

Department of Energy

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.

Energy.gov was launched to consolidate the agency’s sprawling web presence on an easy-to-use, user-friendly, open source platform. The website improves how consumers and businesses access information and resources they need to save money and energy while improving the ability of DOE staff to interact with stakeholders. The Department uses agile development principles to continuously improve the site and add new functionality. Energy.gov is the first federal website to become fully mobile responsive. This mobile-first approach represents a commitment to open government principles by delivering information seamlessly to consumers no matter where they are or what device they are using. More than 30 of the Department’s staff and program offices websites have been consolidated from separate urls onto Energy.gov — the agency’s central public-facing website. This allows “one-stop shopping” for visitors to Department of Energy websites. The Department utilizes several agency activities and initiatives which enhance the delivery of information and services to the public and improve government operations, specifically in the form of public engagement. These activities highlight ways electronic government improves the effectiveness and quality of services provided by the Department. In addition to the public engagement efforts of Energy.gov, the Open Data page at <http://energy.gov/data/open-energy-data> has a Submit Questions about Energy Data feature which provides an email link to datainnovation@hq.doe.gov for questions specific to DOE’s data.

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)
www.energy.gov/sepa/southeastern-power-administration	SEPA
www.energy.gov/eere/energybasics/energy-basics	Energy Basics

Public Facing Agency URL(s)	Brief Explanation (if necessary)
www.energy.gov/jobs/jobs	Jobs Portal
www.energy.gov/eere/cemi/clean-energy-manufacturing-initiative	CEMI
www.energy.gov/eere/better-buildings-neighborhood-program/better-buildings-neighborhood-program	Better Buildings Neighborhood Program
www.energy.gov/eere/education/education-homepage	Education
www.energy.gov/eere/sunshot/sunshot-initiative	SunShot
www.energy.gov/eere/wipo/weatherization-and-intergovernmental-programs-office	WIPO
www.energy.gov/management/spo/sustainability-performance-office	SPO
www.energy.gov/eere/geothermal/geothermal-energy-us-department-energy	Geothermal

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.

DOE is in the process of developing overall agency Information Technology (IT) performance metrics that demonstrate how electronic government supports agency objectives, strategic goals, and statutory mandates by 2016. DOE currently tracks metrics for its individual major IT investments and these metrics are tracked monthly and quarterly through the IT Dashboard and Control Review processes. An Operation Analysis (OA) is provided yearly to OMB to demonstrate achievement in the goals for Strategic and Business Results, Customer Results, Innovation, Financial Performance, Records and Information Management, and Security. For example, the OA for the NNSA Enterprise Secure Network (ESN) investment provides in its Strategic and Business Results discussion that the ESN is the only classified network for sharing classified information at the SRD and SNSI/SFRD levels and it maintains nearly 100% system availability. In Customer Results, it states that ESN was expanded in 2015 to include the SNSI/SFRD and increase direct communication and collaboration among NNSA, DOE and DoD sites and agencies. Also, there are 17 planned innovations to improve customer service, the security of the system, and reduce or eliminate vulnerabilities.

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)
www.energy.gov/cio/departments-energy-doe-and-section-508	

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 FY15, the Department launched a mobile app called Lantern Live which helps consumers quickly find and share critical information about nearby gas stations and power outages during energy emergencies. The app aids in improving national energy preparedness in the face of extreme weather and other events which can result in power disruptions. This app is an example of the Department's commitment to the continued advancement of innovative technologies which help our communities become more resilient and recover more quickly from emergencies. Lantern Live has the potential to be a convenient tool for people during and after severe weather events. Lantern Live allows users to report the operational status of local gas stations, find fuel, and look up power outage maps from local utilities, while also accessing useful tips and guidelines. With the launch of this app, the Department is harnessing the power of crowdsourcing and open data in disaster and recovery. Future releases of Lantern Live will likely include the ability to crowdsource information on the status of gas stations via standardized hashtags for social media. Lantern Live's code will also be open source, allowing technology innovators and entrepreneurs to reuse the code in their own apps, explore new opportunities for other sectors and applications, and further leverage the power of open data. Built in response to lessons learned from Hurricane Sandy, Lantern Live is designed to accelerate the development of open data for power outages.

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).

Homeland Security Presidential Directive 12: Policy for a Common Identification Standard for Federal Employees and Contractors (HSPD-12) is the Federal directive that requires the use of secure credentialing capabilities in order to gain logical and physical access into agency networks and facilities. The goal of HSPD-12 is to ensure that only authorized personnel are accessing Federal systems. The DOE has sought to implement HSPD-12 through the issuance of Personal Identity Verification (PIV) cards. The establishment of the PIV credential as part of a broader enterprise solution enables common service capabilities in secure and reliable transactions. DOE has implemented the use of electronic signatures allowing department officials to sign documents and carry out business transactions electronically. The use of electronic signatures provides assurance that the authors and signatories of e-mails and/or electronic files are who they claim to be and provides significant advantages, such as improved security and streamlining business activities. DOE has also developed a strategy to improve the use of multifactor authentication (MFA) within the agency in support of OMB MFA efforts. This plan has been reported to OMB and will result the use of Level 4 MFA for 100% of privileged user accounts and 85% of standard users accounts within DOE.

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/federal-agencies/department-of-energy	

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 Department of Energy manages rulemaking materials (e.g., Federal Register documents; supporting analyses; and public comments) in a secure, centralized repository which provides the public with a single-point of contact at Regulations.gov. By implementing the Federal Docket Management System (FDMS), DOE's internal rulemaking business process has become more transparent and open for public participation. Further, FDMS provides DOE with a secure, centralized electronic repository for managing its rulemaking development via distributed management of data and role-based user access, reducing data storage costs, and allowing regulation writers an easy way to collaborate on rulemaking actions. Between October 1, 2014 and September 30, 2015, DOE posted 3982 documents, created 1777 docketed documents and 2434 documents, published 2027 Federal Register notices and 213 rules and proposed rules in Regulations.gov. DOE received 1286 public comments on these actions via Regulations.gov.

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 DOE OCIO provides Records Management (RM) oversight and guidance. The DOE RM Program engages such entities as DOE's RM Working Group, and NARA-led Federal Records Council (FRC) and the chartered Federal Records Officers Network (FRON). Ongoing activity includes working with programs and NARA to develop records disposition schedules. Permanent records are safeguarded for accessioning to the National Archives while guidance for temporary records includes applying mandated NARA-approved schedules and safeguarding unscheduled records until disposal is authorized by NARA. Resulting benefits from NARA-approved schedules include federal compliance, improved efficiency and economies, and reduced data risks. Application of authorized disposal schedules reduces and/or mitigates compromises from cyber security breaches, and particularly privacy-protected data. Additional DOE RM Program accomplishments include the September 2015 release of a department-wide RM course pursuant to OMB M-12-18, the drafting of additional complementary RM training is

pending consideration for release. The Department is preparing to implement the NARA “Capstone” approach to e-mail records management. As per OMB M-12-18, Managing Government Records Directive, the Departmental Records Officer holds the NARA Certificate of Federal Records Management Training, as do two RM Team members (succession planning), and the Senior Agency Official has been updated and reaffirmed with NARA ahead of the November 15, 2015 deadline. DOE has two electronic information systems that have been scheduled with NARA and none pending scheduling.

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)
 energy.gov/management/office-management/operational-management/freedom-information-act	

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://energy.gov/cio/downloads/fy-2014-2018-doe-irm-strategic-plan	The current DOE IRM Strategic Plan is available. DOE expects to publish an updated cyber strategic plan in November 2015.

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)
www.osti.gov	Office of Scientific and Technical Information (OSTI)
www.osti.gov/pages	OSTI Public Access Gateway Energy & Science (PAGES)

Public Facing Agency URL(s)	Brief Explanation (if necessary)
www.osti.gov/scitech	OSTI SciTech Connect
www.osti.gov/doepatents	DOE Patents
www.osti.gov/accomplishments	DOE R&D Accomplishments
www.osti.gov/dataexplorer	DOE Data Explorer
www.osti.gov/sciencecinema	Science Cinema
www.science.gov	Science.gov



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.

DOE has three main documents related to privacy compliance for automated collections of PII, Privacy Needs Assessment (PNA), Privacy Impact Assessment (PIA), and System of Records Notice (SORN). While each of these documents has a distinct function to ensure adherence with protection guidelines pertaining to automated collections of PII, together these documents further the transparency of DOE activities and convey accountability. DOE Directive 206.1, "Department of Energy Privacy Program," provides the procedural requirements for each document and establishes roles and responsibilities associated with the completion and updating of these documents. The PNA is the first document program elements complete to assess whether an automated system will collect and maintain PII. This threshold assessment determines if additional compliance documentation such as PIA or SORN is required. The PIA, an important tool DOE uses to examine privacy risks associated with automated collections of PII, is required when IT systems contain PII. The PIA addresses critical areas such as the authority for PII collections, the scope of information collected, the use of PII collected, information security, Privacy Act SORN applicability, and information sharing. The PIA serves to reinforce early consideration of ways to enhance PII protection by including privacy in early stages of system development. If the PIA analysis concludes a SORN is required, a SORN is prepared and published in the Federal Register.

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)
 energy.gov/cio/office-chief-information-officer/services/guidance/privacy	
www.directives.doe.gov/directives-documents/200-series/0206.1-BOrder	
 energy.gov/cio/office-chief-information-officer/services/guidance/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 DOE OCIO has developed and implemented a FAC IT Program/Project Management process to ensure that project managers for key IT investments are certified. OCIO tracks and approves DOE IT project managers throughout the certification process. The process provides an assessment of project managers' skills, level of project manager-related experience and training, and then follows up with appropriate provision of training to ensure proper certification of DOE IT project managers. The DOE OCIO also provides an annual mandatory training course on privacy and data protection policies. The course is designed to address the importance of privacy, and to ensure that DOE employees are aware of the vital role they play in safeguarding privacy and protecting PII. Additionally, DOE participates in the Federal CIO and OPM government-wide Information Technology Workforce Capability Assessments to capture key information on workforce competencies, IT skills and Specialized Job Activities. Assessment results provide critical information to enable agency and federal IT leaders to meet human capital goals, perform mission-critical occupation reporting, and prepare future IT human capital initiatives, such as training. Efforts are currently underway to retain and recruit a highly-qualified Cybersecurity Workforce which includes an assessment of the current skillsets of the workforce, and analysis of the desired skills and capabilities, and updates to training and recruitment plans to meet desired goals and objectives.