Task Area 8 – Digital Government

The objective of this task area is to support government services that are provided through digital, electronic means, creating a transparent interaction between government and citizens (G2C – government-to-citizens), government and business enterprises (G2B – government-to-business enterprises) and government interagency relationships (G2G - government-to-government). A comprehensive, but not limited, sampling of work to be performed under this task area is shown below:

a. Data Warehousing and Data Mining

b. Business Intelligence

c. Web Development and Support

d. Electronic Commerce and Electronic Data Interchange

e. Customer Relationship Management

f. Knowledge Management (IT-based sharing/storing of agency individuals' knowledge)

g. IT –Enhanced Public Relations

h. IT Strategic Planning

i. Records/Document Management

j. Business-to-Government (B2G) Solutions

k. Communications Management

l. Accessibility Services (508 and 504 compliance)

m. Automated Abstraction, Taxonomies, and Ontologies

n. Deep web and federated searching

o. Computational linguistics and machine-based translation

p. Telecommuting Support Services