

Digital Strategy Scorecard Highlights Progress, Despite Open Items




Posted At : June 4, 2013 4:15 PM | Posted By : Kyra Fussell

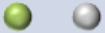


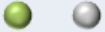


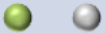
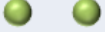


Related Categories: Mobility, Technology Trends, Digital Government, Legislation, Open Government, Communications Services, Information Security, Federal, Performance, Policy & Legislation, Government Reform


May 23, 2013 marked the one year anniversary of the [Digital Government Strategy](#). As government organizations worked toward their remaining deliverables, others took stock of the progress they've made toward the goal of delivering better services to American citizens.

Steven VanRoekel, Federal Chief Information Officer, [has described the achievements](#) in four categories: increasing data-centric approach to information technology, promoting shared platforms and services, improving customer access to information and services, and maintaining cybersecurity. These categories covered ten different milestones, which were comprised of a combined twenty-nine actions. The [milestones scorecard](#) shows that close to 76% of the milestones were achieved. While 4% of the actions appear to have not been completed, the statuses of several efforts are difficult to assess due to variance across agency reporting.

STATUS KEY

 Completed  Incomplete  Unclear

Milestone	Status of Actions	Deliverable	Contractor Impact
Make Open Data, Content, and Web APIs the New Default		<ul style="list-style-type: none"> White House Open Data Executive Order OMB Open Data Policy Memo Project Open Data implementation guide <p>The deadline for agency compliance with the policies has been extended to November 9, 2013.</p>	Going forward, newly generated data will need to be available in machine readable formats. OMB will be revising guidance for agency procurement of IT.
Make Existing High-Value Data and Content Available through Web APIs		Agencies engaged with customers through request for comments and blogs. Data.gov has published a catalog of agency APIs, fulfilling two of the objective's tasks.	Released datasets may offer insight for similar analytics requirements across agencies.
Establish and Digital Services Innovation Center and Advisory Group		<ul style="list-style-type: none"> Digital Service Innovation Center (DSIC) Digital Service Advisory Group BYOD toolkit DSIC Content Management System Toolkit DSIC API Guide Mobile Application Development Program 	Successful use cases highlighted in toolkits can serve as models for agencies looking to adopt or expand mobile computing and digital services.
Establish Intra-Agency Governance to Improve Delivery of Digital Services		<p>The Federal CIO Council provided agencies with recommendations to strengthen governance structures across three layers of digital services: information, platform and presentation.</p> <p>Self-reporting of progress and varying levels of visibility varies across agencies obscure status of agency implementation.</p>	Governance structures will shape agencies abilities to leverage new technologies and capabilities, while reducing redundant investments. Services that align with agency priorities and support measurable goals may face lower risk of consolidation.
Shift to an Enterprise-Wide Asset Management and Procurement Model		GSA issued Blanket Purchase Agreement for Wireless Federal Strategic Sourcing Initiative. Progress is unclear for agency efforts to inventory mobile devices and wireless service contracts. Evaluation of government-wide contract vehicles in alternatives analysis for mobile procurement has not been released.	Awardees on strategic sourcing contracts will benefit from contract consolidation, as agency spending moves through few channels.
Deliver Better Digital Services Using Modern Tools and Technologies		<ul style="list-style-type: none"> Guidelines for Improving Services and Customer Experience <p>GSA update of the .gov domain guidance is still in progress. Until the guidelines are complete, agencies are unable to ensure new digital services follow them.</p>	Once guidelines are established, agencies will work towards compliance. Contractors currently providing digital services may find opportunities to expand across organizations or streamline service delivery.
Improve Priority Customer-Facing Services for Mobile Use		<p>Most agencies used requests for comments and blog posts to identify two existing customer-facing services that were priorities to optimize for mobile use.</p> <p>Agency are self-reporting with varying degrees of visibility, leaving the progress of mobile optimization efforts uncertain.</p>	Proactive recommendations for improvements to customer-facing mobile services, even those that increase efficiencies for cost and performance, are made more compelling if they offer near term ROI.
Measure Performance and Customer Satisfaction to Improve Service Delivery		GSA issued a digital metrics tool kit for analyzing performance and satisfaction. GSA launched a digital analytics program for measuring performance and increasing customer satisfaction.	As decision-making is increasingly data driven, contractors may be expected to accommodate agency improvements in the form of requirement adjustments for products and services.
Promote the Safe and Secure Adoption of New Technologies		<ul style="list-style-type: none"> <i>Federal Mobile Security Baseline</i> <i>Mobile Computing Decision Framework</i> <i>Mobile Security Reference Architecture</i> 	As federal executives, program managers, and system owners expand into mobile environments, they will be able to leverage guidance documents to evaluate risks.
Evaluate and Streamline		NIST published a report summarizing standards and guidance for mobile security.	Incorporating and anticipating guidelines for implementing security and key privacy controls (the PII Inventorv. the

Security and Privacy Processes		Report from CIO Council highlights barriers, gaps and opportunities for mobile technology.	Privacy Impact Assessment and the Privacy Notice) will provide a competitive advantage for mobile good and services.
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Sources: White House, CIO Council, NIST, GSA, Deltek

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