

**I.A.: OVERVIEW BY09**

*Descriptive Information BY09*

Template Name	BY2009
Investment Name	OASAM - GovBenefits
Investment Revision Number	11
Is this investment a consolidated business case?	No
Point of Contact	Turner, Curtis
Revision Comment	
Date of Submission	9/10/2007
Agency	Department of Labor
Bureau	DM - OASAM
Name of this Capital Asset	OASAM - GovBenefits
Exhibit 53 Part	IT Investments by Mission Area
OMB Investment Type	01 - Major Investment
OMB Exhibit 53 Major Mission Area	Federal e-Gov
What kind of investment will this be in this Budget Year?	Multi-Agency Collaboration
OMB Short Description	The GovBenefits.gov website is a single centralized portal that provides benefit program and potential eligibility information to citizens. DOL is the Managing Partner for this Presidential E-Government initiative.

*Screening Questions BY09*

Provide a brief summary and justification for this investment, including a brief description of how this closes in part or in whole an identified agency performance gap:

GovBenefits.gov is a President's Management Agenda E-Gov initiative that consolidates benefit programs' information and resources on one Web site. GovBenefits.gov, launched in April 2002, celebrated its 5th Anniversary this year. The site features more than 1,000 benefit programs for citizens of all walks of life. The site's easy-to-use search tools and prescreening questionnaire enable users to identify benefit programs that match their specific needs, and obtain information on how to apply to the identified programs. GovBenefits.gov also provides loan information through its sister site, GovLoans.gov. Currently, GovBenefits.gov, which is maintained in both English and Spanish, is in standard operations and maintenance mode, though enhancements to the software occur as necessary and appropriate.

GovBenefits' mission is to use the Internet to increase access to, determine eligibility and connect citizens to government benefit and loan programs while reducing the burden of doing business with the government. Utilizing a strategic, targeted, and measured approach to program planning and execution, GovBenefits' milestones for FY08 are:

- Launch 2 Application Releases-Q2,Q4
- Launch SSA BEST Customized Connection-Q3
- Conduct audit for "next step" information in federal benefit programs-Q1
- Add at least 1 program for each of the 5 U.S. territories-Q4
- Train 10 additional States on the CMS -Q4
- Conduct State-administered program data call-Q3
- Deliver Site Traffic and Customer Satisfaction Report-Q4
- Conduct Workgroup to develop improved metrics/reporting-Q1
- Establish outreach campaign for at least 2 benefit advocates-Q2
- Submit Exhibit 300 (Q1) and quarterly DOL Control Review updates
- Launch Vignette release-Q3
- Conduct budget working group-Q2
- Conduct FY10 Funding Working Group-Q3

GovBenefits.gov addresses the performance gaps outlined in its Target Enterprise Architecture. As outlined in the project's Business Reference Model (BRM), GovBenefits.gov corresponds to the following Business Area mappings: Services for Citizens, Community/Social Services, and Social Services. GovBenefits.gov also supports the missions of DOL and its 15 partner agencies. Specifically, the project supports DOL's mission to strengthen economic protections through effective and efficient provisioning of Labor benefit programs. Moreover, the project meets the Department's strategic objectives for a Prepared Workforce, Secure Workforce, and IT Focus Area of Service Delivery.

Did the Agency's Executive/Investment Committee approve this request?	Yes
If "yes," what was the date of this approval?	7/6/2007
Did the Project Manager review this Exhibit?	Yes
Has the agency developed and/or promoted cost effective,	No

energy efficient and environmentally sustainable techniques or practices for this project.

Will this investment include electronic assets (including computers)?	Yes
Is this investment for new construction or major retrofit of a Federal building or facility? (answer applicable to non-IT assets only)	No
If "yes," is an ESPC or UESC being used to help fund this investment?	
If "yes," will this investment meet sustainable design principles?	
If "yes," is it designed to be 30% more energy efficient than relevant code?	
Does this investment directly support one of the PMA initiatives?	Yes
If "yes," check all of the PMA initiatives that apply:	Expanded E-Government
Is this investment for information technology?	Yes
Briefly describe how this asset directly supports the identified initiative(s)?	GovBenefits.gov is an E-Government initiative created by the President's Management Agenda (PMA). It directly supports the PMA's Expanded E-Government strategy by providing citizens a centralized location on the Internet to quickly and easily identify benefit programs that meet their specific needs.

*IT Screening Questions BY09*

If the answer to Question, "Is this investment for information technology?" was "Yes," complete this sub-section. If the answer is "No," do not answer this sub-section.

What project management qualifications does the Project Manager have? (per CIO Council's PM Guidance):	(1) Project manager has been validated as qualified for this investment
If this project produces information dissemination products for the public, are these products published to the Internet in conformance with OMB Memorandum 05-04 and included in your agency inventory, schedules and priorities?	Yes
Are the records produced by this investment appropriately scheduled with the National Archives and Records Administration's approval?	No

***I.B.: SUMMARY OF SPENDING BY09***

*Summary of Spending BY09*

Provide the total estimated life-cycle cost for this investment by completing the following table. All amounts represent budget authority in thousands, and are rounded to three decimal places. Federal personnel costs should be included only in the row designated "Government FTE Cost," and should be excluded from the amounts shown for "Planning," "Full Acquisition," and "Operation/Maintenance." The "TOTAL" estimated annual cost of the investment is the sum of costs for "Planning," "Full Acquisition," and "Operation/Maintenance." For Federal buildings and facilities, life-cycle costs should include long term energy, environmental, decommissioning, and/or restoration costs. The costs associated with the entire life-cycle of the investment should be included in this report.

REDACTED EXHIBIT 300 MULTI-AGENCY BY09: OASAM - GovBenefits (Revision 11)

	2001	2002	2003	2004	2005	2006	PY 2007	CY 2008	BY 2009
Planning									
Budgetary Resources	0	0	80	762	0	0	0	0	0
Acquisition									
Budgetary Resources	0	0	0	1867	847	0	0	0	0
Subtotal Planning & Acquisition									
Budgetary Resources	0	0	80	2629	847	0	0	0	0
Operations & Maintenance									
Budgetary Resources	0	4546	9481	8802	4477	4321	4318	4297	4438
TOTAL									
Budgetary Resources	0	4546	9561	11431	5324	4321	4318	4297	4438
Government FTE Costs									
Budgetary Resources	0	210	290	420	176	179	182	185	188
Planning									
Budgetary Resources	0	0	0	0	0	0	0	0	0
Acquisition									
Budgetary Resources	0	0	0	0	0	0	0	0	0
Maintenance									
Budgetary Resources	0	210	290	420	176	179	182	185	188

*Full Time Equivalent BY09*

Use the following table to provide the number of Government Full Time Equivalents (FTE) represented by the Government FTE Costs in the Summary of Spending Table. Numbers should be entered in decimal format for each of the categories listed.

	2001	2002	2003	2004	2005	2006	PY 2007	CY 2008	BY 2009
Security	0	0	0	0	0	0	0	0	0
IT	0	0	0	0	0	0	0	0	0
Financial Management	0	0	0	0	0	0	0	0	0
Program Management	0	1	1	1	1	1	1	1	1
Other	0	0	0	0	0	0	0	0	0
Total*	0	1	1	1	1	1	1	1	1

**I.C.: ACQUISITION/CONTRACT STRATEGY BY09**

*Sensitive Data*

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**I.D.: PERFORMANCE INFORMATION BY09**

*Sensitive Data*

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**I.E.: SECURITY AND PRIVACY BY09**

*Sensitive Data*

\* \* \* SENSITIVE DATA: This information was omitted completely \* \* \*

**I.F.: ENTERPRISE ARCHITECTURE (EA) BY09**

*General EA Questions BY09*

In order to successfully address this area of the capital asset plan and business case, the investment must be included in the agency's EA and Capital Planning and Investment Control (CPIC) process and mapped to and supporting the FEA. The business case must demonstrate the relationship between the investment and the business, performance, data, services, application, and technology layers of the agency's EA.

Is this investment included in your agency's target enterprise architecture? Yes

If "no," please explain why this investment is not included in your agency's target enterprise architecture?

Is this investment included in the agency's EA Transition Strategy? Yes

Will the application leverage existing components and/or applications across the Government (i.e., FirstGov, Pay.Gov, etc)? Yes

If "yes," please describe how the application will leverage existing components and/or applications across the Government.

GovBenefits.gov is leveraging existing components and applications across the government where feasible. Below are components/applications across the government that GovBenefits.gov currently leverages:

Contact Center Services - GovBenefits.gov is utilizing GSA's FirstGov.gov's USA Services for Tier 1 support to respond to citizen emails about the website.

American Customer Satisfaction Survey - GovBenefits.gov is utilizing Department of Treasury's American Customer Satisfaction Index tool (ForeSee) which is also being used by other E-Gov initiatives such as FirstGov.gov, Grants.gov and USAJobs.gov plus over 25 other federal agencies and organizations. The ForeSee tool allows GovBenefits.gov to survey the GovBenefits.gov users to better understand needs of the citizens.

USDA's NITC Hosting - GovBenefits.gov is leveraging USDA's NITC hosting services which also serve other federal agencies. The NITC services and facilities not only comply with federal standards but also focus on establishing federal best practices.

GovBenefits.gov Customized Connections - GovBenefits.gov has developed the "Customized Connections" initiative. The concept was successfully demonstrated with the creation and launch of GovLoans.gov (www.GovLoans.gov). This website was jointly developed by DOL and the Department of Education (ED) at significant cost avoidance to ED. GovLoans.gov focuses on loans available to citizens and was updated in April 2007 to have the same look and feel as GovBenefits.gov. GovLoans reuses several GovBenefits.gov components, including the prescreening questionnaire, keyword search, featured benefit program, current events, and press releases. In addition, GovLoans.gov uses the same database and hosting environment as GovBenefits.gov. Ongoing efforts are also in place to leverage Customized Connections with SSA Best.

As is inherent with E-Gov initiatives, the GovBenefits.gov and the Customized Connection approach allows multiple agencies to reuse the GovBenefits.gov solution and its components, thereby reducing the burden to design and develop individual solutions. Reusable components include:

Pre-screening questionnaire for benefit programs;

Pre-screening questionnaire for all programs in the GovBenefits.gov database;

Keyword search for benefit programs;

Search of agency-specific benefit programs;  
 Search of benefit programs by category;  
 GovBenefits.gov database of benefit programs; and  
 Hosting environment

**IV.A.: MULTI-AGENCY COLLABORATION OVERSIGHT BY09**

*Partners BY09*

Part IV should be completed only for investments identified as an E-Gov initiative, a Line of Business(LOB) Initiative, or a Multi-Agency Collaboration effort. The "Multi-Agency Collaboration" choice should be selected in response to Question 6 in Part I, Section A above. Investments identified as "Multi-Agency Collaboration" will complete only Parts I and IV of the exhibit 300.

Multi-agency Collaborations, such as E-Gov and LOB initiatives, should develop a joint exhibit 300.

As a joint exhibit 300, please identify the agency stakeholders. Provide the partner agency and partner agency approval date for this joint exhibit 300.

Stakeholder Table		
Partner Agency Name	Partner Agency	Joint Exhibit Approval Date
Agriculture, Department of	005	8/20/2007
Commerce, Department of	006	8/24/2007
Education, Department of	018	8/20/2007
Energy, Department of	019	8/20/2007
Health and Human Services, Department of	009	8/22/2007
Homeland Security, Department of	024	8/21/2007
Housing and Urban Development, Department of	025	8/23/2007
Interior, Department of	010	8/22/2007
Justice, Department of	011	8/16/2007
Labor, Department of	012	8/16/2007
Small Business Administration	028	8/29/2007
Social Security Administration	016	8/20/2007
State, Department of	014	8/15/2007
Transportation, Department of	021	8/15/2007
Treasury, Department of	015	8/10/2007
Veterans Affairs, Department of	029	

*Analysis Background BY09*

An Alternatives Analysis for multi-agency collaborations should also be obtained. At least three viable alternatives, in addition to the current baseline (i.e., the status quo), should be included in the joint exhibit 300. Use OMB Circular A-94 for all investments, and the Clinger Cohen Act of 1996 for IT investments, to determine the criteria you should use in your Benefit/Cost Analysis.

Did you conduct an alternatives analysis for this project? Yes

**IV.B.: RISK MANAGEMENT BY09**

*Risk Management Plan BY09*

You should have performed a risk assessment during the early planning and initial concept phase of this investment's life-cycle, developed a risk-adjusted life-cycle cost estimate and a plan to eliminate, mitigate or manage risk, and be actively managing risk throughout the investment's life-cycle.

Does the investment have a Risk Management Plan? Yes

What is the date of the risk management plan? 1/2/2008

**IV.C.: COST AND SCHEDULE PERFORMANCE BY09**

*Sensitive Data*

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