

Social Security Administration

Section 1: Highlights of Agency E-Government Activities

A. Enhanced Delivery of Information and Services to the Public - Sec. 202(g)

Section 202(g) of the E-Gov Act requires agencies to provide information on how electronic Government is used to improve performance in delivering programs to constituencies. In no more than 250 words, describe one IT agency activity or initiative that enhances the delivery of information and services to the public and others, or makes improvements in government operations. This example should highlight how electronic government improved the effectiveness, efficiency, and quality of services provided by your agency.

In May 2012, SSA implemented my Social Security, an online portal that provides the public the ability to access personalized services and perform online transactions via a secure account. In the initial release, users were able to access their Social Security Statement. In January 2013, my Social Security was expanded to include beneficiary services, including change of address and direct deposit, benefit verification letters, and benefit status and history. In 2015 the Internet 1099 (known as My1099) and the Internet Medicare Replacement Card were added to the suite of services. These services allow the public to access their information and transact business at their convenience, without having to visit a field office or call the 800 number during business hours. Additionally, each transaction completed online allows the agency to focus front line resources on individuals who cannot, or choose not to, conduct business online. As of September 2015, 21 million people have registered for a my Social Security account. The my Social Security portal improves the agency’s ability to meet the public’s expectation for conducting business online and helps to reduce field office traffic and backlogs by offering more self-service options for the public. In FY 2015 alone, almost 75 million transactions were conducted through the portal, and customer satisfaction remains high – with a rating of 88 through the ForeSee E-Gov Satisfaction Index (the highest rated applications typically have a score of 90).

B. Public Access to Electronic Information - Sec. 207(f)(1)(B)

Section 207(f)(1)(B) of the E-Gov Act requires that agency websites assist public users to navigate agency websites, including the speed of retrieval of search results and the relevance of the results. Provide the updated URL(s) that contains your agency's customer service goals and describes activities that assist public users in providing improved access to agency websites and information, aid in the speed of retrieval and relevance of search results, and uses innovative technologies to improve customer service at lower costs. For example, include the URL to your agency's Customer Service Plan.

Public Facing Agency URL(s)	Brief Explanation (if necessary)
https://www.socialsecurity.gov	Main website, providing links to all SSA top services
https://www.socialsecurity.gov/open	SSA Open Government portal

Public Facing Agency URL(s)	Brief Explanation (if necessary)
https://www.socialsecurity.gov/open/customerserviceplan/	SSA Customer Service Plan, Reports, and Frequently Requested Information
https://www.socialsecurity.gov/asp/plan-2014-2018.pdf	Agency Strategic Plan
https://ssa.gov/vision2025/	Vision 2025

Section 2: Compliance with Goals and Provisions of the E-Gov Act

A. Performance Integration - Sec. 202(b)

The E-Gov Act requires agencies to develop performance metrics that demonstrate how electronic government supports agency objectives, strategic goals, and statutory mandates. In no more than 250 words, describe what performance metrics are used and tracked for IT investments and how these metrics support agency strategic goals and statutory mandates. Please discuss performance metrics that focus on customer service, agency productivity, innovative technology adoption and best practices. If applicable, include a description of your agency's evaluation model and how it is used. Provide applicable URL(s) for performance goals related to IT.

The SSA IT program requires performance measures as elements of a business case for each of the agency's major IT programs. Each investment must contain:

- Results specific metrics to measure the effectiveness of the investment in delivering the desired service or support level. These metrics provide the foundation of a quantitative approach to defining benefits in a cost-benefit analysis.
- Activities and technology specific metrics to measure the program against its defined process standards or technical service level agreements. IT performance goals for major investments include Customer Satisfaction (Results); Strategic and Business Results, Financial Performance; and Innovation for Major Operational IT systems. At the conclusion of the development life-cycle of selected major IT investments, a Post Implementation Review evaluates:
- Performance expectations versus actual outcomes
- How the IT Investment contributes/supports both the Agency Strategic Plan and the performance measures in the Annual Performance Plan.

Collecting and analyzing performance data is essential to ensuring that programs continue to deliver value to the organization and the public. Performance metrics are an important element of Operational Analysis, the continued measurement of a program's strategic and business results. Agency management, OMB and the Federal IT Dashboard (<https://www.itdashboard.gov>) receive performance goals reports on a regular basis. An investment's performance against established goals is a key consideration in SSA's Capital Planning and Investment Control processes.

B. Accessibility - Sec. 202(c) and (d)

The E-Gov Act requires agencies to consider the impact of implementing policies on persons without access to the internet, and ensure accessibility to people with disabilities. Provide the URL(s) for your agency's website which describes actions taken by your agency in accordance with Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d).

Public Facing Agency URL(s)	Brief Explanation (if necessary)
https://www.socialsecurity.gov/accessibility/508_overview.html	

C. Government-Public Collaboration - Sec. 202(e)

The E-Gov Act requires agencies to sponsor activities that use information technology to engage the public in the development and implementation of policies and programs. In

no more than 250 words, describe one example of how your agency utilized technology to initiate government-public collaboration in the development and implementation of policies and programs.

We continue to solicit ideas from our stakeholders and hold public feedback engagements to support the use of our data and participation and collaboration to help us prioritize new data releases. We use automated tools, like IdeaScale, to help organize and track ideas from the public located at: <http://ssa-ideas.ideascale.com>. Additionally, we engage with the public through a variety of other channels, including Data.gov feedback, online newsletters to thousands of organizational and individual advocates, and e-mails to our Open Government mailbox. We periodically use Facebook and Twitter to invite feedback on our data offerings, with an audience of over 135,000 Facebook fans, and over 24,000 Twitter followers; send notifications on our data releases through GovDelivery e-mails to people who subscribe to our Open Government pages; publish data set releases on our Open Government page (www.socialsecurity.gov/open/), visited by about over 12,000 visitors; where we solicit feedback on our data. As decisions are made, we respond to the ideas submitted through the customer feedback process in our on-line tool and on a new webpage that provides the status of key Open Data ideas located at: <https://www.ssa.gov/open/customer-feedback.html>. Ideas suggested by the public are reflected in our Open Government Plan 3.0 and helped to inform our recent Information Technology investment decisions for FY 2015. We reach out to our top users of data released on our website or released in response to FOIA requests. We also respond to inquiries from people based upon reviews of our Data.gov offerings.

D. Credentialing - Sec. 203

The E-Gov Act seeks to achieve interoperable implementation of electronic signatures for appropriately secure electronic transactions with Government. In no more than 250 words, describe current activities your agency is undertaking to achieve the interoperable implementation of electronic credential authentication for transactions within the Federal Government and/or with the public (e.g. agency implementation of HSPD-12 and/or digital signatures).

The agency fully supports the use of HSPD-12 Personal Identity Verification (PIV) digital signatures for signing files, documents, email, and selecting electronic transactions. The agency provides timestamp services in order to extend digital signature non-repudiation and longevity. We implemented appropriate trust and validation mechanisms in order to verify digital signatures from external Federal Government and other outside organizations.

E. USA.gov activities - Sec. 204 and Sec. 207(f)

In accordance with Section 204 of the E-Gov Act, www.USA.gov serves as an integrated internet-based system for providing the public with access to government information and services. In accordance with Section 207(f)(3), provide the URL(s) your agency's activities on www.USA.gov.

Public Facing Agency URL(s)	Brief Explanation (if necessary)
http://search.socialsecurity.gov/search?affiliate=ssa&query	Search socialsecurity.gov, including FAQs

Public Facing Agency URL(s)	Brief Explanation (if necessary)
http://search.socialsecurity.gov/search?affiliate=segurosocial&locale=es&query	Search Spanish content on socialsecurity.gov, including Spanish FAQs
https://www.usa.gov/directory/federal/office-of-public-inquiries.shtml	Office of Public Inquiries Search
https://www.fbo.gov/index?s=opportunity&mode=list&tab=list	Federal Business Opportunities
https://www.cfda.gov/index?s=agency&mode=form&tab=program&id=56f9bc7e73f334f8a0f16e3d666433b0	Catalog of Federal Domestic Assistance (CFDA)
 http://www.grants.gov/applicants/tips_resources_from_grantors.jsp	Tips & Resources from Grantors
https://www.usaspending.gov/Pages/AdvancedSearch.aspx?k=social%20security%20administration	Prime Award Spending Data

F. eRulemaking - Sec. 206

The E-Gov Act seeks to assist the public, including the regulated community, in electronically submitting information to agencies under Federal requirements, by reducing the burden of duplicate collection and ensuring the accuracy of submitted information. In no more than 250 words, provide a description of your agency's use of online electronic regulatory submission capabilities, specifically the usage of www.Regulations.gov and the Federal Docket Management System (FDMS).

We are partner agency in the eRulemaking initiative known as the Federal Docket Management System (publicly accessible at www.regulations.gov). We started working with the Environmental Protection Agency and other partner agencies in June 2004. We participated in the design and development of a user-friendly system where the public can view and submit comments on pending regulations. We started using FDMS on September 25, 2006. Staff members from the Office of Regulations and Reports Clearance (DCLCA) actively serve on several committees in the continued development and modification to FDMS and the public-facing website, www.regulations.gov. The Office of Regulations and Reports Clearance (DCLCA) is the internal focal point for the development of the agency's regulations, Social Security Rulings, and Federal Register Notices. ORRC staff draft regulations and steer documents through the clearance process at SSA, the Office of Management and Budget, and the Office of the Federal Register. Additionally, ORRC is responsible for developing and submitting the annual Regulatory Plan and semi-annual Unified Agenda of Federal Regulation to OMB for review and approval, and ultimately to the Office of the Federal Register for publication.

G. National Archives Records Administration (NARA) Recordkeeping - Sec. 207(d-e)

The E-Gov Act requires agencies to adopt policies and procedures to ensure that chapters 21, 25, 27, 29, and 31 of title 44, United States Code, are applied effectively and

comprehensively to Government information on the Internet and to other electronic records. In no more than 250 words, describe your agency's adherence to NARA recordkeeping policies and procedures for electronic information online and other electronic records. Additionally, please indicate the number of electronic records that have been scheduled with NARA and any pending scheduling for electronic systems at your agency.

The agency requires Records Management approval of all Software Development Plans to ensure that we build records management functionality for the proper retention of electronic records into the system during the design. We are currently working on an agency wide initiative to rewrite all of our records schedules using a flexible scheduling or big bucket approach, which will facilitate automation for the capture and disposition of electronic records. We are working closely with the National Archives and Records Administration (NARA) on this initiative and they asked that we not submit any new schedules in the interim. We retain electronic records in accordance with the disposition cited in the applicable records schedule. We have scheduled the majority of the agency's electronic records and we keep a running list of any identified unscheduled records that we will include in our flexible schedules. Additionally, we are working to procure an automated solution for the capture and disposition of all agency email, using the Capstone approach, to meet the goals and objectives of the Presidential Directive for Managing Government Records.

H. Freedom of Information Act (FOIA) - Sec. 207(f)(A)(ii)

The E-Gov Act requires agency websites to include direct links to information made available to the public under the Freedom of Information Act. Provide the updated URL for your agency's primary FOIA website.

Public Facing Agency URL(s)	Brief Explanation (if necessary)
https://www.socialsecurity.gov/foia/	SSA.s Freedom of Information Act Link

I. Information Resources Management (IRM) Strategic Plan - Sec. 207(f)(A)(iv)

The E-Gov Act requires agency websites to include the strategic plan of the agency developed under section 306 of title 5, US Code. Provide the updated URL to your agency's IRM Strategic Plan. This plan should encompass activities in FY14. If your agency does not have an updated plan, please provide the URL to the most recent plan and indicate when an updated plan will be available.

Public Facing Agency URL(s)	Brief Explanation (if necessary)
https://www.socialsecurity.gov/irm/IRM_2015.pdf	IRM Strategic Plan for FY 2015 - FY 2018

J. Research and Development (R&D) - Sec. 207(g)

If your agency funds R&D activities, provide the updated URL(s) for publicly accessible information related to those activities, and specify whether or not each website provides

the public information about Federally funded R&D activities and/or the results of the Federal research.

Public Facing Agency URL(s)	Brief Explanation (if necessary)
 http://ordp.ba.ad.ssa.gov/ORES/	Office of Research, Evaluation, and Statistics
 http://ordp.ba.ad.ssa.gov/ORP/	Office of Retirement Policy

K. Privacy Policy and Privacy Impact Assessments - Sec. 208(b)

The E-Gov Act requires agencies to conduct a privacy impact assessment; ensure the review of the privacy impact assessment by the Chief Information Officer, or equivalent official, as determined by the head of the agency; and if practicable, after completion of the review under clause, make the privacy impact assessment publicly available through the website of the agency, publication in the Federal Register, or other means. In no more than 250 words, describe your agency's adherence to this provision, including adherence to OMB's guidance pertaining to the use of IT to collect, maintain, or disseminate identifiable information, or when new systems are procured for this purpose. In addition, describe your agency's process for performing and updating privacy impact assessments for IT.

Our use of information technology to collect, maintain, or disseminate identifiable information is governed by a mature Systems Process Improvement program that incorporates best practices for software development and standard processes and procedures for ensuring high quality privacy compliance. We integrate our Enterprise Architecture activities and reflect our governance practices throughout our Systems Development Lifecycle (SDLC). A typical new software release takes six months from conclusion of the planning and analysis to production. The Office of Privacy and Disclosure is involved during the Release Planning Phase, thus we are able to conduct our initial privacy assessment early in the SDLC. We use our Privacy Threshold Analysis (PTA) process to assess the privacy risks in new or revised systems or applications and to determine if a Privacy Impact Assessment (PIA) or System of Records Notice (SORN) is required, or if updates to existing documents are needed. Our initial review occurs early in the SDLC when assessing security and privacy risks. We subsequently approve SDLC artifacts, such as, Project Scope Agreements and Business Process Descriptions, associated with the system or application. In FY 2015, we continued our practice of collaborating with systems development staff on the importance of privacy and privacy risk assessment via the SDLC Configuration Control Board (CCB). We also review any proposed changes to lifecycle roles, activities, or work products that affect the administration of personal information.

K2. Privacy Policy and Privacy Impact Assessment Links - Sec. 208(b)

In addition to the narrative provided above in section K., provide the updated URL(s) for your agency's privacy policy and the website where your agency's privacy impact assessments are available.

Public Facing Agency URL(s)	Brief Explanation (if necessary)
https://ssa.gov/foia/privacy.html	SSA privacy policy link
https://www.socialsecurity.gov/privacy.html	SSA Internet privacy policy
https://ssa.gov/foia/pia.html	SSA privacy impact assessments
https://www.socialsecurity.gov/OP_Home/cfr20/401/401-0000.htm	SSA privacy and disclosure regulations

M. Agency IT Training Programs - Sec. 209(b)(2)

The E-Gov Act calls for agencies to establish and operate information technology training programs. The act states that such programs shall have curricula covering a broad range of information technology disciplines corresponding to the specific information technology and information resource management needs of the agency involved; be developed and applied according to rigorous standards; and be designed to maximize efficiency, through the use of self-paced courses, online courses, on-the-job training, and the use of remote instructors, wherever such features can be applied without reducing the effectiveness of the training or negatively impacting academic standards. In no more than 250 words, describe your agency's IT training program, privacy training program, cross-agency development programs, and competencies reviews for IT workforce.

The Office of Systems (OS) manages and administers a comprehensive training program aimed at improving the efficiency and productivity of the OS workforce. OS supervisors and managers request training on a quarterly basis determined by the critical and non-critical training needs of their employees. OS provides a variety of technical and leadership training opportunities to employees supporting critical projects and initiatives that align with the Agency’s goals, including but not limited to: • Agile Development • Application Development • Database Management & Administration • Management Leadership • Network Infrastructure • Project and Program Management • Systems Analysis Additionally, OS participates in the Job Learning Experience Program (JELP) to provide employees without operational experience an opportunity in cross-agency development by working temporarily in a field office, the Office of Central Operations (OCO), or the Office of Disability Adjudication and Review (ODAR). SSA educates its workforce on information security through a variety of interactive and accessible means - annually developing and distributing information security awareness training through an online, Video-on-Demand course. Awareness materials such as security reminders are provided through multiple channels. For employees requiring role-based security training, SSA developed a Role-Based Competency Guide that identifies specific agency roles and their corresponding competencies. Courses are provided online through SSA’s Learning Management System and the Federal Virtual Training Environment. Additionally, SSA supports the Department of Homeland Security’s National Cyber Security Awareness Month by sponsoring security awareness events and content provided remotely to all our employees and contractors.