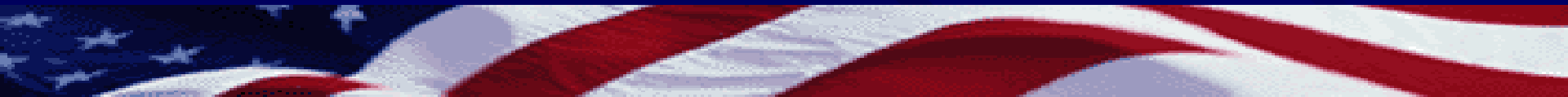


FirstGov



Characteristics of FirstGOV

- Type of collaboration: Public-private
- Launched: September 22, 2000
- Initial Size: 27 million web pages
- Funded by:
 - “Pass the hat” funding by 22 federal agencies and the CIO Council; and
 - a donated search engine service
- Proceeded on faith that, if it worked, funding would be made available in future years

Critical Success Factors

- Presidential Memo of Dec 17, 99: Electronic Government
 - Create a government-wide portal accessed by type of data or service
 - By December 2000, the forms needed for the top 500 government services used by the public be made available online
- Government Paperwork Elimination Act of 1998
 - By 2003 the federal agencies provide the public, when practicable, the option of submitting, maintaining, and disclosing required information electronically
- Donation of INKTOMI search engine by CEO Eric Brewer
- 90 day timeframe to launch date
- Tight-knit, focused & totally committed project team

FirstGov Basic Objectives

- All web-published Federal Government information in the “dot-gov” and “dot-mil” domains
- Organized by type of service or information, not by agency
- Alternative approaches to access information provided

Technologies

- Government-wide Portal
- Internet
- State of the Art Search Engine

Vision

Our work transcends the traditional boundaries of government and our vision is global—connecting the world to all U.S. Government information and services.

Nature of Services

- Informational (initially)
 - G2C/C2G
 - G2B/B2G
 - G2G
- Transactional (Added in August, 2001)
 - G2C/C2G
 - G2B/B2G
 - G2G

Collaboration among

- Federal government agencies
- US General Services Administration
- Federal CIO Council
- National Partnership for Reinventing Government
- Government Information Technology Services Board
- INKTOMI
- First GOV “partners”
 - Partnerships with private sector, academia, state & local governments, and non-profit organizations to communicate the existence of First Gov to all U.S. citizens, and help promote and accelerate electronic government.
 - FirstGov partner names and links are placed on the FirstGov partners page, making it easy for the public to navigate to sites of interest.

Stakeholders

- The American public
- Clinton administration
- Federal CIO Council
- OMBWatch
- Software and Information Industry Association
- Executive Office of Management & Budget
- US General Accounting Office
- US General Services Administration



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What's New

- [Anthrax Information](#)
- [Anthrax Broadcast for Clinicians](#)
- [Invest in America](#)
- [Donate to Afghan Children](#)
- [Past Features](#)



America Responds to Terrorism

Last Updated November 1, 2001

- | | |
|---|---|
| Protect Yourself and Your Country | White House Home Page |
| - Bioterrorism Precautions | - Latest News on Response |
| What You Can Do for Victims | Defense Department Responds |
| Victims Benefits and Assistance | State Department |
| Travel | U.S. Postal Service |
| Feedback | Other Federal Agencies |

Transactions, Forms, & Services

- [e-Citizen](#)
- [e-Business](#)
- [e-Government](#)

Search Government Websites

[Advanced Search](#)

Federal
 State

 Both

Browse Government by Organization

- [Federal Executive](#)
- [Federal Legislative](#)
- [Federal Judicial](#)
- [State & Local](#)

Browse Government by Topic

- | | |
|--|--|
| Agriculture and Food Farms, Food, Nutrition | Health Health, Insurance, Disease |
| Arts and Culture | Home and Community |

Awards

- 2001 Innovations in American Government Award Finalist, August 2001
- Federation of Government Information Processing Council's Intergovernmental Solutions Award, June 2001
- 2001-2002 Golden Web Award
- May 2001 Innovations in American Government Award Semi-Finalist
- April 2001 Pioneer Award, E-Gov 2001
- April 2001 Azimuth Award for supporting federal information technology went to Dave Barram, former GSA Administrator and Eric Brewer, for their part in FirstGov
- March 2001 FOSE and Chief Information Officers Council of Excellence Award
- March 2001 Vice President's Hammer Award for Reinventing Government
- January 2001 Government Computer News Award for the application of information technology for management improvement in government, January 2001

Characteristics of Partners

- Small, committed team at GSA
- Technically & politically savvy Administrator
- Supportive President's Management Council
- Dynamic industry environment
- “No Failure Option” combined with healthy suspension of disbelief
- Dr. Eric Brewer arrives serendipitously as the technology “Angel,” solving a critical problem

Enabling Themes

- Relentless application of “Lessons of the Internet”
 - Transparency
 - Lower transaction costs
 - Build community
 - Enable “plywood” organization structures
 - Speed to market
- Maintenance of the Public Trust
- Defining the “inherently governmental role”

Problematic Themes

- No precedents for an effort like this
- Many, many unknown factors (e.g. cost, usage levels)
- Lack of shared vision across participants
- Funding model had to be defined, declared legal & implemented
- Uncertainty about the ability to accept Dr. Brewer's offer of the Inktomi search engine
- Absolutely pushed the limits of what people knew and understood about government-citizen interactions, the internet's potential as a social transformation agent & how the former could be leveraged with the latter

The Partnership

- The President's Management Council
- The U.S. General Services Administration
- The FedSearch Foundation and Dr. Eric Brewer
- The Federal Chief Information Officers Council
- [Great hopes for the "Gov-dot-com" industry]

Private Sector Enablers

- Dr. Brewer donated the Inktomi search engine
- The not-for profit FedSearch Foundation
- Wild enthusiasm for the Internet Age

Private sector concerns

- Potential to impede open competition for software vendors
- Exclusivity of the relationship between the GSA and FedSearch Foundation
- The recompetition of the search engine in 18 months
- The governance model

Private Sector Viewpoints

- Testimony to the House Government Reform Subcommittee
 - Eric Brewer and FedSearch Foundation
 - Mark Bohannon, Software & Information Industry Association
 - Michael Fleisher, Gartner Group
 - Patrice McDermott, OMB Watch

Public Sector Viewpoints

- David McClure, Associate Director, U.S. General Accounting Office
- Sally Katzen, Deputy Director for Management, Office of Management and Budget
- David Barram, Administrator, General Services Administration

Critical Success Factors

- Presidential Memo on Electronic Government
- The project team
- Their dedication to and belief in the project
- The compressed time frame
- The donation of the Inktomi search engine
- GPEA

Comments & Questions

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