



The Department of the Treasury

E-Government Act Report
Fiscal Year 2011

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TABLE OF CONTENTS

EXECUTIVE SUMMARY	5
INNOVATION AND TRANSPARENCY	5
COMPLIANCE WITH GOALS AND PROVISIONS OF THE ACT	6
SECTION I: TRANSPARENCY, ENGAGEMENT, AND INNOVATION RESPONSES	6
DESCRIBE YOUR TOP THREE E-GOVERNMENT IT ACCOMPLISHMENTS RELATED TO OPEN GOVERNMENT AND INNOVATION FROM THIS YEAR AND PROVIDE ANY RELATED URLS.	6
SECTION II: COMPLIANCE WITH GOALS AND PROVISIONS OF THE ACT	8
A. <i>Your agency's Information Resources Management (IRM) Strategic Plan and Enterprise Architecture (EA) Plan</i>	
B. <i>For each E-Gov initiative, provide final determinations, priorities, and schedules. Your agency's information dissemination product catalogs, directories, inventories, and any other management tools used to improve the dissemination of and access to your agency's information by the public.....</i>	<i>8</i>
C. <i>Your agency's FOIA handbook, the URL of your agency's primary FOIA website, and the URL where frequent requests for records are made available to the public</i>	<i>9</i>
D. <i>A list of your agency's public Websites disseminating research and development (R&D) information to the public, describing for each whether the website provides the public information about federally funded R&D activities and/or provides the results of Federal research.....</i>	<i>10</i>
E. <i>An inventory describing formal agency agreements (e.g., contracts, memorandum of understanding) with external entities (e.g., partnerships with State and local governments, public libraries, industry and commercial search engines) complementing your agency's information dissemination program, briefly explaining how each agreement improves the access to and dissemination of government information to the public.....</i>	<i>10</i>
F. <i>An inventory that describes your agency's NARA-approved records schedules(s) or the link to the publicly-posted records schedules(s), and a brief explanation of your agency's progress to implement NARA Bulletin 2006-02. For the brief explanation please report the number of systems for which a record schedule was submitted to NARA in FY 2011 and the number of systems still requiring records schedules.</i>	<i>11</i>
G. <i>A description of how your agency has implemented the use of electronic signatures for appropriately secure electronic transactions with Government and established a framework to allow efficient interoperability</i>	<i>11</i>
H. <i>A description of how your agency has enhanced public participation in Government by electronic means for development and issuance of regulations. (Ex: regulations.gov)</i>	<i>12</i>
I. <i>Performance measures that demonstrate how electronic government enables progress toward agency objectives, goals, and statutory mandates, as identified in conformance with implementation of the GPRA Modernization Act (including, but not limited to, your agency's performance.gov links at http://goals.performance.gov/agencies, including a description of how your agency has linked performance goals to key stakeholders, private sector, other agencies, and internal operations in delivering information and services through us of IT</i>	<i>12</i>
J. <i>A description of how your agency has reduced errors through use of electronic submissions</i>	<i>14</i>
K. <i>A description of three key initiatives (provide specific examples) your agency is taking to improve compliance with Section 508 of the Rehabilitation Act</i>	<i>14</i>
L. <i>The quantified cost savings and cost avoidance achieved through implementation of IT programs</i>	<i>15</i>
APPENDIX A: ACRONYMS	15

Executive Summary

The E-Government Act of 2002 (Pub. L. No. 107-347) (Act) requires Agencies to provide an annual report on their progress in implementing provisions of the Act. The Act enables Agencies to expand web and computer resources in delivering and improving Government services to the citizen. This report is the Department of the Treasury's Fiscal Year (FY) 2011 submission and represents progress to date.

This report provides responses and detailed information on the Department's activities and initiatives in the following two areas:

1. Innovation and Transparency
2. Compliance with Goals and Provisions of the Act

Where applicable, website locations (URLs) indicate the location of the requested information.

Innovation and Transparency

The Treasury Department's public website, www.Treasury.Gov, underwent a redesign following the direction from the White House Office of New Media to upgrade public communications and collaboration capabilities, and to increase usability and transparency. The new Treasury.gov site launched in the first quarter of FY2011.

One of the most dramatic changes involves the use of dynamic data visualizations instead of the customary tables of statistics. The new Data and Charts Center offers visitors raw data, graphs, and charts on topics, including the Treasury interest rates and the Recovery Act. For example, investors can take in at a glance the Daily Treasury Yield Curve seeing rates for different maturities. Furthermore, the new Treasury.gov has the leading edge Web 2.0 capabilities, allowing the agency to communicate with the public in a more open and transparent manner through integration with social networking tools such as Facebook, Flickr, YouTube, and Twitter. It not only has links to the sites, but active content is pulled into the home page from these social sites so the user can view without leaving Treasury.gov. The site also introduces faceted search, allowing users to easily find information of interest as opposed to sifting through data presented according to a non-intuitive organizational structure. In addition to extensive multimedia resources, the site also marks the first time that the Treasury Department has published a blog -- "Treasury Notes."

The Department of the Treasury developed Treasury.gov on a Microsoft SharePoint 2010 platform, running on the Amazon Elastic Compute Cloud (EC2) and Accelerated Network by the Akamai Content Delivery Network. The site takes advantage of a powerful, secure infrastructure and a flexible enterprise search and content management system. The solution provides a robust workflow and collaboration capability that empowers more than 100 Treasury content owners to make updates at the individual office level as opposed to relying on a centralized departmental Web team. This approach marks a significant departure from the previous content management

process, and enables Treasury to provide more timely and relevant information to its constituents.

Compliance with Goals and Provisions of the Act

The Department has many initiatives and programs to ensure compliance with goals and provisions of the Act. These will be discussed in detail with Section 2. The Information Technology (IT) Dashboard transformed the Department's investment management processes. The Department met the challenge of fully complying with the Office of Management and Budget (OMB) IT Dashboard reporting requirements; it is now benefiting from a heightened awareness of how investments are performing. Enterprise Architecture (EA) and Capital Planning and Investment Control (CPIC) processes are mature, effective, and have played a key role in the Department's ability to meet all IT Dashboard requirements. The Department is continuing to improve in these areas and is leveraging the information gathered through these processes to better inform management decision making. Future efforts to deepen the integration of the two disciplines will support the development of a revised portfolio of initiatives, aligned tightly with the Department's IT strategic goals and business objectives.

SECTION I: Transparency, Engagement, and Innovation Responses

Describe your top three E-Government IT accomplishments related to Open Government and innovation from this year and provide any related URLs.

The Department implemented a number of transparency initiatives in support of the President's goal for a more open and transparent government. The Department expanded the use of the Internet, not only to provide information, but as a venue to encourage the exchange of ideas between consumers and their government. The following initiatives are representative of the Department's activities:

1. The Department is committed to transparency and accountability in all of its programs and policies, including all programs established under the Emergency Economic Stabilization Act (EESA), as implemented through the associated Financial Stability Plan. The Troubled Asset Relief Program (TARP) is available on Data.gov and updated on a daily basis. Further actions established the Office of Financial Stability (OFS) website, FinancialStability.gov, a major transparency initiative that provides consumers with information on the nation's plans to address the current financial crisis.
2. The Dodd-Frank Wall Street Reform and Consumer Protection Act established the Office of Financial Research (OFR) within the Treasury Department to improve the quality of financial data available to policymakers and facilitate more robust and sophisticated analysis of the financial system. OFR core missions are: standardizing financial reporting requirements; developing a reference database; maximizing data efficiency and security; producing regular reports to Congress, and conducting financial analysis in support of the new Financial Stability Oversight Council (FSOC)

and its member agencies. OFR plans to standardize, validate, and maintain the data necessary to help regulators identify vulnerabilities in the system as a whole, and to conduct, coordinate, and sponsor research to support and improve regulation of financial firms and markets.

3. The Department also implemented enhanced methods to capture citizen feedback through an internet site which reinforces the importance of fair and honest treatment for bank customers. The site, www.helpwithmybank.gov, is designed to provide answers and solutions for customers of national banks and covers topics such as credit cards, checking accounts, overdraft fees, mortgages and credit reports.

Additionally, the site also advises consumers on how to file a complaint if they are not satisfied with a resolution from a national bank. The Office of the Comptroller of the Currency (OCC) created the On Line Customer Complaint (OLCC) application, https://appsec.helpwithmybank.gov/olcc_form/, providing consumers with the option to submit a complaint via the Internet. Prior to the launch of the OLCC, complaints could only be submitted using US mail, fax and email.

SECTION II: Compliance with Goals and Provisions of the Act

Provide the URL(s) to your agency's Website where the following information is located:

Please see A through K below.

A. Your agency's Information Resources Management (IRM) Strategic Plan and Enterprise Architecture (EA) Plan

Given the opportunities available for cloud and shared services, the Department is reviewing its existing enterprise plans and associated methodologies such that it can take advantage of these opportunities to improve coordination and adherence to OMB directions, Agency goals, and Bureau plans.

In the case of the EA Plan, the Department has focused on reducing duplication in its infrastructure through DCCI. Infrastructure reflects the majority of IT spending at Treasury. Through updates of the DCCI plan, which also emphasizes the transition to shared services and cloud computing, the Department will continue to document its current and future architecture.

Treasury's DCCI Plan for 2011 is available at: http://www.treasury.gov/about/organizational-structure/offices/Documents/Treasury_2011_DCCI_Plan_public_version_508_compliant_Redacted.pdf

In the case of the IRM Strategic Plan, the current version includes pre-decisional information and it is not available on Treasury's public website.

B. For each E-Gov initiative, provide final determinations, priorities, and schedules. Your agency's information dissemination product catalogs, directories, inventories, and any other management tools used to improve the dissemination of and access to your agency's information by the public

The Department examines citizen feedback through emails. The Department analyzes the responses from its customer satisfaction survey questions to determine what information, if any, is missing from the public website. In addition, a regular review of the search engine metrics takes place to determine frequently searched words and phrases. The result of this analysis leads to adjustments in the provided information. The schedule for posting of web content and a comment form are available on the Department's principal public website at <http://www.treasury.gov/SitePolicies/Pages/web-inventory.aspx>.

The website <http://www.treasury.gov> also enables customers to subscribe and to receive email alerts upon site updates (GovDelivery). After customers subscribe to receive information on <http://www.treasury.gov>, the Department presents subscribers with information from Treasury Department bureaus to which they can also subscribe. Press Releases and several other types of information are also available via RSS feeds.

One of Treasury's lines of business is the HR Connect (HRC) Program. HRC provides an integrated suite of software solutions that work in concert to help federal agencies' managers, HR practitioners, and employees execute business processes. These solutions make it possible to perform a wide range of HR functions with ease, automating virtually every employee, position and pay transaction. Treasury HRC provides services and products in support of customers' human capital strategic goals to build new capabilities, to innovate new ways to deliver human capital services, to do more with less, to achieve program operational excellence, and to add value at the enterprise level. Other than the Treasury's bureaus and offices, the current HRC clients include agencies such as the Government Accountability Office, Department of Housing and Urban Development, Department of Homeland Security, and the Department of Justice. In FY 2011, HRC expanded its potential user base by entering into Interagency Agreements with the Department of Labor, Department of Commerce and USAID.

C. Your agency's FOIA handbook, the URL of your agency's primary FOIA website, and the URL where frequent requests for records are made available to the public

The Department's policy is to implement FOIA uniformly and consistently, and to provide the maximum allowable disclosure of records. Anyone can request access to Department of the Treasury records; if the requester follows the rules for making a FOIA request, the records will be disclosed unless they are appropriately protected from disclosure by one or more of nine exemptions, or by one of the three law enforcement record exclusions contained in the FOIA statute.

Treasury Department's FOIA handbook:

<http://www.treasury.gov/FOIA/Documents/FOIA%20Handbook%20rev%2010.15.pdf>

Treasury Department's primary FOIA website: <http://www.treasury.gov/foia/Pages/index.aspx>

Treasury Department's link to frequently requested records:

http://www.treasury.gov/FOIA/Pages/reading_room.aspx

To augment the President's emphasis on openness and transparency in government, FOIA enables citizens to access governmental records and establishes a citizen-centered process to efficiently meet the public's demand for timely information. Last year, the Department of the Treasury reviewed the available technologies and selected a three-pronged solution, resulting in increased efficiencies and greater transparency of information balanced with the protection of non-releasable information. Prong 1 focuses on the public by allowing online submissions of FOIA requests, Prong 2 is comprised of a cloud tracking solution to manage the requests and citizens' information, and Prong 3 addresses the myriad of documents involved in responding to a FOIA request through the use of a collaborative document management system. The tools were selected because they provided improvements for both the public and Treasury personnel that process requests, were cost effective, and allowed for quick implementation. Together the selected tools are known as goFOIA. The public access, tracking, and reporting pieces are hosted in the cloud. This allows for flexible access and the ability for other agencies to leverage Treasury's investment in building a secure private cloud for this functionality. To date, one other agency has joined the Treasury cloud, and a second agency is starting the process to join.

Through Treasury's Enterprise Content Management (ECM) goFOIA initiative, was released in April 30, 2011, for citizens to post online requests: <https://www.onlinefoia.treasury.gov/>.

D. A list of your agency's public Websites disseminating research and development (R&D) information to the public, describing for each whether the website provides the public information about federally funded R&D activities and/or provides the results of Federal research

The Department does not fund R&D Activities

E. An inventory describing formal agency agreements (e.g., contracts, memorandum of understanding) with external entities (e.g., partnerships with State and local governments, public libraries, industry and commercial search engines) complementing your agency's information dissemination program, briefly explaining how each agreement improves the access to and dissemination of government information to the public

The Department has a number of means to disseminate government information to the public. Among these are:

1. Computer Matching Agreements - The Treasury Data Integrity Board, formalized by the Computer Matching and Privacy Protection Act and Treasury Directive 25-06, *The Treasury Data Integrity Board*, approves matching agreements between the Treasury Bureaus and Offices and other Federal, State, Local, and Tribal governments to share taxpayer's personal information to obtain a benefit or service or to collect a Federal debt. The Department's largest match is the Disclosure of Information to Federal, State and Local Agencies (DIFSLA) with the IRS. Under this match, there is an agreement with each State (50) and several Federal entities. The DIFSLA match and other computer matching agreements are accessible at: [http://www.treasury.gov/about/organizational-structure/offices/Documents/Computer%20Matching%20Agreements%20\(CMA\).pdf](http://www.treasury.gov/about/organizational-structure/offices/Documents/Computer%20Matching%20Agreements%20(CMA).pdf).
2. Memorandum of Agreement (MOA) – The Community Development Financial Institutions (CDFI) Fund has a MOA with the Alcohol and Tobacco Tax and Trade Bureau for hosting the CDFI Fund website server. The website <http://www.cdfifund.gov/> provides public access for dissemination of CDFI Fund organizational and award information.
3. Contractual Services – CDFI has a contract with International Business Machines (IBM) to provide support for the update of the [CDFIFund.gov](http://www.cdfifund.gov/) public facing website that disseminates information to the public.
4. Department of the Treasury Library – The Treasury Library has a partnership with the Library of Congress to digitize historical Treasury Department materials and make reports and documents publically available on the Internet. Materials include the

Secretary's Annual Reports, Press Release Indexes, Treasury Bulletins, Exchange rate data, and other miscellaneous reports.

F. An inventory that describes your agency's NARA-approved records schedules(s) or the link to the publicly-posted records schedules(s), and a brief explanation of your agency's progress to implement NARA Bulletin 2006-02. For the brief explanation please report the number of systems for which a record schedule was submitted to NARA in FY 2011 and the number of systems still requiring records schedules.

While the Department did not have any additional electronic systems to schedule in FY 2011, the Department will continue to schedule newly identified electronic systems on an ongoing basis. Upon identification, the Department evaluates and schedules these systems at the bureau-level. The Department developed an Electronic Records Retention schedule and consolidated disparate electronic systems lists into a centralized spreadsheet utilized for tracking. The Department has provided public access to the information that identifies the disposition authorities for the 1,265 electronic systems.

Treasury Department's Records Schedules: <http://www.archives.gov/records-mgmt/rcs/schedules/index.html?dir=/departments/departments-of-the-treasury>

In FY 2011, the Department allocated considerable resources to bring the Department into compliance with NARA Bulletin 2006-02 initiatives. There were 1,265 major and minor electronic recordkeeping systems Department-wide at the close of the FY2011. The Department has approved all systems for disposition or submitted schedules to NARA for approval.

G. A description of how your agency has implemented the use of electronic signatures for appropriately secure electronic transactions with Government and established a framework to allow efficient interoperability

Beginning in the second quarter of FY 2011, the Departmental Clearance Staff, for the Information Collection Program under the Paperwork Reduction Act (PRA), began to use digital signatures to transmit the 30-day Federal Register Notices (FRNs) to the Government Printing Office (GPO) to publish for public comments. The Department of Treasury has been successful in the transmission of digitally-signed Word documents to GPO through the Federal Bridge Certification Authority. Using PIV card readers, ActivClient Middleware, and PKCS#7 software, the Word (FRNs) documents passed GPO's tests. Treasury collaborated with GPO for enrollment under the Office of the Federal Register, and obtained an Agency ID (343) for the Department. In the fourth quarter of FY 2011, the Office of the Chief Information Officer (OCIO) met with bureau program and clearance officers to introduce them to the electronic FRN project, determine hardware and software profiles, and explain the processes required to implement this project Treasury-wide.

H. A description of how your agency has enhanced public participation in Government by electronic means for development and issuance of regulations. (Ex: regulations.gov)

The Department is using a collaboration tool to increase public participation in the Department's Paperwork Reduction Act (PRA) information collection program. The tool, www.PRAComment.gov, is used to solicit comments on any forms or information collections used by the public in response to the PRA. The Department of Treasury accounts for 77% of the paperwork burden placed on the public, and the majority of this burden is attributable to information gathering required by the tax code. While the statute requires that public notice must be published through the Federal Register (FR) process, research of randomly selected information collection documentation indicates that the Department receives few, if any, comments from the public via the FR process. With this introduction of PRA Comment, public comments have been received, and the Treasury OCIO is developing a marketing campaign in FY 2012 to increase public participation in commenting on the Department's 1,200 information collections (ICs) as a means of soliciting input on ways to reduce paperwork burden on the public.

I. Performance measures that demonstrate how electronic government enables progress toward agency objectives, goals, and statutory mandates, as identified in conformance with implementation of the GPR Modernization Act (including, but not limited to, your agency's performance.gov links at <http://goals.performance.gov/agencies>, including a description of how your agency has linked performance goals to key stakeholders, private sector, other agencies, and internal operations in delivering information and services through us of IT

The Department links performance goals to key stakeholders by ensuring that realistic "Customer Results" and "Mission and Business Results" performance measures are always included in all projects and investments that provide or enhance core mission-related functionality to the Department. (Customer Results and Mission Business Results performance measures are two of the four major measurement types defined by the Federal Enterprise Architecture Program Management Office, as part of its Performance Reference Model. These two measurement types focus on actual success of *outcomes* of IT investments.)

Customer Results performance measures are typically attained by:

- Performing formal customer satisfaction surveys that are completed by customers, both internal (e.g. federal workers) and external (e.g. citizens).
- Tracking key indicators where measures are directly tied to customers and the level of satisfaction is intrinsic to the measure. For example, the "number of taxpayer refunds issued within 40 days" is a measure that (1) is directly tied to customers and (2) it is clear that customers are more satisfied the higher this measure is.

Mission and Business Results performance measures are typically attained by:

- Selecting performance goals that directly measure changes to key program objectives (e.g. number of government payments made through electronic deposit).
- Selecting or defining performance goals that measure efficiencies or participation rates (e.g. Taxpayer Self-Assistance Participation Rate).

The Treasury Secretary's Paperless strategic goal embodies the goals of the E-Gov Act. The following are indicative of the Department's IT portfolio investments that support Treasury's Paperless Initiative:

- BPD manages the Retail Securities Services Program, which exists to enable private citizens and organizations to directly own and maintain U.S. Treasury securities. BPD's Retail Securities Services (RSS) investment supports this mission through various IT systems, such as TreasuryDirect, SaBRe, and Treasury Retail E-Services, to deliver effective retail customer service and products. TreasuryDirect enables investors to set up accounts online, purchase savings bonds and marketable securities in electronic form, and self-manage their holdings.
 - RSS met its FY2011 target 100% for the following performance metric: Percentage of time to provide financial and accounting data to the Public Debt Accounting and Reporting System (PARS) by 7:00 A.M. each business day.
- FMS' Internet Payment Platform (IPP) provides a centralized electronic invoicing and payment information portal accessible to all participants in Federal payment transactions: agencies, payment recipients, and FMS. The IPP enables the presentation of electronic orders, receipt of electronic invoices, automated routing and approval (workflow), electronic notifications, and treasury payment information. The IPP is designed to yield Government-wide efficiencies by: (1) reducing or eliminating paper based processing by accounts payable; (2) enhancing Treasury's value and service to its citizens by increasing access to and quality of payment data; and (3) providing a single central application in which government finance departments can engage with their suppliers, and in which government suppliers can engage with agencies.
 - The Department of the Treasury announced that it is mandating that all Treasury Bureaus implement the Internet Payment Platform (IPP) by the end of FY 2012. Additionally, in FY 2013, Treasury will require that its commercial vendors submit their invoices using IPP. This process is estimated to reduce cost by \$450 million annually.
- IRS' Modernized e-file (MeF) Program supports the Treasury and IRS strategic goals by effectively and efficiently using resources to optimize return filing, expand e-Government, and reduce taxpayer burden. MeF has developed a secure, web-based platform for filing tax and information returns electronically by registered Electronic Return Originators (ERO). This system uses a browser-based and application-to-application solution to provide ERO end users with optimized return filing by reducing the reporting burden on business and providing inter-agency use through use of Excise Tax E-File and Compliance (ETEC) process, and includes a data store and application supporting compliance activities by automating the sharing of authorized payment verification information with state vehicle registration offices.

- During the January - June 2011 timeframe, nearly 21 million returns were submitted and over 16.4 million were accepted.

J. A description of how your agency has reduced errors through use of electronic submissions

The Department launched its Open Government webpage at <http://www.treasury.gov/open/Pages/default.aspx> in 2010. This webpage contains a wealth of information regarding the Department's open government efforts, including links to the FOIA reading room, various bureaus' records and reports, records schedules, congressional testimony, and frequently updated information on the various opportunities for public engagement and participation with the Department.

The Department has increased on-line transaction capabilities through increased use of TreasuryDirect – where individuals and entities can purchase retail securities directly from Treasury at <http://treasurydirect.gov/>.

The Department has a solid portfolio of E-Government initiatives, including TreasuryDirect, the Federal Student Aid-Datashare, as well as citizen services with the aim to reduce cost, improve access to information, reduce data entry errors, and reduce the impact on the environment. The citizen services includes OCC provided direct links to find public information about individual banks at: <http://www.occ.treas.gov/pubinf.htm> and FinCEN provided information on fighting mortgage fraud and foreclosure rescue scams at: <http://www.fincen.gov/mortgagefraud.html>, and <http://www.fincen.gov/foreclosurerescue.html>.

Many of the E-Government initiatives are already producing cost savings and transforming the way the Department conducts business with stakeholders. In addition to developing transformational E-Government initiatives, by leveraging best practices acquired in the development of older E-Government initiatives, the Department is better able to enhance existing initiatives with additional capabilities that use new technologies and services. This approach dramatically increased access and transparency of existing services, and increased collaboration with internal partners, external partners, and consumers. The Department continually engages consumers and other stakeholders to identify how technologies and services may best improve the Department's operations.

K. A description of three key initiatives (provide specific examples) your agency is taking to improve compliance with Section 508 of the Rehabilitation Act

Treasury is engaged in the White House Monthly Call on Disability, the Federal CIO Council Accessibility Committee, and the GSA Agency Section 508 Coordinators efforts to improve the Department's compliance with Section 508. The Department has three key initiatives for improvement. The first, to ensure that persons with disabilities have access to and use of information and data on the Department's public website, the OCIO is upgrading its current application, HiSoftware Compliance Sheriff accessibility tool, for enhanced capabilities and robust scanning of our public websites. Second, the Department will implement the approved

exception to the Federal Desktop Core Configuration to test our intranet sites and applications to ensure that Treasury employees with disabilities can access and use information to be productive. Third, Treasury is in the process of revising its accessibility program management policy to supplement the Electronic and Information Technology (EIT) policy directive, <http://www.treasury.gov/about/role-of-treasury/orders-directives/Pages/td87-06.aspx>.

L. The quantified cost savings and cost avoidance achieved through implementation of IT programs

The Department projects MeF to return nearly \$1.5 billion in benefits through its life cycle. As of 03/27/2011, for the processing year 2011 (tax year 2010), the volume of electronic returns filed through MeF reduced processing costs by over \$8.022M when compared to the cost to process them as paper; each tax return received electronically and processed saves \$2. From January 2011 through June 2011, nearly 21 million returns were submitted and over 16.4 million were accepted. Error reduction speeds processing time and decreases necessary interaction between the IRS and the Taxpayer.

MeF reduces the volume of paper tax returns that the Department must maintain in storage facilities for record retention purposes. The continued incorporation of additional forms and schedules onto the MeF platform will allow the IRS to retire the legacy e-File applications in approximately one year after deployment of the final MeF release. After deployment of the final MeF release, currently planned for FY 2015 (assuming availability of funding), the IRS anticipates saving more than \$8 million annually in operating and maintenance costs.

The other E-Government initiatives are either still in implementation and have no cost savings and cost avoidance information to capture or are still in the process of capturing this information.

Appendix A: Acronyms

FY	Fiscal Year
Act	E-Government Act of 2002 (Pub. L. No. 107-347)
BPD	Bureau of Public Debt
CDFI	Community Development Financial Institutions
CIO	Chief Information Officer
CPIC	Capital Planning and Investment Control
EA	Enterprise Architecture
EESA	Energy Economic Stabilization Act
FDCC	Federal Desktop Core Configuration
FDCCI	Federal Data Center Consolidation Initiative
FOIA	Freedom of Information Act
GDIT	General Dynamics Information Technology
GPO	Government Printing Office
IRM	Information Resource Management
IRS	Internal Revenue Service

IT	Information Technology
MeF	Modernized e-File
MOA	Memorandum of Agreement
NARA	National Archives and Records Administration
OCC	Office of the Comptroller of the Currency
OFS	Office of Financial Stability
OLCC	On Line Customer Complaint
OMB	Office of Management and Budget
PRA	Paperwork Reduction Act
R&D	Research and Development
RSS	Really Simple Syndication
TARP	Troubled Asset Relief Program