

Department of State

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.

The U.S. Department of State’s Bureau of International Information Programs (IIP) manages more than 450 websites in 65 languages for U.S. embassies and consulates abroad. These sites are the public face of the United States for foreign publics, receiving over 150 million site visits and 600 million page views annually. IIP is modernizing the global infrastructure, design, security, and usability of these websites. Technological advances have changed the way our target audiences receive and consume information. Using data to drive decisions, IIP is designing the new sites to be extremely flexible, allowing use in low-bandwidth environments and optimizing for access via mobile. The new website structure is built on WordPress, the system that powers nearly a quarter of all internet websites, has no ongoing software licensing fees, and is more flexible than current systems. The platform allows for increased opportunities for public engagement on foreign policy content, presenting a professional picture of the United States and its bilateral relationships. The new platform provides a more flexible, efficient, and accessible system to State’s network of more than 1,000 web managers in the field. Finally, the new platform is a secure, stable, and scalable digital infrastructure that enables future system growth and safeguarding against existing and future threats. The new websites launched and went live at pilot posts. In addition, all overseas State Department missions will be live on the new system by the end of calendar year 2016.

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.state.gov/open/	Department of State Open Government Initiative website
http://www.state.gov/open/175953.htm	Department of State Customer Service Plan

Public Facing Agency URL(s)	Brief Explanation (if necessary)
http://www.state.gov/digitalstrategy/	Department of State Digital Government Strategy page
http://www.state.gov/r/pa/wm/egov/index.htm	Department of State E-Government page
http://www.state.gov/developer/	Department of State Developer Community page

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 utilizes a Capital Planning and Investment Control (CPIC) process to select, control, and evaluate IT investments. As part of this process, the Department tracks performance metrics that can be used to measure effectiveness and support the execution of its strategic goals. Through structured reviews, several performance metrics are gathered and reported, including a summary of funding, spending performance, risk performance, baseline performance, and program performance to include the earned value of activities under major investments. Along with these investment-level performance metrics, the E-Gov Program Management Office (PMO) measures the performance of program activities and projects using additional performance metrics, which fall within the following categories: · Customer Satisfaction · Strategic and Business Results · Financial Performance · Innovation These four categories allow the E-Gov PMO to create a broad range of activity performance metrics that support the myriad strategic goals pursued in the execution of the Department’s mission around the world. These metrics focus on delivery and results, and allow the effective examination of customer service, agency productivity, innovative technology adoption, and use of best practices. The Department additionally utilizes periodic investment reviews to perform deep-dive analysis and evaluation of investment benefits and outcomes. Information about the health and value of IT investments serves as an important input into the Department’s budget formulation process. All IT investment information can be found at <https://itdashboard.gov/portfolios/agency=014>.

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.state.gov/accessibility/	U.S. Department of State Section 508 information can be found at our internet site
http://www.state.gov/m/irm/impact/	
http://www.state.gov/misc/207091.htm	This link contains State.s accessibility statement

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.

The Bureau of Educational and Cultural Affairs' Collaboratory initiative designs, pilots, and spreads new ways to further educational and cultural diplomacy. Past work included developing new programmatic tools, cultivating best practices for the use of technology in exchanges, and coordinating major initiatives like Education Diplomacy. The Collaboratory also works to advance new work methods, such as human-centered design, that allow State Department teams to better perform in today's networked world. Other Collaboratory projects include: designing and coordinating the Massive Open Online Courses (MOOC) Camp initiative that offered more than 205 courses to 4500+ students at over 65 embassies and consulates around the world. adding virtual components to existing Educational and Cultural Affairs programs to increase their impact and development of virtual engagement toolkits, enabling the development of virtual and on-the-ground programs using the Internet in low-bandwidth areas (Mandela Washington Fellows alumni). collaborating with a variety of partners to launch the Institute for Design + Public Policy, a weeklong program that introduces federal employees and other stakeholders to innovative new problem-solving methods. The Collaboratory also acts as a convener for the Department, bringing together experts from the private sector, civil society, and government to collaboratively explore the frontiers of educational and cultural diplomacy. The Collaboratory team is always looking to work with other bureaus, agencies, companies, and organizations to foster partnerships, collaboration, and keep abreast of the ever-evolving field of educational and cultural diplomacy. For more information about government-public collaboration see the 2014 Department of State Open Government Plan, <http://www.state.gov/documents/organization/231006.pdf>.

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 accordance with HSPD-12, State's Public Key Infrastructure (PKI) program provides State's employees and contractors with electronic credentials that are interoperable with other Federal Agencies and the public. Each State employee and contractor is issued a FIPS 201-1 compliant smartcard. In response to the CyberSprint activities, the Department completed issuing 100% domestic staff Personal Identification Verification (PIV) cards, and has completed issuance of two-factor authentication cards to privileged users worldwide; an alternate assurance level 4 smart card is being issued to overseas locally engaged staff as an interim solution while the Department's Diplomatic Security Bureau gears up to deploy State's HSPD-12 solution overseas. Logical access to State's SBU network is provided through the use of either

credential. In addition to user authentication, State employees and contractors can digitally sign and encrypt/decrypt e-forms, Adobe Portable Document Format (PDF) documents, Microsoft Office documents, and Outlook e-mails. The PKI program also provides code signing services for executable files, macros, and scripts to authenticate the author and to ensure codes are not altered or corrupted. Likewise, certificates are issued Non-Person Entities (NPE) such as internal webservers, domain controllers, and Virtual Private Network (VPN) concentrators. The capability and use of electronic signatures has been expanded to State's classified network using COMSEC Accountability Reporting Distribution Software. State has completed the domestic deployment of PKI on its Secret network. All overseas and domestic locations are actively using digital signatures in their COMSEC accounting processes.

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)
https://www.usa.gov/travel-abroad	
https://www.usa.gov/federal-agencies/department-of-state	
https://www.usa.gov/federal-agencies/u-s-mission-to-the-united-nations	
https://www.usa.gov/travel-and-immigration	

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 (FDMS).

The State Department uses the public-facing online site, <http://www.regulations.gov> as its primary electronic means of both publishing regulatory actions and receiving feedback on those actions from the worldwide community. Regulations.gov enhances State's ability to meet the goals of the E-Gov Act by providing user-friendly search and comment tools, as well as serving as the single repository for all of State's rulemaking actions. The agency-facing website, the Federal Docket Management System (FDMS), allows the Department to efficiently manage rulemaking actions and public comments. State routinely uses such tools as 'Bulk Extract,' which compiles metadata, including comment text, into a spreadsheet for easy manipulation; and 'Deduplication,' which allows for easy review and processing of comments, by identifying mass mail campaigns and categorizing comments by percentage of similarity. In 2015, the Department published a statement to DipNote, the Department's official blog, hosted at

www.state.gov. This statement, which can be found at <http://blogs.state.gov/stories/2015/02/09/state-department-invites-public-comments-reducing-regulatory-burden>, requested comments from the public on ways to improve the regulatory program. Readers were able to provide immediate feedback by clicking on an icon at the end of the blog. To maximize its reach, Public Affairs circulated the DipNote posting through various social media accounts, including the Department's flagship Twitter account, @StateDept, with more than 1.2 million followers. An email with a link to the DipNote blog was sent to 5,000+ subscribers to the Office of Public Engagement's Listserv.

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.

The Department of State fulfilled the IT scheduling requirements of NARA Bulletin 2006-02 Guidance for Implementing section 207 (e) of the E-Government Act of 2002. State developed and implemented a NARA approved comprehensive plan to schedule all unscheduled program systems in accordance with the guidance. State submitted a records schedule to NARA for one IT system in FY 2015.

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)
 www.foia.state.gov	The Department of State's FOIA website

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.state.gov/m/irm/rls/c61084.htm	The Department of State's IT Strategic Plan

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.

Section 208 of the E-Government Act of 2002 requires agencies to conduct privacy impact assessments (PIAs) for electronic information systems and collections that involve the collection, maintenance, or dissemination of information in identifiable form from or about members of the public. In FY 2015, State reported a total inventory of 124 FISMA systems containing personal information in identifiable form. During this reporting period, the Privacy Program completed the required documentation and publication requirements for 65 PIAs. The Privacy Office performs a wide range of analytical work to fulfill the development of PIAs and System of Records Notices (SORNs). The Privacy Office continues to increase awareness and visibility of privacy compliance by engaging State's stakeholders at the early stages of program development. The Privacy Office revised the PIA Guide and Template, and the Department's website privacy policies to address risks and to provide notice to the public on the Department's use of this technology. Additionally, the Privacy Office launched a new PIA web portal developed to provide a more efficient review process and to enhance the quality of the documentation. The Privacy Office assists System Owners with drafting PIAs for IT systems that collect personally identifiable information. As part of the compliance review, PIAs are updated every three years or when change occurs to the IT system. The program office submits the required documentation to the Privacy Office for review and signature. Upon completion, the PIA is filed and if applicable, the PIA is made available on the Department's public-facing 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://foia.state.gov/Learn/PIA.aspx	The Department of State's privacy impact assessments and privacy policy are posted at the following websites
http://www.state.gov/misc/415.htm	

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 Department of State's Foreign Service Institute (FSI) provides training primarily to State and 47 customer agencies. FSI is a designated government-wide e-training service provider under the federal Enterprise Human Resources Integration initiative, including subjects such as cybersecurity. FSI's Learning Management System reaches a worldwide target audience, and provides over 270 custom e-learning and commercial courses designed for the foreign affairs customers. Preliminary reporting indicates FSI students completed over 64,000 classroom courses, or about 3.5 million hours of training in FY 2015. FSI students also completed about 100,000 distance learning (DL) courses, roughly 375,000 plus hours, and approximately 16,600 commercial DL courses totaling almost 21,000 hours. FSI provides IT training to all systems administrators (Civil Service, Foreign Service Information Management Specialist, and Locally Employed Staff employees), Information Management Technical Specialists, and State end-users, domestic and overseas. To improve course delivery and ensure focused training on the latest technology offered to the field, the School of Applied Information Technology (SAIT) continually revises its curriculum based on program initiatives, technologies deployed, and feedback from students and managers. SAIT's Training Advisory Committee meets monthly with Information Resource Management Bureau's stakeholders. SAIT uses various training platforms to train students worldwide. Commercially trained and certified instructors teach SAIT certified courses, and full curriculums are available for qualified students who wish to pursue industry-standard certifications. SAIT provides Microsoft Office certification training for Office Management Specialists, Business Applications training for computer users, State-specific applications.