



2011 Excellence.Gov Awards Call for Nominations & Instructions

Excellence in Advancing the Business of Government Through Technology

Excellence.gov Awards

Since 2002 the Excellence.gov Awards program has recognized outstanding government programs that use information technology in an effective and innovative way to improve services to the citizens, enhance government operations and provide a more open and transparent government. Any government program that is operational and uses IT may submit a nomination. The nominations will be reviewed by a panel of judges with representatives from both government and industry. The winners will be announced at a luncheon in Washington, DC on March 16, 2011. Nominations are now being accepted for the 2011 Excellence.gov Awards.

Nomination Form and Deadline:

Nomination forms may be downloaded from the ACT-IAC web site at www.actgov.org/2011ExcellenceGov

The deadline for submitting nominations is **5:00 PM EST on Friday, December 17, 2010.**

A completed nomination form may be uploaded to the ACT-IAC web site at www.actgov.org/EGnominations. It may also be emailed to ExcellenceGov@actgov.org or faxed to 703.208.4805, ATTENTION: 2011 Excellence.gov Awards.

The Award

Each finalist will receive:

- An award to display in the organization's office.
- Four (4) complimentary seats to the awards luncheon in Washington, DC on March 16, 2011.
- One (1) complimentary government registration to the 2011 Management of Change Conference to be held at the Homestead Resort, Hot Springs, Virginia on May 15-17, 2011.
- An invitation to exhibit the program or project at the 2011 Management of Change Conference (complimentary).
- Recognition at the awards luncheon, on the ACT-IAC web site and in press releases.

In addition to the above, each winner will also receive:

- An invitation to participate in a program on excellence in government IT programs at a future ACT-IAC event.
- One (1) complimentary government registration to the 2011 Executive Leadership Conference to be held at Colonial Williamsburg, Virginia on October 23-25, 2011.

Nomination Categories

The Excellence.gov Awards are intended to recognize outstanding government programs that use technology in an effective, efficient and innovative manner. Nominations are being accepted in six categories.

1. ***Excellence in Enhancing the Customer Experience*** – Programs that create a customer-centric culture that emphasizes continuous improvements to delight citizens and businesses that interact with the government organization. Examples: a service that permits on-line, 24/7 processing of applications; making it easier for customers to reach the right person in the agency and get a correct answer.
2. ***Excellence and Innovation in the use of Social Media*** – Programs that use new social media to achieve the agency’s mission or better serve a particular constituency. Examples: use of new media to solicit public input on a regulatory or similar issue; creating a community of interest using social media.
3. ***Excellence in Intergovernmental Collaboration*** – Programs that were designed and/or operated with close cooperation and coordination between different levels of government. Examples: social service programs that are funded and overseen by the Federal government but implemented by state and/or local governments; emergency response programs that require cooperation between various governments. (Note: intergovernmental programs may also be nominated for the other categories.)
4. ***Excellence in Improving the Workforce*** – Programs that use technology to improve the quality of the government’s workforce or the working environment for employees. Examples: improved hiring processes; more efficient and effective training; telework programs.
5. ***Excellence in Improving the Operations of Government*** – Programs that improve the internal operations of government organizations. Examples: financial management systems; inventory systems; programs supporting the warfighter.
6. ***Excellence in Going Green*** – Programs that use technology to protect the environment and enhance sustainability. Examples: smart buildings; use of cloud computing and other new technologies.

In addition to selecting a winner in each of the above categories, the judges may also designate a **Best in Class** award for ***Innovation in Advancing the Business of Government***. All programs submitted in any of the above categories are eligible. The Best in Class award is intended to celebrate the achievement of “leap-ahead” technology, strategies or processes that demonstrate how it is possible to achieve ground breaking results on government programs. Examples of these game-changing programs include Virtual Alabama, the state’s gigantic mash-up of federal, state and local data on a Google Earth platform that gives first responders a wealth of critical data; the National Information Exchange Model, a joint project of the Justice and Homeland Security Departments, which is now the standard at the core of the President’s Information Sharing Environment; and Change.gov, the Obama transition website that used innovative tools to set the stage for the government’s current innovative Web

presence. The judges will look for creativity and unconventional wisdom in design of the programs that receive this award.

Best Mobile Government App

The 2011 Excellence.gov Awards are also inviting nominations for the Best Mobile Government App. There is a separate nomination form for this category. The nomination form and additional information can be found at www.actgov.org/2011ExcellenceGov.

Instructions for Completing and Submitting a Nomination:

1. In order to be nominated for the Excellence.gov Awards a program or project must meet the following criteria:
 - a. The program must be financed and managed (or under the direct management control) of a governmental entity (Federal, state, local, or tribal).
 - b. The program must employ information technology to achieve the program's objectives.
 - c. The program must be operational prior to June 1, 2010 and have been operational sufficiently long to have demonstrated results.
 - d. Submission of the program for an award must be approved by an appropriate government official with the authority to approve the submission (Federal employees must be at the GS-14 or O-5 level or above).
2. Download the nomination form and complete each section. Please note that there is a word limit to each section. Be sure to indicate what category for which the nomination is being submitted.
3. A program may only be nominated for one category. However, you may submit multiple nominations in a single category or submit different nominations in different categories.
4. Only intergovernmental programs may be nominated in the "intergovernmental category". However, an intergovernmental program may be nominated in any category.
5. Please put your answers in plain English so that members of the public and those who are not technology experts can easily understand what you did, why you did it and why it was good for the government and the citizen.
6. The judges are looking for programs and projects that have a demonstrated record of success. Make sure that your nomination discusses what has been achieved and provides appropriate metrics.
7. Each nomination form needs to be completely filled out. If certain questions cannot be answered, please provide an explanation for the absence of an answer.
8. ACT-IAC recognizes that business partners often participate in drafting these nominations. This practice is perfectly acceptable. This nomination form is to be written from the government perspective and needs to demonstrate how the government solved the problem

utilizing internal and external resources. Nominations are not a marketing tool for the vendor/contractor.

Judging Criteria:

Nominations need to address each of these categories. The elements in each criterion are to illustrate the type of information the judges need to evaluate your nomination. The elements are not intended to be all inclusive. It is more than ok if your project addresses only one element in a particular category (e.g. lowering cost to deliver the mission in the “Efficiency in Mission Delivery” criterion). The judges would rather have sufficient quantitative and/or qualitative information that convincingly demonstrates the project’s success with one particular element than scant evidence showing how your project addresses multiple elements.

Criterion	Elements
<i>Adherence to Category Theme</i> Show how the project embraces one of the categories	<ul style="list-style-type: none"> ▪ Enhancing the User Experience; ▪ Innovation in the Use of Social Media ▪ Intergovernmental Collaboration ▪ Improving the Workforce ▪ Operations of Government ▪ Going Green
<i>Efficiency in Mission Delivery</i> How did you improve the delivery of the mission to the agency’s stakeholders?	<ul style="list-style-type: none"> ▪ Lowering costs to deliver the mission ▪ Improved utilization of agency resources ▪ Reduced or eliminated time to deliver services ▪ Improvements to process and methodology resulting in positive impact on mission delivery
<i>Alignment to Objective</i> How well did you project meet the objectives originally envisioned?	<ul style="list-style-type: none"> ▪ Address the original requirement ▪ Solve the problem ▪ Within scope, cost, and schedule limits
<i>Multiple Stakeholder Collaboration</i> How well did you collaborate with your stakeholders (such as IT, Mission, Acquisition, Finance, etc.)	<ul style="list-style-type: none"> ▪ Improvements and/or expansion of mission services beyond historical constituency ▪ Increased transparency* and improved governance between/among agencies and constituents ▪ Innovation in acquisition to enable multi-sector (government-industry) workforce collaboration
<i>Enhancing the Stakeholders’ experience</i> Do your stakeholders (e.g. customers) like and use the system?	<ul style="list-style-type: none"> ▪ Enhance customer satisfaction and quality of experience during mission delivery ▪ Enhance customer engagement for openness and transparency ▪ Application of customer relationship management processes and/or system for mission delivery
<i>Leveraging Technology and Innovation</i> What role does new or existing technology have in your solution?	<ul style="list-style-type: none"> ▪ Innovative application of technologies to deliver the mission ▪ Green IT to lower carbon footprint of the mission ▪ Security innovations in mission delivery ▪ Use of best practices
<i>Span of Influence</i> What is the long term value of your solution?	<ul style="list-style-type: none"> ▪ Solution sustainability (e.g. will it last, can others use it) ▪ Impact of solution within your and other organizations. ▪ Change management ▪ Overcome existing barriers.

Submitting the Nomination

A completed nomination form may be uploaded to the ACT-IAC web site at www.actgov.org/EGnominations It may also be emailed to ExcellenceGov@actgov.org or faxed to 703.208.4805, ATTENTION: 2011 Excellence.gov Awards.

Key Dates:

- December 17, 2010 – Nominations due
- February 14, 2011 – Finalists notified
- March 16, 2011 – Excellence.gov Awards Luncheon
- May 15-17, 2011 – 2010 Management of Change Conference

Further Information

For further information about the Excellence.gov Awards program, contact Miranda Braatz at ACT-IAC (mbraatz@actgov.org or 703.208.4800 ext. 224)

About ACT-IAC – Advancing Government Through Education, Collaboration and Action

ACT-IAC has been recognized as the premier public-private partnership in the government IT community and an example of how government and industry work together. We are a non-profit educational organization created to advance government in serving the public through the effective application of IT resources. Our education, training, programming and collaboration opportunities enhance and advance the government IT profession. ACT-IAC's objective, vendor and technology-neutral, and ethical forum allows government and industry to collaborate and improve government through technology.

Learn more about our organization and how to get involved at www.actgov.org or call (703) 208-4800.