

Environmental Protection Agency

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.

EPA’s E-Enterprise for the Environment Portal (<https://eportal.epa.gov/eenterprise-new>) is a user-friendly web platform designed to modernize the way the public, regulated community, and environmental co-regulators conduct two-way environmental transactions and access web resources. Phase I of the E-Enterprise portal was launched on October 1, 2015. EPA is working with states and tribes to develop an interoperable portal, integrating data and functionality over time and growing to provide a broad suite of resources. Some of the functionality of the Portal includes: Building online profiles for users to personalize preferences and sign in using existing online accounts A customizable workbench that remembers who users are and their topics of interest Up to the minute, real time air quality data from the portal The “My Reporting” section provides the regulated community a more efficient way to organize and link to federal and state online reporting programs without having to locate and login to numerous services. Federal lead certification applicants can track the status of their applications and print certificates and receipts without having to call the Lead Hotline, which was how to obtain this information before the portal. The Facility Registration Wizard enables users to view, map and update information about their facilities on-line. In the first month, 282 users logged on by authenticating using credentials. The Portal will continue to add functions in 2016 to address the needs of the regulated community, regulators and the public. The Agency is planning to have five new functionalities added by September 30, 2017.

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://www2.epa.gov/open/epa-customer-service-plan-october-2012	In FY2015, EPA fully implemented its One EPA Web project to transform www.epa.gov to better

Public Facing Agency URL(s)	Brief Explanation (if necessary)
	serve users in accomplishing online tasks through the EPA website. This multi-year effort improved public access to information by structuring our website around

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.

EPA uses the Federal Enterprise Architecture (FEA) Performance Reference Model (PRM) to link investments and activities to the Agency's strategic goals. Each of EPA's major investments must have the following: One metric for Customer Satisfaction (Results) - reflects results (i.e. service quality, end user satisfaction) with respect to the impact to major stakeholders. Three metrics for Strategic and Business Results - measure how this investment contributes to the Strategic Objectives / Agency Priority Goals or business needs of the Agency. These may reflect either effectiveness (quantified desired effect the investment has on the Agency's mission or business needs) or efficiency (quantified desired effect the investment has on the agency's operational/technical needs). At least one Strategic and Business Results metric must have a monthly reporting frequency. One metric for Financial Performance - measures the reasonableness and cost efficiency of the investment. All of these metrics are reported in the Federal IT Dashboard on a monthly basis, along with schedule and cost variances and the CIO's assessment of risk in the investment. An example is the Central Data Exchange (CDX): <https://itdashboard.gov/investment?buscid=395>. CDX allows customers to transform paper-intensive processes into fast-and-efficient technological interactions. CDX's performance metrics focus on customer service, agency productivity, and innovative technology. Measures include: Quarterly customer satisfaction surveys that gather stakeholder input. Number of EPA, state, tribal, and industry data flows in production, tracking the adoption of electronic data reporting. Number of registered CDX users, tracing the reduced burden on the public afforded through CDX's data exchange.

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://www2.epa.gov/accessibility	

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.

Developer Central is a one stop shop for public developers to find, understand, and use Agency IT resources such as application program interfaces (APIs), applications (including mobile), data, widgets, and sample code. Developer Central maintains a Data and Developer Forum where the public can suggest ideas for new data sets or applications and developers can interact on how to implement the resources in Developer Central. In addition, users of Developer Central can also rank the usefulness of data sets and other resources using a simple five star ranking system. <http://developer.epa.gov/> The TRI Pollution Prevention (P2) Search Tool helps users of TRI data learn how facilities have reduced releases of toxic chemicals to the environment and compare how different facilities have managed their toxic chemical waste. The tool helps users identify P2 successes and visually compare P2 performance at both the facility and corporate level. Users may search on a facility or parent company level and access data through charts, graphs, and maps. Data is downloadable so that users can perform their own analyses on the data. Use of this tool can assist facilities in developing new tactics to reduce their reliance on toxic chemicals and to showcase their successes. www.epa.gov/tri

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 Digital Signature Pilot, which began in FY15, continues to progress with the Office of Policy successfully submitting EPA signed documents to the Federal Register using the EPASS card certificate and GSA software: <http://www.idmanagement.gov/documents/pkcs-7-document-signing-tool>. Several EPA Programs/Regions (including OEI, OECA, and Region 1) are currently publishing documents electronically to the Federal Register improving paperless administrative and regulatory document workflows. EPA hopes to continue expansion of the pilot to more Programs/Regions in FY16. In compliance with HSPD-12, all processes are in place for the use of the PIV card at EPA and the Agency is at 85% implementation for all users and 99% for all privileged accounts.

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)
www.epa.gov/radon/pubs/citguide.html	EPA Guide to Radon -

Public Facing Agency URL(s)	Brief Explanation (if necessary)
	US Environmental Protection Agency

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).

Since 2003, the eRulemaking Program Management Office has provided the public with a central portal to access information and submit comments on the regulatory actions of all federal departments and agencies. In FY 2015, there were more than 6,338,000 visits to Regulations.gov, with over 4,673,000 of those visits being unique. On the Agency user side, the EPA Docket Center processed 1371 Federal Register documents and received over 7 million comments in FY 2015, which is a 16% increase from FY 2014. The Federal Docket Management System (FDMS) offers a Deduplication Engine, which agencies can use to run reports on duplicate comments received for a Federal Register (FR) document. This tool helps agencies review and process large numbers of comments in a timely and efficient manner. Users can select a percentage of similarity ranging from 70%-90%. In 2015, EPA processed 77,749 documents through the deduplication tool.

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.

During FY 2015, EPA submitted four records schedules for major electronic information systems to NARA and two were approved. Four transfer requests for permanent electronic information systems were submitted to National Archives and eight previously initiated were completed. Five of EPA's new 21 consolidated schedules submitted to NARA in 2012-2013 have been approved, bringing the total approved to 15. The consolidated schedules are "media neutral" covering records in any format, including electronic. EPA's Records Management Policy update was approved in February 2015; the Enterprise Information Management Policy was approved in March 2015; and Digitization (scanning) Procedures and Standards approved in August 2015. Work began in 2015 on a new email retention policy. The "quarterly records management day" was used to communicate EPA's policies and procedures on electronic records management, including text messaging. Due to EPA's transition to a new email platform, EPA IT and records management staff began reviewing Lotus Notes databases to determine which

ones need to be migrated or deleted per approved records schedules. EPA’s Information Management and Exchange Subcommittee’s Records Work Group continues to work on several initiatives related to managing electronic records. EPA procured auto-categorization software to automate the assignment of records retention categories to records in the electronic records repository and is in the process of preparing the tool for future operational use. EZ Desktop Records, a pilot project for managing electronic records other than email, was initiated in an EPA regional office and expanded to other locations.

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.epa.gov/foia	
https://foiaonline.regulations.gov	

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://www2.epa.gov/sites/production/files/2015-08/documents/irmstrategicplan.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://cfpub.epa.gov/si/	The Science inventory is a searchable database of EPA science activities and scientific and technical products conducted by EPA and through EPA-funded assistance agreements
http://ofmpub.epa.gov/sor_internet/registry/systmreg/ho	The Registry of EPA Applications

Public Facing Agency URL(s)	Brief Explanation (if necessary)
me/overview/home.do	and Databases (READ) is an authoritative inventory that uniquely identifies the Environmental Protection Agency's (EPA) diverse information resources including application and systems, data sets, and models.
 http://www2.epa.gov/modeling	Formerly the CREM The Models Knowledge Base, this Web site provided access to EPA model portals.
http://yosemite.epa.gov/ee/epa/eed.nsf/webpages/homepage	National Center for Environmental Economics (NCEE) offers a centralized source of technical expertise to the Agency, as well as other federal agencies, Congress, universities, and other organizations.
http://www2.epa.gov/measurements	Formerly titled .Test Methods Collections., this site Measurements is maintained by EPA's Forum on Environmental Measurements as a service to the environmental analytical community. Test methods are approved procedures for measuring the presence and conc
http://www2.epa.gov/iris	The IRIS database contains information for more than 540 chemical substances that can be used to support the first two steps (hazard identification and dose-response evaluation) of the risk assessment process.
http://www2.epa.gov/nscep	EPA's print publications are available through the National Science Center for Environmental Publications (NSCEP), and EPA's digital publications are stored in the National Environmental Publications Internet Site (NEPIS) database.
http://www3.epa.gov/ttn/direct.html	The Technology Transfer Network (TTN) is a collection of technical Web sites containing information about many areas of air pollution science, technology, regulation,

Public Facing Agency URL(s)	Brief Explanation (if necessary)
	measurement, and prevention.
http://www3.epa.gov/otaq/models.htm	Models for estimating emissions on various types of vehicles.
http://www3.epa.gov/airtrends/	This page provides links to Special Studies topics describing policy-relevant information.
http://www2.epa.gov/cleanups/cleanup-science-and-technology	Many technologies and tools are used to assess, cleanup and monitor cleanups. Some techniques are innovative; others have been around a long time. The list will link you to information about those technologies and other, more technical aspects of cleanup
http://www2.epa.gov/remedytech	The Clean Up Technologies website provides information about characterization and treatment technologies for the hazardous waste remediation community.
http://www2.epa.gov/waterdata	OST produces regulations, guidelines, methods, standards, science-based criteria, and studies that are critical components of national programs that protect people and the aquatic environment.
http://www2.epa.gov/research/	Contains a variety of research stories documenting research accomplishments and research program activities.
http://www2.epa.gov/research-grants	Research grants and graduate fellowships in numerous environmental science and engineering disciplines through a competitive solicitation process and independent peer review.
http://www2.epa.gov/research/methods-models-tools-and-databases	Listing of assorted methods, models, tools, etc, categorized by topic.

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.

EPA adheres to Office of Management and Budget’s guidance regarding the collection, maintenance, and dissemination of personally indefinable information (PII). Privacy is addressed when systems are being developed and privacy protections are integrated into the system development life cycle. EPA’s Privacy Impact Assessment (PIA) is initiated during the definition phase of the system life cycle and updated until the operations and maintenance phase. The PIA evaluation process provides a means to verify Agency compliance with laws and regulations governing the privacy of individuals and helps ensure that the electronic systems developed by the Agency protect individuals' privacy. PIAs are also required on certain systems that collect PII on Agency employees. At EPA, PIAs are conducted on all new systems, existing systems, and information collection requests. New systems that collect, maintain, or disseminate PII from or about members of the public must have a PIA before launching. Existing systems require an updated PIA when there is a significant modification or where changes have been made to the system that may create a new privacy risk. Information Collection Requests require a PIA when the information collected is both new and an electronic collection for ten or more individuals who are not employees of the Federal government. Systems requiring a PIA are posted to the Agency’s privacy websites. If the collection is on members of the public (i.e., an external collection), the PIA is posted on the Agency’s Privacy Act Internet Website and is reported in the Agency’s annual Federal Information Security Modernization Act report to OMB.

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://www2.epa.gov/sites/production/files/2015-09/documents/2151.1.pdf	Privacy policy
http://www2.epa.gov/privacy/epa-federal-information-systems	PIAs

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.

In 2011, EPA launched an Agency-wide IT training program to provide employees with the necessary training to do their jobs successfully. The program utilized web conferencing technologies to deliver web-based training at EPA. The live training attendance averages over 3000 employees annually and over 250 per month. The IT Training Team expanded the eLearning (SkillPort) Learning Management System from 5,000 licenses to over 17,000 for implementation as an enterprise tool. In 2015, the Agency launched the "How-to" Help Center for Microsoft Applications. This service offers just-in-time live telephone assistance on how to use Microsoft Office software tools, SharePoint, and other Microsoft products. All of these resources are provided to EPA employees at no additional cost. The IT Training Team also provides fee-based services to EPA offices, including customized classroom training and online training content development. Recognizing that training and awareness are critical to protecting Agency PII, EPA developed an on-line training module for key privacy personnel. The training will be launched in Q2 FY16 on the eLearning site. The annual mandatory security awareness training taken by all employees and others with access to EPA systems includes a privacy component. There is additional general privacy training available for all employees on the eLearning site. As part of its FITARA implementation plan, EPA is introducing an Innovation Fellowship program and an IT skills gap analysis process to identify and deliver needed IT competencies in the Agency. High level milestones for these actions are due to OMB on November 14, 2015.