CIOSP 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

q) Interactive Marketing