



Business Gateway
Advisory Group Meeting Notes
September 20, 2005

Meeting Summary

The BG PMO provided an update in each project lane and addressed partner agencies questions and concerns regarding upcoming PMA milestones.

Meeting Logistics

Facilitators:

- Shivani Desai SBA
- Franklyn Matthews BG PMO

Knowledge Agent(s):

- Jiyoung Chung BG PMO
- Brad Pantuck BG PMO

Participants:

Leslie Nanney, USDA
Nancy Sternberg, USDA
Karen Hogan, DOC
Neil Sattler, DoEd
Jack Stoute, HHS
Kelly Wong, HUD
Dennis Vearrier, HUD
Barbara Bingham, DOL
Steven Lott, DOT
Renee Speed, Treas

Brent Bushey, Treas
Janine Lafayette, VA
Wayne Simpson, VA
James Stewart, VA
Joe Sierra, EPA
Carolyn Scully, EPA
Tracy Back, EPA
Bruce Borzino, GSA
Adjoa Oriyomi, SBA
Mardel Hall, SBA

Dial-in Participants:

Cesar DeGuzman, DOL
Allan Reid, OSM
Alsirah Mirelin
Keith Trippie, DHS
Tobie Henderson, DOE
Dave Holyoke, SSA
Gordon Keller, DOC

Location and Time:

Business Gateway Advisory Group meeting 9/20/05 1-2:30 pm, GSA OCIO Conference Room #3238

Intros and Handouts:

The Business Gateway PMO passed out information for congressional justifications to serve as a starting point to describe agency benefits.

Meeting Purpose:

To provide an update on:

- Process/project management (i.e., MOUs, OMB 300)
- Project deliverable status (i.e., architecture direction, upcoming web site enhancements)
- Agencies' eGov implementation milestones

Expected Outcomes:

- Agency understanding of BG direction, including architecture
- Agency understanding of and feedback on their role in completing project milestones

Meeting Summary:

Process/Project Management

- Recap of Gov Board meeting, OMB 300 Status (will mail and email and CC: Advisory Group)
- OMB asks for proof. Will PMO provide proof of milestone compliance? The onus of proof is on the agency to say what they provided, and on PMO just to verify.

Project Schedule FY05-FY07

- Current environment: we are in disparate pieces. We are in the process of creating a solid foundation, unifying all the moving parts. Much of our resources/ efforts invest to make www.business.gov user-friendly, useful, and technically sound.
- Our success measures will include time savings and customer satisfaction (which are included in SBA's PAR metrics)
- Partner agencies expressed a concern: Will the compliance tool focus on pointing to agency compliance tools, or will it require "integration" or "taking over" of agency tools? The milestones will NOT involve taking over agency tools, and will just point to them, and this has been communicated to OMB.

Technology/Portal direction

- To lay foundation to allow for building of capability in future years (e.g., save resources)
- Plan is to migrate to Forms Catalog portal platform (BEA technology—FirstGov and GovBenefits have BEA)
- Makes sense with eGov approach
- Search engines we currently use are not robust (Verity and Oracle)
- We will purchase search and content management software
- 'My Business.Gov' will not be built by FY06. PMO will consult the Advisory Group about this first, given privacy issues, etc.

Content Management Update

- Need Contact info and FAQs from agencies by September 23, 2005
- Initial ForeSee customer satisfaction rating: 73, which is higher than the federal government average of 71.
- Content management process to be completed in a template as an OMB Milestone Q1FY06. Partner agencies expressed a concern that for agencies with a lot of business-related info, this seems cumbersome, impractical. PMO response: Content Manager will work with these agencies on a case-by-case basis to understand what the best process would be.

Compliance Assistance

- Next phase in Compliance Assistance is to design a tool
- Information from agency data calls will be published on the web site, even if not initially mapped into the tool. None of the information will go to waste.

Forms Catalog

- FY05 Enhancements—looking into possibilities, including business.gov, first.gov search engine, because current Oracle search is limited
- April 2006 enhancements: administrative, to make forms management easier
- June 2006: ROCIS—how will this work? ROCIS will send Forms Catalog the information, which will eliminate double-entry of forms data; catch "rogue" forms (i.e., pre-approved forms); help agency forms managers manage forms.
- Goal for Sep 2006: Integrate forms into the portal search results

Data Harmonization

- Single Source Coal Mining Reporting
- Finished first version of reporting tool, and will enhance this tool before deployment in December 2005
- Will hit milestones, on time, on budget, on schedule
- Question from partner agencies: Are these efforts being coordinated with FEA Data Reference Model? PMO response: yes, we are a use case. This is about standards and streamlining process.
- Reduces burden. We did not prescribe technology solution. But we will prescribe open source technology in the future to ensure future tools can scale.

- Partner agencies expressed a concern: we must look broadly at common elements that we can standardize across industry. PMO should use information collection budget info, and identify commonalities across forms.

Next Steps

- We will deliver a monthly update, agencies can feel free to send any announcements to us to include.