



FY2005 E-Government Act Report

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(www.osc.gov)

1. Brief overview of your agency's implementation of the Act, including a description of an internal agency-specific E-Government initiative.

- Describe how the initiative is transforming agency operations.

The agency's online e-filing system has already demonstrated how electronic government enables progress toward better customer service and effective use of IT resources to better serve at lower cost the individuals who contact OSC for assistance. The e-filing system has enabled individuals to file PPP and Disclosure complaints with the agency in matters of minutes. It used to take days on the old system. The e-filing system also provides a more cost effective solution for our complainants to communicate with our in-house staff directly and trouble-free – no more waiting on hold on the phone or waiting for days for the correspondence to arrive in the mail.

- Explain how your agency maintains an ongoing dialogue with interested parties to find innovative ways to use information technology for the initiative.

The CIO regularly attends various IT conferences, seminars and meetings to maintain an on-going dialogue with interested parties to find innovative ways to use IT. In addition, the CIO is a member of the Small Agency CIO Council. He regularly attends Small Agency CIO Council meetings. To maintain an ongoing dialogue with in-house users, the CIO chairs various IT workgroups including the OSC2000 Case Tracking and Information Technology workgroups. As to our external clients, the official OSC website is the main source for our external customers to communicate with us. The website contains contact information which allows our customers to directly speak with the IT staff.

- Identify external partners who collaborate on the initiative.

OSC has shared best practices with the IT department in an operating division of the Department of Justice. OSC hopes to develop additional collaborative IT partnerships with agencies that have similar case processing requirements.

- Identify improved performance by tracking performance measures supporting agency objectives and strategic goals.

The e-filing system went on line in March 2003. In its first year, OSC received just two complaints via the e-filing system. In FY 2004, the number of complaints received by the e-filing system went up to 688; and in fiscal year 2005, the number of complaints received was 864. Almost half of the complaints received in fiscal year 2005 were processed by the e-filing system. This performance improvement is consistent with our overall agency's

objective to improve customer services through the expanded use of the internet and computer resources.

- Quantify the cost savings and cost avoidance achieved through implementing the initiative.

Each year, OSC receives and processes over 2000 complaints and disclosures. These are Prohibited Personnel Practice (PPP) complaints, whistleblower disclosures, Hatch Act complaints, and Uniformed Employment and Reemployment Rights Act complaints. Without using the e-filing system, average docket time is 7 working days, based on the statistics from Fiscal Year 2001. Docket time is the time it takes to docket a case from the correspondent date. With the e-filing system, it takes less than a day to docket a request. This minimized handling saves the agency several FTE each year.

- Explain how your agency ensures the availability of Government information and services for those without access to the Internet and those with disabilities for this initiative?

The agency's e-filing system is a complimentary system. It does not replace our current paper-based system. The e-filing system provides a faster and more efficient option for federal employees to file their complaints or disclosures with the agency.

2. Brief description of your process for determining which information will be made available on the Internet as described in Section 207(f)(2) of the Act and OMB Memorandum M-05-04 "Policies for Federal Agency Public Websites". This description must be suitable for public disclosure and:

- Describe your process for determining which Government information the agency intends to make available and accessible to the public on the Internet and by other means.

OSC will consult with the Interagency Committee and solicit public comment.

The CIO and the Deputy of the Agency or his designee will establish a process for establishing which additional information will be made available on the Internet.

Then priorities and schedules for making the information available will be established. OSC already has the majority of the information regarding its mission, statutory authority, and strategic plans available on the Internet. In addition, the agency has implemented the minimum agency goals to assist public users to navigate agency websites, as spelled out in section 207(f)1(B):
(i) speed of retrieval of search results;

- (ii) the relevance of the results;*
- (iii) tools to aggregate and disaggregate data; and*
- (iv) security protocols to protect information.*

- Explain how and when such final determinations, priorities and schedules were available for public notice and comment.

The priorities and schedules have not been established, since the agency has not yet met with the Interagency Committee. Once established, the priorities and schedules will be made available for public comment, in a manner to be determined.

- Identify progress to date for permitting searching of all files intended for public use on the website, displaying search results in order of relevancy to search criteria, and providing response times appropriately equivalent to industry best practices.

The agency's website permits searching of all files that have been placed on the website for public use, displaying search results in order of relevancy to search criteria and providing response times appropriately equivalent to industry best practices.

3. OSC already furnishes a broad range of government information (including documents and forms) to the public on its web site (www.osc.gov). The agency also maintains a public reading room (with documents required to be made available to the public pursuant to 5 U.S.C. § 1219) at its headquarters office.

Pursuant to improvement areas 4 and 5 (at pp. 5-6) of OSC's "FY 2006-2007 Implementation Plan Pursuant To Executive Order No. 13,392 ('Improving Agency Disclosure Of Information')" [[install hyperlink](#)], the agency's updated Freedom of Information Act (FOIA) web page (www.osc.gov/foia.htm) will improve access to and dissemination of government information to the public. Enhancements will include descriptions of the types of records maintained by OSC; links to, or information about, OSC records available without a FOIA request; and links to any additional, suitable, and available public reading room and other documents or forms. The target date for completion of these measures is March 31, 2007.

One of the attributes of OSC's status as a small agency is that staff of the agency's FOIA, operational, public information, and management support units (including the Information Technology Branch) work closely on issues involving access to and dissemination of government information to the public. The Chief FOIA Officer is also a member of the senior management staff of the agency.