# Department of Housing and Urban Development
## 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.*

Innovation of the Day (IOD) was developed as a hub for collecting and disseminating innovative housing, community development, built environment, and urban practices. Its purpose is to crowd-source new models that can be leveraged not only within HUD, but by other agencies, municipalities, philanthropies, non-profits, and citizens. Additional benefits include the ability to identify emerging trends, promising solutions, and successful means of implementation. Innovations may be shared or the HUD database may be searched for emerging practices in communities or from around the world at http://portal.hud.gov/hudportal/HUD?src=/innovationoftheday

## 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://portal.hud.gov/hudportal/HUD?src=/Digital_Strategy/report | Digital Strategy |
| http://portal.hud.gov/hudportal/documents/huddoc?id=CustServPlan11292011.pdf | Customer Service Plan |
| http://portal.hud.gov/hudportal/HUD?src=/library/bookshelf11 | Web Managment and Policies |
| http://blog.hud.gov/index.php/author/eileencoleman/page/3/ | Taking Steps to Streamline and Improve HUD's Web Presence |

# 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.*

HUD IT Strategy Implementation Action Plan (IAP) is a well-defined tactical plan for the implementation of HUD's IT Strategic Plan. The IAP outlines a blueprint for execution, coupled with accountability for objectives of the IT strategy. The IAP pinpoints performance measures, activity phases, secondary actions, and associated time periods with achieving all objectives of the IT strategy. The main objectives and target measures is the identification of IT goals, the IT strategic planning (ITSP) staff and HUD stakeholders' work collaboratively to develop objectives and performance measure in support of the goals. The audience for this IAP is the HUD IT community, both OCIO and its' program areas are totally responsible for implementing the actions that are identified and that will accomplish goals and objectives outlined in order to achieve strategic IT success. This plan also provides the foundation for assessments that monitor the progress of the IT strategy. HUD will continue to measure performance against two connected dimensions: The performance goals identified for each objective in the strategic plan, For each task/activities listed in the IAP, monitoring of that progress will be identified Infrastructure and System Monitoring Support will make periodic assessments that will compare current performance to the performance baselines and performance established in the prior assessments. This investment provides the infrastructure managed services required to meet the HUD business and mission requirements, Federalwide priorities, IV&V for infrastructure services, IT compliance with Section 504 and 508 mandates, and incident incident response support for HUD. https://itdashboard.gov/investment&buscid=720

## 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://portal.hud.gov/hudportal/HUD?src=/program_offices/cio/ASSISTIVETECH | Section 504 |

## 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.*

No Response Available

## 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).*

HUD has made significant progress on implementation of HSPD-12 (Homeland Security Presidential Directive-12) requirements and continues progress on its overall identity and access management requirements with the HUD ICAM / SSO (Identity Credential and Access Management / Single Sign-On) project. HUD has implemented 100% PIV (Personal Identity Verification) enforcement for privileged users and 95% PIV Enforcement for non-privileged users. HUD also activated PIV enforcement on all multi-functional devices used for scanning, faxing and copying information. ICAM efforts also continue with enabling Single Sign On (SSO) for applications used by internal customers (i.e. HUD and contractor employees). At the end of FY15, a total of 45 HUD applications were successfully enabled for SSO using the enterprise web approach. HUD as also implemented federated SSO authentication with a total of 6 external applications enabled and continues ensuring all new application development projects require SSO to be enabled. HUD is making progress with the implementation of its central identity and access management tool, Digital Identity and Access Management System, which allows HUD to begin the process of consolidating and standardizing its access control tools using contemporary technologies. This project permits HUD to automate identity and access management business processes such as personnel on- and off-boarding and application provisioning, as well as fully utilizing the authentication capability on the HSPD-12 cards used by employees and contractors.

## 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-housing-and-urban-development.shtm | |
| http://www.usa.gov/directory/federal/office-of-fair-housing-and-equal-opportunity.shtml | |

| Public Facing Agency URL(s) | Brief Explanation (if necessary) |
|---|---|
| http://www.usa.gov/directory/federal/federal-housing-administration.shtml | |
| http://portal.hud.gov/hudportal/HUD?src=/program_offices/fair_housing_equal_opp | |
| http://portal.hud.gov/hudportal/HUD?src=/buying/loans | |
| http://portal.hud.gov/hudportal/HUD?src=/program_offices/housing | |

## 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).*

HUD participates in the government-wide eRulemaking initiative, Regulations.gov. As a routine matter, each document published by HUD for public comment directs the public to Regulation.gov as the preferred means of submitting comment. The goals of this initiative are to increase public access to and participation in developing HUD regulations and other related documents that can impact the public, and to promote more efficient and effective rulemaking through public involvement. HUD believes that Regulations.gov is meeting these goals. The eRulemaking initiative has increased meaningful public participation by enabling HUD to review and process large numbers of public submissions related to proposed rules in a much more efficient and timely manner. The fact that the comments are available online at Regulations.gov is an invaluable resource for the public and has greatly reduced the time required for agency personnel to analyze the issues raised in the public comments.

## 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 has existing record schedules for all electronic information systems under the HUD Records Disposition Schedules and the General Record Schedules General Record Schedules as appropriate. The Office of the Administration in collaboration with the Office of the Chief Information Officer are working together to ensure that information systems, as required by the Privacy Act, have completed a required System of Records Notice (SORN) which

includes an approved HUD or General Record Schedule. In FY 15 the Department did not issue any new electronic record schedule. The HUD OIG has a pending comprehensive record schedule waiting for approval.

## 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://portal.hud.gov/hudportal/HUD?src=/program_offices/administration/foia | |

## 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://portal.hud.gov/hudportal/documents/huddoc?id=stratplan5.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) |
| --- | --- |
| ❌ Not Applicable | HUD does not fund research and development (R&D) activities. |

## 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.*

Privacy Impact Assessments (PIAs) are used to analyze how personally identifiable information is collected, used, maintained, and disseminated. In accordance with the E-Government Act of 2002 and OMB M-03-22, HUD requires Program Offices to prepare PIAs for new IT systems; new information collection requests; and existing systems when there are significant modifications involving personal information of members of the public, or where system changes create a new privacy risk. PIAs are living documents that must be updated as HUD programs and systems change. PIAs also aid in analyzing answers to the following questions: 1. What information is to be collected? 2 Why the information is being collected? 3. What is the intended use of the information? 4. With whom will the information be shared? 5. What opportunities do individuals have to decline or consent to providing the requested information? 6. How will the information be secured?

## 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) |
|---|---|
| https://portal.hud.gov/hudportal/HUD?src=/program_offices/cio/privacy/pia/piachrt | |

## 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 fiscal year 2015, the Department provided Privacy Awareness training to all HUD employees. The mandatory training identified key concepts associated with the laws and policy directives designed to maintain an individual's personal information. The training, (1) informed employees of their privacy responsibilities; (2) defined personally identifiable information; and (3) provided key points related to proper use, collection, and maintenance of personal information. In addition to the Privacy Awareness training, the Department provided mandatory, online IT Security Awareness training, to all employees and contractors. This training included a segment on privacy protection. The Agency also trained Privacy Liaison Officers and other employees on an as needed basis. Lastly, a workshop on Proper Breach Response was provided to senior

executives who are part of the HUD Breach Notification and Response Team. A Skills Assessment for IT Specialist was conducted in 2014 to identify, assess, and enhance employee skills that are critical to achieving HUD's mission. One of the goals of the assessment was to build the workforce's capability through targeted training and recommendations based upon the most important skills that demonstrated the largest proficiency gaps. HUD's IT Security and Awareness Training Program provides initial security and awareness training for all new employees and contractors, which includes the review and acknowledgement of HUD's Rules of Behavior. HUD provides Annual Security and Awareness Training that includes the re-acknowledgement of HUD's Rules of Behavior. Also personnel with significant IT security roles are required to complete specialized security training annually.