

*The
World Wide Web
Opens a
Virtual Door
for GSA*





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The global communications network known as Internet, may be the most promising avenue for business in the year 2000 and beyond. Using the Internet, companies and government agencies are finding exciting new ways to serve their customers and communicate with each other.

Because the Internet will be a core business tool, the U.S. General Services Administration's Administrator David J. Barram launched an initiative to bring Internet access to all employees by Flag Day, June 14, 1996. GSA employees also have access to an internal GSA Intranet that serves as a channel for in-house communications and collaboration. Visit the GSA's Home Page at www.gsa.gov.

The in-house site, called, "Insite," delivers a wide variety of information and services exclusively for GSA employees. Employees find a rich source of information at the Insite address, including the GSA Update, GSA's organizational charts, training opportunities, the phone book, Thrift Savings Plan rates and updates, leave sharing information, travel voucher information and vacancy announcements. Insite will also have a comment and suggestion feedback area.

Flag day was only a beginning. By using the Internet, GSA employees are finding new, creative ways of doing business in GSA. Here are a few examples:



GSA Advantage

With Internet and Insite, GSA estimates immediate \$300,000 a year in savings from eliminating printing plants and traditional distribution channels. Those are the tangible savings. The intangible benefits will produce huge savings as well. Use of the Internet and Intranet will spark new thinking on how GSA can use this tool to re-engineer business processes. This new thinking has produced the agency's online commerce service called GSA Advantage. GSA Advantage allows any federal employee, using a government credit card, to order from GSA catalogs containing thousands of items, from ordinary office supplies to computer hardware and software. GSA Advantage may be the only place an employee can order a fire truck online. GSA Advantage is ringing-up about \$1 million a month in online transactions. However, business has tripled over the past several months and is expected to grow aggressively.



Through GSA Advantage, federal employees have access to thousands of commercial items at the lowest possible prices. For example, when the price of copy paper plummets 20 percent, agencies can take advantage of the price reductions immediately. This service allows federal agencies to do what they do best, serve the public, because GSA Advantage removes the procurement burden and makes products instantly available. The GSA Advantage address is www.fss.gsa.gov/cgi-bins/advwel.

GSA Advantage is only a small but growing portion of our business. GSA is looking into placing services such as building leasing and fleet management online.

Creating the Virtual Office, Federal Supply Service



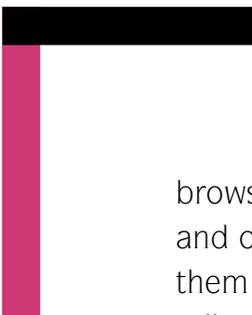
Using the agency's private Intranet service in the General Services Administration, the Federal Supply Service's Virtual Office provides remote access for telecommuters, field personnel, work-at-home employees, and travelers. Employees have access to their mail, work files and to FSS business applications such as the Fleet Management System.

FSS employees are already using the Virtual Office to improve front-line customer service by delivering products and services faster. FSS expects sales to increase, discrepancies to decrease, and costs per sale to decline.

The Public Buildings Service Long Range User System (PLUS)

In October 1994, GSA launched an initiative to move the Public Buildings Service from its 27-year-proprietary and out-moded mainframe platform to a distributed, client/server solution — PBS PLUS.

Today, with an Internet browser, system users, managers and customers can gain access to the Public Buildings Service's vast data on the government's buildings and real estate holdings nationwide. With the PLUS system, on-line data transactions have replaced the thirty-year old batch processing method that had long been associated with 300 baud modems and out-of-date mainframe designs. Today, any query on any property in the PBS portfolio can be made through an internet



browser with instantaneous results. By giving field managers and others the data and access tools they need and letting them create their own customized reports, PBS has fundamentally changed the way business is conducted.

GSA estimates immediate savings of more than \$4.7 million a year from using PBS PLUS. In both the short and long-term, PLUS provides a solid return on investment.

On-line Pay Information

In Kansas City, the GSA Greater Southwest Finance Center's popular Web site serves vendors, customers and GSA employees. The site was developed in early 1995, well-ahead of Corporate America's widespread use of the Internet for electronic commerce and financial information. The Internet address is www.finance.gsa.gov. Applications on this site include:



Payment Searches — With a personal identification number, 144,000 vendors have interactive access to their payment information across three fiscal years. Updated daily, vendors can download the data into spreadsheet applications. GSA also provides vendors with electronic mail

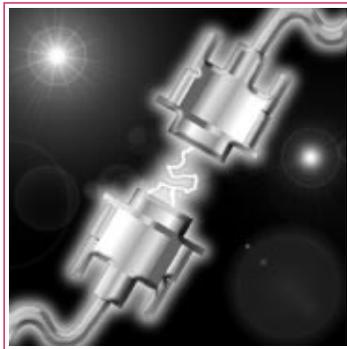
notice of a remittance, including invoice number, payment amount and projected date of payment. GSA is planning to give vendors key invoice data, electronically linked to the GSA payment process.





On GSA's Insite, the Finance Center shares a wide variety of information with agency workers. Employees can find their pay information for travel and other reimbursements with a standard browser. GSA employees also have access to FEDdesk, GSA's electronic time and attendance management system. FEDdesk provides an automated interface with GSA's payroll system. Bi-weekly pay and leave statements are instantly available. Employees also have the ability to change or select deductions such as federal and state exemptions and request a new personal identification number. A variety of accounting, billing and payment information is also available. Currently measuring more than 325,000 hits a month, usage is growing at a monthly rate of 48 percent.

These examples show why GSA's Internet and Insite initiative marks the beginning of a whole new way of doing business. With new applications being developed rapidly, GSA is using Internet access to focus on customers, increase market share, and to deliver our customers the best technology and the best service possible.



THE GENERAL SERVICES ADMINISTRATION

GSA is about great work environments—
wherever government works, whether in
an office building, a warehouse, a
national forest, or a government car. GSA
provides workspace, security, furniture,
equipment, supplies, tools, computers, and
telephones. GSA also provides travel and
transportation services, manages the Federal
motor vehicle fleet, oversees telecommuting
centers and Federal child care centers, preserves
historic buildings, manages a fine arts program,
and develops, advocates, and evaluates
governmentwide policy.





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