

Business.gov Monthly Update – September 2005

Making it Easier for Business to Do Business

Feedback from Businesses

"[...] as opposed to calling up your attorney to have a conversation (because as soon as he talks, he hits the clock and it goes), the answer is to go to [www.business.gov], get smart, send an email [...] based on the fact that you have done your own homework to say, 'I understand this to be thus and so. Here's what the fed reg says it is. Yes or no?' You save yourself a lot of money and a lot of time."

–Entrepreneur in S. Carolina

MONTHLY STATS

Customer Satisfaction Score (June – August): 75

(government benchmark is 71)

Hours Saved: *Coming Soon*

Unique Visitors (August):

199,758 (6% increase since previous month)

Quality of Search (June – August): 75

(government benchmark is 71)

Broken Links: *Coming Soon*

UPCOMING EVENTS

Advisory Group Meeting:

Wednesday, October 12, 2005

1:00 – 2:30 pm

SBA, 2nd Floor Eisenhower Conf. Room

Governance Board Meeting:

Wednesday, December 21, 2005

1:00 – 2:30 pm

SBA, 2nd Floor Eisenhower Conf. Room

FY05 Accomplishments

By the end of FY05, the business.gov (BG) team will have completed the following enhancements to the site:

- Enhanced contact information and FAQs
- More prominently displayed links to: Forms, Compliance
- Enhanced Compliance Assistance page
- Launched online customer satisfaction survey
- Forms catalog enhancements, including enhanced search

The BG team also completed a requirements analysis for a compliance assistance tool and a pilot for the Single Source Coal Reporting tool, which streamlines data submission process.

Ongoing Activity

In FY06, the BG team is working toward launching a fully integrated portal by the end of the fiscal year. The team is working on the following activity in support of that goal:

- Architecture requirements analysis
- Look-and-feel re-design (Advisory Group to review at Nov. mtg.)
- Identification of scale-able data harmonization opportunities
- Interim search solution for the Forms Catalog

Technical Update

The BG team is conducting a cost analysis of implementing a fully integrated portal using the Forms Catalog's BEA platform. In addition, BG is documenting search requirements and investigating search engines. BG is also exploring the option of leveraging FirstGov's hosting contract.

PMA FY06 Q1 Reminder

Partner agencies should be reminded of the upcoming OMB milestone for their PMA scorecards (*due to BG November 15, 2005*):

- **Content management:** establish a process within the agency to coordinate business content dissemination and updates to BG
- **Forms Catalog:** enter all required content in Forms Catalog; establish process for maintaining forms content
(*Please find milestone definitions in an email dated 8/5/05.*)

Budget Update

The BG team distributed language for agencies to use in their congressional justifications (in response to the Commerce Justice bill, HR 2862).

Please expect to receive MOUs in early October.

CONTACT INFORMATION

URL: www.business.gov

Program Management Office: bgpmo@sba.gov, 202-401-8274

Shivani Desai, Program Manager: shivani.desai@sba.gov, 202-205-6285