

## **E-FORMS CATALOG MAINTENANCE PLAN**

### **Background:**

The General Services Administration (GSA) has partnered with the Small Business Administration (SBA) in the Business Gateway initiative, one of the 25 E-Government initiatives established under the President's Management Agenda. The E-Forms Catalog, developed and maintained by the GSA, will enhance the ability and reduce the burden of the nation's 22.4 million small businesses to access more than 4500 public facing forms. It is also the goal of the E-Forms initiative to provide citizens and visitors with a one-stop means to locate and access federal government forms.

The first phase of this program is to provide Government to Business and Government to Citizen forms. The initial launch of forms.gov was May 18, 2004. This program is working under the authority of the Government Paperwork Elimination Act which includes 43 government agencies.

### **Scope:**

This document will provide the basis for establishing the business processes to maintain the E-Forms Catalog with the most current public-facing e-forms. The goal of this plan is to keep all forms in the catalog current. While forms updating responsibility resides with the listed agency, there must be a centrally coordinated effort. This plan will address three business process methodologies to maintain the E-Forms Catalog: top-down, middle-down and bottom-up strategies.

### **Roles and Responsibilities:**

Small Business Administration (SBA): Overall program management, design and development, marketing, and public relations for Business Gateway Portal.

General Services Administration (GSA): Program management responsibilities for E-Forms Catalog. Responsible for E-Forms Catalog agency coordination, tracking, and training.

Office of Budget Management: Responsible for enforcement and reporting on program direction and success. Develop with GSA an architecture and business process for the automated processing of approved e-forms into the E-Forms Catalog.

## **E-Forms Catalog Maintenance Strategies:**

**Top-Down Strategy Prior to ROCIS:** Defined as OMB to GSA to Agency prior to ROCIS deployment.

- On a monthly basis OMB will provide an electronic file containing accurate version information of current RMS approved forms to GSA.
- GSA will compare the OMB electronic file to the forms.gov database.
- This comparison will result in an exception report that will contain identified differences between versions and form issuance dates.
- A report will be issued to OMB and each agency that is impacted.
- The responsible agency will replace obsolete forms in the E-Forms Catalog with the current version.
- The agencies will use the standard E-Forms Catalog promotion process to update the catalog.

**Top-Down Strategy After ROCIS:** Defined as OMB to GSA to Agency after ROCIS deployment.

- OMB has initiated a process to develop and implement the ROCIS application that will automate the Federal forms management process. GSA will participate in the ROCIS requirements development process.
- Upon deployment of the ROCIS application, it is envisioned that the E-Forms Catalog application will receive and process an automated electronic update from ROCIS on all OMB approved forms changes.
- The E-Forms Catalog will automatically generate an exception report will contain identified differences between versions and form issuance dates.
- A report will be issued to OMB and each agency that is impacted.
- The responsible agency will replace obsolete forms in the E-Forms Catalog with the current version.
- The agencies will use the standard E-Forms Catalog promotion process to update the catalog.

**Middle-Down Strategy of Communications and Outreach:** Defined as GSA to Agency process to notify agencies of requirements, process and applications changes effecting the E-Forms Catalog, and request quarterly updates to the E-Forms Catalog.

- GSA will develop a communications methodology to process GSA to agency information. A combination of strategies will be implemented including:
  - Quarterly email
  - E-Forms Catalog Working Group
  - Business Gateway Advisory Group and Governance Board meetings
  - Meetings, training and communications as required
- GSA will serve as a central resource to process agency to GSA communication and inquiries.
- GSA will monitor content and issue communication to the agencies as needed to remind and assist the agencies in submitting form changes.
- The agencies will use the standard E-Forms Catalog promotion process to update the catalog.
- GSA will regularly push all approved forms from staging to production.

**Bottom-Up Strategy for Agency Maintenance of E-Forms Catalog:** Defined as Agency to E-Forms Catalog process.

- As agency forms become superceded or obsolete, the agency or bureau E-Forms Catalog Administrator or designated Registrars or Approvers will take action using the E-Forms Catalog promotion process for removing obsolete or superceded forms from the E-Forms Catalog, and submitting revised and new forms in the catalog.
- The agency Administrator or designated Registrar or Approver will monitor forms.gov in order to verify forms promotion and functionality.