of the training or negatively impacting academic standards. In no more than 250 words, describe your agency's IT training program, privacy training program, cross-agency development programs, and competencies reviews for IT workforce.*

DOJ's IT workforce training program focuses on 1) strategic coordination of training efforts and 2) providing innovative opportunities to address a spectrum of professional learning needs. In addition to continuously growing technical skills to meet the demands of new technologies, employees are required to take annual cybersecurity training. Further, we have identified key management and methodology skill areas needed across the workforce to meet our strategic goals. These are: Project Management, ITIL, Customer Service, Business Analysis, and Leadership. By identifying organization-wide needs, we are able to scale training efforts and maximize the effect of our training resources. We provide group training in these areas in-house and save employees the effort of acquiring training individually. For example, a crucial strategic goal for the IT workforce is instilling a process-driven culture. We therefore offer monthly ITIL Foundation courses on premises. Doing so saves an average of \$600 per student over sending employees to the courses individually. Employees have access to training in a variety of formats so they can choose the option that best suits their learning styles. In procuring group training, we require vendors provide both remote and in-person course options. Our Learning Management System offers online courseware on a range of topics from federal procurement practices to improving use of office productivity tools such as Microsoft PowerPoint. The online course catalogue includes the full curricula for IT Professional certifications such as the Certified Information Systems Security Professional (CISSP) and the Microsoft Certified IT Professional. We recently began offering more non-traditional training such as brown bags on project development techniques, such as Agile Development, and in FY16 we will launch new job rotation and mentoring programs.