

Index

A

Agency Strategic Plan, 3, 8, 11, 12, 17, 19,24,32, 40,41-42,44,57
 Aging population, 35-36
 Alternative SSA futures, 73-74
 Appropriation fiscal year 1994,3, 8,9, 10, 17,23, 60
 Appropriation fiscal year 1995,3,23,25,26,27,28
 Appropriation fiscal year 1996,3,26,27
 Appropriation fiscal year 1996-98,3,27
 Automation Investment Fund, 6,7, 8, 15, 17,23,60, 64,65

B

Beneficiaries. See Recipients
 Budget set-asides, 16,70-71
 Bulletin boards. See Electronic bulletin boards

C

Clearinghouses, 72
 Clients. See Recipients
 Committee on Appropriations, House, 8,9, 10,23
 Committee on Appropriations, Senate, 9
 Community infrastructure, 16,24,27,71-72
 Computer networks, 16, 17,22,73,78,81-82
 Computer system, SSA's existing, 55-56
 Computer technology trends, 53-55
 Congressional policy options. See Policy options
 Continuing disability reviews, 32-33
 Cost-benefit analysis, 2, 17, 19,20,63-64
 Customer participation. See Recipients

D

Demographic changes, 35-36
 Directories. See Electronic directories to services
 Disability backlog, 1,6,31,32-33,66
 Disability determination, automated, 16,24,26,56, 81. See also Modernized Disability System
 Disability Determination Service, 2, 14,20-22,31, 33
 Disability Insurance Program, 1,6,29,30-31
 Disability reengineering. See Reengineering

E

Electronic benefits transfer, 16, 17,22,76-77,78, 80
 Electronic bulletin boards, 16, 17,22,73,81-82
 Electronic data interchange, 16, 81
 Electronic delivery community, 78
 Electronic delivery of services, 2, 15,22,69-82
 Electronic directories to services, 16, 73
 Electronic interagency eligibility determination, 16, 80
 Electronic kiosks, 17,22

F

Facilities planning, 41,48
 Findings, 2, 10

G

General Accounting Office, 5,7, 8, 10, 11, 12, 13, 14, 17,20,23,24,26,28,34, 39,40,41,42,43, 44,49,50,51,56,64,66, 67,68
 Grassroots involvement, 16,24,27,70-71

H

Human Resources Plan, 12, 40,41,47-48

I

Information Systems Plan, 11, 12,40, 41,42,43-47, 57,62
 Innovation, encouraging, 16,72-73
 Innovation fund, 72
 Integrated electronic records, 16,80
 Integrated services centers, 43
 Intelligent workstation. See IWS/LAN
 IWS/LAN
 as infrastructure, 2, 13, 15, 64-65
 costs and schedules, 20, 60-61, 63-64
 deployment, 17,22,68
 development, 59-60
 documentation, 10, 14-17
 flexibility, 44,57,62-63
 hardware, 57-58
 justifications, 63-68

- measuring and tracking results, 17-20
- procurement, 3,23-24
- rationale for use, 14-17
- risks, 62
- software, 57,58-59
- technologies, 10, 11,53-68
- Technology Program, 1,2,7, 10, 13,21
- transition, 2, 56, 61-62

J

Joint SSA-state review team, 2,22

K

Kiosks. See Electronic kiosks

L

Labor participation, 1, 13,45,79
Local area network. See IWS/LAN

M

Master Plan 1975,36
Modernized Disability System, 3, 15,21,22,25,50, 59,61,64
Modified IWS/LAN procurement, 24-25

N

National Academy of Sciences, 59,61,66
National Computer Center, 11,20,30,53,55,60,62
National Information Infrastructure, 70,71,73,76, 77,78,81
National Performance Review, 5,8, 13,69,71,73, 75,76,77,78,81,82
National Research Council, 7, 12,44
Networks. See Computer networks

O

Office of Technology Assessment reports, 8, 11, 15, 17,69
Office of Technology Assessment's success factors, 15,24,26,69,70-75
Old Age and Survivors Insurance, 29,30
One-stop shopping, 16,82

P

Partnering. See Strategic partnering
Performance evaluation, 17,20,24,26,75
Personal benefit statements, 36
Pilot testing, 16,22,24,26,27,72,79
Planning, comprehensive, 41
Planning process, 39-51,74
Policy options, 2-3,23-28

Pre-operational testing, 22,75
Privacy protection, 78-79
Procurement IWS/LAN. See IWS/LAN
Public interest groups, 43,70-71

R

Recipients, 1, 13, 16,33-36,40,43,70-76, 82
Reengineering, 7, 14, 15,20,22,23,24,25,26, 41, 43,48-50,65-66,72
Reengineering Task Force, 2,3, 14,21,33,48-50,66

S

SeniorNet, 71
Service delivery challenges, 31-36
Service delivery goals, 37,42,66-68
Service delivery plan, 2,3,8, 11-14, 15, 19,20,23, 24, 25, 26, 40, 41, 42-43, 75-82. **See also** Electronic delivery of services
SSANet, 56-57,58
Staffing levels, 1,6,20,24,26,31-32,45
State disability determination process. See Disability determination
Strategic partnering, 16,74-75
Strategic Plan. See Agency Strategic Plan
Strategic priorities, 42
Success factors. See Office of Technology success factors
Supplemental Security Income Program, 6,29,31, 56
Systems Modernization Plan, 6,40,45,55,56
Systems Plans, 41,42,53-61

T

Technology Program. See IWS/LAN technology program
Technology trends. See Computer technology trends
Telephone service. See Toll-free numbers
Teleservice. See Toll-free numbers
Toll-free numbers, 1,6, 16,33-35,58,73
Total quality management, 48-50
Tracking results. See IWS/LAN, measuring and tracking results
Training, 7,20,45,63,79
Transition. See IWS/LAN transition

U

Unified Planning System, 42
Unions. See Labor
United Kingdom's Department of Social Security, 46

W

Workload, 1,6, 29-37,77-78
Workstation. See IWS/LAN