Department of Labor
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.

Benefits.gov Continues to Improve User Experience 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. Maintaining a positive user experience within budget constraints requires commitment to innovation and customer service improvements. In FY15, the Benefits.gov Program received the highest amount of site traffic in the history of the Program (8.5 million hits), and received three major awards in recognition of the website and Compass eNewsletter – the Hermes Creative Award, Interactive Media Award, and the Blue Pencil & Gold Screen Award. Building on FY14 achievements, the Program migrated SSA BEST (ssabest.benefits.gov) to an open-source Drupal Content Management System (CMS) hosted on USDA NITC's Platform-as-a-Service. The new CMS allowed the Program to modernize the webpage design and efficiently update site content for citizens, while saving costs by eliminating unnecessary software. The Benefits.gov Program continued to improve the effectiveness, efficiency, and quality of services provided to citizens. In FY15, Benefits.gov expanded its services to DOI's NativeOneStop.gov, a White House initiative to improve the lives of American Indian/Alaska Native youth. Benefits.gov continues to use low cost social media channels to reach citizens. The Program's GovDelivery subscribers swelled to over 22 million, a 63% increase from FY14. At nearly 6,000 "Likes" and 18,000 followers, Benefits.gov's Facebook and Twitter also experienced growth in FY15.

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)
http://www.dol.gov/open/customer-service-plan.htm	DOL's Customer Service Plan
❌	DOL's Office of Federal Contract

Public Facing Agency URL(s)	Brief Explanation (if necessary)
http://www.dol.gov/ofccp/OFCCPNews/OFCCP_Pilot_New_Self_Service.htm	Compliance Programs website with new self-service options.
http://social.dol.gov/blog/how-can-we-help-you/	DOL Blog Post Providing Examples of Customer-Facing Improvements

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.

DOL IT investment performance goals, measures, and metrics are developed and aligned to the Department's Strategic Plan, the DOL Information Resource Management Strategic Plan, and applicable Agencies' annual Operating Plans. IT investment performance measures and metrics are developed and managed in accordance and compliance with the Performance Reference Model as described in The Common Approach to the Federal Enterprise Architecture. Also, IT Investment Integrated Project Teams (IPTs) create annual IT Investment Target Architecture documents, which describe the specific performance measures and metrics used, tracked, and managed by the IPT for the investment. The measures and metrics are reported to the Office of the Chief Information Officer as part of the Capital Planning and Investment Control process and the monthly OMB IT Dashboard reporting process. Furthermore, DOL's IT Investment Program Review Board continues to oversee and manage the performance of cross-cutting Department-wide IT investments at DOL. In addition to these processes, DOL Agencies' annual Operating Plans align to and support the DOL Strategic goals and describe their fiscal year priorities and the key program activities and strategies to be accomplished including the associated performance measures (i.e., outputs) and/or milestones. Agency performance measures and/or milestones include mission operations, productivity, service, and/or customer service oriented measures/milestones. This hierarchical performance model enables DOL to ensure initiatives are planned and managed within the bounds of the Department's Strategic Goals and Performance Outcomes. DOL tracks progress toward achieving its annual and strategic goals by using quantifiable performance measures.

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)
http://www.dol.gov/oasam/ocio/ocio-508.htm	
http://www.dol.gov/oasam/regs/statutes/sec508.htm	
http://www.dol.gov/oasam/foia/dlms-chapters/dlms9-0600.htm	

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.

In 2015, the U.S. Department of Labor focused on partnering with multiple federal and state agencies including: Department of Transportation, Department of Commerce, General Services Administration, Veterans Administration, White House Office of Science and Technology Policy, USAID, Department of State, multiple U.S. states and many others in pushing for innovation within workplace safety, child/forced labor, apprenticeship, skills, and employment universe while leveraging open data. DOL was a principal partner in multiple White House-led Data Jams that included entrepreneurs, technologists, innovators, non-profit members, and state agencies to modernize the nation's workforce system in collaboration with some of America's biggest service providers like LinkedIn, Glassdoor, Burning Glass, Simply Hired, and Workday. These collaborative government and public efforts are a great example of the value that can be achieved by establishing effective and efficient working relationships and making DOL agency program data available to and usable by the public. DOL transformed the delivery of digital services to the public using modern, iterative processes, including release of enforcement data v.2.5 to engage with the public in new and creative ways, developing a new OSHA Heat safety app for outdoor workers, releasing ILAB's annual child labor report data via an open API, and reimagining a targeted, user-centric website with information for American workers. The OSHA Heat App had 41,743 downloads since it launched on May 5. These IT products will serve as a model for future digital services developed in an affordable and agile method.

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).

The Department of Labor is currently pursuing the implementation of an enterprise-wide Identity Life Cycle Management Program consisting of Identity Creation and Management, User Authentication and Access Management. This effort will afford the Department the full lifecycle management of identities/credentials for DOL employees and contractors and support identity management and security services within the Department. This includes electronic credentialing and authentication services in compliance with recommendations and guidance from the committee sponsored by the Federal CIO Council, known as the Federal Identity Credentialing and Access Management (FICAM) Committee, and in compliance with the Homeland Security Presidential Directive 12 (HSPD-12). The Department implemented its PIV-II system in 2008. To enhance its current solution to better meet the HSPD-12 and OMB requirements of issuing PIV credentials, the Department is now leveraging GSA's shared service solution, USAccess, to issue DOL PIV cards. USAccess will provide DOL employees access to more than 200 stations

across the country in addition to 13 existing stations at DOL issuance centers. The DOL Identity and Access Management (IAM) Program has significantly accelerated the timeline for completion of the two-factor authentication task and is making steady progress. As a result of these aggressive efforts, the Department has reached 95% compliance for two-factor authentication of privileged users and 92% for non-privileged users. Two-factor authentication will continue as a top priority until full compliance is obtained for all staff. In FY16, the Program will also introduce an Identity Management (IdM) solution that provides single sign-on and credential management services.

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)
http://www.usa.gov/directory/federal/department-of-labor.shtml	DOL's Main Page on USA.gov
http://www.usa.gov/Citizen/Topics/Benefits.shtml	DOL provides content for the Benefits, Grants, and Loans page.
http://www.usa.gov/Citizen/Topics/Education-Training.shtml	DOL provides content for the Jobs, Training, and Education page.

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 and the Federal Docket Management System (FMDS).

Since 2006, DOL has participated in the government-wide eRulemaking initiative, which is comprised of the Federal Docket Management System (FDMS) and www.regulations.gov. The Department has also developed a new website (www.dol.gov/regulations/) that provides the public a central point to learn more about the regulatory process and specific DOL regulatory activities and facilitates access to DOL regulatory material. In FY15, DOL posted 33 final rules and 53 proposed rules, 423 Federal Register notices, and 30,218 documents in Regulations.gov. The eRulemaking Program offers streamlined internal rulemaking business processes with agency access to FDMS.gov. DOL had 210 staff using FDMS.gov in FY15, and created 19 rulemaking dockets. DOL has received 22,200 public comments via Regulations.gov that are directly stored in FDMS.

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.

DOL recognizes the importance of information systems and the need to ensure the scheduling and managing of electronic stored information, as such guidance was incorporated into the Department of Labor Management System (DLMS) policy, as noted in the below excerpt from DLMS 1 – Records Management, Chapter 438 Information Systems: The capital planning process integrates the planning, acquisition, and management of capital assets into the budget decision-making process, and is intended to assist agencies in improving asset management and in complying with the results-oriented requirements. For reference, refer to DLMS 9-200, Capital Planning. Federal requirements for including recordkeeping in Agency Electronic Information Systems mandate agencies to establish procedures for addressing records management requirements, including recordkeeping requirements and disposition, before approving new electronic information systems or enhancements to existing systems. Agencies must incorporate records management and archival functions into the design, development, and implementation of information systems through coordination and assistance of their Records Officer. The DOL Records Management Office (RMO) initiated its annual systems review and identification on March 12, 2015. Agency input was consolidated and analyzed and the following information was identified: Total Systems: 345 Systems Scheduled: 306 Systems Not Scheduled: 25 Systems Retired: 6 Interface systems not applicable: 8 The RMO continues to take a number of steps to coordinate improvement and collaboration with Department of Labor records managers and information technology staff. This collaboration includes broadening the channels of communication between records managers, IT staff, legal, and EIS-related and affected programs.

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)
http://www.dol.gov/dol/foia/	DOL's Primary FOIA Website
http://www.dol.gov/dol/foia/guide6.htm	DOL's FOIA Handbook
http://www.dol.gov/dol/foia/readroom.htm	DOL's Frequently Requested Records

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)
http://www.dol.gov/oasam/ocio/DOL-IRM-SP.pdf	

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.

Public Facing Agency URL(s)	Brief Explanation (if necessary)
http://www.doleta.gov/	ETA website provides information on community-based job training grants which are employer-focused and support the President's High Growth Job Training Initiative.
http://www.osha.gov/dte/sharwood/index.html	OSHA website provides information on the Susan Harwood Training Grant Program which is designed to provide training and education programs for employers and employees on the recognition, avoidance, and prevention of safety and health hazards in their work
http://www.dol.gov/asp/programs/REIDL/index.htm	OASP website provides information on DOL's completed and planned research and evaluation projects that have been or will be conducted by DOL in the upcoming calendar year.

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.

DOL is committed to safeguarding and protecting personally identifiable information (PII) for members of the public, federal employees and contractors. The Department's privacy policy states that DOL does not collect PII when visiting the DOL site unless the information is provided on a voluntary basis. The Privacy Notice also stipulates the reasons why DOL collects PII and what it will do with the information collected. All major information systems are required to complete Labor's annual Privacy Impact Assessment (PIA) process and document the results in Labor's Cyber Security Assessment and Management (CSAM) tool. The Labor PIA process is two-fold and requires all systems to first undergo an initial screening review to determine if the system meets the pre-requisite criteria (e.g., system collects Personally Identifiable Information for members of the public) requiring the completion of the full PIA questionnaire. If a PIA is not required, the process is complete and there is no further action until the anniversary date. If a PIA is required, the PIA questionnaire is completed by the agency, and submitted to the Office of the Chief Information Officer (OCIO) for review and approval. Once approved, the PIA questionnaire is signed by the Agency official and maintained in CSAM. Within 30 days of this approval, the PIA is redacted for public consumption and posted on the Labor public website.

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)
http://www.dol.gov/dol/privacynotice.htm	DOL Privacy Policy and Statement
http://www.dol.gov/oasam/ocio/programs/pia/mainpia.htm	DOL 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.

The DOL Office of the Chief Information Officer (OCIO) oversees, supports, and/or provides various types of IT training to staff and contractors including periodic technology upgrade training, annual IT refresh training, as well as mandated training such as Information Systems Security and Privacy Awareness training. Additionally, IT investment management-related training is offered to IT project managers and associated IT support staff. The DOL OCIO provides training classes covering topics such as: the annual budget submission, CPIC-related

activities, as well as systems development life cycle methodology-related training including Acquisition Strategy, Risk Management, Alternatives Analysis (AA), Cost Benefit Analysis (CBA), and MS Project. The OCIO believes its IT training program has resulted in better managed and higher performing IT investments. All federal employees and contractors are required to meet general security awareness training and role-based training for individuals who work in a security function. DOL fulfills the mandatory requirement of basic Security Awareness Training by using the Department of Defense-provided general awareness training. For the role-based training requirement, the DOL community uses training provided by Federal programs or garnered via the internet to provide training in a variety of security roles and responsibilities. For instance, DOL utilizes the FedVTE, a virtual training environment that allows federal and contractor staff to access training designated for information security and privacy training. DOL has hourly requirements for executives and IT specialists who have a designated role in security. Additionally, DOL sponsors quarterly role-based training in areas such as Incident Response, Breach Notification, and Contingency Planning.