Section 1- Implementation of Electronic Government Initiatives

Please provide a brief overview of your agency's implementation of the Act including a description of any internal agency-specific E-Government initiatives.[1]

The US Small Business Administration

America's small businesses play a vital role in creating opportunities for individuals, employees, and economic growth. The US Small Business Administration (SBA) maintains its longstanding efforts to bridge the competitive opportunity gaps that small entrepreneurs face. To that end, the SBA will continue to use the Internet and information technology to simplify the interaction between small businesses and the Federal government.

As the Managing Partner of the Business Gateway initiative, SBA is recognized and lauded for the innovative ways in which Business.gov provides information and resources that help small businesses comply with federal, state and local business laws and government regulations.

The following pages demonstrate the commitment of two offices within the SBA to the principles of eGovernment: the Office of Human Capital Management, (OHCM), an internal organization that partners with SBA leaders to develop strategic solutions to human capital issues and create a work environment that attracts and retains the talented and high performance workforce SBA needs to accomplish its mission, and the Office of Capital Access, whose mission is to make capital available through financing partners to small businesses who might not otherwise obtain financing to start-up or existing businesses on reasonable terms and conditions. The Office of Capital Access balances the need to make capital available to small businesses with the need to provide appropriate monitoring and oversight to ensure that tax dollars are used most effectively and wisely.

A.   *Describe how the initiative is transforming agency operations;*

GoalOwner (Office of Human Capital Management)

GoalOwner is a web-based performance management system that provides SBA with a solution that meets OPM regulatory requirements and helps create an effective performance-driven culture. It also will help SBA improve accountability by cascading the Agency's strategic goals and priorities into individual performance objectives for every level of the organization, while also ensuring that objectives are written using the SMART (Specific, Measurable, Achievable, Relevant and Timely) criteria. GoalOwner facilitates continuous performance dialogue between managers and employees and provides the basis for management to make informed decisions relative to awards, pay and career development.

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1 Information about the 25 Presidential E-Government and nine Lines of Business initiatives will be collected at a different time and should not be included in this report. You may include any other of your agency's major IT investments and other information technology investments as identified on your agency's exhibit 53, projects described in your Information Resources Management (IRM) Strategic Plan, and any other projects using information technology, and combined with processes implementing these technologies, enhance the access to and delivery of government information and services to the public and other agencies.

E-Tran (Office of Capital Access)

E-Tran is an SBA loan guaranty origination solution that leverages best-practice Internet technology to reduce the turnaround time on loan guaranty origination and servicing requests and provide the agency with high quality, timely data to support the management and oversight of its portfolio. E-Tran is one component of an overall strategy to provide increased efficiency and decreased costs in the loan guaranty origination and servicing process.

SBA has worked with thousands of lenders over several years to tailor the suite of `solutions for the lending community. E-Tran's flexibility allows lenders to determine which method of access is best for them. E-Tran was created to allow access through a number of channels, including:

- A Web page where lenders can enter loan information for single loans
- A secure Web site capable of accepting multiple applications simultaneously via an XML (Extensible Markup   Language) file transfer
- Working with software intermediaries that have E-Tran loan submission functionality built into their program.

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

GoalOwner (Office of Human Capital Management)

The Agency maintains a dialogue with interested stakeholders through a comprehensive communications plan that takes a multifaceted approach to inform the SBA community about GoalOwner.   Stakeholders receive a continuous stream of information through information notices, management briefings, interoffice working groups, trainings, the online GoalOwner Toolkit, interactive computer-based tutorials, online informational podcasts, newsletters, SBA University, and the GoalOwner e-helpdesk. We receive feedback and suggestions from interested stakeholders, interagency working groups, interoffice working groups, management briefings, training sessions and our GoalOwner e-helpdesk.

E-Tran (Office of Capital Access)

Currently, the Agency communicates with interested parties via the web, list servers, notices, trade group conferences and regional/local lender events. As the community of interested parties grows, additional requirements will be suggested, including the possible expanded use of the Agency's IT solution to include additional functionality along the lifecycle of a loan guaranty.

Five years ago less than 5% of SBA's loans were originated electronically. Today, as a result of E-Tran, 75% of our 7(a) loans are processed electronically Additionally, E-Tran has been described as a best-practice by lending industry executives, and described "as one of the best things ever accomplished by the Agency" in a recent customer service survey.

The E-Tran Program Management Team recently received the SBA Continuous Improvement Award for expanding E-Tran functionality to Loan Servicing. During a recent customer survey, one of SBA's most active lenders described the expansion of E-Tran to Servicing as follows:

❖ Eliminates the headaches associated with faxing documents back and forth to the Servicing Center - depending on the number of items (Servicing Requests) that we need to fax, we constantly receive incomplete fax notifications and/or do not receive a response from the Servicing Center - this generates another fax request.

❖ Expedites the process by getting immediate cancellations - this in turn places the funds back into the SBA General Account to be loaned to another applicant and gets our refund of the cancelled loan processed immediately.

❖ Streamlines our internal process - one person will be able to handle the cancellation process from start to finish

The OCA will continue to expand (E-Tran Servicing/Liquidation, fee payment, and reporting) to improve processes, increase efficiency for the lending community/Agency, and decrease cost.

C.   *Identify external partners (e.g., Federal, State or local agencies, industry) who collaborate on the initiative;*

GoalOwner (Office of Human Capital Management)

GoalOwner is an initiative that stemmed from the President's Management Agenda (PMA) and SBA's need for greater performance management accountability. SBA participated in a government-wide interagency working group, led by the Office of Personnel Management, and received feedback and lessons learned from other Federal performance management professionals regarding best practices. From these meetings, SBA received valuable information and guidance that contributed to the development of GoalOwner, which meets SBA-specific performance management requirements while conforming to the PMA results-oriented performance culture. Additionally, within SBA, OHCM formed interoffice

working groups to shape GoalOwner to meet our Agency's needs.

E-Tran (Office of Capital Access)

While the OCA has not partnered with other Agencies on this initiative, other Agencies have contacted the SBA in hopes of using the E-Tran application as a model. The SBA has communicated with public and private organizations in the development of this IT solution. From this communication, the OCA has incorporated best practices in the origination of government guaranteed loans.

Currently, the E-Tran application is considered an Industry Best Practice. Public and private organizations exhibiting best practices in XML programmed file transfers, describe the process as having the potential to alleviate many of the interoperability problems associated with the exchange of documents and data.

D.   *Identify improved performance (e.g., outcome measures) by tracking performance measures supporting agency objectives and strategic goals;*

GoalOwner   (Office of Human Capital Management)

GoalOwner aligns employees' performance objectives with SBA's strategic goals and ensures a consistent format for establishing performance objectives that are results-oriented and outcome-based. GoalOwner cascades the goals and objectives into the performance plans of employees at every work unit level.

E-Tran (Office of Capital Access)

The E-Tran application provides the Agency with quality, timely data to support the management and oversight of its portfolio. The application has stored data and loan program validation requirements. This ensures that the Agency receives quality data on its borrowers and that the loan complies with statutory requirements.

Through this technology, the SBA is better positioned to track performance measures. With the improved data quality, the SBA can analyze a portfolio to ensure Agency objectives are met and risk is mitigated.

E. *Quantify the cost savings and cost avoidance achieved through implementing the initiative (e.g., reducing or eliminating other investments in information technology);[2] and*

GoalOwner (Office of Human Capital Management)

GoalOwner will allow SBA to track the performance management process online. Since SBA has replaced the manual, paper-based performance management process with GoalOwner, the Agency can process performance management actions seamlessly and eliminate manual filing, storage, and maintenance of paper records, in accordance with the Paperwork Reduction Act. Further, by using GoalOwner's reporting capability, OHCM can track the timely issuance of performance plans and performance ratings, and quickly rectify performance management issues before they escalate into grievances that could potentially cost the Agency.   More importantly, program managers and supervisors can use GoalOwner to quickly identify performance deficiencies and take corrective action to ensure continued efficient and effective operations, which could ultimately result in savings to the Agency.

E-Tran (Office of Capital Access)

In FY08, 75% of 7(a) loans, were processed electronically via one of the OCA's E-Tran solutions. Bank of America, one of the SBA's most active lenders, reports that with the help of E-Tran the bank is able to close smaller, more routine loans within five days of the customer's request, previously considered an unattainable goal. Prior to E-Tran implementation, this borrower-to-lender-to-SBA process could take up to ten days. Lenders using E-Tran report being able to provide financing to small business entrepreneurs 36-48 hours sooner than the paper-based method of loan guaranty processing. The OCA would need a comprehensive study to accurately project the total five-year cost-savings of E-Tran. However, the OCA's lending partners anecdotally suggest E-Tran enables substantial cost/time savings.

Approximately 3,000 loan processors, representing 1,500 banks, have signed on to electronically originate or service loans via E-Tran. With the help of the SBA's district office personnel, the OCA is aggressively marketing E-Tran to the remaining SBAExpress and PLP lenders who are not currently taking advantage of the program. By the end of FY07 the OCA aims to have 90% of all 7(a) lending processed electronically via E-Tran. Additionally, the OCA will be piloting an E-Tran solution for 504 loan processing this fiscal year.

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[2] Section 300 of OMB Circular A-11, "Preparation, Submission and Execution of the Budget," and OMB Memorandum M-06-22, "Cost Savings Achieved Through E-Government and Line of Business Initiatives," provide instructions for developing baselines and calculating cost savings and cost avoidance for information technology investments. See:
http://www.whitehouse.gov/omb/circulars/a11/current_year/s300.pdf and
http://www.whitehouse.gov/omb/memoranda/fy2006/m06-22.pdf for more information.

F.	*Explain how this initiative ensures the availability of government information and services for those without access to the Internet and for those with disabilities.*

GoalOwner (Office of Human Capital Management)

GoalOwner is Americans with Disabilities Act (ADA) compliant and accessible to SBA employees via the intranet or through VPN access. The database is a web-based application that is only accessible via the internet. However, those employees without internet access can receive performance feedback from their supervisors who can print the performance plans and mail or fax the documents to their direct reports.

E-Tran (Office of Capital Access)

The SBA has maintained working relationships with financial partners to ensure that the availability to all of the OCA programs is not diminished. This means the Agency will still accept loan applications via Fax or mail until it is determined that all financial institutions have access to the E-Tran application.

The OCA has experienced an enormous rise in E-Tran participation; however, rural and small financial institutions may be slow to adopt this technology. The OCA will continue to process government guaranteed loans via the current process to ensure that no financial institution is left behind.

G.	*Explain how the project applies effective capital planning and investment control procedures.*

The program managers of both the OCHM initiative and the OCA initiative collaborate with the OCIO project managers to budget for and project the funds needed to maintain the system. E-Tran is bundled with the SBA's other financial systems, with respect to the capital planning process to create an economy of scale. In addition, both OHCM and OCA brief the Business Technology Investment Council (BTIC) periodically during in-process reviews of programs and investments.

BTIC Authority is established to assist in implementing key provisions of the Clinger-Cohen Act (Information Technology Management Reform Act of 1996), Public Law 104-106, in particular, Section 5122 on Capital Planning and Investment Control (CPIC), and Section 5125 [C] [2], which charges agencies' CIO's with the duty to, *"monitor the performance of information technology programs of the agency, evaluate the performance of those programs on the basis of the applicable performance measurements and advise the head of the agency regarding whether to continue, modify or terminate a program or project.."*

EA is the current term for what was described in the Clinger-Cohen Act as "Information Technology Architecture." The change in name is in support of Office and Management and Budget's (OMB) expanded philosophy to monitor the performance of all Enterprise projects and programs both Business and IT related.

Section 2 – Agency Information Management Activities

This year's report continues information streamlining and requires the agency to report only the website link. Additionally, the agency shall provide both previously reported (subsections A and B) and any new information (subsections E and F). Subsections C and D shall include information on some previously reported activities.

Please provide the link(s) to your agency's website of where the following information is located:

A. Your agency's IRM Strategic Plan;[3]

This is a link to *SBA's IT Strategic Plan 2007-2011*
http://www.sba.gov/aboutsba/sbaprograms/OCIO/sba_ocio_2007_2011.html

B. Final determinations, priorities, and schedules.[4] Also include 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 final determinations, priorities, and schedules are available through the Office of the Chief Information Officer (OCIO) website, http://www.sba.gov/aboutsba/sbaprograms/OCIO/index.html in the Data Quality Handbook. The Handbook is available in PDF format, http://www.sba.gov/idc/groups/public/documents/sba_program_office/ocio_hp_infoquality.pdf.

Additional information regarding the SBA's programs and activities is available through the SBA Newsroom, http://www.sba.gov/news/index.html.

C. Your agency's Freedom of Information Act (FOIA) handbook, the link of your agency's primary FOIA website, and the website link where frequent requests for records are made available to the public;

This is a link to the *Small Business Administration Guide to Public Information* http://www.sba.gov/aboutsba/sbaprograms/foia/FOIA_HANDBOOK.html

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OMB Memorandum M-06-02, "Improving Public Access to and Dissemination of Government Information and Using the Federal Enterprise Architecture Data Reference Model," of December 16, 2005 (located at: http://www.whitehouse.gov/omb/memoranda/fy2006/m06-02.pdf) required agencies to publish the agency's IRM on its public website. See also, See, OMB Memorandum M-06-25, "FY 2006 E-Government Act Reporting Instructions," of August 25, 2006, Section 3, located at: http://www.whitehouse.gov/omb/memoranda/fy2006/m06-25.pdf.

See, OMB Memorandum M-06-25, Section 2.

D. A list of your agency's public websites disseminating research and development (R&D) information to the public, and whether or not each website provides the public information about federally funded R&D activities and/or provides the results of Federal research;[5]

The SBA does not receive funding for, and does not participate in, R&D activities. Therefore, the SBA does not have a website dedicated to disseminate or describe such activities or results. However, the SBA's Office of Economic Research website, http://www.sba.gov/advo/research/, provides economic research and statistics associated with small businesses.

In addition, the SBA's Office of Technology administers the Small Business Innovation Research (SBIR) Program and the Small Business Technology Transfer (STTR) Program. The Office of Technology's website, http://www.sba.gov/aboutsba/sbaprograms/sbir/index.html, provides relevant research regarding information technology for small businesses.

E. *An inventory of formal agency agreements (e.g., contracts, memoranda of understanding, partnerships) with external entities (e.g., State and local governments, public libraries,*

The SBA's Office of advocacy Small Business Law Library website, http://www.sba.gov/advo/laws/law_lib.html, provides the memorandums of understanding and formal agreements available to the public. Not all of the agreements are available for public view.

F. *An inventory that describes your agency's NARA-approved records schedule(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 records schedule was submitted to NARA in FY 2008 and the number of systems still requiring records scheduled.*

There are 59 electronic records schedules listed in the SBA Electronic Records Management System; of these the "Loan Accounting System" comprises 33 subsystems.

SBA has not submitted e-records schedules in 2008.   We are currently working on preparing 2 new schedules, one electronic, the other paper based.   The agency is continually striving to comply with NARA's guidelines and to capture all new electronic applications as they are created.

The report need not address this area if the agency does not fund Federal (R&D) activities.

All of SBA's NARA approved electronic records schedules can be accessed on the SBA Intranet page known as the "YES" page. To access from the YES page, an employee would click on "Program Offices," from there to "Administration;" then to "SBA Electronic Records Management System."   Select the office whose records schedules you are looking for, click on that and choose between "paper" and "electronic."   This will display the records schedules of that particular office. At present this application is available only to SBA employees; however, we plan to arrange a link to the public SBA website at www.sba.gov very shortly.