

DIGITAL GOVERNMENT STRATEGY

I. Purpose

This Directive establishes the Department of Homeland Security (DHS) policies and responsibilities for the governance of digital services within the DHS Digital Government Strategy.

A. Digital services are the delivery of digital information (e.g., data or content), and transactional services (e.g., online forms, applications) across a variety of platforms, devices and delivery mechanisms (e.g., websites, mobile applications, and social media).

B. The Federal Chief Information Officer within the Office of Management and Budget (OMB) issued guidance instructing Federal agencies to develop a digital strategy to improve the management and delivery of digital services to their customers. The DHS Digital Government Strategy promotes the:

1. Sharing of information in an open, accurate, and more widely available manner;
2. Sharing of resources in order to reduce costs and cycle time for service delivery; and
3. Ensuring of adequate security and privacy controls that are effectively incorporated into digital products and services.

II. Scope

This Directive applies throughout DHS, except where exempt by statute.

III. Authorities

A. Public Law 104-106, "National Defense Authorization Act for Fiscal Year 1996," Division E, "Information Technology Management"

B. Title 44, United States Code, Chapter 35, "Coordination of Federal Information Policy"

- C. Executive Order 13571, "Streamlining Service Delivery and Improving Customer Service"
- D. OMB, "Digital Government: Building a 21st Century Platform to Better Serve the American People"
- E. OMB Memorandum M-10-06, "Open Government Directive"
- F. OMB Memorandum M-11-24, "Implementing Executive Order 13571 on Streamlining Service Delivery and Improving Customer Service"
- G. OMB Memorandum M-13-13, "Open Data Policy – Managing Information as an Asset"
- H. DHS Delegation 04000, "Delegation for Information Technology"
- I. DHS Directive 103-01, "Enterprise Data Management"
- J. Information Technology Infrastructure Services Governance Board, Digital Government Strategy Senior Advisory Council Charter, dated November 29, 2012

IV. Responsibilities

- A. The **DHS Chief Information Officer (CIO)**:
 1. Serves as the technical lead for the DHS Digital Government Strategy, including the digital service platform and infrastructure development;
 2. Oversees the coordination across the Department to develop and maintain data management systems, data dissemination, and digital information processes;
 3. Provides the reports to OMB and throughout the Department, implementing the specific digital government strategy milestones; and
 4. Consults and coordinates all DHS Digital Government Strategy investments, and coordinates with the Chief Acquisition Officer as required, pursuant to the requirements of the Clinger-Cohen Act and other applicable laws.

B. The **Assistant Secretary, Office of Public Affairs:**

1. Serves as the primary business lead for strategic digital services related to public information dissemination and integration of those services into public web and social media platforms;
2. Coordinates the execution of strategies that meet the needs and preferences of internal and external customers;
3. Coordinates and provides oversight for public web and social media content management across the Department;
4. Participates in the DHS Digital Government Strategy development; and
5. Serves as the coordinator (or appoints a designee) between and among the Department, Component Public Affairs Officials, and webmasters.

C. The **Component heads** participate in the DHS Digital Government Strategy, by overseeing the implementation of this Directive within their respective Components.

D. The **Component Chief Information Officers:**

1. Participate or appoint a Component representative to develop a unified approach to govern the Department's Digital Government Strategy;
2. Develop and coordinate an integrated operational digital service framework as established by the DHS CIO;
3. Provide a secure and rapidly scalable infrastructure to support mobility; and
4. Identify opportunities for disseminating high value and trusted data to the public and innovators using open standards and machine-readable formats in coordination with the DHS CIO.

E. The **Digital Government Strategy Senior Advisory Council:**

1. Develops and implements a governance structure for digital services;

2. Works at the direction of the Information Technology Infrastructure Services Governance Board with leadership and staff from the Office of the Chief Information Officer, along with corresponding Component representatives, to develop a unified approach to governing the Department's digital government strategy;
3. Establishes and implements the Department's approach to digital services governance;
4. Implements specific digital government strategy milestones;
5. Coordinates with the Office of Public Affairs and DHS Components to gather requirements for technical service delivery, provide governance, and performance tracking;
6. Establishes specific, measurable goals for delivering better services at a lower cost; and
7. Identifies opportunities for disseminating high value and trusted data to the public and innovators using open standards and machine-readable formats.

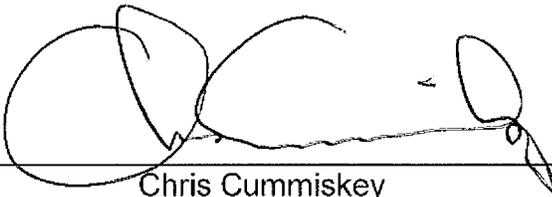
V. Policy and Requirements

A. DHS is committed to fulfilling the requirements of OMB's guidance document, Digital Government: Building a 21st Century Platform to Better Serve the American People by:

1. Providing mission and business program support through a Digital Government Strategy that is information and customer-centric, leverages existing resources to the greatest extent possible, and ensures that digital content incorporates adequate privacy, records, and security controls.
2. Establishing the framework to provide the public, entrepreneurs, and homeland security programs with the ability to better leverage valuable DHS data to further advance innovative applications and beneficial services.
3. Focusing on innovating with less to deliver better digital services, and specifically promote an overall approach to increase returns on Information Technology (IT) investments, reduce waste and duplication, and improve the effectiveness of IT solutions through the use of shared services.

VI. Questions

Address any questions or concerns to the Office of the Chief Information Officer (OCIO).



Chris Cummiskey
Acting Under Secretary for Management

10/9/14
Date